

TROUBLESHOOTING PROBLEMS ON THE SUNLAND SHUTTERS WEBSITE

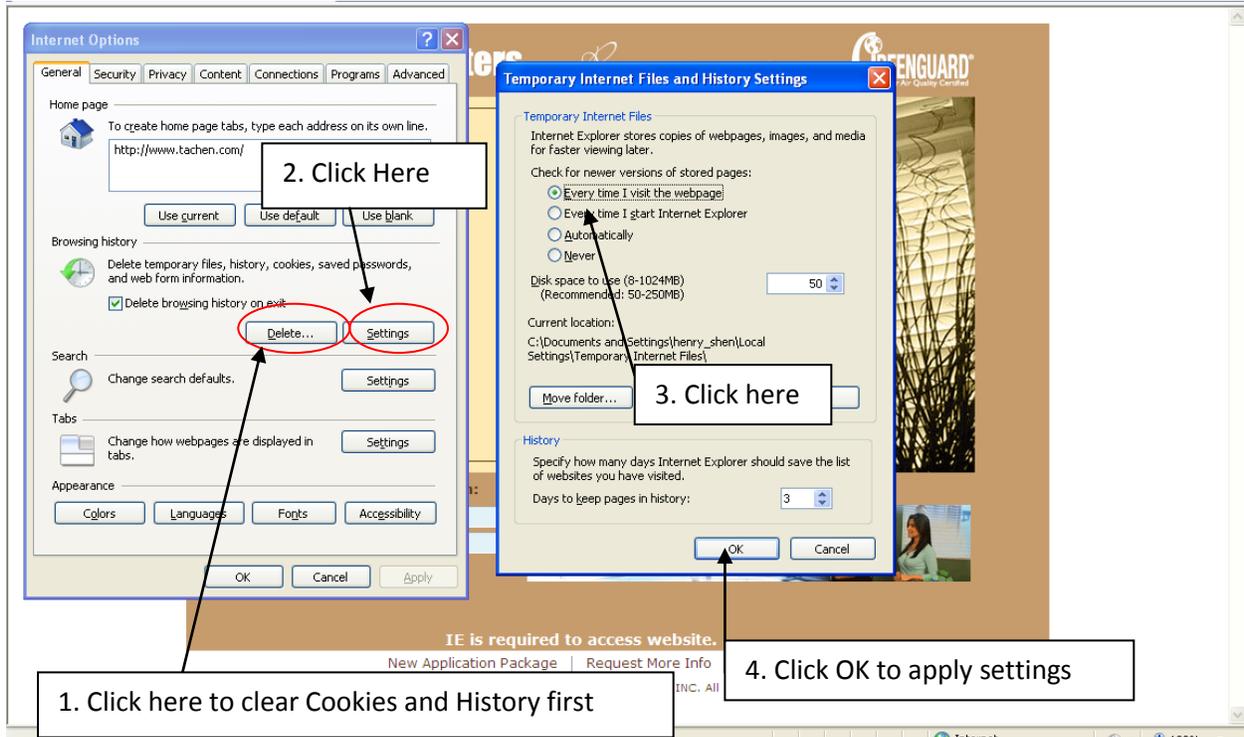
IF USING INTERNET EXPLORER 10, PLEASE MAKE SURE YOU ARE IN “COMPATIBILITY VIEW” UNDER “TOOLS”

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 <http://www.sunlandshutters.com> and <https://www.sunlandshutters.com> to Java security exception site list.

INSTRUCTIONS FOR STEP 3:

- Open Internet Explorer
- Tools → Internet Options → General



INSTRUCTIONS FOR STEP 6:

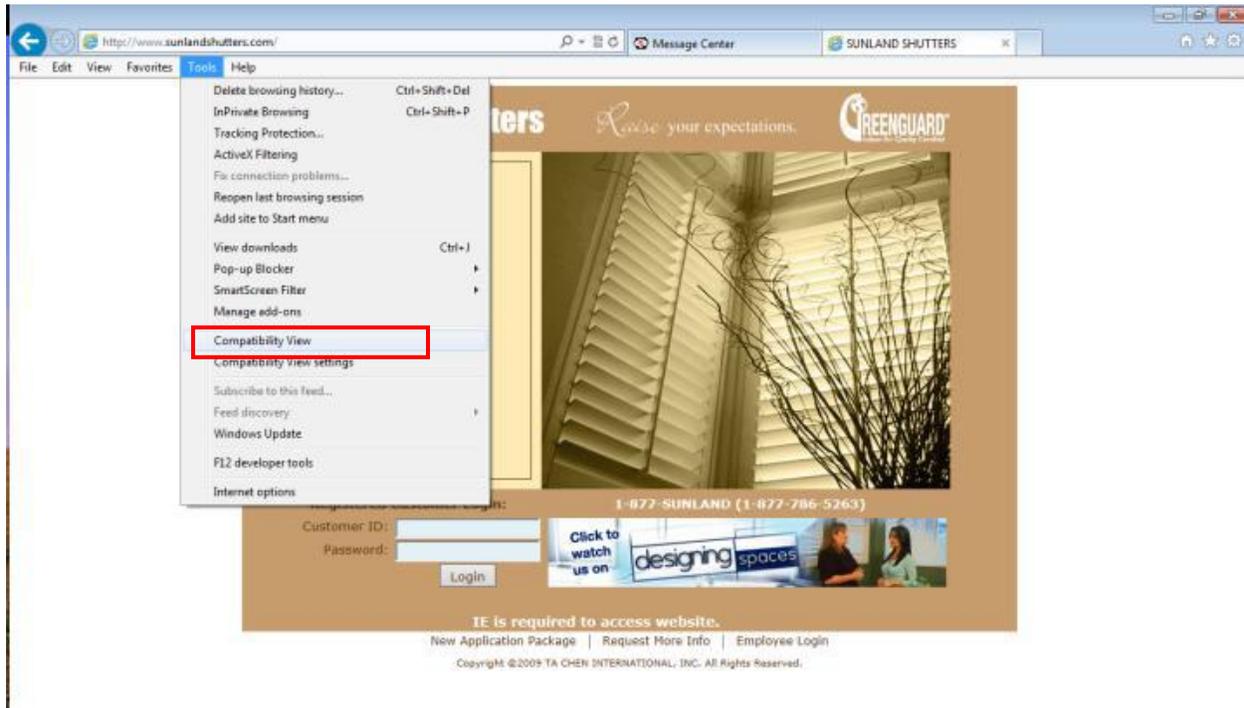
- Open Internet Explorer
- Menu Bar → Tools → Compatibility View



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

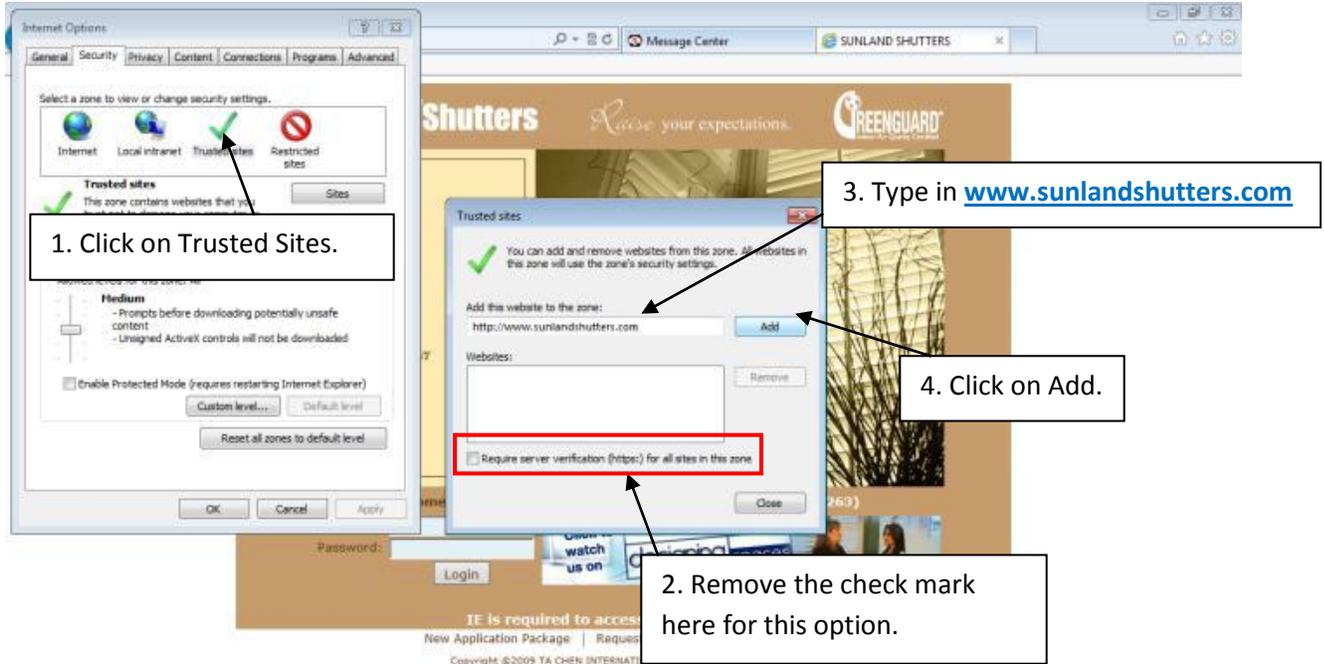


3) Select Compatibility View.

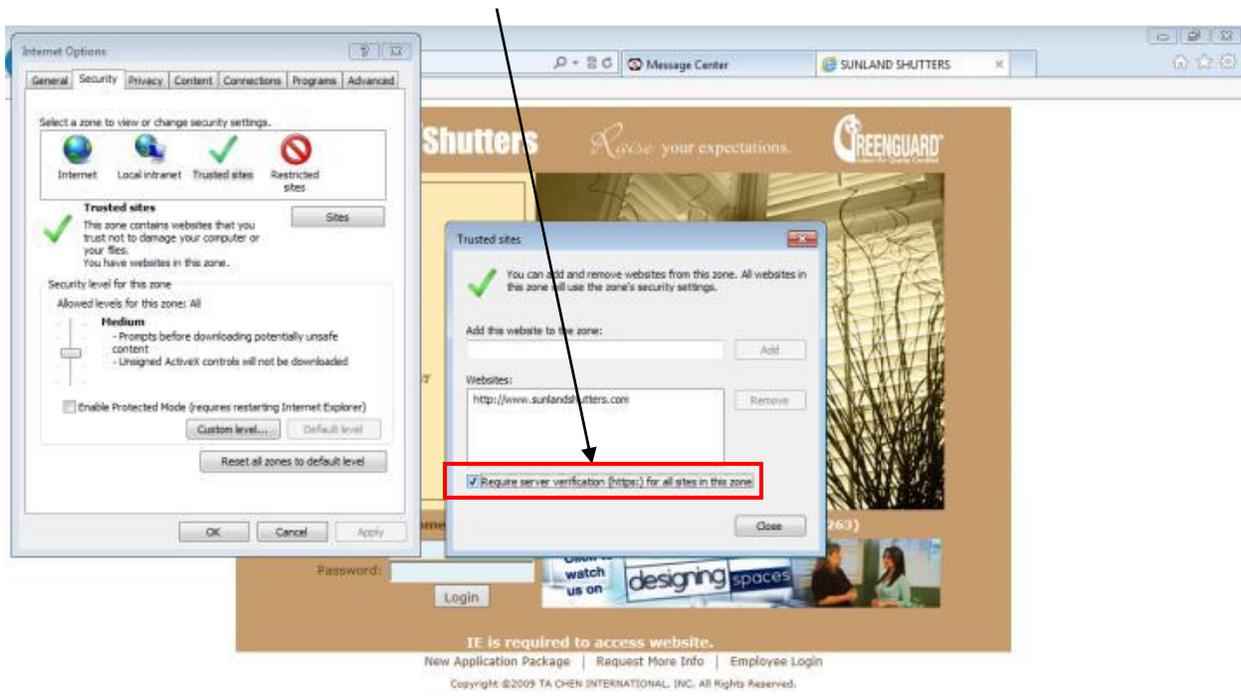


INSTRUCTIONS FOR STEP 7:

- Open Internet Explorer
- Tools→Internet Options→Security



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



INSTRUCTIONS FOR STEP 8:

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

