

ServicePoint - Trouble Shooting Access Issues with IE 7

Any issues that may arise should be solved by making ServicePoint a trusted site.

Steps to make ServicePoint a trusted site:

Open Internet Explorer.

Locate the menu bar and select Tools.

From the drop down menu, click on Internet Options.

Click on the Security tab.

Click on the Trusted Sites icon.

click the Sites button.

Type the URL for your ServicePoint, and ART site into the Add this Web site to the zone: text box.

Click on the Add button. Make sure the check box for Require server verification (https:) for all sites in this zone is unchecked.

Click OK.

If slider bar is visible in the Security Level for this Zone area make sure it is set to Low for trusted sites zone. If it is not at Low drag the slider bar down to Low.

If unable to see slider bar click on the custom level... button in the security level for this zone area. In the reset custom settings area of the pop-up select Low, Click the reset button...

Click OK.

Click Apply.

Checking the Pop-up Blocker Function

Click the Privacy tab.

Check the status of the Block pop-ups check box. 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

Click on the Settings button.

Locate the Address of the Web site to allow text box and type in the address of your ServicePoint site

Click the Add button

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. Change to this option as appropriate.

Click the Close button to save the settings and close the window.

Known issue with IE7: the magnification feature built into the IE7 browser causes unintended application formatting errors.