



iVOS Browser Settings Reference Guide

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iVOS Browser Settings Reference Guide

Table of Contents

1	Objective	3
2	Assumptions and Constraints	3
3	Reference Documents	3
4	Dependencies/Impact on Other Systems.....	3
5	Overview	3
6	Technical Requirements.....	3
7	Optimal Display Settings.....	4
7.1	<i>Fonts</i>	<i>4</i>
7.2	<i>Resolution</i>	<i>5</i>
8	Internet Settings.....	7
8.1	<i>Temporary Internet File Settings.....</i>	<i>7</i>
8.2	<i>Trusted Site Security Settings.....</i>	<i>9</i>
8.3	<i>ActiveX Security Settings.....</i>	<i>11</i>
8.4	<i>Miscellaneous Settings</i>	<i>14</i>
9	Compatibility Issues	17
9.1	<i>Pop-up Blockers.....</i>	<i>17</i>
9.2	<i>Google Toolbar.....</i>	<i>18</i>
10	Troubleshooting Guide.....	18

iVOS Browser Settings Reference Guide

1 Objective

The objective of this document is to provide a single source of information regarding browser requirements and browser related issues. The information in this document is for internal purposes and should be utilized by the Support Group to resolve browser related cases.

2 Assumptions and Constraints

- None

3 Reference Documents

- [iVOS online help](#)
- [Solution Center Article #2166](#)

4 Dependencies/Impact on Other Systems

- None

5 Overview

This document contains the following:

- Browser settings for optimal iVOS performance
- General compatibility issues
- Troubleshooting guide

This document is a “living document” and will be updated as information changes.

NOTE: Images shown in this document may vary depending on which version of Internet Explorer is being used.

6 Technical Requirements

Internet Explorer should be used to run iVOS. All other browsers, such as Netscape and Mozilla Firefox are not supported.

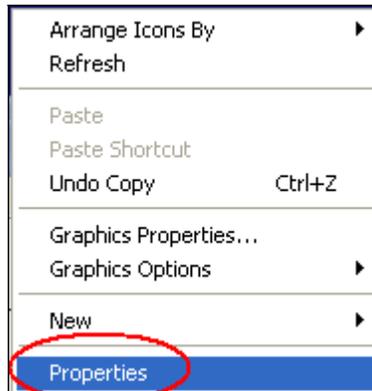
- IE6 is supported for use with iVOS 4.0 and 4.1
- IE7 is supported for use with iVOS 4.2
- IE8 is supported for use with iVOS 4.32.5 and higher

7 Optimal Display Settings

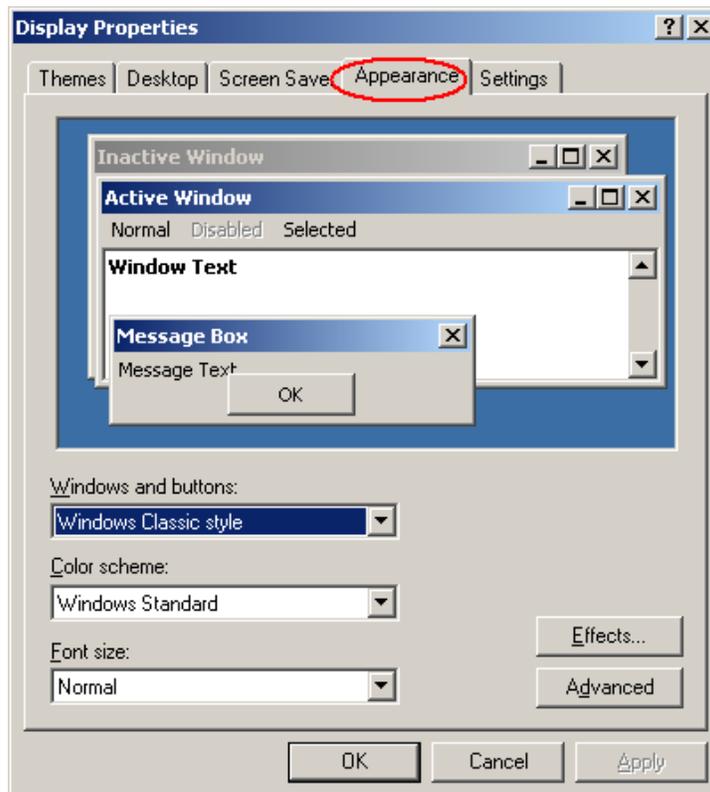
7.1 Fonts

Set Font size to 'Normal'.

1. Right click on a blank area on the desktop to open the display menu.
2. Select 'Properties'.

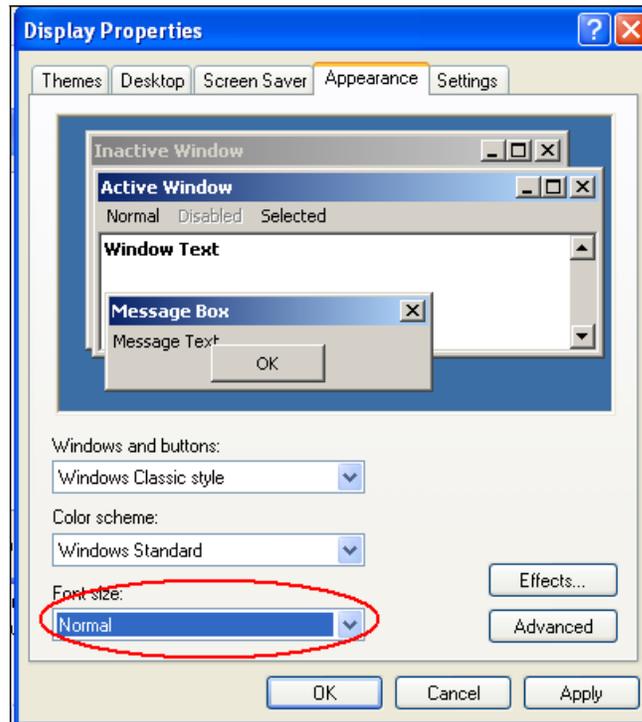


3. Select the 'Appearance' tab.



iVOS Browser Settings Reference Guide

4. Select Font Size 'Normal' from the list of font sizes.



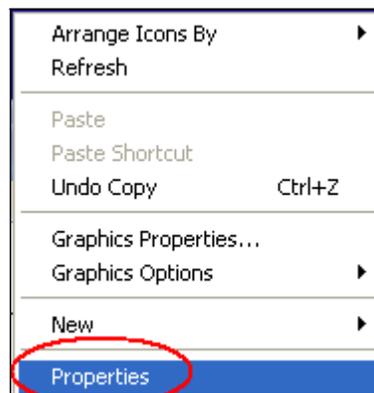
5. Click 'OK'.

7.2 Resolution

It is recommended that you set your screen resolution to a minimum of 1024x768 for optimal performance.

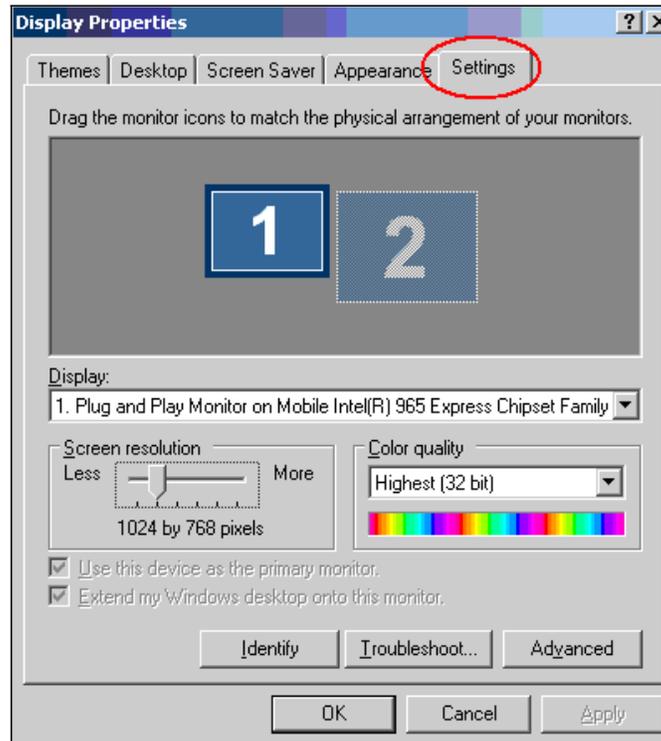
For iVOS 4.0 and greater, a minimum screen resolution of 1024x768 is **required** for users who will be using iVOS Security Administration.

1. Right click on a blank area on the desktop to open the display menu.
2. Select 'Properties'.

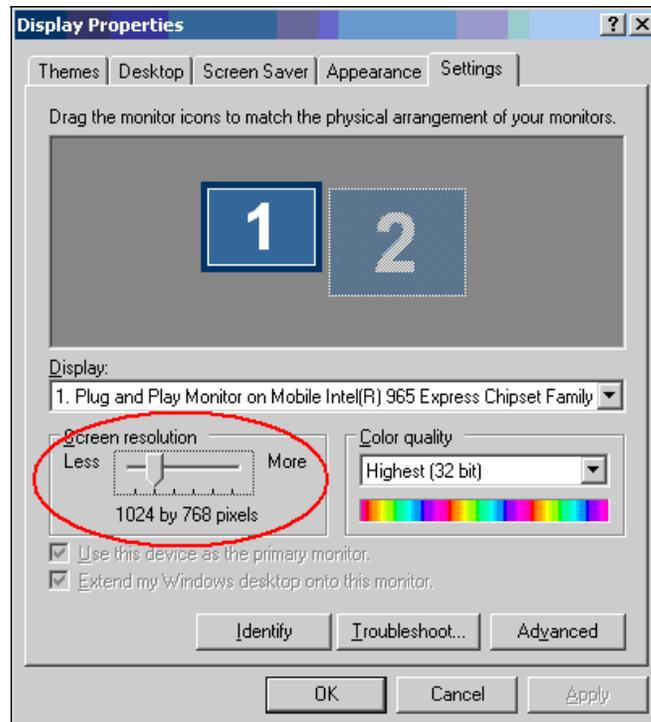


iVOS Browser Settings Reference Guide

3. Select the 'Settings' tab.



4. Adjust the resolution to a minimum of 1024 by 768 pixels.



5. Press 'OK' and confirm the settings.

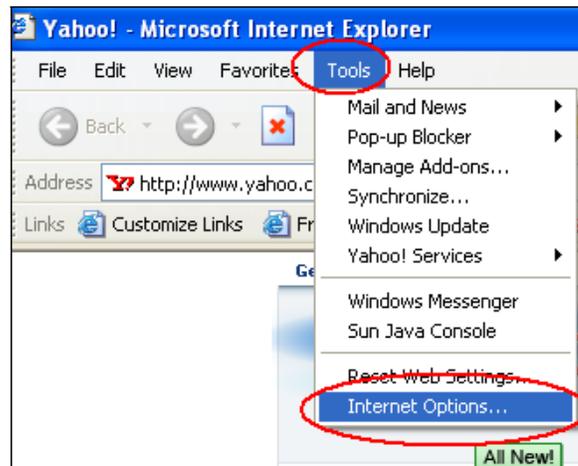
8 Internet Settings

The following settings in this section should be in place so that iVOS functions properly.

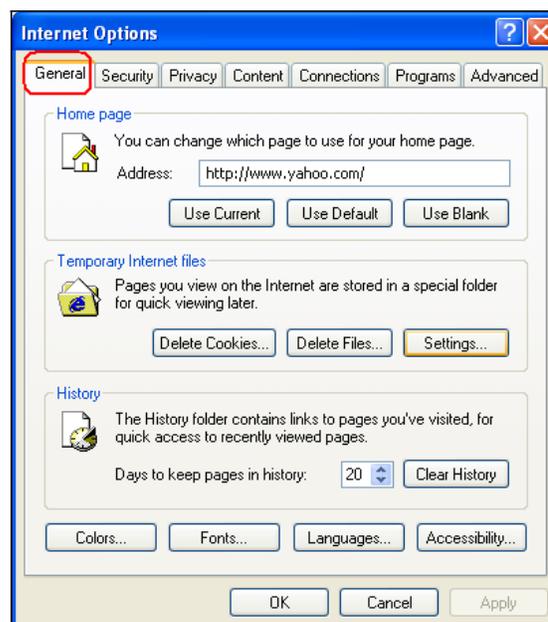
8.1 Temporary Internet File Settings

'Check for newer versions of stored pages' should be set to 'Every visit to the page'. Once this is set, the refresh feature within iVOS (right click and select 'Refresh' from menu) will work consistently.

1. Select Tools>Internet Options from the Internet Explorer menu.

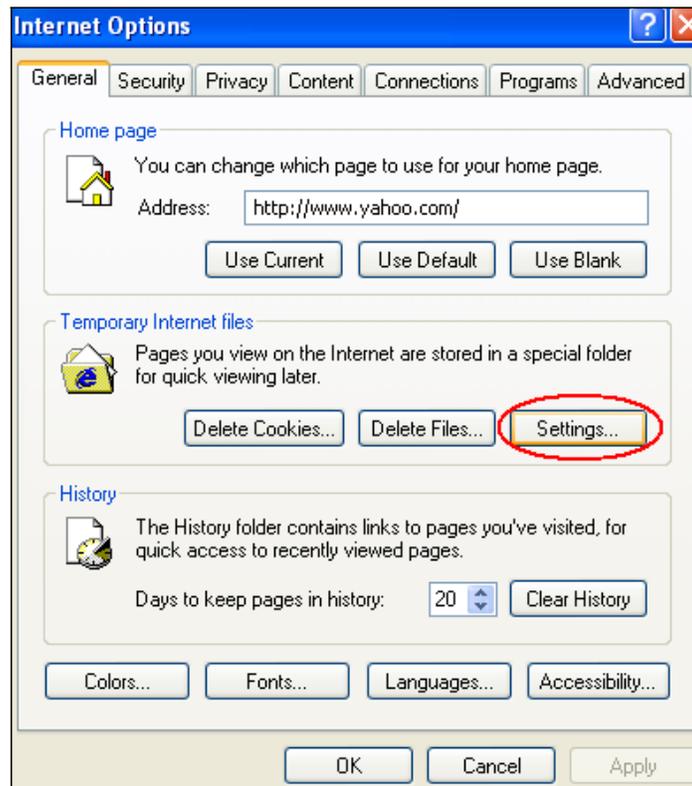


2. Select the 'General' tab.

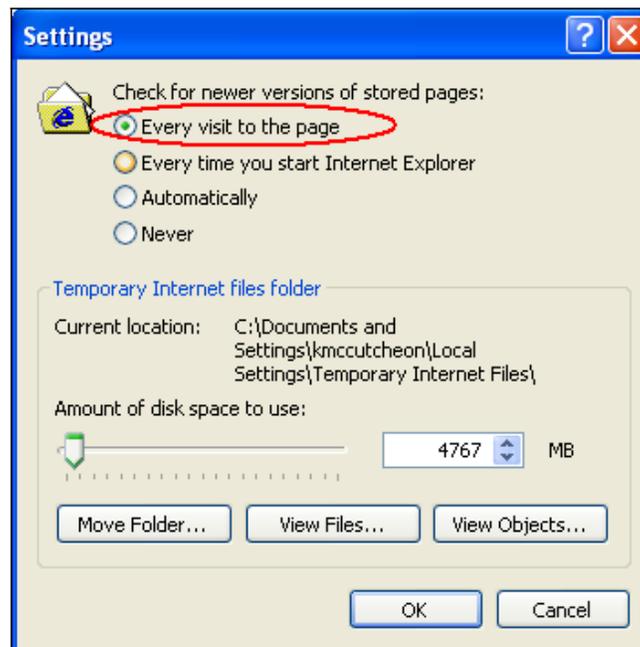


iVOS Browser Settings Reference Guide

- Click 'Settings' for Temporary Internet Files.



- Ensure "Every visit to the page" is selected.



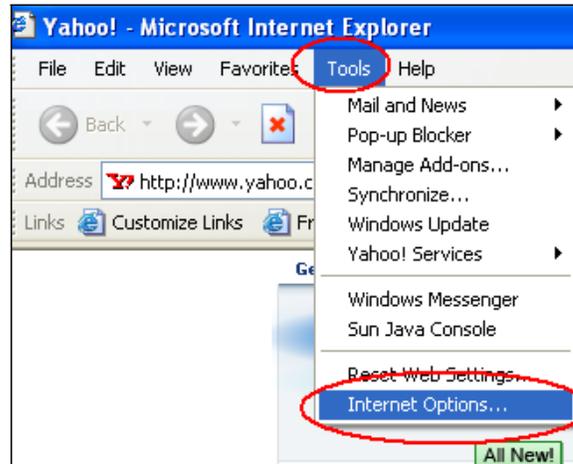
- Click 'OK'.

iVOS Browser Settings Reference Guide

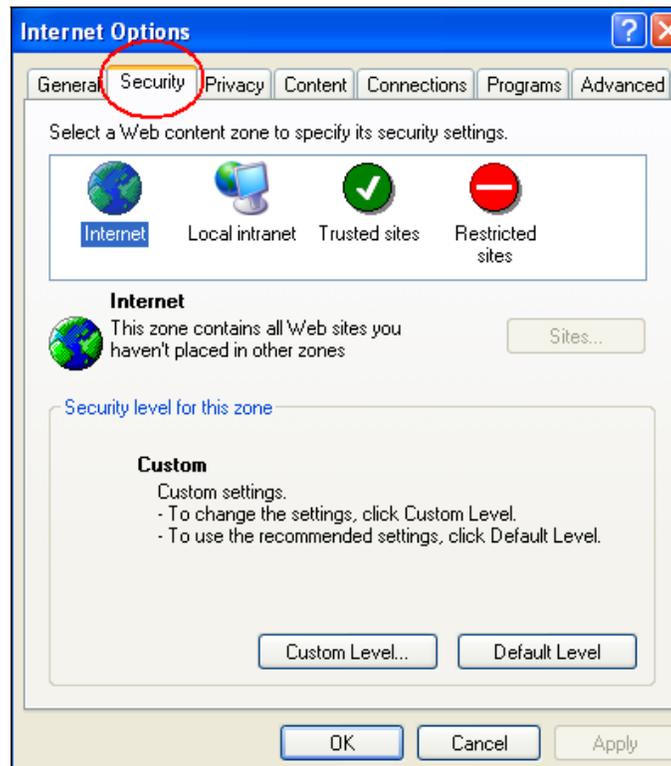
8.2 Trusted Site Security Settings

iVOS must be added to the Trusted Sites Zone (this will allow for relaxed security on these sites only).

1. Select Tools>Internet Options from the Internet Explorer menu.

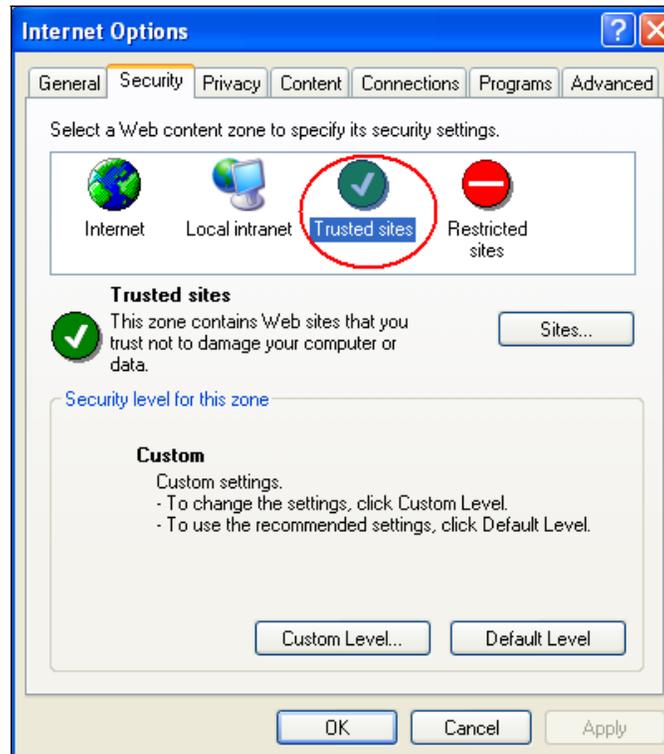


2. Select the 'Security' tab.

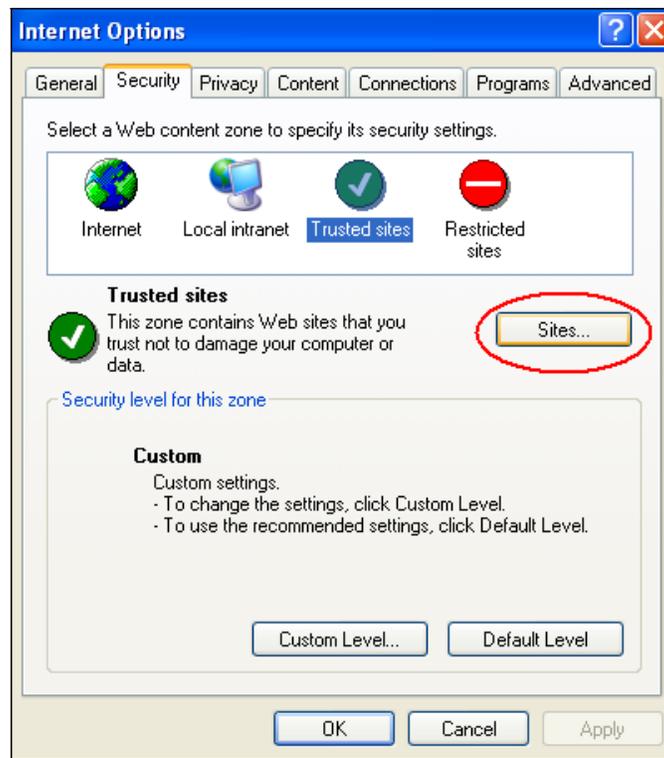


3. Click on 'Trusted sites'.

iVOS Browser Settings Reference Guide



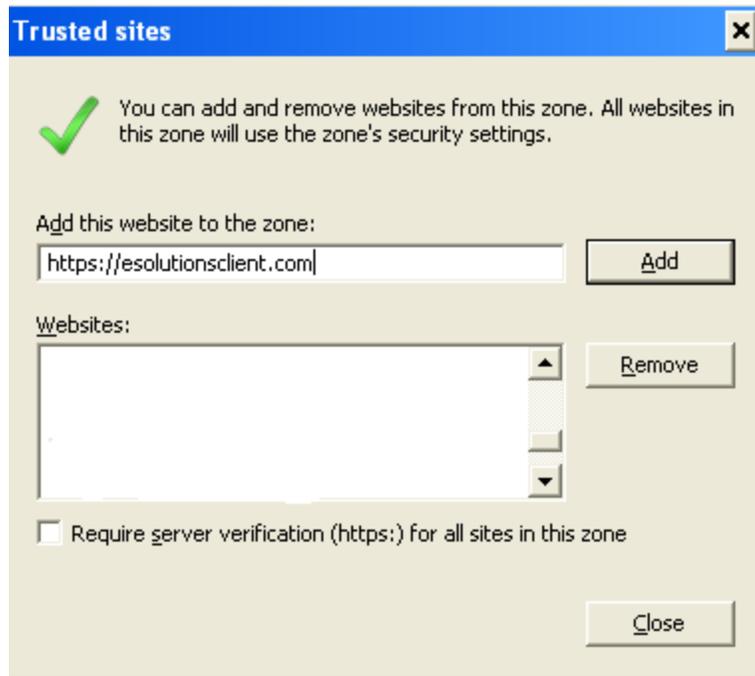
4. Click on the 'Sites' button.



iVOS Browser Settings Reference Guide

5. Enter the URL for iVOS and click the 'Add' button. Do not enter the URL shown in the screen shot below. Enter the URL of the iVOS environment being accessed.

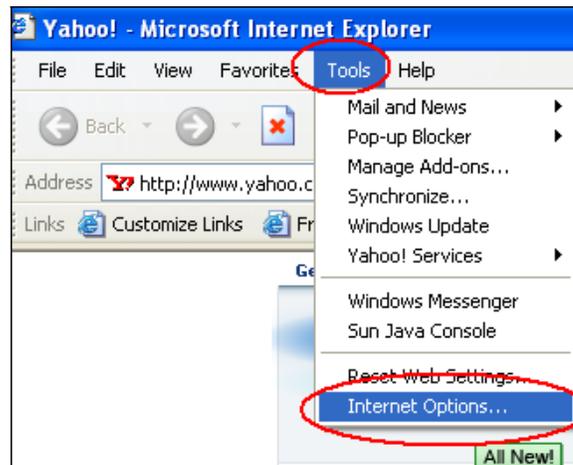
NOTE: If the URL starts with "http:", make sure the lower check box is empty for "Require server verification (https:) for all sites in the zone".



6. Click 'OK'.

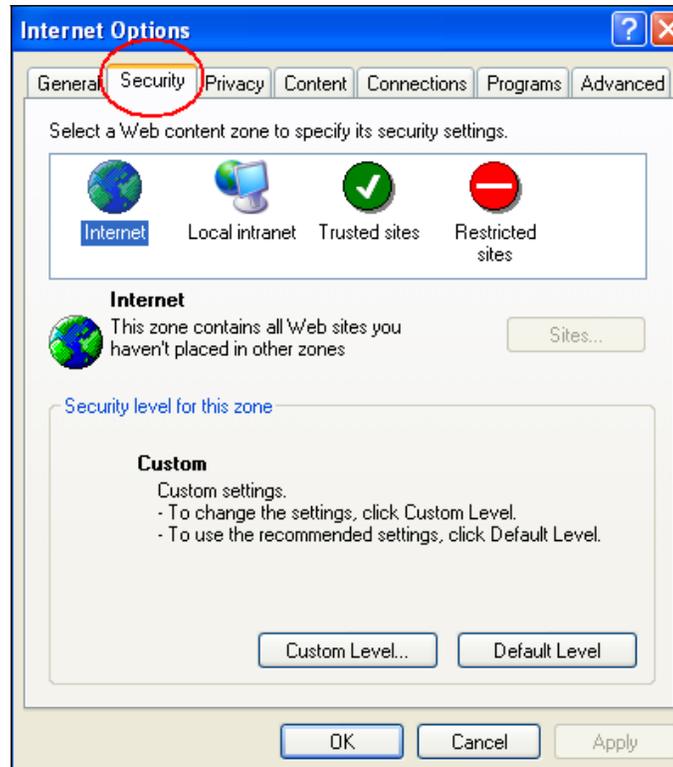
8.3 ActiveX Security Settings

1. Select Tools>Internet Options from the Internet Explorer menu.

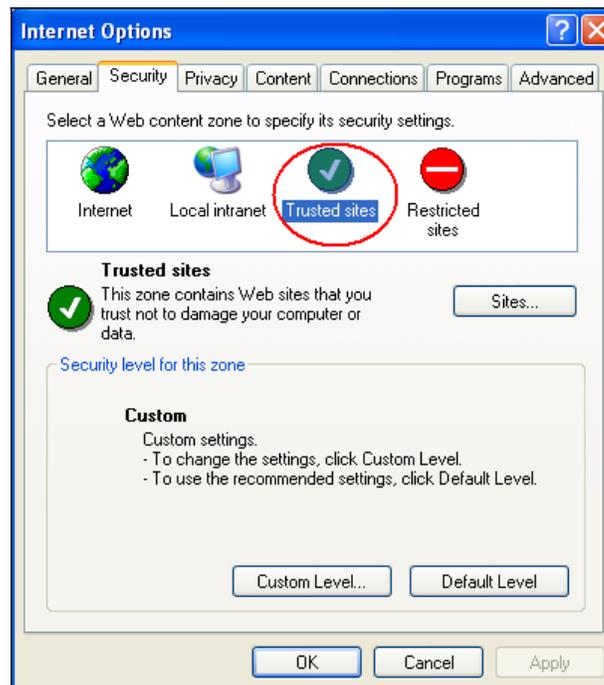


iVOS Browser Settings Reference Guide

2. Select the 'Security' tab.

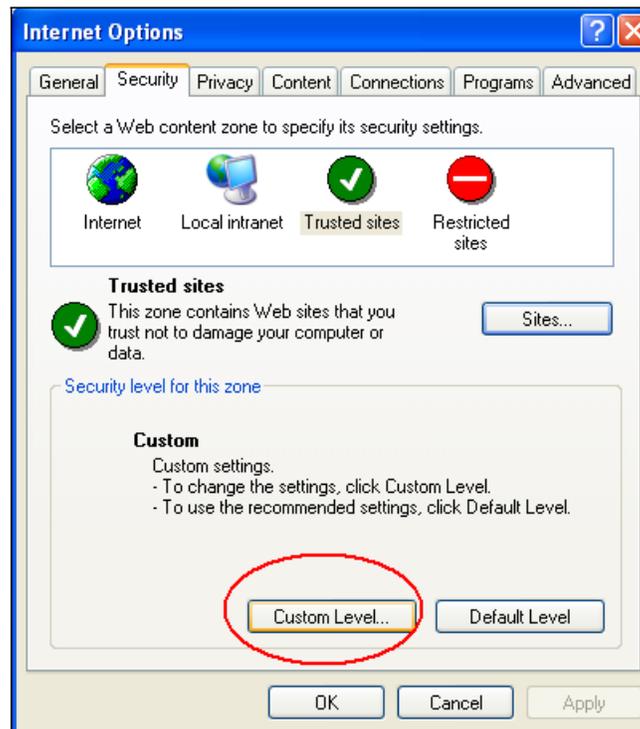


3. Click on 'Trusted sites'.

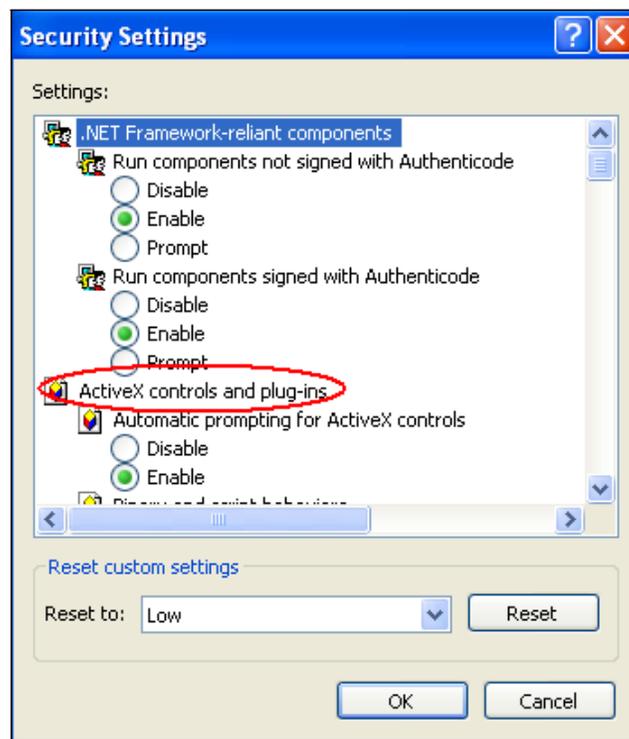


iVOS Browser Settings Reference Guide

- Click the 'Custom Level' button.



- The third set listed is for 'ActiveX controls and plug-ins'. Set all items in this set as 'Enabled'.



- Click 'OK'.

iVOS Browser Settings Reference Guide

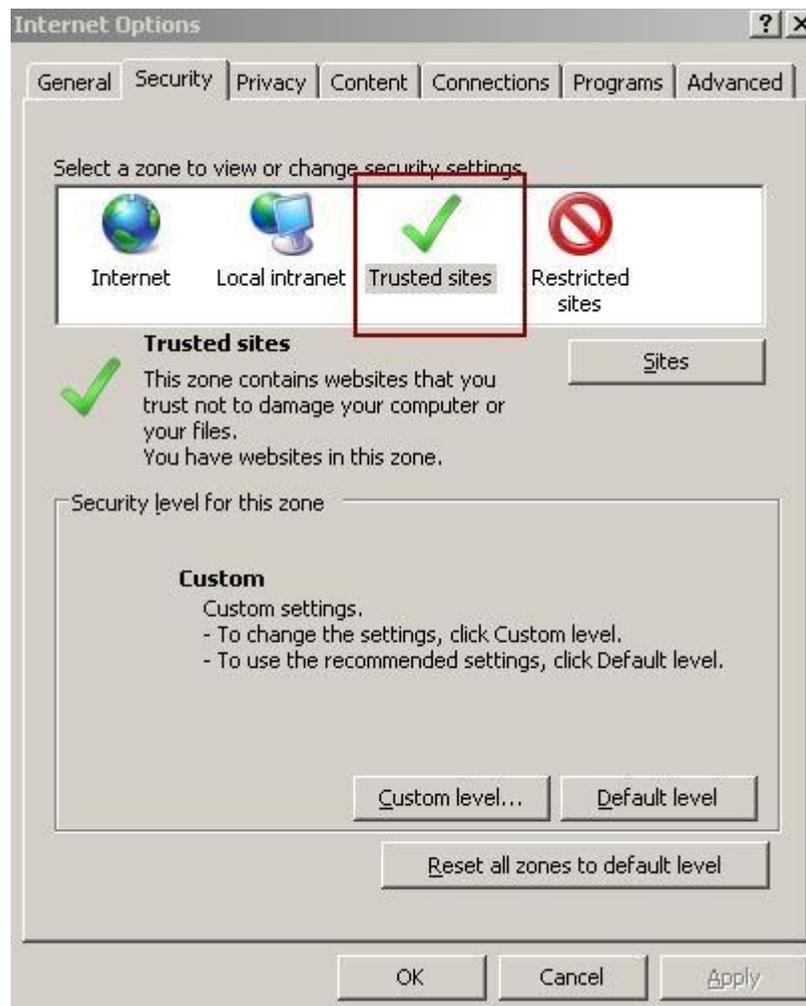
7. You will be prompted to confirm the changes. Click 'Yes'.



8. Click 'OK' on the 'Internet Options' page.

8.4 Miscellaneous Settings

1. Select Tools>Internet Options from the Internet Explorer menu.
2. Select the Security Tab and click the Trusted Sites icon.



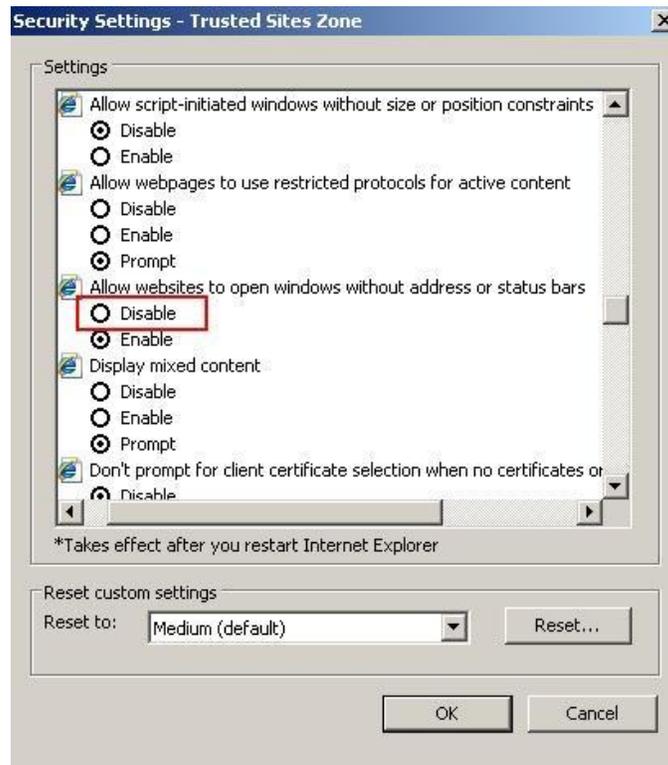
3. Click on 'Custom Level'.

iVOS Browser Settings Reference Guide

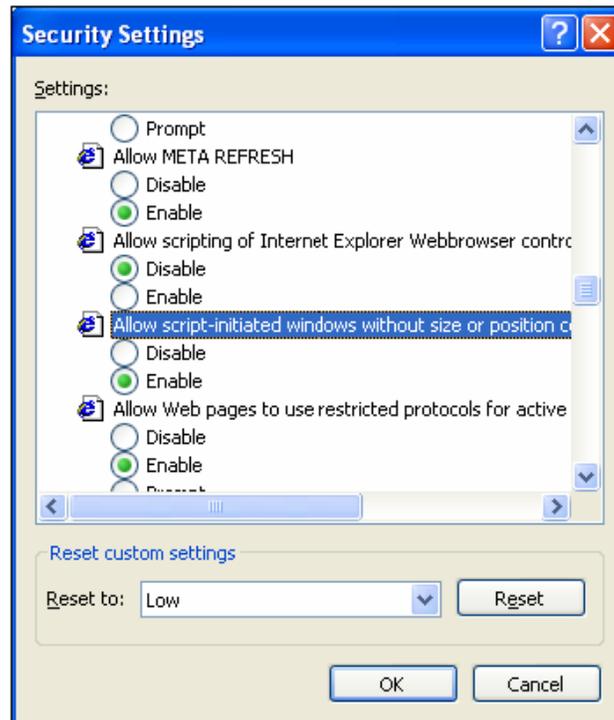


iVOS Browser Settings Reference Guide

4. **IE7 and up only** - Scroll down to the Miscellaneous Section and set 'Allow websites to open windows without the address or status bars' to Disabled.

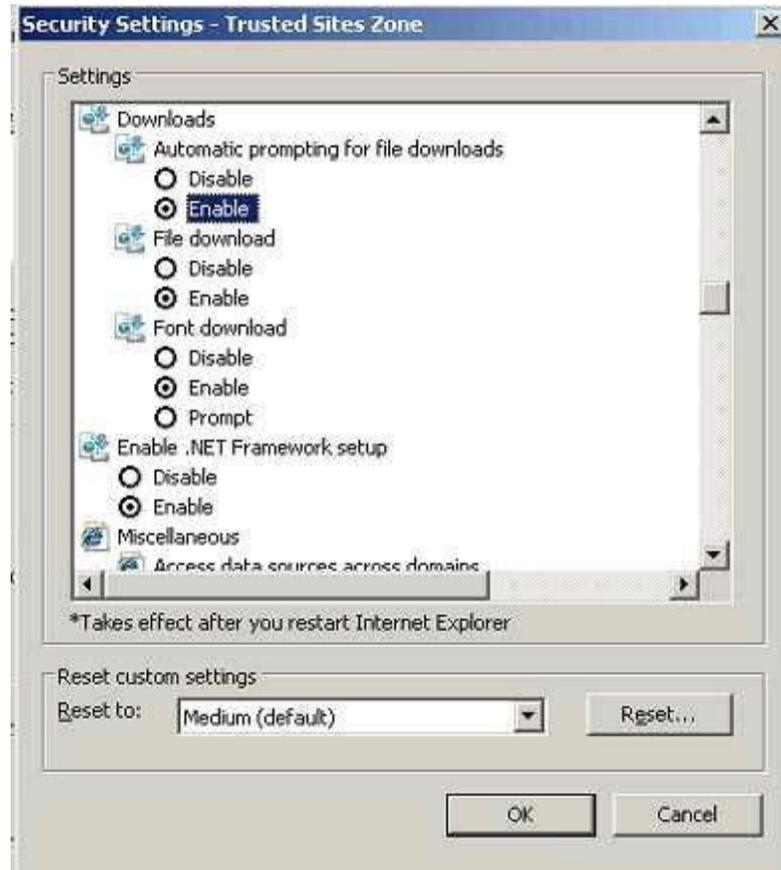


5. Set Allow script-initiated windows without size or position... to Enable.



iVOS Browser Settings Reference Guide

6. **IE7 and up only** – Under Downloads, enable Automatic Prompting for file downloads.



9 Compatibility Issues

9.1 Pop-up Blockers

- 9.1.1 **Pop-up blocker not allowing client to forward ORS email from ORS Domino Web Access site.**
Add ORS email site as allowed by IE popup blocker in Tools > Popup Blocker > Popup Blocker Settings. Exit IE and restart.
- 9.1.2 **Unable to view an image in the Genex bill review site. Receiving a message that the pop-up blocker must be uninstalled.**
IE Popup Blocker turned off. Yahoo popup blocker turned off for Genex site. Now able to view images.

iVOS Browser Settings Reference Guide

9.1.3 Unable to bring up iVOS due to a popup blocker.

After further troubleshooting with the client, we discovered that they had three pop-up blocking programs installed. After disabling all, they were able to execute iVOS.

9.1.4 After logging in to Portal, received "waiting for reply" message.

Turn off IE popup blocker. After that the "waiting for reply" message didn't come up at login. Instead, received an alert "you are not authorized to view this site." Advised client to go back to IT to have account configured.

9.1.5 Unable to login. "Turn off pop-up blocker" message received.

Reviewed IE settings, they were correct. Checked add/remove programs. Google toolbar was installed. Once Google toolbar was uninstalled the user could login successfully.

9.2 Google Toolbar

The Google Toolbar interferes with the file transfer utility on the System Info page. If you have this installed, please uninstall the toolbar and try the transfer once more.

10 Troubleshooting Guide

10.1.1 A portion of a window is cut off and not all fields or buttons are visible

Once the site is set as a "Trusted Site" the problem should be resolved.

10.1.2 "Browser is not compatible with this application" error

When users try to use a browser (such as IE7, Firefox, Opera, etc.) other than Internet Explorer 6.0 for iVOS 4.0 or 4.1, they will receive a message "Browser is not compatible with this application".

This is a warning message included in Service Pack 2 to let users know that they are using a browser that iVOS is not certified or supported on.

iVOS 4.1 and prior versions are only compatible with IE 6.0.

iVOS 4.2 is compatible with IE 6.0 and IE 7.0.

10.1.3 Cache becomes corrupt

A browser cache is a temporary store of data to improve the performance of Internet applications and websites. Sometimes this cache becomes corrupted or out of date.

To resolve this, do a "hard refresh" by pressing Ctrl+F5 with the application web address in the browser address field.

If this doesn't work, delete temporary internet files. This can be done in Internet Options by pressing 'Delete files' and deleting off-line content.

Once this is done, restart the browser and retry the application.

iVOS Browser Settings Reference Guide

10.1.4 Cannot open Correspondence

Verify the optimal browser settings are applied.

10.1.5 Correspondence opening as read only - cannot save

When correspondence opens as 'Read Only' and changes cannot be saved, verify the optimal browser settings are applied.

10.1.6 Document Images are not in the queue of the Document Image Assignment Tab

This issue only occurs in iVOS 3.1, there is no problem on later versions of iVOS.

This problem is caused by MS patch KB925454, which is "blocking" the acrobat reader activeX in the IE browser. Upgrading your iVOS to version of iVOS will be the long term fix for this issue.

The work around is to disable the acrobat reader activeX in IE browser and allow it to show outside of the IE browser.

10.1.7 User can log in to iVOS but gets a blank screen with "Please turn off pop-up"

Make sure before the user logs in that their Internet pop-up blocker is disabled.

10.1.8 Nonsecure items message

When the 'Do you want to display the nonsecure items?' is displayed, check the browser settings. Ensure the site is set up as a trusted site and verify the trusted sites are set to 'display mixed content' under the miscellaneous section.

10.1.9 Unable to see files via System Administration or Scheduler

Go into Internet Options>Security tab>**Trusted sites**>Custom Level and set all the radio buttons to 'Enabled' except for the pop-up blocker, which should be disabled.

Additionally, the User Authentication logon should be "Automatic logon with current username and password".

After these settings are changed, close the browser and iVOS, restart the computer, open a document and go back into iVOS to try opening a report.

10.1.10 Error received when viewing Payments w/ Errors report through Job Run Viewer

Go into Internet Options>Security tab>**Trusted sites**>Custom Level and set all the radio buttons to 'Enabled' except for the pop-up blocker, which should be disabled.

Additionally, the User Authentication logon should be "Automatic logon with current username and password".

After these settings are changed, close the browser and iVOS, restart the computer, open a document and go back into iVOS to try opening a report.

iVOS Browser Settings Reference Guide

10.1.11 Unable to download files from File Transfer on System Information tab

The Google Pop-Up block interferes with the file transfer utility on the Sys Info page.

If you have this installed, please uninstall the toolbar and try the transfer once more.

10.1.12 Webpage Dialog popup

The empty "Webpage Dialog" popup is symptomatic of using IE7 for iVOS access in versions prior to iVOS 4.2. Users need to use IE6 until upgraded to iVOS version 4.2.

10.1.13 Document images open in Adobe outside of iVOS

The way to fix this is to disable Adobe reader ActiveX. Here are the steps:

1. Open Adobe Reader and click on Edit>Preferences.
2. In the Preferences window click on Internet
3. In Web Browser Options, uncheck "Display PDF in browser" checkbox.
4. Click 'OK' to exit Adobe Reader.
5. Open Internet Explorer and go to Tools>Manage Add-ons.
6. Look for Adobe Acrobat Control for ActiveX and set it to disable.
7. Restart your machine.

10.1.14 Cannot open Reserve Worksheet from Reserve Tab

The error 'Cannot open spreadsheet in Excel' is given. This is resolved by adding iVOS as a trusted site in some situations (see section 8 of this document). For iVOS 4.2, this may be caused by the trusted site settings. Make sure to disable 'Allow websites to open windows without address or status bars' as indicated in section 8 of this document.

10.1.15 Windows Title Bar is not shown correctly – Does not show (Claimant 1 of 2) and shows Id's instead of Names

Disable 'Allow websites to open windows without address or status bars' which is located in the Security Settings for Trusted Sites, under the Miscellaneous section. See section 8.5 of this document.

10.1.16 Claimant Name does not Document images open in Adobe outside of iVOS

The way to fix this is to disable Adobe reader ActiveX. Here are the steps:

1. Open Adobe Reader and click on Edit>Preferences.
2. In the Preferences window click on Internet
3. In Web Browser Options, uncheck "Display PDF in browser" checkbox.
4. Click 'OK' to exit Adobe Reader.
5. Open Internet Explorer and go to Tools>Manage Add-ons.
6. Look for Adobe Acrobat Control for ActiveX and set it to disable.
7. Restart your machine.

10.1.17 Unable to add iVOS as a trusted site.

Symptoms: Internet Explorer appeared to save iVOS as a trusted site, but after going back and checking, it did not. When attempting to remove trusted sites, they appear removed but when you go back, they're still there.

Cause: An Internet Explorer security setting was changed by the local System Administrator.

iVOS Browser Settings Reference Guide

10.1.18 Quick Reports won't open when using IE7.

Symptoms: Quick Reports won't open when using IE7.

Cause: Enable 'Automatic prompting for file downloads.'

10.1.19 Correspondence won't open when using IE8.

Symptoms: Received the following error message when trying to open correspondence using IE8:

"Please enable IE tools-Internet Options-Security-Local Intranet Level—
Initialize and script ActiveX controls marked as safe for scripting."

Cause: Enable all ActiveX controls for Trusted Sites only including 'Initialize and script ActiveX controls not marked as safe for scripting.'