



COMMON BROWSER AND DISPLAY PROBLEMS

-- Multiple sessions --

Do you have more than one session open in the application (e.g. two Internet Explorer windows open both logged into the application - either the same username or different usernames)? If so, please ensure that you have only one browser session open in the application at any one time and try the process again. Because of the way Internet Explorer treats session variables which control many elements in the application, users cannot have more than one session open at any one time.

-- Pop-up blockers --

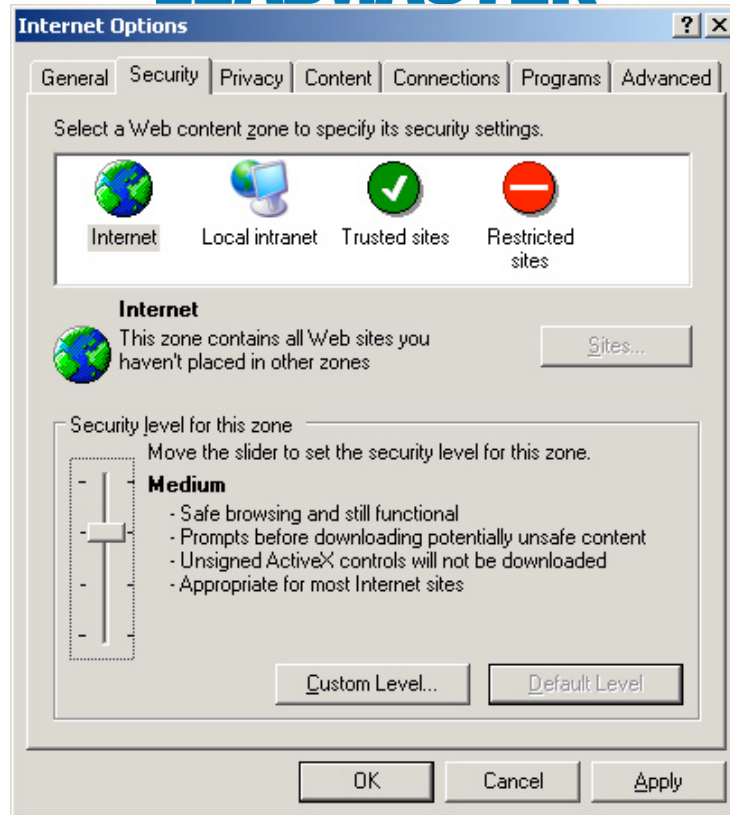
Do you have any pop-up blocking software or other security applications installed on your local machine? Such third party applications may interfere with the normal operation of the online application. Please review the attached document outlining suggested configuration settings for popular third party security applications. **[ATTACH popup_blockers_settings.pdf]**

--Can't see Search buttons etc.--

The behavior shown relates to either a setting or third party software installed on the user's PC configuration blocking display of the buttons.

A. Have the user check their security settings in Internet Explorer and make sure they are set to Medium or lower. To do this in Internet Explorer:

1. Tools > Internet Options
2. Click on Security tab
3. If setting is not already set to medium as shown below, have the user either move the slider bar down to medium OR if they do not see the slider bar, click on the Default Level button and re-set to Medium



4. Click Apply
5. In the same pop-up window, click on the General tab
6. In the Temporary Internet Files section, press the Delete Files button
7. Check the “Delete all Offline Content” box
8. Press OK to clear the cache
9. Press OK again to close the pop-up
10. Have the user close Internet Explorer (all windows), then open it again and try logging in

B. If this does not resolve the problem, have the user review the attached information about suggested configurations for pop-up blockers and security applications.

[ATTACH popup_blockers_settings.pdf]

-- Back button --

Are you using the browser’s Back button to navigate through the application? Users should use the navigation provided within the application rather than navigation from their browser in order to ensure that their activity is properly tracked.

-- Caching --



Please follow the steps outlined below to ensure that your browser is checking for the most updated page every time and then clear your temporary files cache.

****Before proceeding with the steps below, close any browser windows related to the application.****

Ensure that your browser is set to check for new pages every time

In IE6

1. In Internet Explorer, go to Tools>Internet Options
2. On the General Tab, in the Temporary Internet Files section, click on Settings.
3. Ensure that “Every visit to the page” is selected.
4. Press OK and OK again

In IE7

1. In Internet Explorer, go to Tools>Internet Options
2. Go to the General Tab and under Browsing History click on Settings
3. Ensure that “Check for newer versions of stored pages: Every time I visit the webpage” is selected.
4. Press OK and OK again

In Firefox

1. In Firefox, type “about: config” (without the quotes) in the address bar (where you type in a URL) and press Enter
2. Scroll down to the entry for **browser.cache.check_doc_frequency** and double click it (or right click and select Modify)
3. Enter “1” without the quotes which is the Firefox setting for “Check for a new version every time a page is loaded”
4. Press OK

Clear your browser cache

In IE6

1. In Internet Explorer, go to Tools>Internet Options
2. On the General tab, in the Temporary Internet Files section, press the Delete Files button to clear your browser disk cache
3. Check the “Delete all Offline Content” box
4. Press OK and OK again

In IE7

1. In Internet Explorer, go to Tools>Internet Options
2. On the General tab go to the Browsing History section
3. Click Delete and then on the next screen click “Delete files”
4. Press OK and OK again

In Firefox

1. In Firefox, go to Tools>Options
2. In the left column, select Privacy
3. To the right of “Cache” click the Clear button
4. Press OK

-- Uploaded images are not displayed (only see red X where image should be) --

Typically, .jpg files are encoded in a three-channel, RGB format. But it is possible, in some programs, to create .jpg files that are encoded in four- channel, CMYK color format. Typically such images are used for hard copy print use. However, browsers such as IE and Netscape are unable to display .jpg files that are not in three-channel, RGB color format.

The image that the client uploaded was in CMYK format, thus cannot be rendered by web browsers. We converted the client's jpg image to RGB format (in Adobe Photoshop -- this can be done in most graphics applications), uploaded it, selected it as the logo image for the Main Bulletin Board and it now displays correctly.

Any image to be used on the web (be it for the information center logo, the top banner or to be uploaded to the Library or attached to a record must be in RGB format. For any other images they have in CMYK format that they need to use on the web, they can open the image with another application such as Paint, Photoshop, Fireworks etc. and save it again ensuring that it is in RGB format (note that Windows Paint only handles RGB so in that application all they will have to do is open the image in Paint and use Save As to save it again under a new name) and then upload the new version.

-- Next Button not displayed when importing files --

The below is seen when the user is trying to import a file that is not of the correct type. The only supported file types are .csv and .txt.

