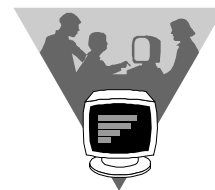




University of Edinburgh



Library Systems Department

Multiple Netscape Profiles

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Document Type	<i>Systems Training</i>
Document Filename	<i>netprofiles.doc</i>
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Latest Revision Date	<i>9/11/99</i>
Author	<i>Jed Bajai</i>
Tested by	<i>Keith Matheson</i>

1 Document Control

1.1 Amendment History

Version	Date	Description	Initials
1.0	9/11/99	Current and Initial Version (awaiting testing)	JB

1.2 Filename Path

Document can be found at the following path:

\\lib-srv4\apps\systems\training\train0012.doc

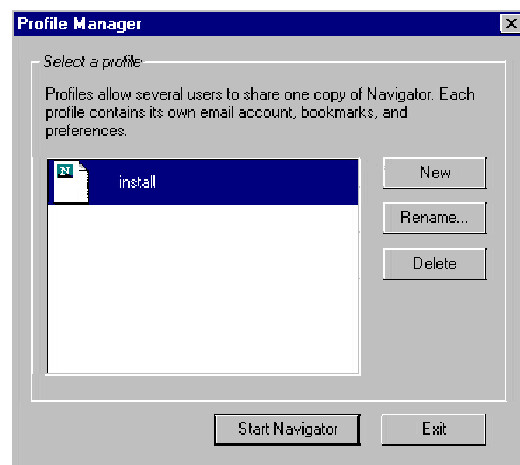
2 Introduction

This document has been prepared to allow Systems Staff to fix the problem users are having with the Multiple Netscape Profiles error which arises on certain staff machines. This problem should be fixed from the Install login.

3 Step by Step Instructions

Solving the Multiple Netscape Profile error

- 1 Login to machine with MNP error as Install.
- 2 Choose Fix Netscape Profiles icon from Desktop.
- 3 The Profile Manager box should appear. (see diagram)
- 4 Machines with the problem will have Multiple Profiles to choose from e.g. as well as Install there will also be a Default Profile, there may be other profiles also.



- 5 Highlight all Profiles **other** than the Install Profile and proceed to delete them,
DO NOT DELETE THE INSTALL PROFILE.
- 6 Then choose EXIT.
- 7 Then re-launch Netscape and the problem should be fixed.

Brief description of how solution works

The fix allows Systems Staff to delete the Multiple Profiles which should not be appearing, thus permanently preventing them showing every time the user logs on to Netscape in future.

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