



**SETTINGS FOR
INTERNET EXPLORER 6
WITH
WINDOWS XP, SERVICE PACK 2**

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OVERVIEW

After the release of Service Pack 2 for Windows XP, users with workstations also running Internet Explorer 6 started to experience difficulties with *ServicePoint*[™] functionality, particularly the following items:

- ▲ Inability to logon
- ▲ Pop-up windows not functioning correctly

After some extensive research into the problem, it was learned that Microsoft is aware of problems for some SSL-secured (128-Bit) Web pages and Web sites as a result of loading Service Pack 2 for Windows XP with the standard Internet Explorer 6 configuration.

The following information provides steps Users can take to ensure the settings for Internet Explorer 6 are configured in a manner that will allow *ServicePoint* to function properly. The steps listed should correct most problems encountered. In addition, more information can be found on how to troubleshoot problems accessing secure Web pages with Internet Explorer 6, Service Pack 2 at the following URL:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;870700>

IS WINDOWS XP, SERVICE PACK 2 LOADED?

Prior to changing the settings for Internet Explorer 6, be sure Windows XP, Service Pack 2 is loaded on the workstation having the difficulties. If Service Pack 2 is not loaded, then the problems being experienced are not due to Service Pack 2, and changing the Internet Explorer settings may or may not be beneficial.

Follow the steps outlined below to check for Service Pack 2.

1. Locate the Windows taskbar and click on **Start**. (See Figure 1 **1**). A large pop-up menu will display.

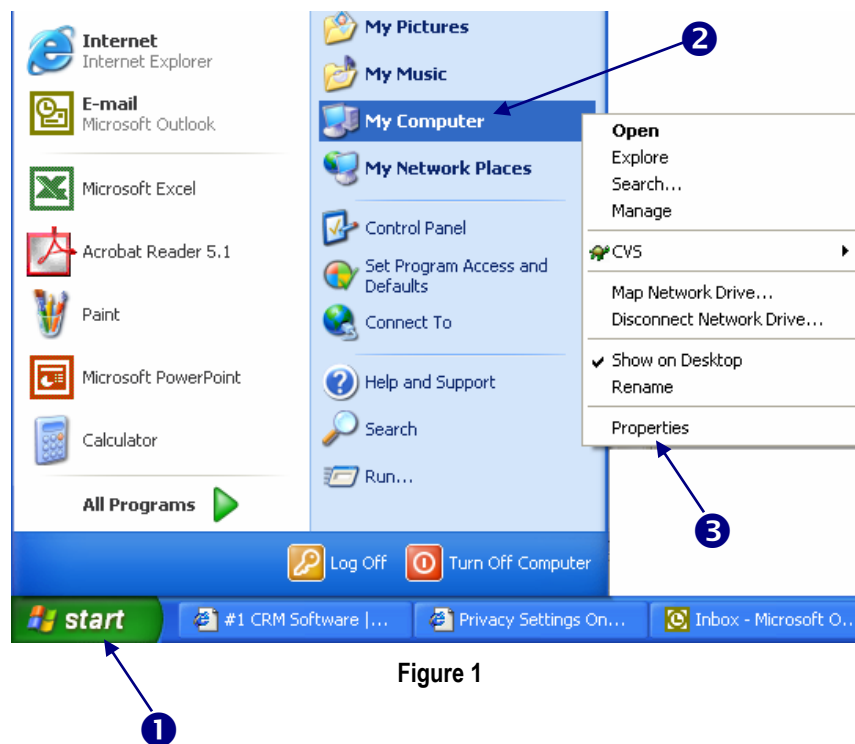


Figure 1

2. Right click on **My Computer** **2** to display the next menu needed.
3. Locate and click on **Properties** **3**. The System Properties window will display. (See Figure 2)

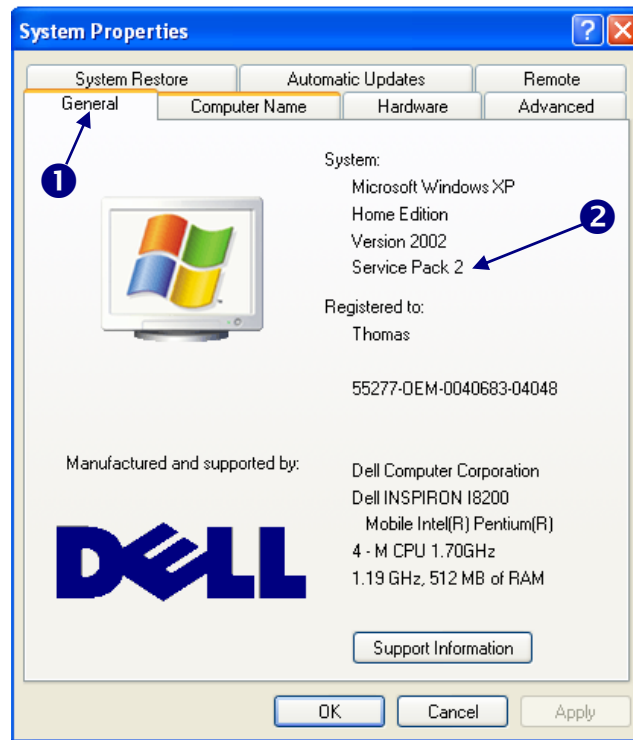


Figure 2

4. If not already selected, click on the **General** tab ①.
5. Under the System: heading, check the Service Pack number ②. If you see Service Pack 2, follow the remaining steps in this document. If you don't see Service Pack 2 and are experiencing problems logging in and/or problems with pop up windows, continuing with the instructions below may or may not be helpful.

SETTINGS FOR INTERNET EXPLORER 6

The following items must be in place to correct the problems associated with Security Patch 2 for Windows XP: 1) Internet Explorer must recognize ServicePoint as a Trusted Site; 2) the Pop-up Blocking function must be disabled. The follow instructions will take you through the steps needed to check for and make these changes.

Making ServicePoint a Trusted Site

1. Open Internet Explorer.
2. Locate the menu bar and select **Tools**. (Figure 3 ①)

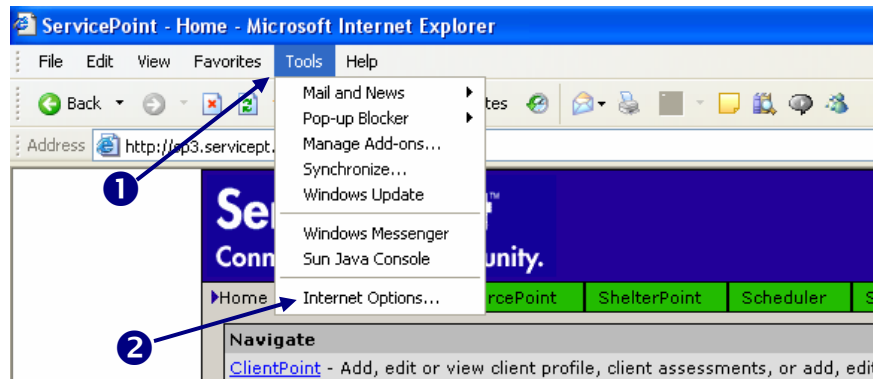


Figure 3

3. From the drop down menu, click on **Internet Options** ②. The Internet Options window will display. (See Figure 4)

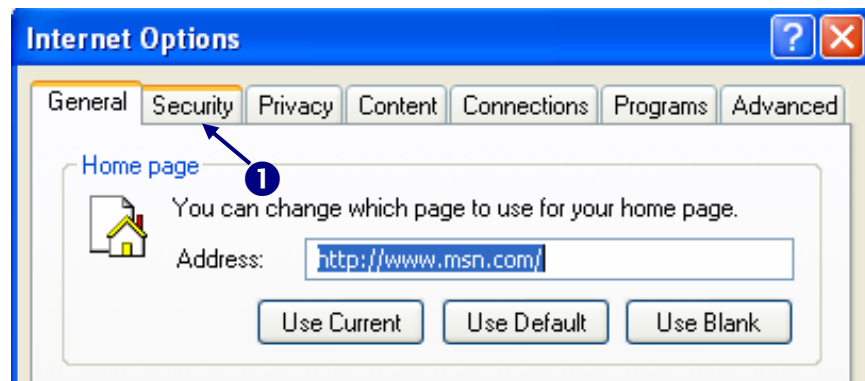


Figure 4

4. Click on the **Security** tab ①.

The Security tab screen will be displayed. (See Figure 5)

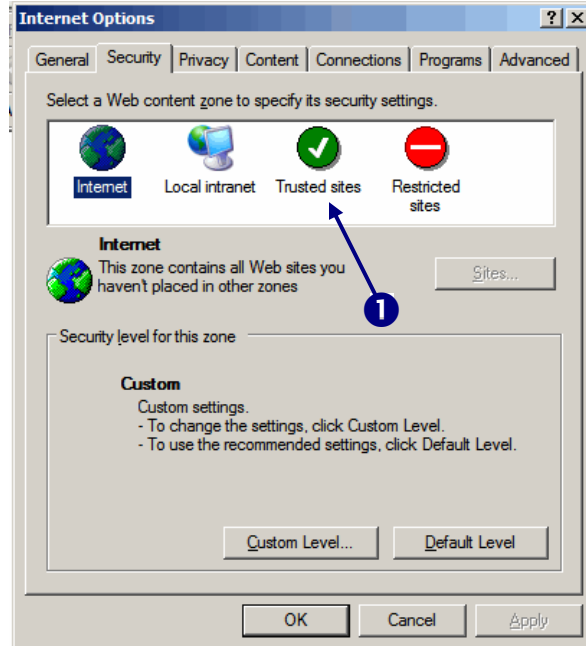


Figure 5

5. Click on the **Trusted Sites** icon ①.

The Trusted sites information will be displayed. (See Figure 6)

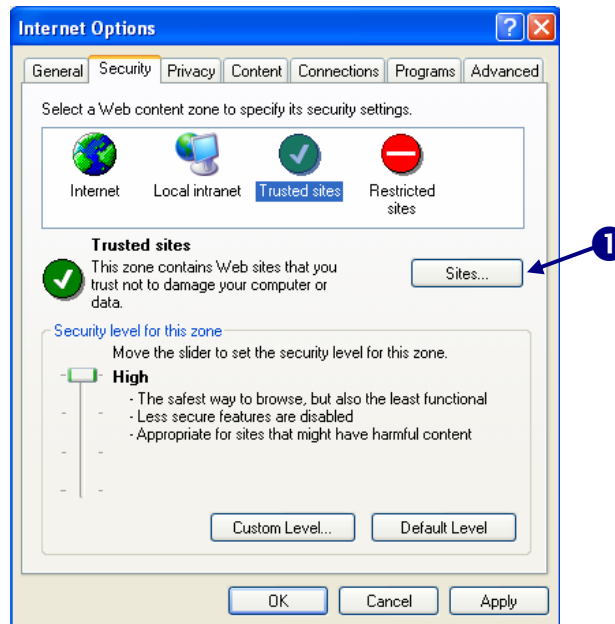


Figure 6

6. You will need to make your ServicePoint site a Trusted Site. To do so, click the **Sites** button ①.

The Trusted sites window will display. (See Figure 7)

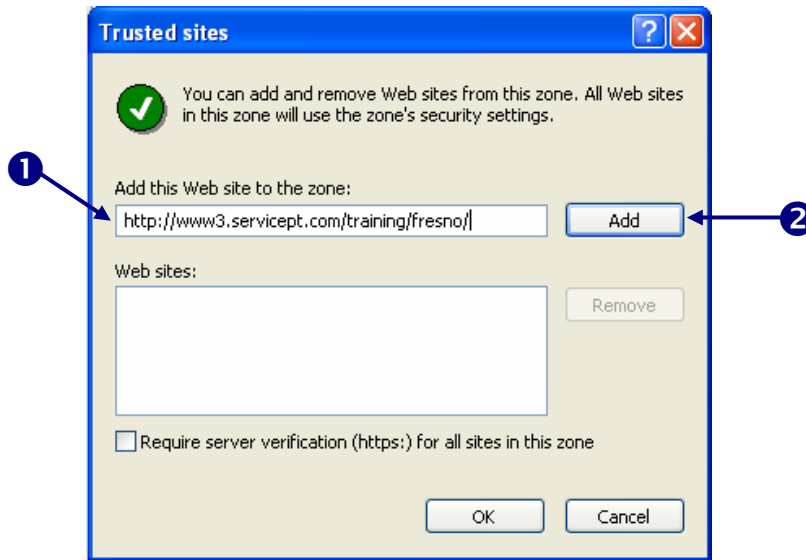


Figure 7

7. Type the URL for your ServicePoint site into the **Add this Web site to the zone:** text box ❶.
8. Click on the **Add** button ❷.

Your site address will be added to the list of trusted Web sites. (Figure 8 ❶)

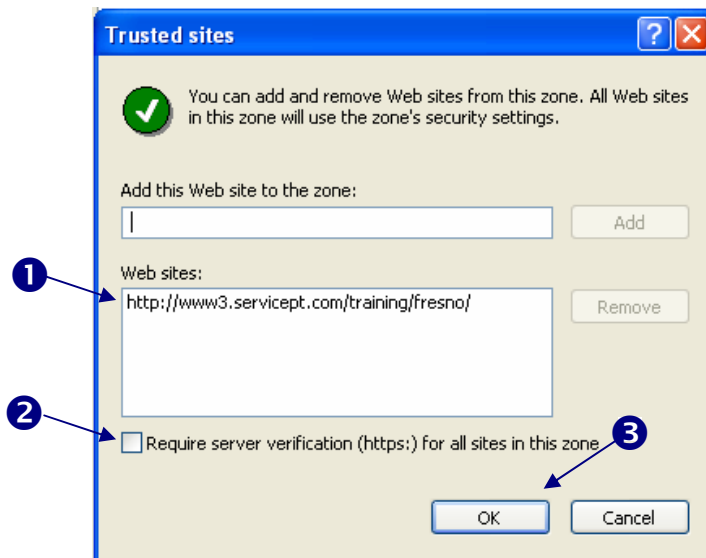


Figure 8

9. Make sure the check box for **Require server verification (https:) for all sites in this zone** is unchecked ❷.
10. Click **OK** ❸.

You will be returned to the Internet Options/Trusted sites information screen. (See Figure 9)

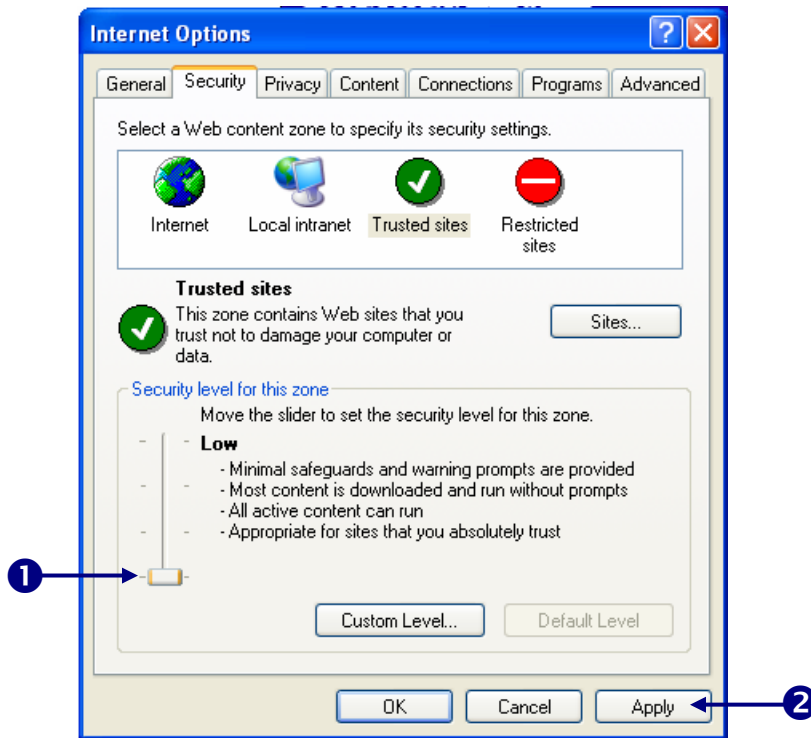
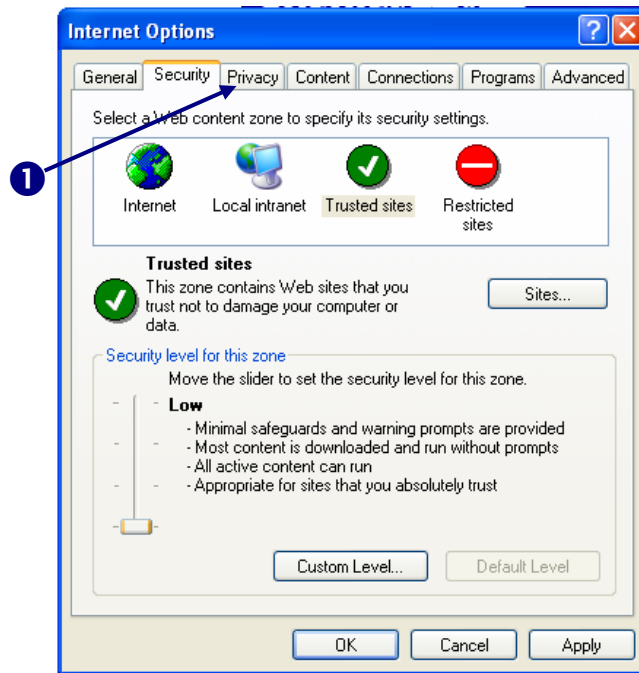


Figure 9

11. Drag the slider bar for **Security level for this zone** to low ①.
12. Click the **Apply** button ②.

Checking the Pop-up Blocker Function

1. Click the **Privacy** tab. (See Figure 10 ①)



See Figure 10

The Privacy information screen will be displayed. (See Figure 11)

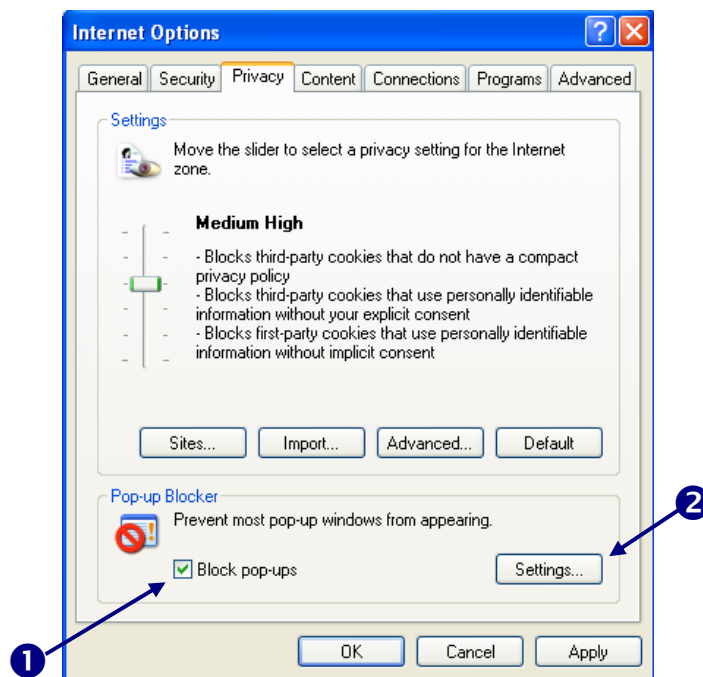


Figure 11



2. Check the status of the **Block pop-ups** check box ❶. If the box is not checked, the Pop-up Blocker is not functioning and should not be interfering with *ServicePoint*. However, if the box is checked, follow the steps below to disable the Pop-up Blocker for your *ServicePoint* site.

Disabling Pop-Up Blocking for Only ServicePoint

1. Click on the **Settings** button. (See Figure 11 ❷ above)

The Pop-up Blocker Settings window displays. (See Figure 12)

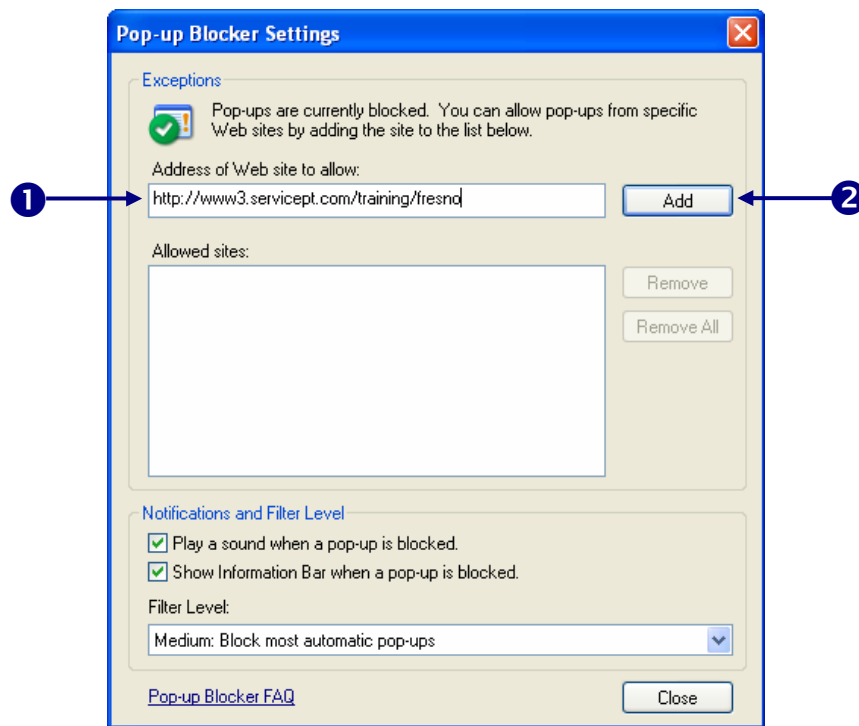


Figure 12

2. Locate the **Address of the Web site to allow** text box and type in the address of your *ServicePoint* site ❶.
3. Click the **Add** button ❷.

The *ServicePoint* address will display in the **Allowed sites** text box. (See Figure 13 ①)

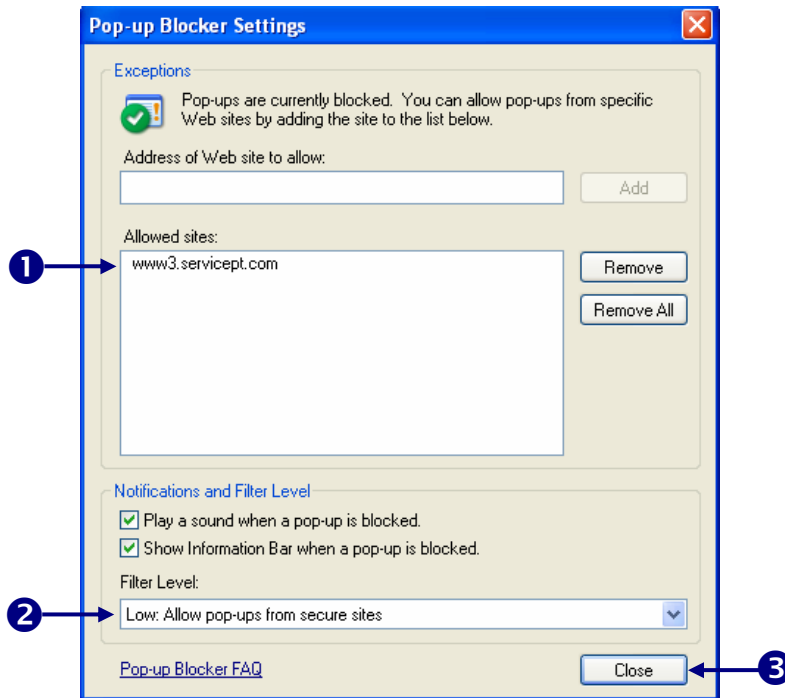


Figure 13

4. Locate the Notifications and Filter Level area to be sure that the option displayed in the **Filter Level** field is **Low: Allow pop-ups from secure sites** ②. Change to this option as appropriate.
5. Click the **Close** button to save the settings and close the window ③.

Your *ServicePoint* site will now display pop-up windows.

If the steps in this document have not cleared the problems you are encountering with *ServicePoint* while using Internet Explorer 6 with Service Pack 2, please refer to the following URL for additional information: <http://support.microsoft.com/default.aspx?scid=kb;en-us;870700>

If you continue to have trouble with your Browser settings, please contact your IT support group.

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