Maximize Jackrabbit's Online Performance

Many of the factors that influence your Jackrabbit experience may be related to your computer. Speed and usage are impacted by internet connection, the age of the computer or device, the number of applications currently running on your computer, and more.

Be sure your internet setup includes broadband internet and an internet connection. We recommend having as much bandwidth as possible if you are sharing your internet connection with other devices. Ensure that cookies are enabled so Jackrabbit can work properly.

Before scrolling through the troubleshooting tips below we recommend you start with these two tasks as they often fix the most common issues:

Clear the Cache	Clearing the cache might seem like a minor thing to do but it can dramatically improve your Jackrabbit experience. This simple task can improve the speed of page loads, ensure the latest enhancements are loaded, protect privacy, and free up device memory. **Learn how to clear the cache in Chrome** **Learn how to clear the cache in Microsoft Edge** **Learn how to clear the cache in Firefox** **Learn how to clear the cache in Safari**
Use Latest Browser	It is important to work in the most recent version of your web browser; you'll have access to the latest features and functionality, along with security fixes that can keep you safe online. We recommend using Chrome, Microsoft Edge, or Firefox when you are working in Jackrabbit. **Learn how to update your Chrome browser** **Learn how to update your Microsoft Edge browser** **Learn how to update your Firefox browser** **Learn how to update your Safari browser**

Open each section for troubleshooting tips for the issue.

Expand/Collapse All

⌄ Jackrabbit Is Not Accessible

⌄ Jackrabbit Appears To 'Freeze Up'

- ⌄ Nothing Happens After Clicking a Link

- ⌄ Information Isn't Saving

- ⌄ Form Fields Are Automatically Populated With Incorrect Data

- ⌄ Screen Is Too Small

- ⌄ Login Fields Don't Appear

- ⌄ Security Certificate Shows as Expired or Not Valid

- ⌄ Jackrabbit Is Running Slow

- ⌄ Traceroute Test for Latency

- ⌄ Anti-Virus Software

- ⌄ Contact Jackrabbit Support