# **BROWSER SETTINGS- TROUBLESHOOTING GUIDE**







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# **INTERNET EXPLORER**

#### IE- Tools>Internet Options

## **GENERAL TAB**

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://teamcentral/
×
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> lank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Search
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

\*Delete Browsing History on Exit should **NOT** be checked.

Click Settings under Browsing History section

Settings under Browsing History section

Temporary Internet Files and History Settings
Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages: <u>Every time I visit the webpage</u>
<ul> <li>Every time I start Internet Explorer</li> <li>Automatically</li> </ul>
Never
(Recommended: 50-250MB)
Current location: C:\Documents and Settings\e3080\Local Settings\Temporary Internet Files\
Move folder View objects View files
History Specify how many days Internet Explorer should save the list of websites you have visited. Days to keep pages in history:
OK Cancel

Verify it is set to **automatically** check for new versions of stored pages.

#### **SECURITY TAB: TRUSTED SITES**



• Select Trusted Sites

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- Click Sites and Add the domain to Trusted Sites.
- The Default Security Level for Trusted sites should be set to Low

## PRIVACY TAB: COOKIE HANDLING

## Under the Privacy Tab, Select Advanced

Advanced Privacy Settings		×		
You can choose how cookies are handled in the Internet zone. This overrides automatic cookie handling.				
Cookies				
☑verride automatic cookie ha	andling			
First-party Cookies	Third-party Cookies			
O Accept	⊙ A <u>c</u> cept			
O <u>B</u> lock	🔘 Bjock			
O Prompt	O P <u>r</u> ompt			
Always allow session coo	kies			
	OK Cancel			

- Check Override automatic cookie handling
- Accept First-party Cookies
- Accept Third-party Cookies
- Check Always allow session cookies

### **ADVANCED TAB:**

Internet	Options	<b>?</b> ×
General	Security Privacy Content Connections Programs Adv.	anced
Setting	5	_ ]
	<ul> <li>Just display the results in the main window</li> <li>Security</li> <li>Allow active content from CDs to run on My Computer*</li> <li>Allow active content to run in files on My Computer*</li> <li>Allow software to run or install even if the signature is inv.</li> <li>Check for publisher's certificate revocation</li> <li>Check for server certificate revocation*</li> <li>Check for signatures on downloaded programs</li> <li>Do not save encrypted pages to disk</li> <li>Empty Temporary Internet Files folder when browser is clc</li> <li>Enable DOM Storage</li> <li>Enable Integrated Windows Authentication*</li> <li>Enable memory protection to help mitigate online attacks*</li> </ul>	
<	Enable native XMLHTTP support	- -
*Tak Reset II Rese condi You s	Rese ffect after you restart Internet Explorer Restore advanced setting ts Internet Explorer's settings to their default Reset tion. should only use this if your browser is in an unusable state.	
	OK Cancel As	ply

Under Security Section, "Empty Temporary Internet Files folder when browser is closed" should be Unchecked.

\*Note- If all browser troubleshooting has been done but you are still experiencing issues, it may be necessary to "**Reset**" Internet Explorer to default condition.

## MANAGE ADD-ONS

## IE> Tools> Manage Add-ons

Manage Add-ons						
View and manage your Inter	rnet Explorer add-ons					
Add-on Types	Name	Publisher 🔺	Status	File date	Version	Load ti
	Research	Microsoft Corporation	Enabled	07/27/2011 5:53	12.0.6606.0	
Search Providers	Adobe Systems Incorporated					
Accelerators	Shockwave Flash Object	Adobe Systems Incorp.	Enabled	08/02/2012 6:20	11.3.300	
🖓 InPrivate Filtering	Adobe Systems, Incorporated	I	$\sim$			
	Adobe PDF Link Helper	Adobe Systems, Incor	Enabled	07/27/2012 3:51	10.1.4.38	0.01 s
	McAfee, Inc.					
	scriptproxy	McAfee, Inc.	Enabled	10/06/2011 1:19	14.4.0.0	0.00 s
	Sun Microsystems, Inc.					
Show:	Java(tm) Plug-In 2 SSV Helper JQSIEStartDetectorImpl Class	Sun Microsystems, Inc. Sun Microsystems, Inc.	Enabled Enabled	01/28/2012 4:14 01/28/2012 4:14	6.0.290.11 6.0.290.11	1.31 s 0.00 s

\*Adobe Shockwave Flash Object must be Enabled.

# **FIREFOX**

Firefox> Tools> Options

## PRIVACY TAB: TRUSTED SITES, COOKIE HANDLING

Options							×
		页		90		$\bigcirc$	<u>ېنې</u> :
General	Tabs	Content	Applications	Privacy	Security	Sync	Advanced
Tracking Tell sit Tell sit	tes that I d tes that I w	lo <u>n</u> ot want t vant to be tra	to be tracked. acked.	preference			
Learn Mor	re	,		presente			
History Firefox <u>w</u> il Firefo keep You n	l: Reme Reme Never Use cr x whittern cookies fro	mber histor mber histor remember ustom settin ember your om websites to clear your	/ history gs for history prowsmg, down you visit. recent history, o	road, form	and search l ndividual cc	history, an pokies.	d
Location E When <u>u</u> sir	lar ng the loca	ation bar, su	ggest: History	and Bookr	marks 🔻		
				ОК	Cance		<u>H</u> elp

Click "History Firefox will:" drop down and select "Use Custom Settings for History"

Options							X
General	Tabs	页 Content	Applications	Privacy	Security	CO Sync	Advanced
Tracking Tell sit Tell sit	tes that I d	o <u>n</u> ot want t vant to be tra	to be tracked. acked.				
Learn Mo	re	anytning ab	out my tracking	preference	<b>:</b> 5,		
History Firefox <u>w</u> il Ah	I: Use cu ways use g Remem Remem Accept <u>K</u> eep u Clea <u>r</u> hi	istom settin rivate brow: iber my bro iber search a cookies fror ept third-pa ntil: they story when	gs for history sing mode wsing and down and form history n sites rty cookies expire Firefox closes	load histor	у	<u>Exce</u> Show C	eptions Cookies
Location E When usir	ar og the loca	tion bar, su	agest: History	and Bookr	marks 🔻		
				ОК	Cance	2	<u>H</u> elp

Make sure "Clear history when Firefox closes" is unchecked.

\*Refer to screenshot for the rest of the Check Mark settings.

Click "Exceptions"

Exceptions - Cookie	es		- <b>0</b> X
You can specify whic Type the exact addre Allow for Session, or	ch websites are always ss of the site you want Allow.	or never allowed to to manage and the	use cookies. n click Block,
A <u>d</u> dress of website:			
1	Block	llow for <u>S</u> ession	Allow
Site		Status	
Remove Site Rer	nove All Sites		<u>C</u> lose

Add Website domains here to Allow, (This is similar to adding website as a "Trusted Site" in IE)

### **FIREFOX PLUGINS:**



Click Tools>Add-Ons OR Firefox Menu> Add-Ons (depends on version of Firefox)

-Make sure Java, Adobe, and Shockwave Flash are all enabled.

### CONTENT TAB: ENABLE JAVA AND MANAGE POP-UPS

## Tools>Options>Content Tab

Options						×
	- J		90		6	<b>Ö</b>
General Tab	s Content	Applications	Privacy	Security	Sync	Advanced
Block pop-up     Elock pop-up     Load images     Enable Java	p windows 5 automatically 15cript				Exce Exce Ady	eptions eptions anced
Fonts & Colors						
Default font:	limes New Rom	an	<b>~</b>	<u>S</u> ize: 16		vanced olors
Languages						
Choose your pre	eferred languag	e for displaying p	oages		C	n <u>o</u> ose
		ſ	ок	Canc	el )	Help

-Make sure Enable JavaScript is checked.

-Check Exceptions for "Block pop-up Windows" and Add website domain to Allow pop-ups

## SAFARI

#### **RESETTING SAFARI**

#### -Start Fresh

Please follow the instructions below to reset Safari:

- 1. Open your Safari web browser by clicking on the Safari icon in the dock.
- 2. Click on Safari in your Safari menu, located at the top of your screen.
- 3. A drop-down menu will now appear. Choose the option labeled "Reset Safari..."
- 4. A warning dialog will now appear detailing the items that will be removed.
- 5. Click the button on the dialog labeled Reset to complete the process.

Your Safari browser will now restart automatically. Continue on to set up Safari ightarrow

### SAFARI: ADDING A TOP (TRUSTED) SITE

In order to add a Top Site to Safari, which will allow open communication between your computer and a web site, please follow the steps below:

- 1. Open Safari.
- 2. Navigate to the web site that you would like to add as a Top Site.
- 3. Click Bookmarks.
- 4. Select Add Bookmark....
- 5. Choose Top Sites.
- 6. Click Add.

### SAFARI: ENABLE PLUG-INS

- 1. Open Safari
- 2. Open the Preferences menu

In Mac OS X: Click Safari > Preferences

About Safari Safari Extensions	- 2
Report Bugs to Apple.	Ľ
Preferences	ж,
Block Pop-Up Windows	企業K
Private Browsing	_
Reset Safari	У
Empty Cache	<b>℃</b> ₩E ge
Services	▶ "
Hide Safari	жн
Hide Others	ТЖН
Show All	-
Quit Safari	жQ
	Shop the A

In Windows: Click Edit or Settings ( \*\*\*) > Preferences

3. In the window that opens, click Security

00	Security	
	🔇 🐨 RSS 🗾 🔒 🔔 🌌 🍪 .	
General Appearance	e Bookmarks Tabs RSS AutoFUL Security Privacy Extensions Advanced	
3	Fraudulent Sites: Warn when visiting a fraudulent website Web content: Finable plug-ins Finable Java Finable JavaScript Block pop-up windows	
e	Ask before sending a non-secure form from a secure website	?

- 4. Place a check in the box beside Enable plug-ins
- 5. Close the Security window

### SAFARI: ACCEPTING COOKIES

- 1. Open Safari
- 2. Open the Preferences menu

In Mac OS X: Click Safari > Preferences



In Windows: Click Edit or Settings ( \*\*\*) > Preferences

### IN SAFARI 5.1 OR LATER:

3. In the window that opens, click Privacy

Ceneral Appearance Bookmarks Tabs RSS AutoFill Softy Privacy Extensions Advanced
Scheral Appearance bookmarks rabs has nos Autorni scheral previsions Autaneed
Cookies and other website data: Remove All Website Data
217 websites stored cookies or other data Details 3 Block cookies: From third parties and advertisers Always Never Limit website access to location services: Prompt for each website once each day Prompt for each website one time only Deny without prompting

- 4. Look for the Block cookies heading and select Never
- 5. Close the Privacy window

IN SAFARI 5.0 OR EARLIER:

3. In the window that opens, click Security

000	Security	
General Appearance Bookmarks Tabs	RSS Autorill Security Extensions Advanced	
Fraudulent sites	Warn when visiting a fraudulent website	
ation services:	Allow websites to ask for location information	
Web content:	🗹 Enable plug-ins	
	🗹 Enable Java	
	Enable JavaScript 4	
	Block pop-up windows	
Accept cookie	Always     Naver	
	Only from sites Lyisit	
	Block cookies from third parties and advertisers.	
	Show Cookies	
Database storage:	5 MB allowed before asking	
1	Show Databases	
🗹 Ask before sendi	ing a non-secure form from a secure website	?

- 4. Look for the Accept cookies heading and select Always
- 5. Close the Security window

### SAFARI: POP-UP BLOCKERS

- 1. Open Safari
- 2. Open the Preferences menu

*In Mac OS X*: Click Safari > Preferences



In Windows: Click Edit or Settings ( \*\*\*) > Preferences

3. In the window that opens, click Security

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[8]	A	3		RSS 🔰		2		ê	i);		
General	Appearance	Bookmarks	Tabs	RSS AutoFUL	Security	Privacy	Extensions	Advance	ed		
	3	Web con	sites: 🗹 tent: 🗹	Warn when y Enable plug- Enable Java Enable JavaS Block pop-u	visiting a -ins icript up windov	fraudul	ent websit	re	4		
		Ask before	sendin	g a non-secu	re form f	from a s	ecure web	site		?	

- 4. Be sure no check appears in the box beside Block pop-up windows
- 5. Close the Security window

# **GOOGLE CHROME**

Type "chrome://settings" in the address bar or	
Click icon in top right hand of screen or $creation or creation or$	
CONTENT SETTINGS:	
Under Privacy Section> Click Content Settings	
*Follow Screen shots for correct settings	

#### Cookies

<ul> <li>Allow local data to be set (recommended)</li> </ul>
<ul> <li>Allow local data to be set for the current session only</li> </ul>

- Block sites from setting any data
- Block third-party cookies and site data
- Clear cookies and other site and plug-in data when I close my browser

Manage exceptions	All cookies and site data
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#### Images



Cookies: Click Manage Exceptions and Add Web Domain to Allow (This is similar to adding to Trusted sites in IE)

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#### Plug-ins

Run automatically (recommended)

- 🔘 Click to play
- Block all

Manage exceptions...

Disable individual plug-ins...

#### Pop-ups

- Allow all sites to show pop-ups
- Do not allow any site to show pop-ups (recommended)

Manage exceptions...

#### -Manage Exceptions for Pop-ups to allow for site.

#### **CLEAR HISTORY AND COOKIES**

#### Privacy

Content settings... Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. <u>Learn more</u>

- Use a web service to help resolve navigation errors
- 🖉 Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- 🕑 Enable phishing and malware protection
- Automatically send usage statistics and crash reports to Google

#### -Click Clear Browsing Data>

Clear browsing data 

Obliterate the following items from: the beginning of time 

Clear browsing history

Clear download history

Delete cookies and other site and plug-in data

Empty the cache

Clear saved passwords

Clear saved Autofill form data

Clear data from hosted apps

Deauthorize content licenses

Learn more

Clear browsing data
Cancel

-Use drop down to determine how far back to clear.

## MANAGE PLUGINS:

Type "Chrome:Plugins" in the address bar

Google	× Plug-ins × 🗸
$\leftrightarrow \Rightarrow  {\tt C}$	S chrome://plugins
📋 Fiserv	
	Plug-ins

-Click Disable on Chrome PDF Viewer (this PDF viewer may interfere with some Ecorp/Ecom statements)

Chrome PDF	Yi	ewer						
Name: Version:		Chrome PDF Viewer						
Location:		C:\Documents and Settings\e3080\Local Settings\Application Data\Google\Chrome\Application\19.0.1084.56\pdf.dll						
Type:		PPAPI (in-process)						
		Disable						
MIME types	:	MIME type	Description	File extensions				
		application/pdf	Portable Document Format	.pdf				
		application/x-google-chrome-print-preview-pdf	Portable Document Format	.pdf				
<u>Disable</u>		Always allowed						

-Make sure the following Plugins are Enabled:

- Java
- Adobe Acrobat
- Shockwave Flash