



Trouble Shooting Your Settings

As Sevista is an application running through your computer's browser, there may be some settings specific to your environment that may need some tweaking to use the full system functionality.

If you experience some of the following issues, please be sure to scan this document for selected setting changes for resolution:

•Popup Blocker Warning

•Windows XP Known Issues

- Automatically installed popup blocker & security setting will not allow "Export to Excel" option to function.

•Java Script Not Enabled Warning

•Session/Connection Time Out Warning

- Check this setting if you see this error when you are sure you have not exceeded the system 20 minute session time.



Popup Blockers

Some functions within the Sevista system will not operate properly if you have pop up blockers running on your machine.

Most browsers and add on toolbar providers will allow you to selectively disable the pop-up blocker you use.

To check to see if you have a pop-up blocker installed:

- Open Internet Explorer
- From the menu bar click View > Toolbars >...any additional toolbars (Yahoo, Google, AIM, etc.) will be listed.
A check mark next to the toolbar name indicates that the toolbar is present in your browser.

If no check mark is next to the toolbar name, click to place a check mark next to the toolbar name. (You can always un-check it later to remove it from the browser view.)

On the following pages are some common pop-up blockers. If you have any of them installed, please view the following pages for details on how to disable them – temporarily..

Google Toolbar

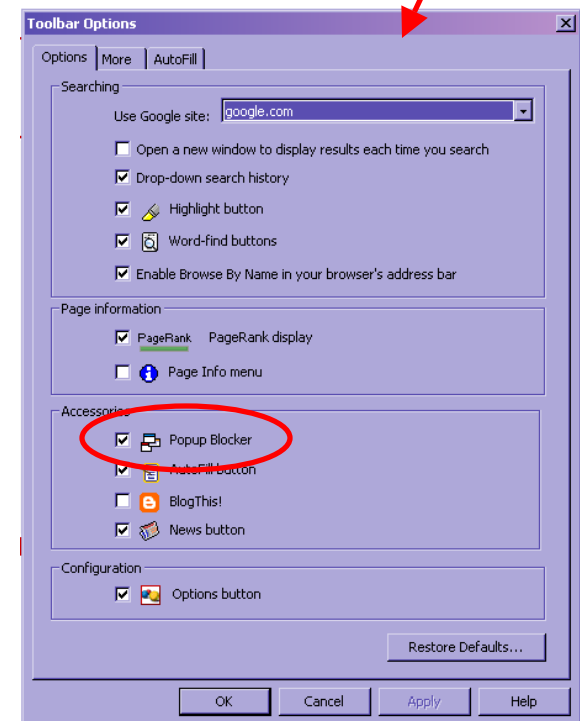
>From Internet Explorer, click on the Google Icon and select 'Options' or click the "Options" button if displayed directly in the toolbar

>In the "Accessories" section uncheck 'Popup Blocker'

>Click "OK" to save settings



You can also click the button indicating the number of blocked popups to temporarily disable the blocker.



Yahoo Toolbar

- >Click on the Pop Up Icon
- >Uncheck 'Enable Pop-Up Blocker'

MSN

- >From Internet Explorer, go to the MSN Toolbar
- >Click on the Popup Icon
- >Place cursor over icon & a content box will appear stating: "Pop-up windows are being blocked"
- >Click to allow all pop-ups

Earthlink Popup Blocker

- >From Internet Explorer go to <http://tools.sevista.com>
- >Click the The Pop-Up Blocker menu on the Earthlink Toolbar
- >Choose Always ALLOW pop-ups for this Web site.

The Sevista "tools" site will be added to the list and the next time you visit, pop-up windows should be allowed.

Norton Internet Security

- >Double Click on the Norton Icon in the System Tray
- >Click 'Ad Blocking'
- >Click 'Turn Off'



Windows XP Specific Issues

Windows XP - Service Pack 2 on IE 6.0

Recent updates to XP have automatically installed a popup blocker of which you may not even be aware.

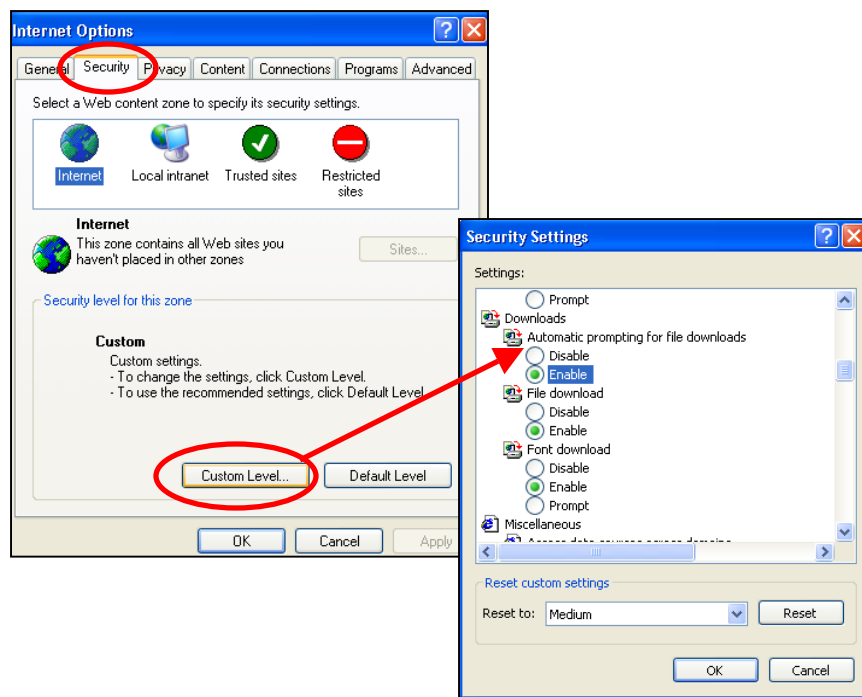
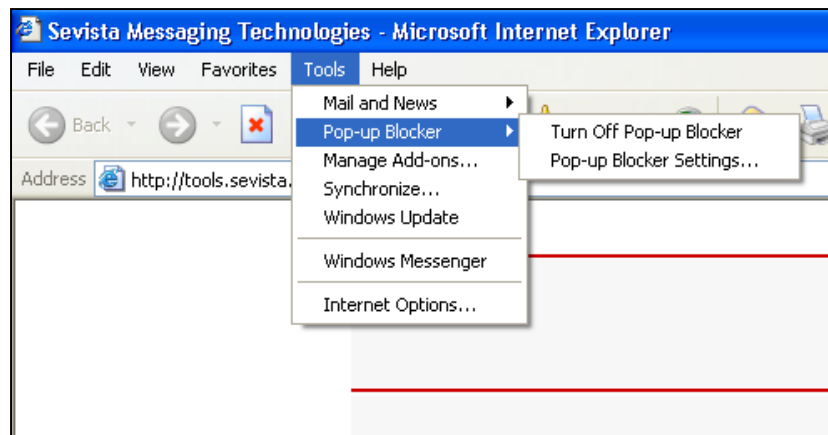
To check for this setting:

- >Go to your "Tools" menu from Internet Explorer
- >Check for the popup blocker option
- >Check or uncheck the option as needed to ensure it is disabled

Additionally, the auto-update has added a new security setting to your machine that may impact your ability to use Sevista's "Export" functions.

If you you have attempted to export & the system does not appear to be responding, check the following:

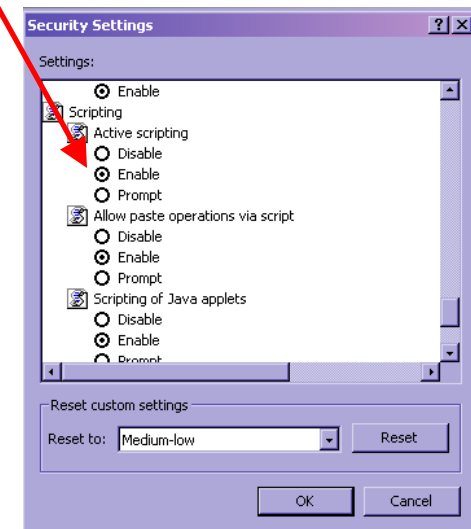
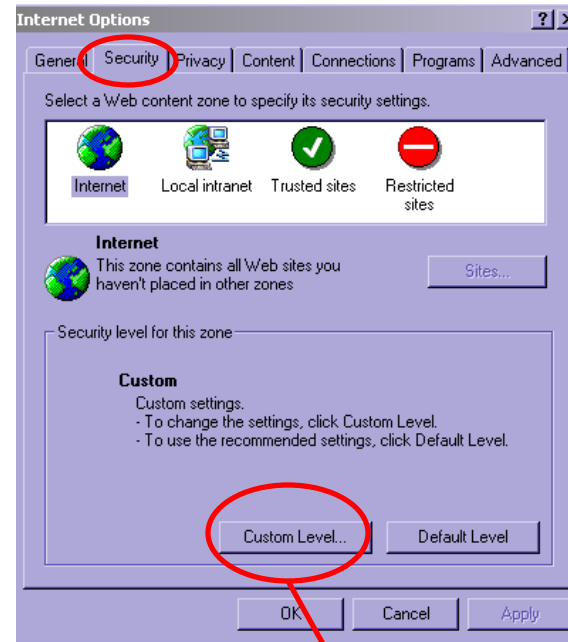
- >Click on the "Tools" menu from IE
- >Click on the "Security" tab
- >Select the "Custom Level" option
- >In the category labeled "Downloads", ensure that the following option is
- >Enabled: "Automatic prompting for file downloads"



Enabling Javascript

Javascripting must be enabled for the Sevista applications to run on your machine. If you see a warning on the login screen telling you that your Javascript is not enabled, please follow the steps below to change the setting.

- >From IE, click on "Internet Options"
- >Click "Security" tab
- >Select "Custom Settings" button
- >Under the "Scripting" header, ensure that the "Active scripting" option is "Enabled"



Session/Connection Time Out Warning

If you see “Your Session/Connection Has Timed Out” warning, please check the following setting:

Click on the “Tools” Menu from Internet Explorer

Click on “Internet Options”

From the “General” tab, click on “Settings” button under “Temporary Internet Files”

From the “Settings” tab, be sure that “Every visit to the page” is checked & click “OK” to save.

