7 *Troubleshooting*

Introduction

This chapter gives basic information for checking on bugs you have identified in NSCA Mosaic as well as informing the developers about unreported bugs. If the bug has been reported, there may be a workaround noted online.

Bugs

Already Reported Bugs

Before sending in a bug report, you should check to see if it has already been reported. If it has, you need not send in another report. Check bug reports from previous versions in addition to the current release.

Open the URL below by selecting **Open URL...** from the **File** menu:

`http://www.ncsa.uiuc.edu/SDG/Mosaic/Software/XMosaic/help-on-version-2.6.html#bugs`

Bug Reports

Report any bugs by sending electronic mail to mosaic-x@ncsa.uiuc.edu or writing to the following address:

Software Development Group, NCSA
NCSA Mosaic for X Window System
605 East Springfield Avenue
Champaign, IL 61820-5518

Getting Help

Online Help

Additional documentation is available under the **Help** menu. All items on the **Help** menu open a new NCSA Mosaic window.

About... gives general information about Mosaic; includes hyperlinks to helpful documents (by platform)

Manual... hyperlinks to numerous online resources, including this guide

On Version... Lists new features of the current version of NCSA Mosaic as well as fixes and new features of previous versions. Start here if you think you have discovered a bug—it might have been reported already.

On Window... lists the hotkeys and how to select text

On FAQ... lists several categories of FAQs including "already asked questions"

On HTML... *A Beginner's Guide to HTML*

On URLs... *A Beginner's Guide to URLs* , an overview of Uniform Resource Locators

Mail Developers... quick way to send electronic mail to the NCSA Mosaic for X Window System development team

Technical Support via Email

If you are connected to the Internet, you can email NCSA Mosaic for X Window System-related questions to mosaic-x@ncsa.uiuc.edu.