## **TROUBLESHOOTING PROBLEMS ON THE SUNLAND SHUTTERS WEBSITE**

# IF USING INTERNET EXPLORER 10, PLEASE MAKE SURE YOU ARE IN "COMPATIBILITY VIEW" UNDER "TOOLS"

If you are experiencing problems with the Sunland Shutters web site, please start by checking another computer in your office. If the problems are not happening on all computers, then the problem is most likely confined to the one PC. Following are our suggestions to solving the problems:

- 1. Make sure you are using a Windows system, and make sure you are connecting to the web site through IE (Internet Explorer).
- 2. Make sure all Windows and IE updates are taken care of.
- 3. Delete the PC cookies and history, and for the Browsing History settings, make sure "Every time I visit the webpage" is marked (see the following instructions).
- 4. Make sure all pop-up blocker are turned OFF.
- 5. Please manually enter the web site address (do not choose from the Favorites list).
- 6. If using INTERNET EXPLORER 10, make sure you are in "Compatibility View" (see the following instructions).
- 7. If you are currently using INTERNET EXPLORER 10, and JAVA was already downloaded, and you were already in "Compatibility View", but still having trouble view shutter diagrams, please add the following address www.sunlandshutters.com to trusted sites under IE security settings (see the following instructions).
- 8. Add <u>http://www.sunlandshutters.com</u> and <u>https://www.sunlandshutters.com</u> to Java security exception site list.

### **INSTRUCTIONS FOR STEP 3:**

- Open Internet Explorer
- Tools→Internet Options→General



## **INSTRUCTIONS FOR STEP 6:**

- Open Internet Explorer
- Menu Bar→Tools→Compatibility View



2) Right click on the top and select the first option "Menu Bar".



### 3) Select Compatibility View.



## INSTRUCTIONS FOR STEP 7:

- Open Internet Explorer
- Tools→Internet Options→Security

humd Colores	1.001000			0 0 0
General Security Privacy Content Connector	s Programs Advanced	P + 2 C S Message Center	SUNLAND SHUTTERS ×	බ ක ම
Select a zone to view or change security settings.	Stes	tters Racse your expectation	3. Type in <u>www.sur</u>	nlandshutters.cor
Click on Trusted     Pledium     Prospta before downloading pote content     Umagned Activelt controls will not     Crusble Protected Mode (requires restartin     Cuaston level	Sites.  Initially unsafe be downloaded  If Unitially love  Default love	Tou can add and remove websites from this zone. Since the zone's security settings.	de 4. Click on Ad	dd.
Reset of as	Cencel	Require server verification (https:) for all sites in this zone		
	Password:	watch us on 2. Remov	ve the check mark	
	ITE New Appli	is required to access cation Package Request	this option.	

Afterwards, please add the check mark back for this option.

met Options	in the second				000
menal Security Privacy Content Connections Programs Advanced	ρ - 2 0 ⊗ Mes	sage Center	SUNLAND SHUTTERS	×	10 13 is
Select a zone to view or change security settings.			ß		
🚇 🛍 🗸 🚫 📘	mutters states		REENGUARD		
Internet Local intranet Trusted sites Restricted	ALL ST				
Trusted sites			1.2		
This zone contains websites that you Sites	( and )				
your files.	Trusted sites		ADAS		
Tou have websites in this zone.	You can add and remove websites	from this zone. All websites in	ALT AS		
Allowed levels for this zone: All	V Pis zone no use the zone's securit	là tectuilte	X H DA		
Predium     Description patient p	Add this website to the zone:		W IN THE		
content		Add	大胡籽伊		
7	Websites:		AN HIT H		
Enable Protected Mode (requires restarting Internet Explorer)	http://www.sunlandshutters.com	Retorye	A RELAK		
Guston level			NO AND AND A		
Danat all survey to default laval	+		N.N.N.XXXX		
The second second second	Require server verification (https:) for a	il sites in this zone			
			N NEW YORK		
OK Cancel Accel H	14	Close	263)		
	Canon re-				
Password:	watch des	ioning spaces			
	Login				
	IE is required to access we aw Application Package Request More	bsite:			
50 C	en editoria e secolar 1 contrast tara	a non- 1 contraction rode			

### **INSTRUCTIONS FOR STEP 8:**

- Open all programs
- Java→Configure Java→Security
- Add <u>http://www.sunlandshutters.com</u> and <u>https://www.sunlandshutters.com</u> to exception site list.

\_



	🗿 Java Control Panel	
	General Update         Java Control Advanced           Image: Enable Java content in the browser         1. Click on security.	]
	Security Level  Very High  High (minimum recommended)	_
	Most secure setting - Only Java applications identified by a non-expired cert 2. Click on Edit Site lis	st
2 2 2	Exception Site List Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.	
1	http://www.sunlandshutters.com	
1	Restore Security Prompts Manage Certificates	
	OK Cancel Apply	

1	Us on Us or a second se		
	🕌 Java Control Panel 📃 🖂 🖂	he	r,
٦	General Update Java Security Advanced	10	
	Enable Java content in the browser		
	Security Level	⊢	_
	O Very High		
and the second se	- High (minimum recommended)		
1			
12	Most secure setting - Only Java applications identified by a non-expired certificate from a trusted authority will be allowed to run.	<	1
	Excention Site List		
10	Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.		
	http://www.sunlandshutters.com		
le le	Restore Security Prompts Manage Certificates		×
ľ	🛃 Exception Site List	x	
	Applications launched from the sites listed below will be allowed to run after the appropriate security		
	prompts.	-1	
	Location		2. Add the websites.
	http://www.sunlandshutters.com	┨	
	https://www.dananabalacterarteen		
	1. Click on Add.		
	FILE and HTTP protocols are considered a security risk.     We recommend using HTTPS sites where available.		3. Click on OK.
	OK Cancel		