


Solving web browser related issues

As a web-based product, Cameo Collaborator supports the latest versions of the following browsers:

- Microsoft Edge
- Chrome
- Firefox
- Safari
- Internet Explorer 11.x and later versions

The following table explains how to solve most common web browser related issues.

Issue	Reason	Solution
Problems when trying to open or save an image	If you choose the .svg format for publishing, the Open image in new tab and Save image as commands do not work when browsing a project in Internet Explorer versions 10, 11, and Microsoft Edge.	<ul style="list-style-type: none">• Select the .png format when publishing a project.• Use a different web browser.
Diagrams are not displayed	If you choose the .svg format for publishing, diagrams may not be displayed when browsing a project in Internet Explorer 10 and 11. This issue occurs randomly.	<ul style="list-style-type: none">• Refresh a web page.
Content is not displayed correctly when trying to navigate from large diagrams	If you browse your project in Internet Explorer 10 or 11 and try to navigate between views from a large diagram containing comments, the content may collapse and be displayed incorrectly. This happens due to insufficient storage for the diagram size being used.	<ul style="list-style-type: none">• Decrease the scaling size for large diagrams by specifying the value of the <i>CollaboratorMaxCanvasasMarginal</i> Java argument (default size is 8000 pixels). For example: <pre>-DCollaboratorMaxCanvasMarginal=4000</pre>• Use a different web browser
Scrolling related issues	If you enable the Document View when browsing a project in Firefox, you may encounter scrolling issues. After selecting navigation tree elements, a document may be scrolled to an incorrect location or not scrolled at all. These issues occur due to Firefox autoscrolling and smooth scrolling options which conflict with Cameo Collaborator automatic scrolling feature.	<ol style="list-style-type: none">1. Click  on the top right corner of the Firefox browser window.2. Select Options.3. On the left side of the browser window, click Advanced.4. Clear the Use autoscrolling and Use smooth scrolling check boxes. These check boxes should be unchecked at all times when using Cameo Collaborator.

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