



Troubleshooting: Browser settings

To function correctly, the browser you are using to access the portal needs to have JavaScript enabled and permit session cookies, and you must also have installed Adobe Flash Player version 9.0.115.0 or later (since the home pages of all portal users contain widgets, which are Adobe Flash movie files, and some other pages, for example My Files, also require Flash Player). You can download Flash Player free of charge from Adobe's Web site at get.adobe.com/flashplayer.

Note: There are different Flash Player plugins for different browsers. There is a plugin for Internet Explorer under Windows, one for Firefox and other Windows browsers, and one for Apple Macintosh browsers. If you use different browsers to access the portal, you will need to download the relevant plugin for each of these browsers. When you go to Adobe's Web site to download Flash Player, your browser and operating system are automatically detected and the relevant plugin is downloaded for you.

Since much of the content that users access via the portal is delivered over a secure Internet connection, content is not cached on the server for fast retrieval. In order to maximise performance, it is therefore important to configure your browser to maximise the amount of data that is cached locally on the computer being used. Some browsers, for example Firefox 2, cache content locally in memory by default. Other browsers, for example Internet Explorer, require some configuration changes, which we describe below.

Currently, the portal is supported running under the following browsers:

- Internet Explorer 6 (until October 2009), 7 and 8
- Firefox 2 (until October 2009) and 3
- Safari 3

If you need to upgrade your browser version, go to the relevant supplier's Web site as follows:

Internet Explorer upgrades:

Visit Microsoft's Web site at <http://www.microsoft.com/downloads>

Firefox upgrades:

Visit the Mozilla project Web site at:

<http://www.mozilla.com/en-US/firefox/all.html>

Safari upgrades:

Visit Apple's Web site at:

<http://www.apple.com/safari/download/>

Instructions on how to check your settings for each of these browsers are provided below.

It is possible to run the portal under other browsers, but currently with a number of known limitations. For more information, see the links below.

How to configure Internet Explorer on a Windows PC

The following instructions are for Internet Explorer 6, 7 and 8.

1. Start Internet Explorer.
2. From the Tools menu, select Internet Options.
3. Select the Security tab.
4. Select the Internet zone.

5. Click the Custom Level button.

In Internet Explorer 6, under the Scripting category, enable 'Active Scripting', 'Allow paste options via script', then click OK.

In Internet Explorer 7, under the Scripting category, enable 'Active Scripting', 'Allow Programmatic clipboard access', then click OK.

6. Select the Privacy tab.

Use the slider to select the Medium setting, then click OK. This will permit cookies needed for correct portal operation.

The following settings are optional, but will greatly improve performance when using Internet Explorer.

7. Click the Advanced tab.

In the Security section, ensure that 'Do not save encrypted pages to disk' is cleared (that is, not ticked, as you do want to save encrypted pages to disk on your local computer).

Optionally, also in the Security section, tick the 'Empty Temporary Internet files folder when browser is closed' option. This is to avoid the very small risk that unauthorised users can gain access to cached files – bearing in mind that normally, cached files are only accessible to the user that visited the relevant pages and that potentially sensitive MIS data is never cached, regardless of browser settings.

In the HTTP1.1 Settings section, ensure that 'Use HTTP 1.1 through proxy connections' is ticked.

8. Click the General tab.

In the Browsing History section, click Settings. Ensure that 'Check for newer versions of stored pages' is set to Automatically and that 'Disk space to use' is set to 150 – 250 Mb.

9. Click the Refresh button or press F5 to refresh the current page.

10. If you still experience problems, close down all browser sessions, restart a new browser session, log on to the portal and try again.

If this does not solve the problem, try restarting your computer.

How to configure Firefox on a Windows PC

The following instructions are for Firefox 2 and 3.

1. Start Firefox, or restart it if it is already running.
2. From the Tools menu, select Options.
3. Click the Content button.
4. Tick the Enable JavaScript tickbox.
5. Click the Privacy button.
6. In the Cookies section, tick the 'Accept cookies from sites' tickbox.
7. Click OK.
8. Click the 'Reload current page' button.
9. If you still experience problems, close down all browser sessions, restart a new browser session, log on to the portal and try again.

If this does not solve the problem, try restarting your computer.

How to configure Firefox on an Apple Mac

1. Start Firefox, or restart it if it is already running.
2. From the Firefox menu, select Preferences.
3. Click the Content button.
4. Tick the Enable JavaScript tickbox.
5. Click the Privacy button.

6. In the Cookies section, click the 'Accept cookies from sites' tickbox.
7. Click OK.
8. Close the window.
9. If you still experience problems, close down all browser sessions, restart a new browser session, log on to the portal and try again.
If this does not solve the problem, try restarting your computer.

How to configure other browsers

Click the relevant link below for more information on how to configure other browsers to run the portal.

[Safari on an Apple Macintosh](#)
