

US EPA ARCHIVE DOCUMENT

8.0 Troubleshooting

The IWEM Version 1.0 has been extensively tested on the following combinations of Windows operating system and Internet Explorer:

Latest versions of MS Windows operating systems	Corresponding version of MS Internet Explorer
95 (Version 4.00.950B)	Version 5.5 Service Pack 2
98 Second Edition (Version 4.10.2222A)	Version 6.0
NT 4.0 (Service Pack 6a)	Version 6.0
2000 (Service Pack 2)	Version 6.0
XP (Version 2002)	Version 6.0

If you encounter any problems during installation, it is likely that your operating system and/or version of Internet Explorer are not up-to-date. Check the version of your operating system and Internet Explorer and compare them to the list above. If either of these two are not up-to-date, visit the Microsoft Support web site at <http://support.microsoft.com>, click on the |DOWNLOAD SOFTWARE| link, and then click on either the |MICROSOFT WINDOWS UPDATES| link or the |INTERNET EXPLORER| link and follow the prompts to download and install the updates. Check with your system administrator if you do not have the correct privileges to install software on your computer.

How do I determine what version of Windows I am using?

Right click on the |MY COMPUTER| icon on your desktop and select |PROPERTIES| from the pop-up menu. A dialog box will appear and near the top will be the version information of Windows installed on your computer.

How do I determine what version of Internet Explorer I am using?

Start Internet Explorer, click on |HELP|ABOUT INTERNET EXPLORER|. A dialog box will appear and list first is the version of Internet Explorer installed on your computer.

What do I do if I am still having problems?

If your operating system and Internet Explorer versions are up-to-date and you still encounter problems installing or running the IWEM software, please contact the RCRA Information Center in any of the following ways:

- E-mail: rcra-docket@epa.gov
- Phone: 703-603-9230
- Fax: 703-603-9234
- In person: Hours: 9:00 am to 4:00 pm, weekdays, closed on Federal Holidays
Location: USEPA
West Building Basement
1300 Constitution Ave., NW
Washington, D.C.
- Mail: RCRA Information Center (5305W)
U.S. Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, NW
Washington, DC 20460-0002

When contacting the RCRA Information Center, please cite RCRA Docket number: F1999-IDWA-FFFFF.