



## Table of Contents

|   |   |
|---|---|
| Introduction .....                              | 2 |
| Browser Settings.....                           | 3 |
| Java .....                                      | 6 |
| Networks, Firewalls and Internet Security ..... | 7 |

## Introduction

This document contains ACTIVE Network's recommended measures and settings to alleviate conflicts between your PC's security software and ACTIVE Net while still maintaining the high standard of security that your organization's security policies require. Following the instructions in this manual helps you run ACTIVE Net smoothly and quickly, and ultimately helps you spend less time in the system and more time with your customers.

## About ACTIVE Net

ACTIVE Net is a web-based application that relies on many 3<sup>rd</sup> party applications, such as Oracle Java, Adobe Flash, and Adobe Reader. We recognize that though ACTIVE Net provides a secure channel to handle sensitive customer data and integrated electronic payment processing, individual IT departments often also take measures to secure the PC terminal environment.

Organizations typically add restrictions to certain users or PCs to maintain their ideal level of security on workstations to keep their network protected. However, as ACTIVE Net is a web based application that needs to interact with the local PC for full functionality, it is possible for these internal IT security measures can conflict with ACTIVE Net's optimal settings.

User experience with ACTIVE Net depends on many local factors including the PC's settings, web browser, internet security software, and background firewall/Antivirus software. The measures an internal IT department implements, without the appropriate exceptions in place to ensure that ACTIVE Net is a trusted website, can sometimes negatively impact on staff user experience with ACTIVE Net.

## Supported Applications

We strongly recommend reading the most recent [Release Notes](#) regularly to ensure your workstations are within the supported applications.

## Virtual Environments

ACTIVE Net is not supported or tested while running together with virtual environment software.

ACTIVE Network will use commercially reasonable efforts to investigate potential issues with ACTIVE Network's software running together with hardware virtualization software. As part of that investigation, we may require the issue to be reproduced independently from the hardware virtualization software. Where issues are confirmed to be unrelated to the hardware virtualization software, ACTIVE Network will support its software in a manner that is consistent with support provided when that software is not running together with hardware virtualization software.

ACTIVE Network makes no warranty, implied or otherwise, about the performance or reliability of third party products running together with hardware virtualization software. Third parties are responsible for the testing of their software running together with virtualized hardware environments.

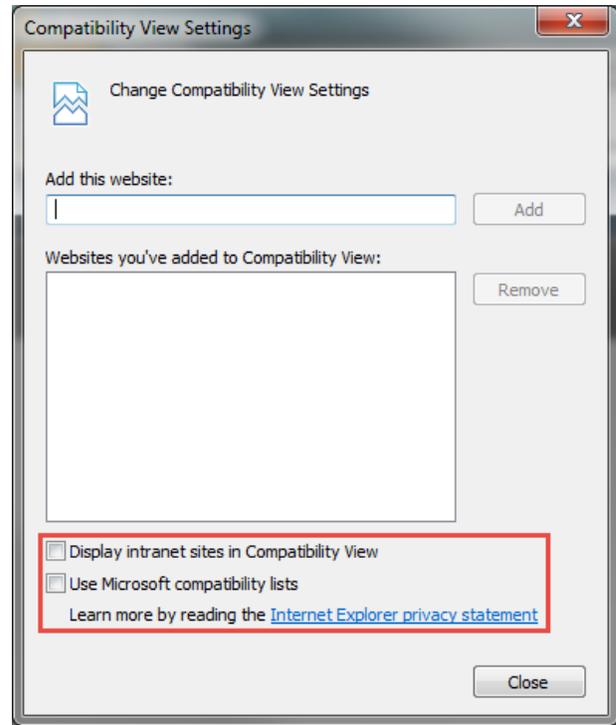
# Browser Settings

## 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**

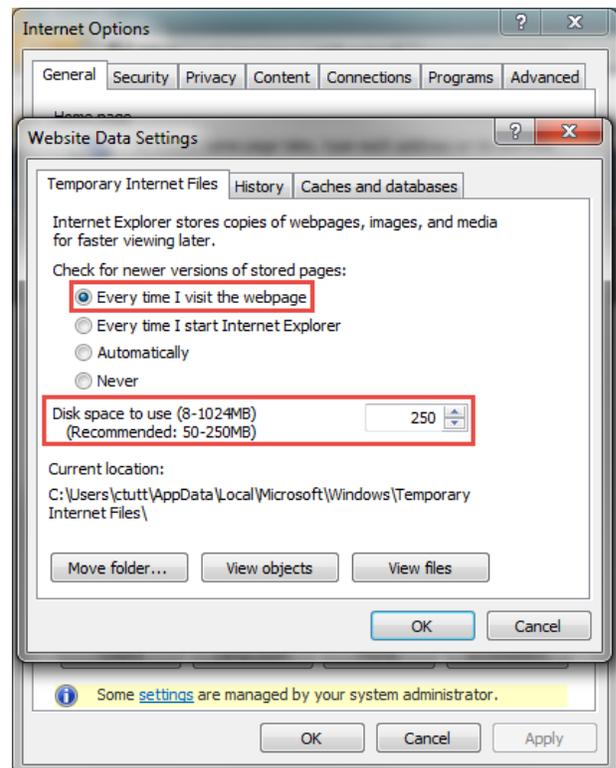


## Temporary Internet Files

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**

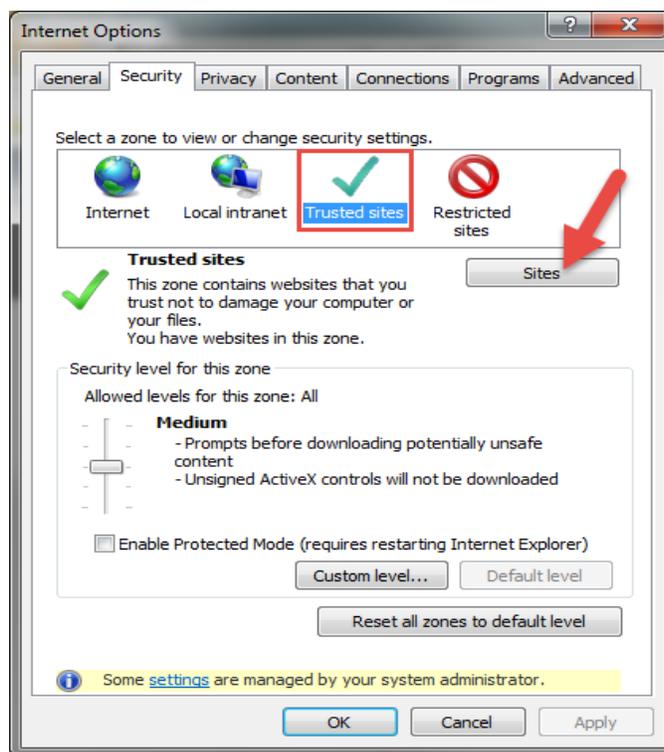


## Trusted Sites

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**

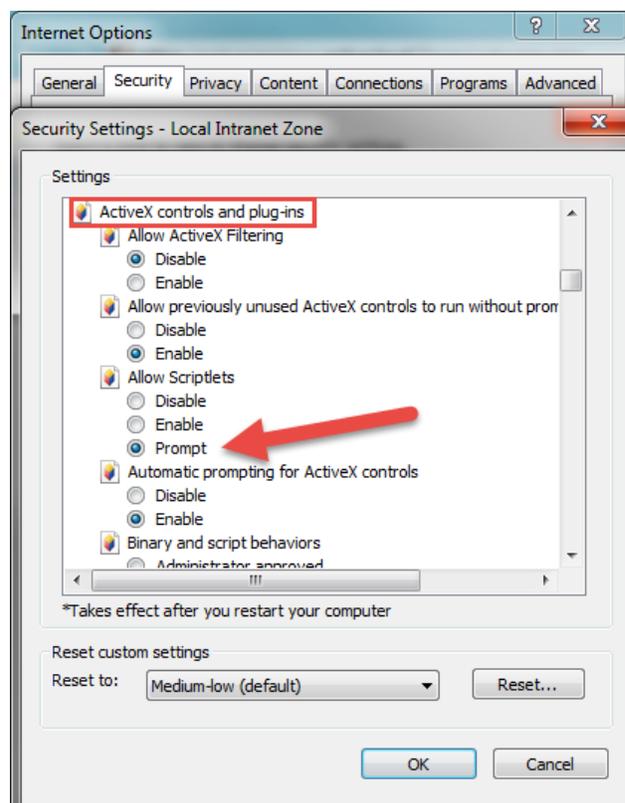


## Security Settings for Active X Controls

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**

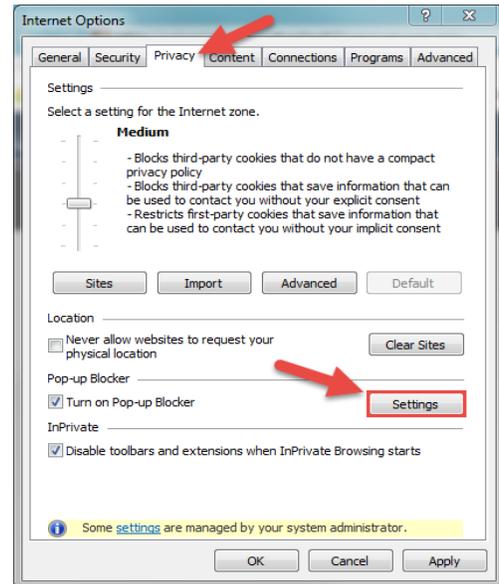


## Pop-up Blocker

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

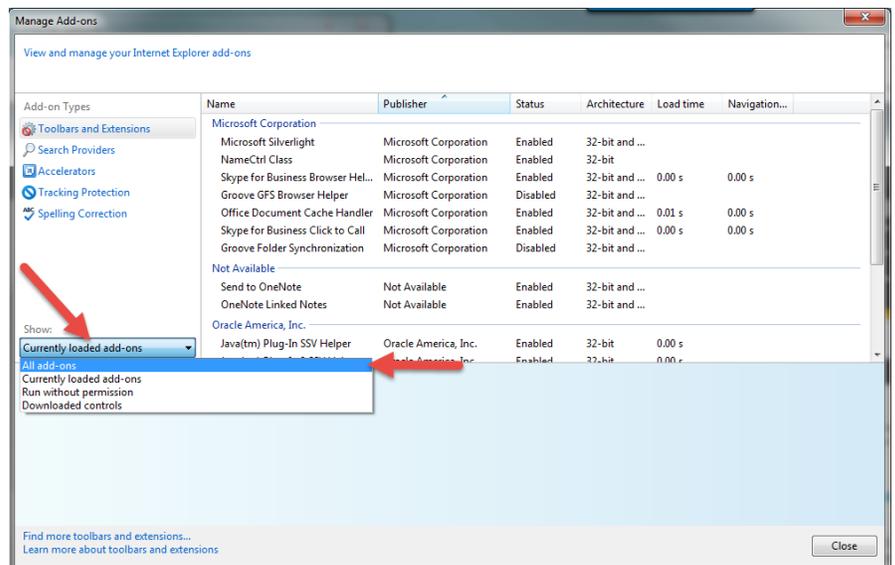
ACTIVE Net uses Plug-ins and Add-ons from 3rd party applications to allow interaction between your ACTIVE Net and your computer. There are 3 primary applications you need to insure are both installed and enabled:

- 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

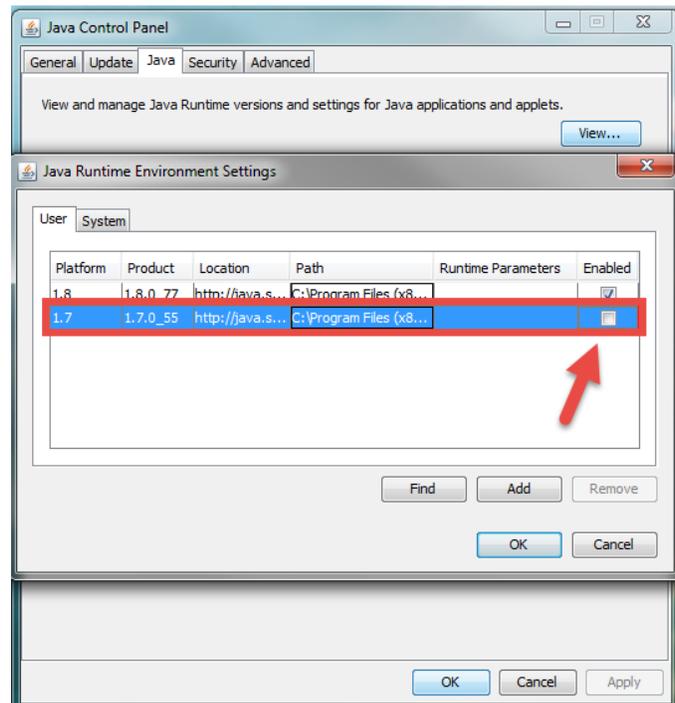
Java is an essential tool used by ACTIVE Net to run many of its applications. It is always recommended to remain on supported versions of Java which are always updated in the release notes sent out prior to each release and can be found in ACTIVE Net Answers. To avoid running into any Java related issues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

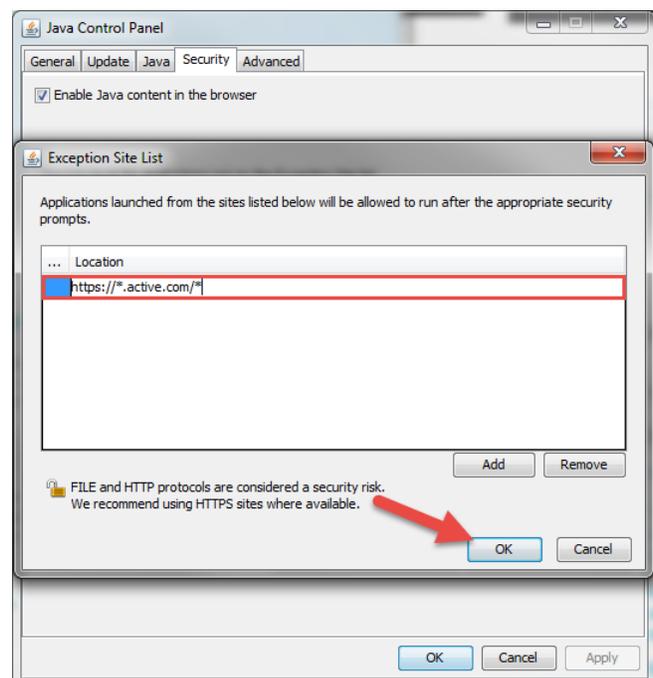


### Exception Site List

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:

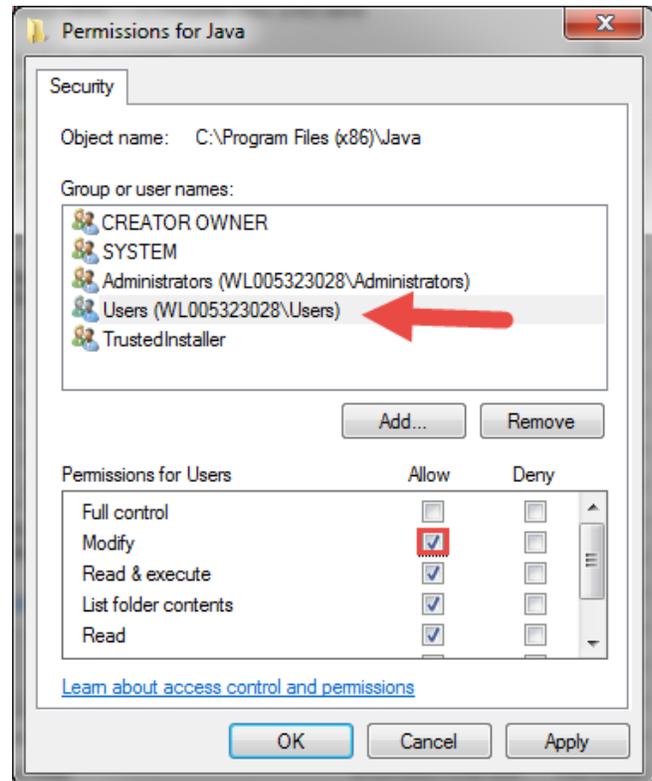
1. Go to **Windows Start Menu > Search Java > Configure Java**
2. Select **Security** tab
3. Select **Edit Site List**
4. Click **Add**
5. Enter [https://\\*.active.com/](https://*.active.com/)
6. Click **OK**
7. Click **Apply**



## 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**



## Networks, Firewalls and Internet Security

Organizations may require higher security levels on their networks firewalls, and internet security. Whitelisting ACTIVE Net server IP addresses and domain can prevent restrictions on ACTIVE Net. Network teams can whitelist these items by adding the ACTIVE Net domain to trusted sites, and opening the ports

### Domain

`https://*.active.com`

`akamai-anprod.active.com` – US Sites

`akamai-anprodca.active.com` – Canadian Sites

### IP Addresses

US sites: 74.120.126.0 - 74.120.126.255 & 74.120.127.0 - 74.120.127.255

CA sites: 204.92.17.0- 204.92.17.255

Email servers: 67.231.144.98, 67.231.152.76, & 69.194.141.85 (mxa-000e8b01.gslb.pphosted.com & mx-000e8b01.gslb.pphosted.com)



## **ACTIVE Network, LLC**

© 2016 ACTIVE Network, LLC, and/or its affiliates and licensors. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without prior written permission. You have limited permission to make hard copy or other reproductions of any machine-readable documentation for your own use, provided that each such reproduction shall carry this copyright notice. No other rights under copyright are granted without prior written permission. The document is not intended for production and is furnished “as is” without warranty of any kind. All warranties on this document are hereby disclaimed including the warranties of merchantability and fitness for a particular purpose.

## **About ACTIVE Network, LLC**

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](http://ACTIVEnetwork.com).

ACTIVE Network, LLC  
717 North Harwood Street  
Suite 2500  
Dallas, TX 75201