

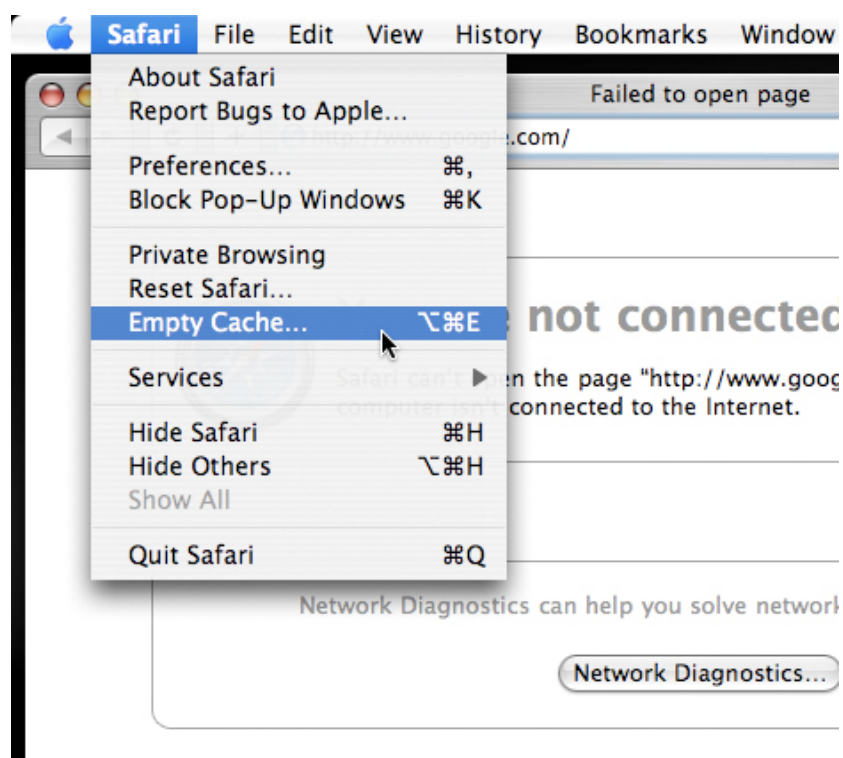
## Troubleshooting Macintosh Internet Connectivity Issues

Apple Macintosh Computers are gaining popularity, thanks to their reliability, stability and ease of use. However, one of the tricks that Apple uses to make Macintosh's perform faster, caching, can sometimes bite the user. When settings change on the network, the default Macintosh web browser, Safari, sometimes fails to recognize these settings. Even worse, the Operating System itself sometimes fails to notice those changes for several hours. The result is either a failed network connection or browser behavior that make the user think they have lost their network connection when they really have not. The following troubleshooting steps are quick, easy and will get you back up in no time.

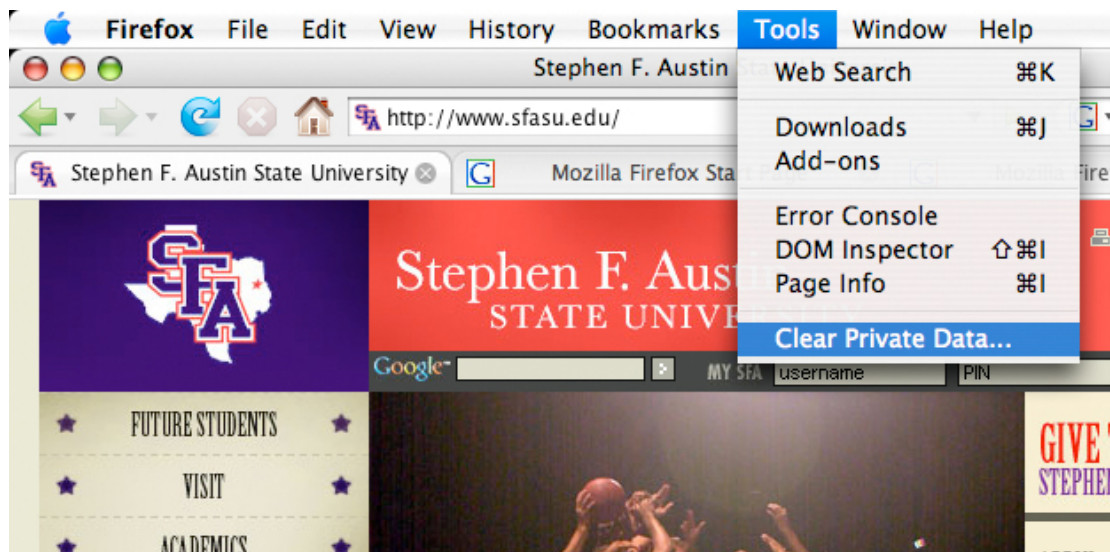
### Clearing the Browser Cache

After registering your Mac on the SFA network via NetReg, your browser will often continue to return you to the NetReg page - even after you have restarted your computer. To fix this problem...

...in Safari, click on, "Safari" and then on, "Empty Cache...".

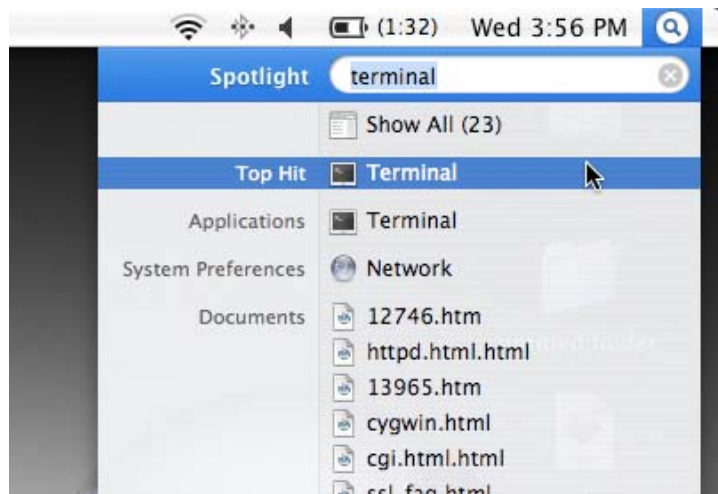


...in Firefox, select, "Clear Private Data..." from the "Tools" menu.

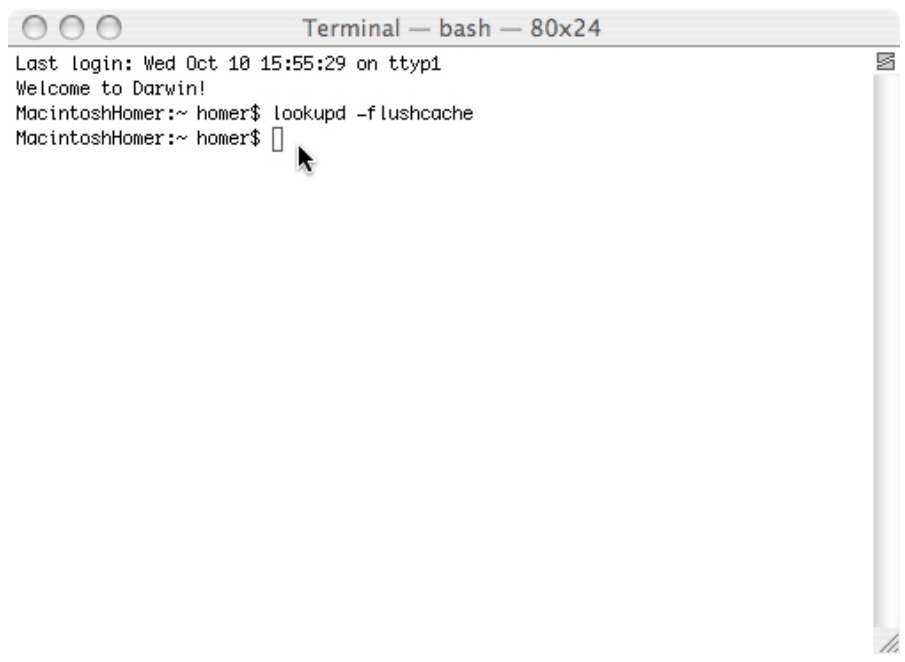


## Clearing DNS

If you are unable to get on the network even when the system says that you are connect, you may need to clear the DNS cache. This is simple to do. Just open your Terminal. Do this by clicking on the Spotlight in the upper right-hand corner of the desktop and typing, "terminal". The, "Top Hit" will be the Terminal application. Click on this to launch Terminal.



Once in the Terminal, type, "lookupd -flushcache". If it works, you will just be returned to the command prompt. If you get any other message, then you failed to clear your cache.



```
Terminal — bash — 80x24
Last login: Wed Oct 10 15:55:29 on ttty1
Welcome to Darwin!
MacintoshHomer:~ homer$ lookupd -flushcache
MacintoshHomer:~ homer$
```