

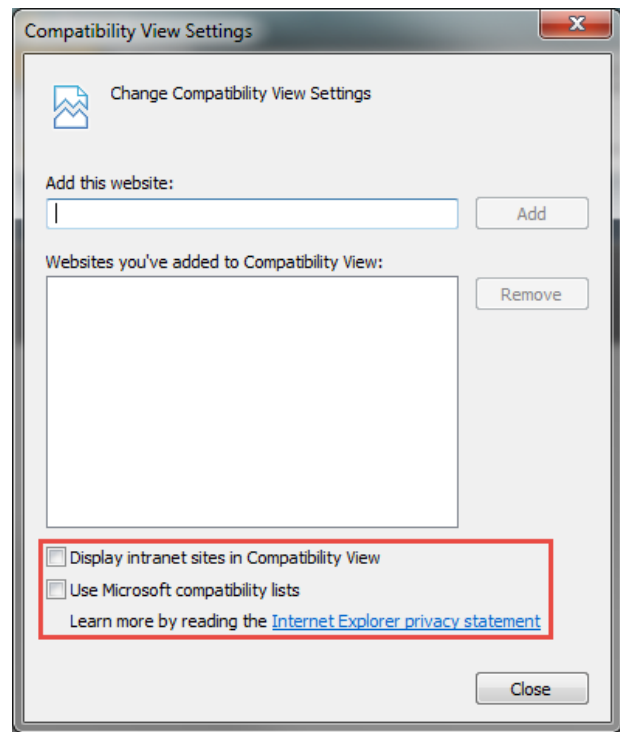
Browser Settings

Disable Compatibility View

Compatibility View is not supported within ACTIVE Net on the AUI site. This can cause issues with loading times, response times, printing, and overall page formatting.

To ensure your browser is not working within compatibility view:

1. Go to **Internet Explorer > Tools > Compatibility View Settings**
2. Make sure active.com is not listed in Websites you've added to Compatibility View:
 - **Note:** If **active.com** or similar links (e.g., *activenet.active.com, anprod.com, or *active.com*) are in this window, highlight URL and select **Remove**
3. Uncheck all boxes
4. Click **Close**

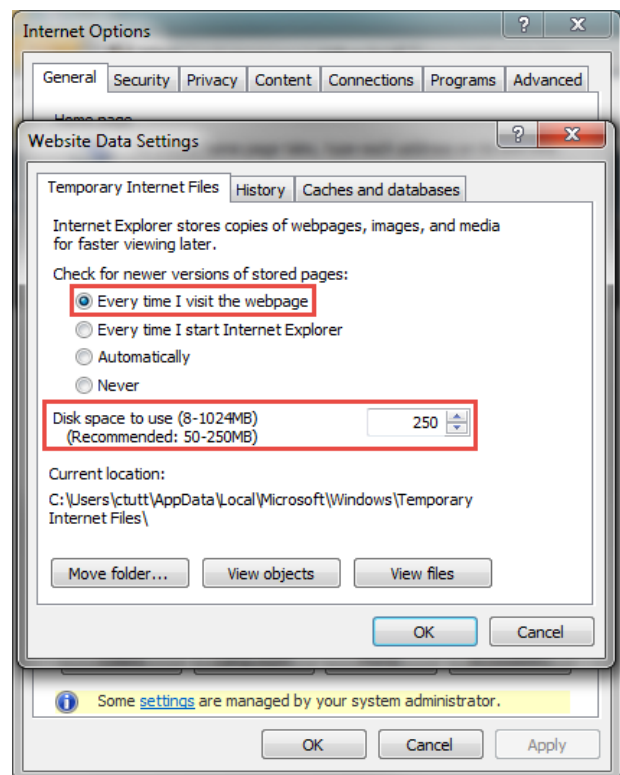


Temporary Internet Files

Users can run into problems viewing the most up-to-date records after making changes on their site. This is typically an issue with the browser viewing the older web pages which is caused by the browser caching old information on a web page.

This problem can be reduced by going to:

1. Go to **Internet Explorer > Tools > Internet Options**
2. In **General** tab under **Browsing History** section, **Click Settings**
3. Under **Check for newer versions of stored pages**, select radio button next to **Every time I visit the webpage**
4. Change **Disk space to use** to **250**
5. Click **OK**

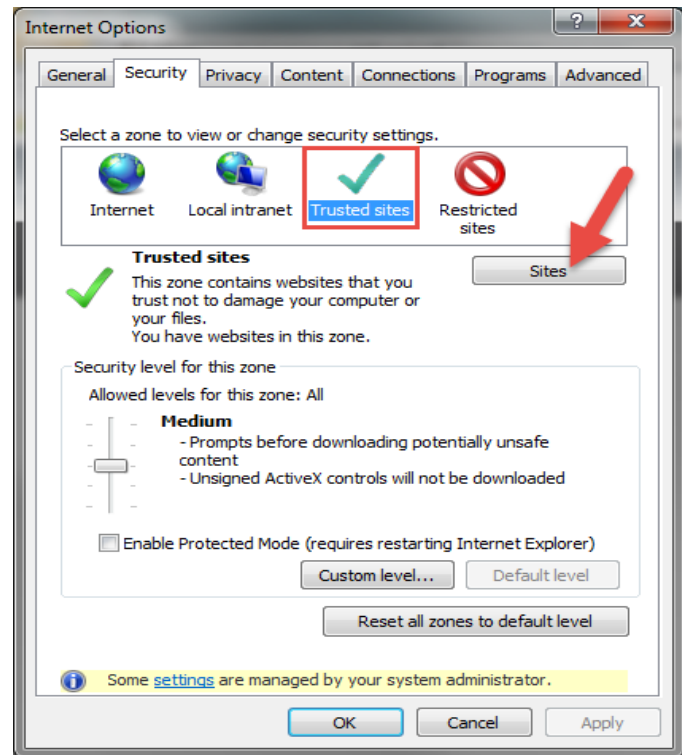


Trusted Sites

ACTIVE Net users can add ACTIVE Nets' domain to the Trusted Zone while maintaining higher security for the rest of the Internet.

To add ACTIVE Net to Trusted Sites list:

1. Go to **Internet Explorer > Tools > Internet Options**
2. Click **Security** tab
3. Click **Trusted Sites**
4. Click **Sites**
5. Uncheck **Require server verification (https:) for all sites in this zone box**
 - **Note:** *If all options in this window are greyed out, contact your system administrator or your IT department to get ACTIVE Net added to Trusted Sites*
6. In box under **Add this website to the zone**, type: `*.active.com/*`
7. Click **Add**
8. Click **Close** button
9. Click **OK**

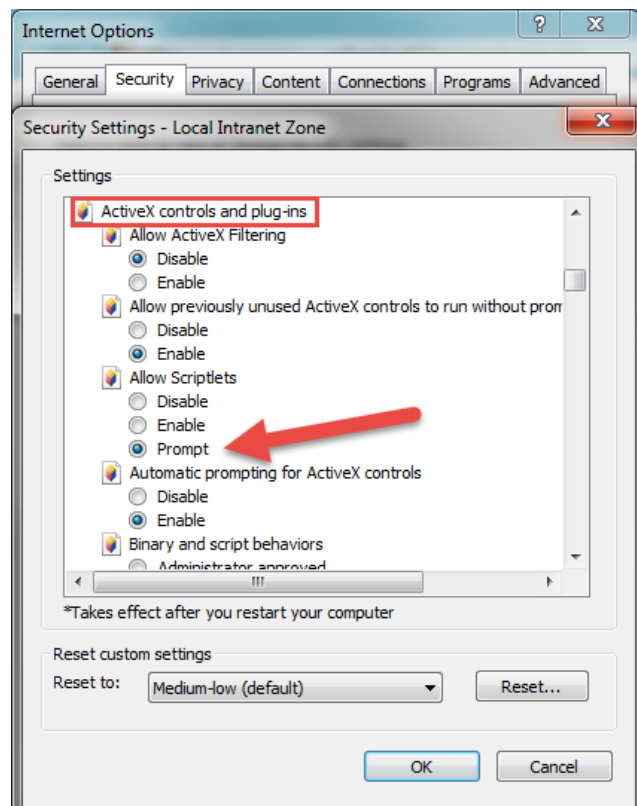


Security Settings for Active X Controls

ActiveX controls in Internet Explorer are used by applications on the site that regularly interact with hardware devices, Java applications, and Flash Player applications. Internet Explorer can flag the ActiveX controls needed as unsafe and insecure.

To adjust these settings:

1. Open **Internet Explorer > Tools > Internet Options**
2. Choose **Security** tab
3. Selected **Trusted Sites**
4. Click **Custom Level**
5. Scroll down to **ActiveX controls and plug-ins**
6. Under **Allow Scriptlets** option, select **Prompt**
7. Under **Download unsigned ActiveX controls** option, select **Prompt**
8. Under **Initialize and script ActiveX controls not marked as safe for scripting** option, select **Prompt**
9. Click **OK**
10. When **Warning!** window pops up click **Yes**
 - **Note:** *If the system does not allow approval of this change or requires administrative users password, please seek help from a computer admin or IT to make this change*
11. Click **Apply**
12. Click **OK**

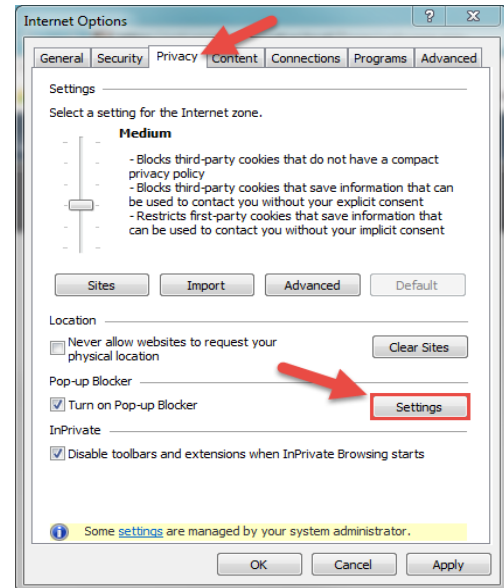


Pop-up Blocker

Your browser pop-up blocker could be preventing pages from being displayed.

To add ACTIVE Net to the pop-up blocker's exception list:

1. Go to **Internet Explorer > Tools > Internet Options**
2. Select **Privacy** tab
3. Under **Pop-up Blocker** section, click **Settings**
4. Below **Address of website to allow:** type ***.active.com**
5. Click **Add**
6. Click **Close**
7. Click **OK**



Plug-Ins/Add-ons

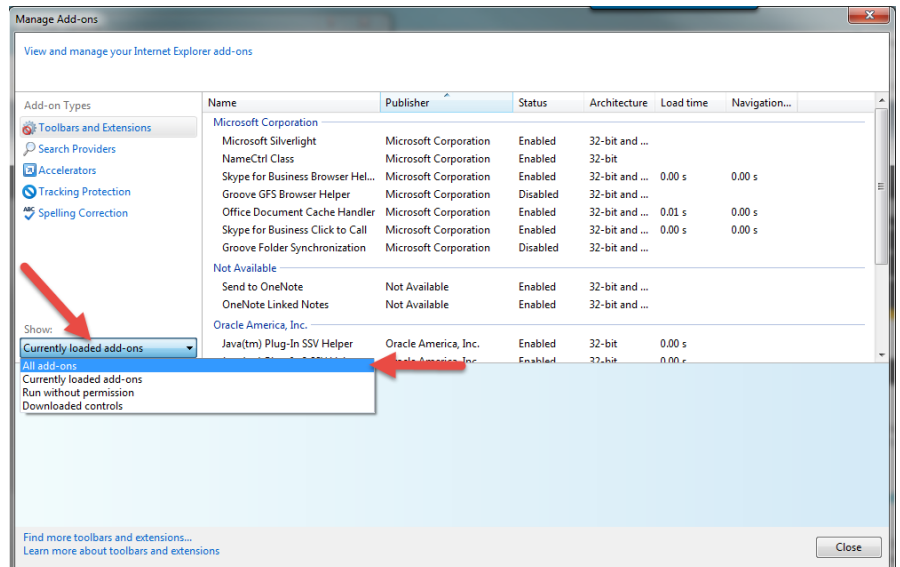
ACTIVE Net uses Plug-ins and Add-ons from 3rd party applications to allow interaction between your ACTIVE Net and your computer. There are 3 primary applications you need to insure are both installed and enabled:

- Adobe Flash Player
- Adobe Acrobat PDF Reader
- Java

To check your plug-ins and add-ons:

1. Go to **Internet Explorer > Tools > Internet Options**
2. Select **Programs** tab
3. Click **Manage add-ons**
4. Under **Show:**, select **All add-ons** from drop down
5. Make sure all **Adobe Flash**, **Adobe Reader**, and **Java** add-ons are showing and **Enabled**

- **Note:** If you are not seeing one of these add-ons here, the easiest way to fix this is to uninstall the application on your computer, and reinstall it using Internet Explorer.



Java

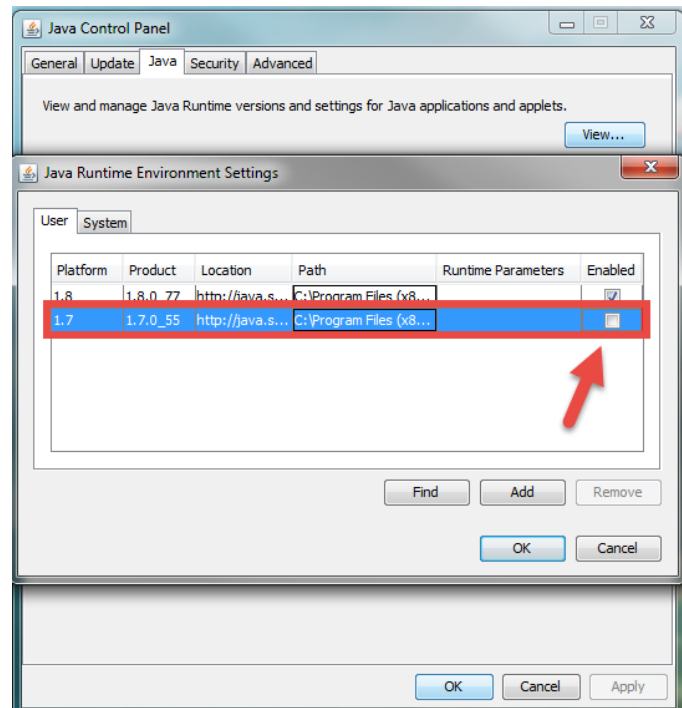
Java is an essential tool used by ACTIVE Net to run many of its applications. It is always recommended to remain on supported versions of Java which are always updated in the release notes sent out prior to each release and can be found in ACTIVE Net Answers. To avoid running into any Java related issues please follow the following recommendations.

Multiple Versions of Java

Multiple versions of Java on your computers should be avoided and all unnecessary versions on your computer should be uninstalled. Your organization may need to make an exception to this if they use other applications that require older versions of Java.

In order enable other versions of Java

1. Go to **Start Menu > Search Java > Configure Java**
2. Select **Java** tab
3. Click **View**
4. Uncheck box beside old version of **Java**
5. Click **OK**
6. Click **Apply**
7. Click **OK**

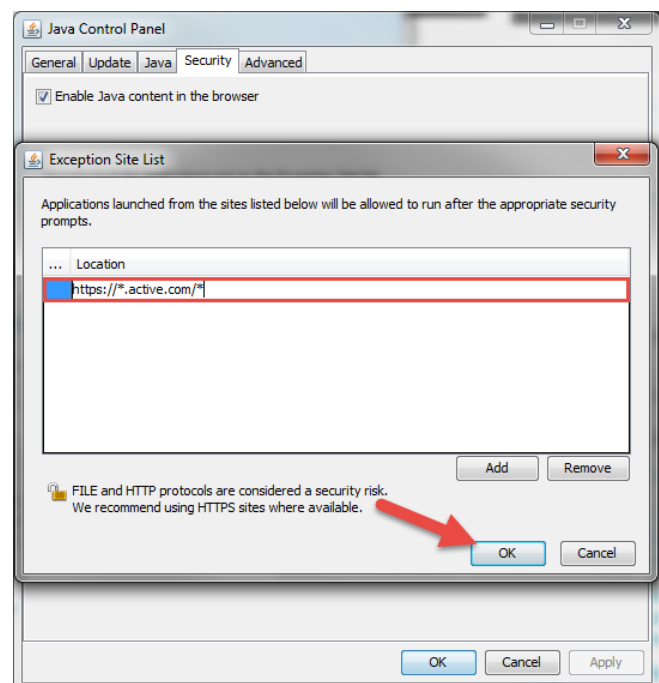


Exception Site List

ACTIVE Net users who regularly visit a group of safe pages can add these sites to the Exception Site List while maintaining higher security for the Java application. This allows Add-Ons, ActiveX and scripting to be available for ACTIVE Net sites but not for the Internet as a whole.

To add ACTIVE Net to the Java trusted site list:

1. Go to **Windows Start Menu > Search Java > Configure Java**
2. Select **Security** tab
3. Select **Edit Site List**
4. Click **Add**
5. Enter https://*.active.com/
6. Click **OK**
7. Click **Apply**



User Permissions to Java Folder

This process is the most complex of the Java troubleshooting steps. You will need administrator permissions on the local machine in order to perform this step. This is only needed for Java versions **8.91 and up**.

1. Go to **C:\Program Files(x86)**
2. Right click **Java** folder
3. Select **Properties**
4. Click **Security** tab
5. Click **Edit**
6. In **Permissions for Java** window, click **Users**
7. In **Permissions for Users** section, check box for **Full Control**
8. Click **Apply**
9. Click **Okay**

