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Using Internet Explorer and Windows 7 with Administrative Applications

(CAADS, CREW, GMAS, HUBS, ID Card, IRB, Oracle Financials, SIS, PeopleSoft)

Revised: April 2011

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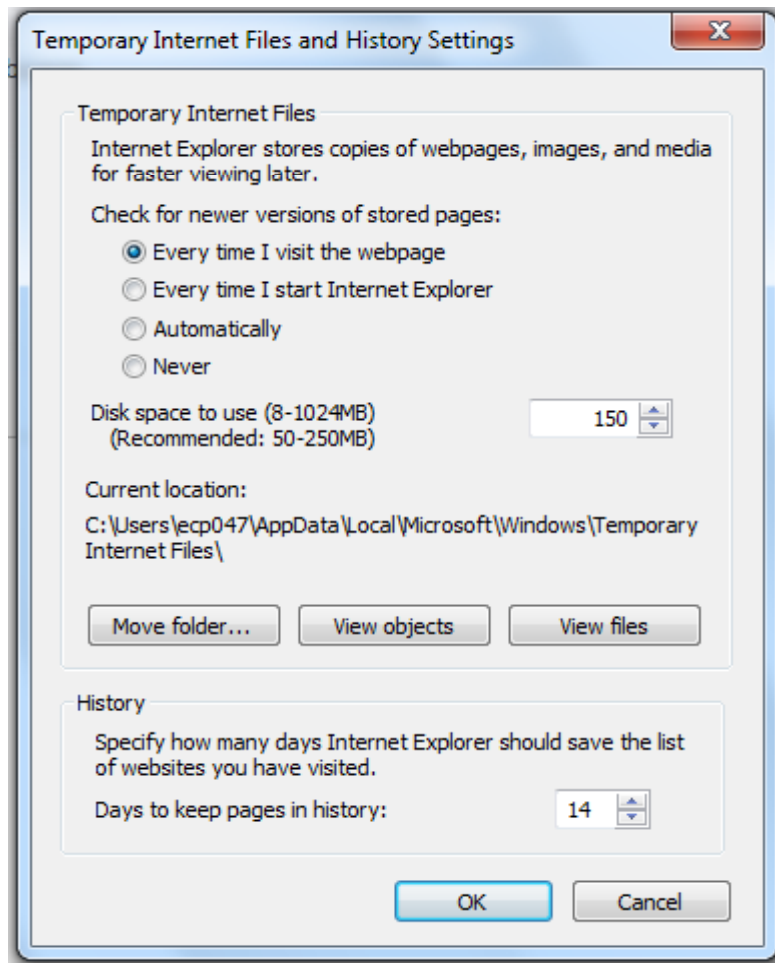
Recommended Versions

- IE 8.0 is the supported version for University-wide administrative applications
- FSS tests and certifies the use of IE 8.0 with the following administrative applications:
 - CREW
 - GMAS
 - HUBS
 - ID Card/Photo Application
 - IRB
 - Oracle Financials
 - PeopleSoft HRMS
 - Student Information Systems (SIS)

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General Settings

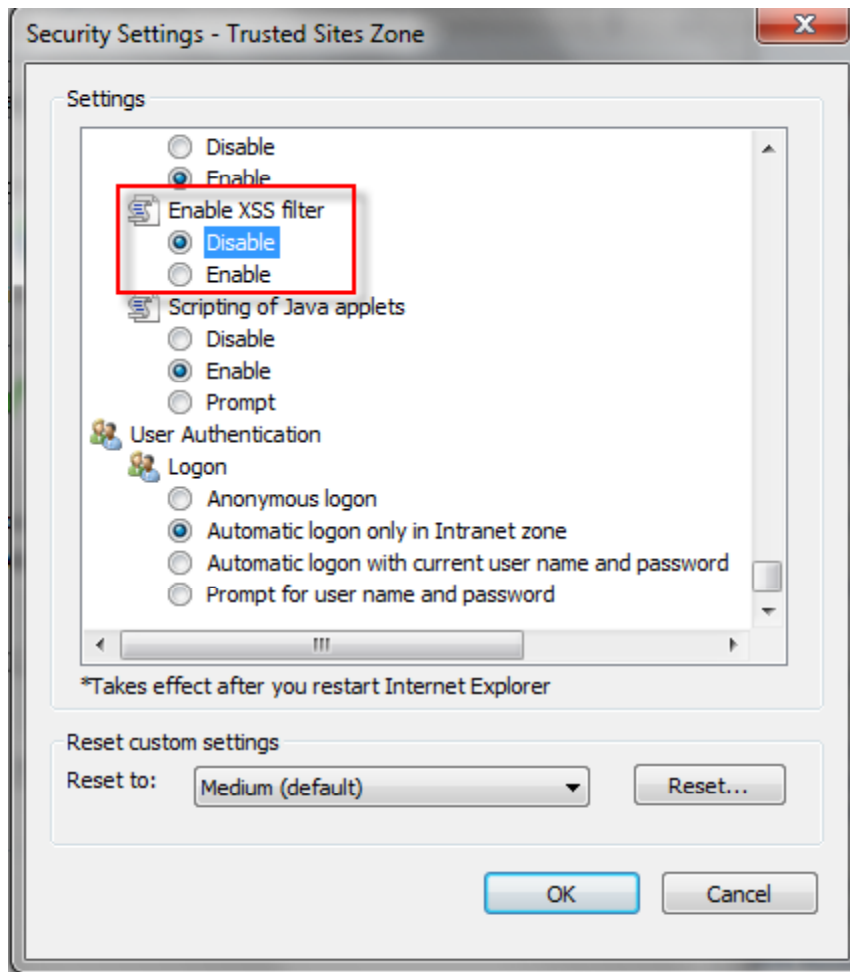


- Navigate to **Tools->Internet Options**; on the **'General'** tab; select **'Settings'** in the **'Browsing History'** section
- Select **'Every time I visit the webpage'** for recommended stored pages setting
- This setting helps to resolve problems with viewing pages in self-service modules (HCOM, Web Voucher, etc)
- NOTE: Automatically may be used for modules that are not self service

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General Settings

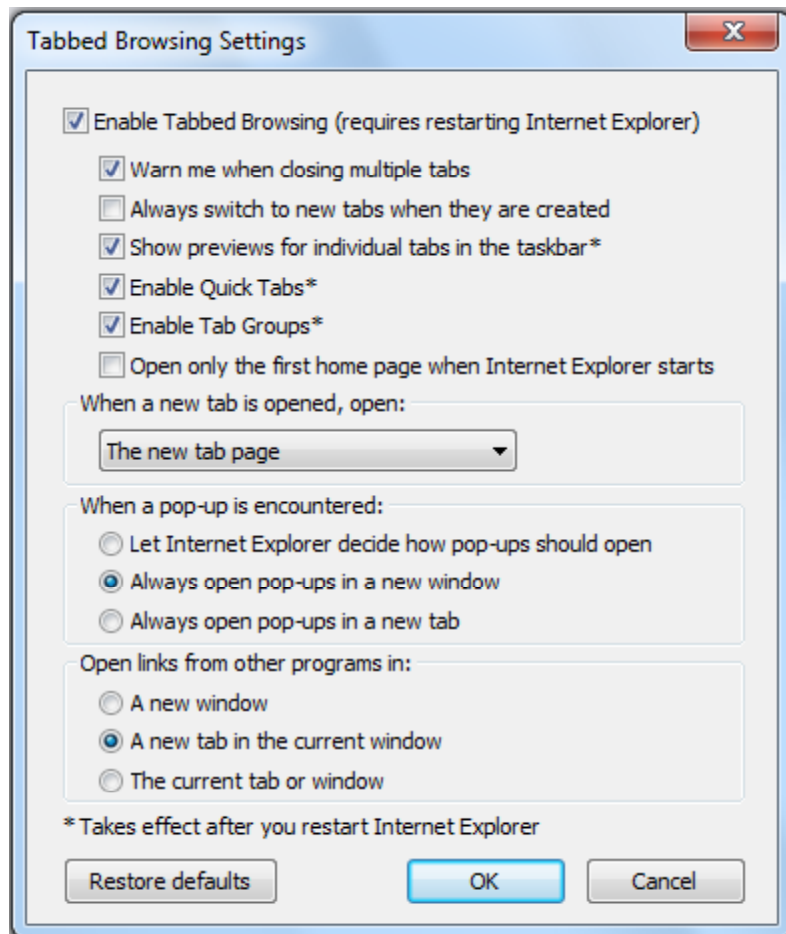


- Navigate to **Tools->Internet Options->Security** select '**Custom level**'; **Enable XSS filter** option should be set to '**Disable**'
- This set up is needed for HCOM.

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General Settings

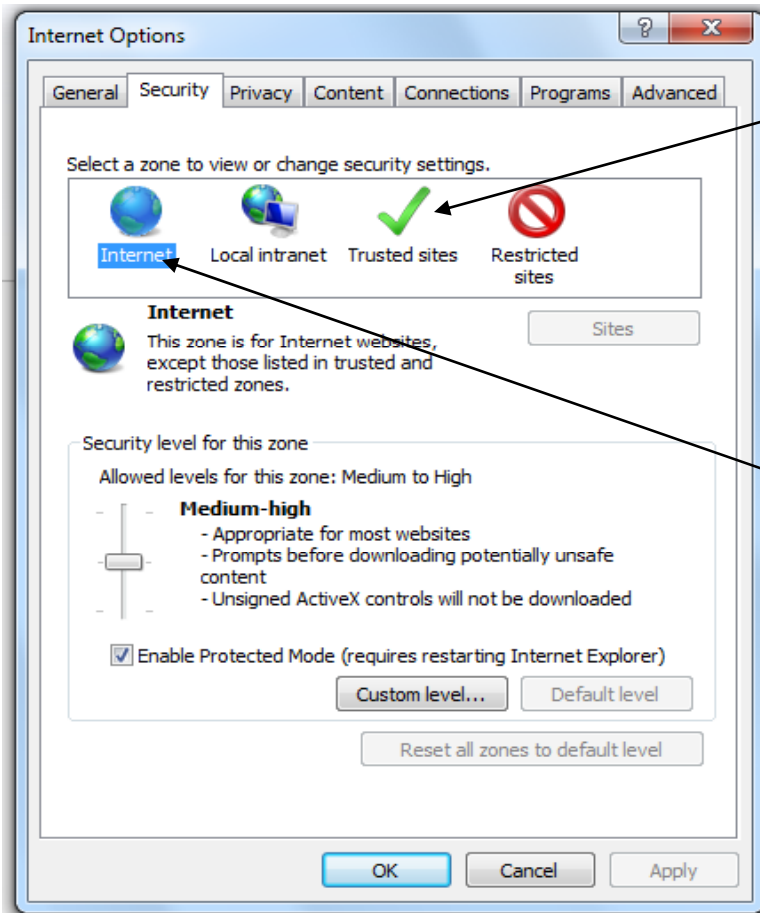


- Navigate to **Tools->Internet Options**; on the **'General'** tab select **'Settings'** located in the **'Tabs'** section
- **'Enabled Tabbed Browsing'** should be selected
- **'Always open pop-ups in a new window'** is recommended in the **'When a pop-up is encountered'** section
- These settings help to resolve problems with viewing pages/forms and LOVs (list of values)

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Trusted Sites—Internet

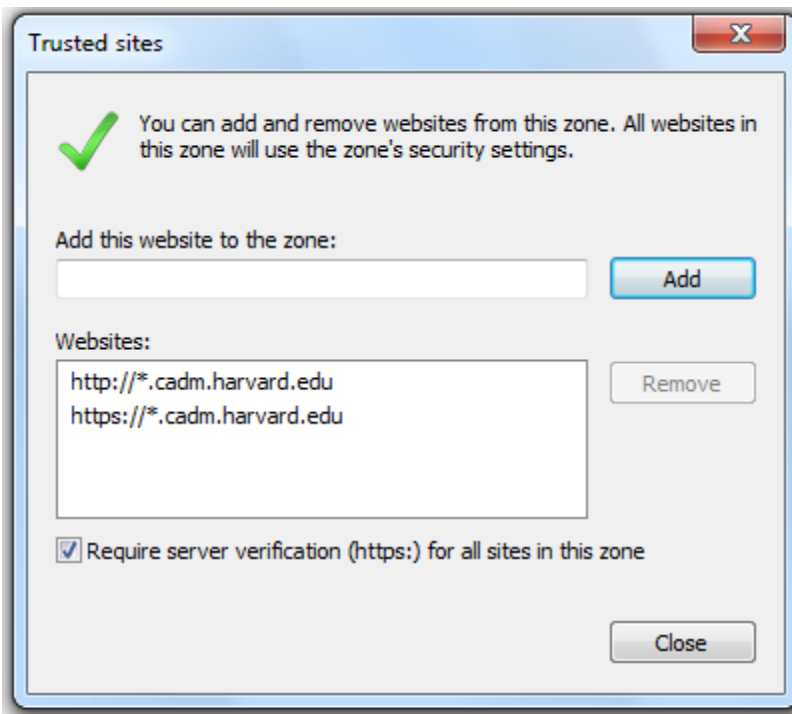


- Navigate to **Tools->Internet Options**; on the '**Security**' tab select the '**Trusted Sites**' icon; select '**Custom Level**'
- **Medium** is the recommended security setting
- This helps to open Oracle pages/forms
- Note: For '**Internet Zone**' the recommended security setting is **Medium-High**

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Trusted Sites—Sites

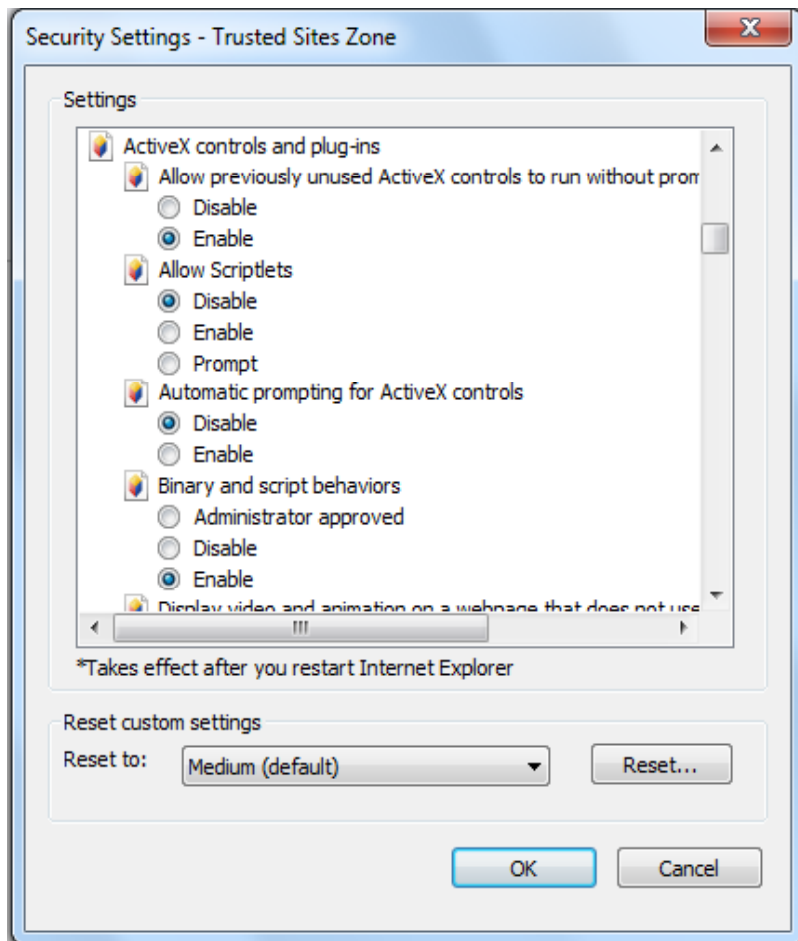


- Navigate to **Tools->Internet Options**; on the **'Security'** tab and select the **'Trusted Sites'** icon; select **'Sites'**
- In the **'Add this website to the zone'** field enter: https://*.cadm.harvard.edu; click **'Add'**
- Uncheck the **'Require server verification (https) for all sites in this zone'** and enter: http://*.cadm.harvard.edu; click **'Add'**
- Reselect **'Require server verification (https) for all sites in this zone'** checkbox
- Select **'Close'**
- Click **'OK'** and if prompted select **'Yes'**
- This prevents Oracle from crashing in IE 8.0 and prevents pop-ups from blocking Oracle pages/forms

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Trusted Sites – Active X Control

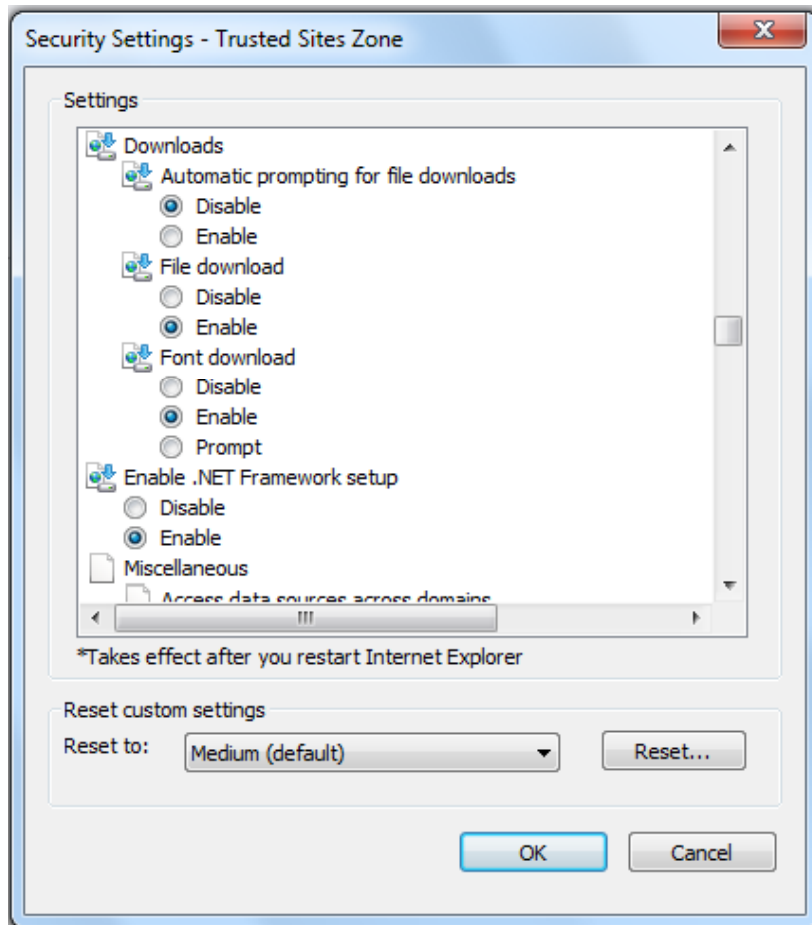


- Navigate to **Tools->Internet Options**; on the **'Security'** tab select the **'Trusted Sites'** icon; select **'Custom Level'**
- Scroll to the **'ActiveX controls and plug-ins'** section
- Enable **'Automatic prompting for ActiveX controls'**
- Select **'Prompt'** for **'Initialize and script ActiveX controls not marked as safe'**
- This helps to open specific Oracle pages/forms and to create Excel spreadsheets on the desktop for Web ADI users

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Trusted Sites – Downloads

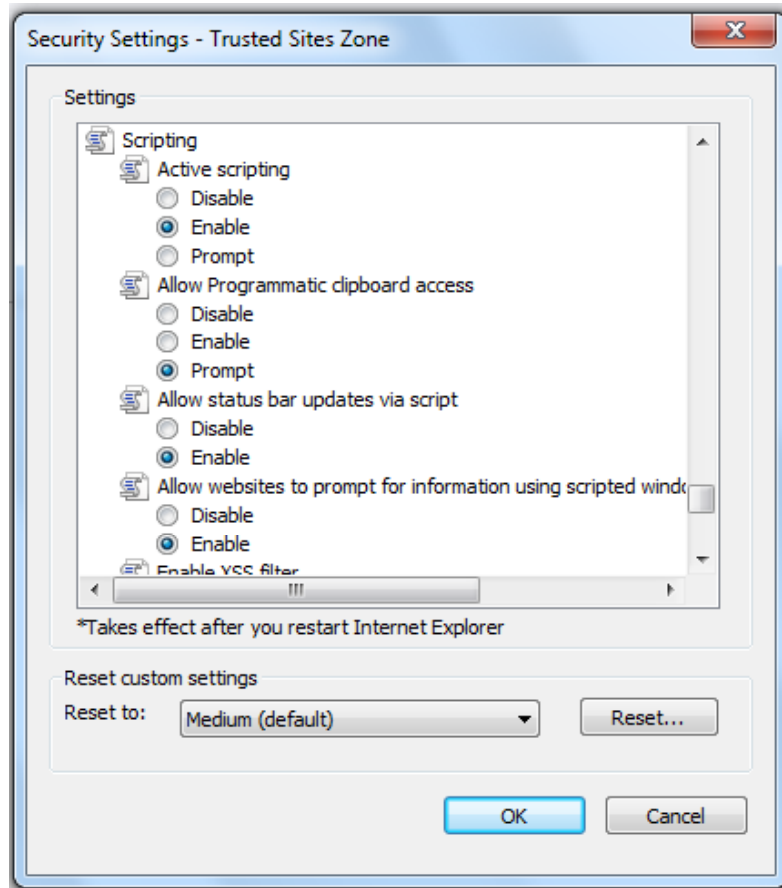


- Navigate to **Tools->Internet Options**; on the **'Security'** tab and select the **'Trusted Sites'** icon; select **'Custom Level'**
- Scroll to the **'Downloads'** section
- Select **'Enable'** for **'Automatic prompting for file downloads'**
- Once a file is downloaded from Oracle the first time, a prompt to open the file occurs. To register the file type, deselect **'Always ask before opening this type of file'** checkbox; select **'Open'**.
- This helps to open files downloaded from Oracle

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Trusted Sites – Scripting

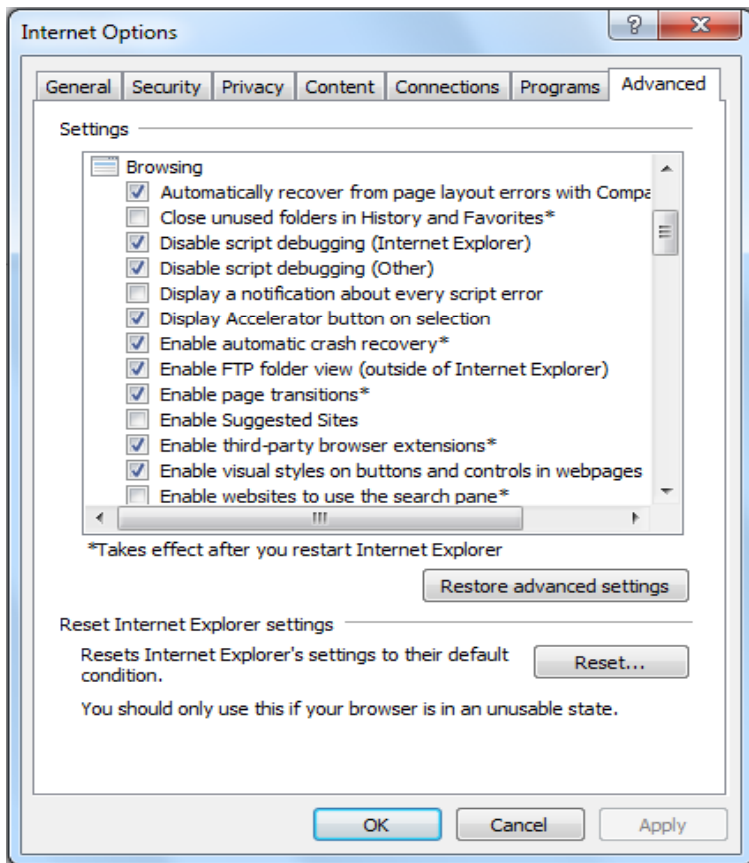


- Navigate to **Tools->Internet Options**; on the **'Security'** tab select **'Trusted Sites'** icon; select **'Custom Level'**
- Scroll to the **'Scripting'** section
- Select **'Enable'** for **'Scripting of Java applets'**
- This helps to open Oracle pages/forms that require scripting
- Select **'Enable'** for **'Allow status bar updates via script'**
- This supports ADI users

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Advanced Settings

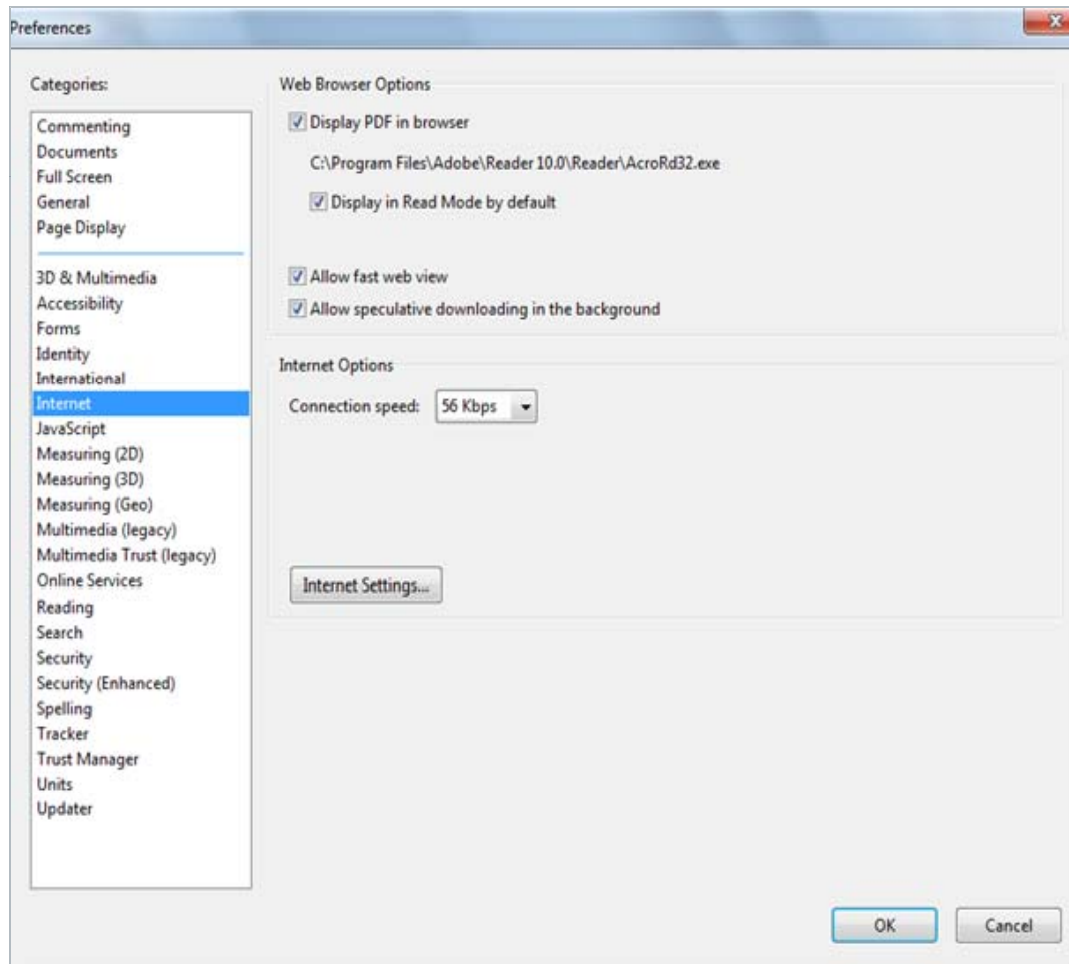


- Navigate to **Tools->Internet Options**; Select **'Advanced'** tab
- Scroll to the **'Browsing'** section
- Select **'Enable third-party browser extensions'** checkbox; reboot PC
- **FOR SHARED PCs only:** Scroll to the **'Security'** section; deselect **'Do not save encrypted pages to disk'** checkbox
- This helps to ensure security on shared PCs

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Adobe Reader Options



- In Adobe, navigate to **Edit-Preferences-Internet**
- Ensure the **'Display PDF in browser'** checkbox is checked
- This setting helps to view PDF reports properly
- Ensure there is only one version of Adobe installed on your PC

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Recommended Settings for Oracle Financials

- In order to use Oracle Financials at its optimum functionality, these are the recommended settings:
 - Select '**Internet Options**' on the '**Tools**' menu bar of IE 8.0
 - Check the settings under tabs as indicated on pages for:
 - General
 - Security
 - Advanced

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Oracle Helpful Hints

To prevent IE 8.0 from crashing keep these steps in mind:

- If using multiple browser tabs in IE 8.0, always have Oracle in the first tab; otherwise, open a new IE browser session
- Make sure you log out of Oracle properly by selecting **File>Close Form** or **File > Exit Oracle Applications**, close the blank Java window and on the Homepage select '**Logout**'

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Use of the JRE Plug-in with Oracle Financials

Oracle Financials uses the Java Runtime Environment, or JRE plug-in, for access to the following forms-based applications:

- Apps Admin
- Sponsored Budget Tool
- CAPS
- Cash Management (CMRA)
- CSMA
- General Ledger
- Payables
- Receivables

If the plug-in is not already installed on the desktop, the system will prompt you to download it when connecting to a form. Refer to the following guide for help in installing the JRE plug-in:

http://vpf-web.harvard.edu/applications/jre_troubleshooting_guide.pdf

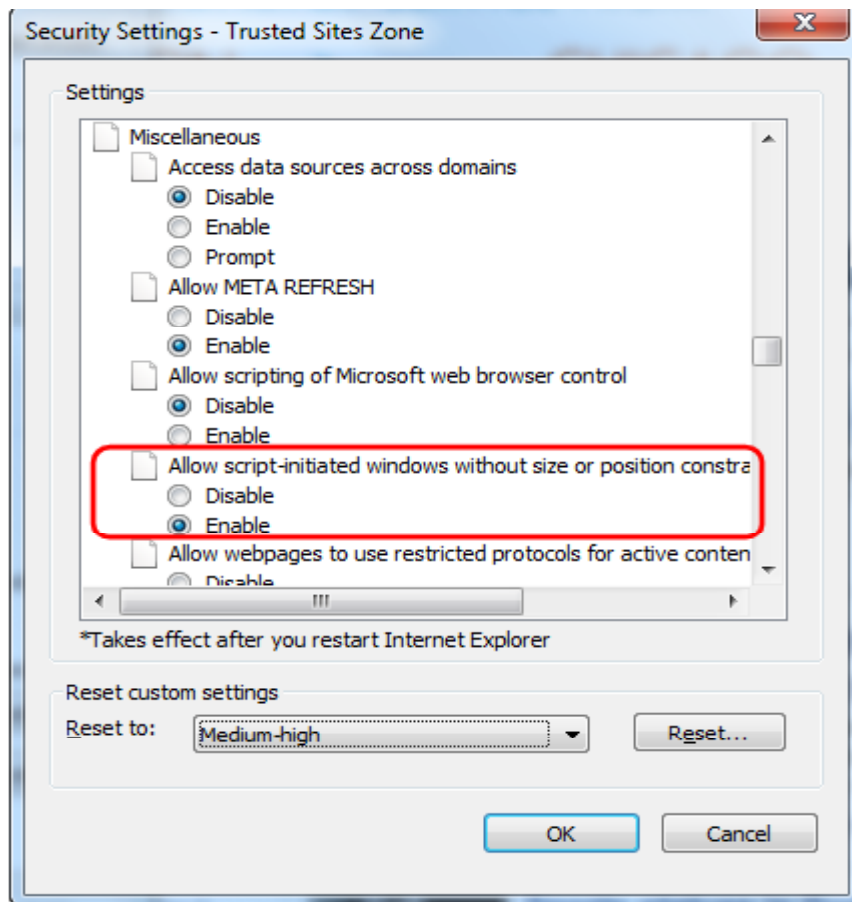
Oracle periodically updates the JRE plug-in and makes it available for download to the desktop. Currently, it recommends version 1.6.0_24 of the JRE. You can find the latest version, certified to run with Oracle Financials, on the UIS web site at the following location:

<http://www.helpdesk.harvard.edu/icb/icb.do?keyword=k32422&pageid=icb.page345480>

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Recommended Settings for HUBS

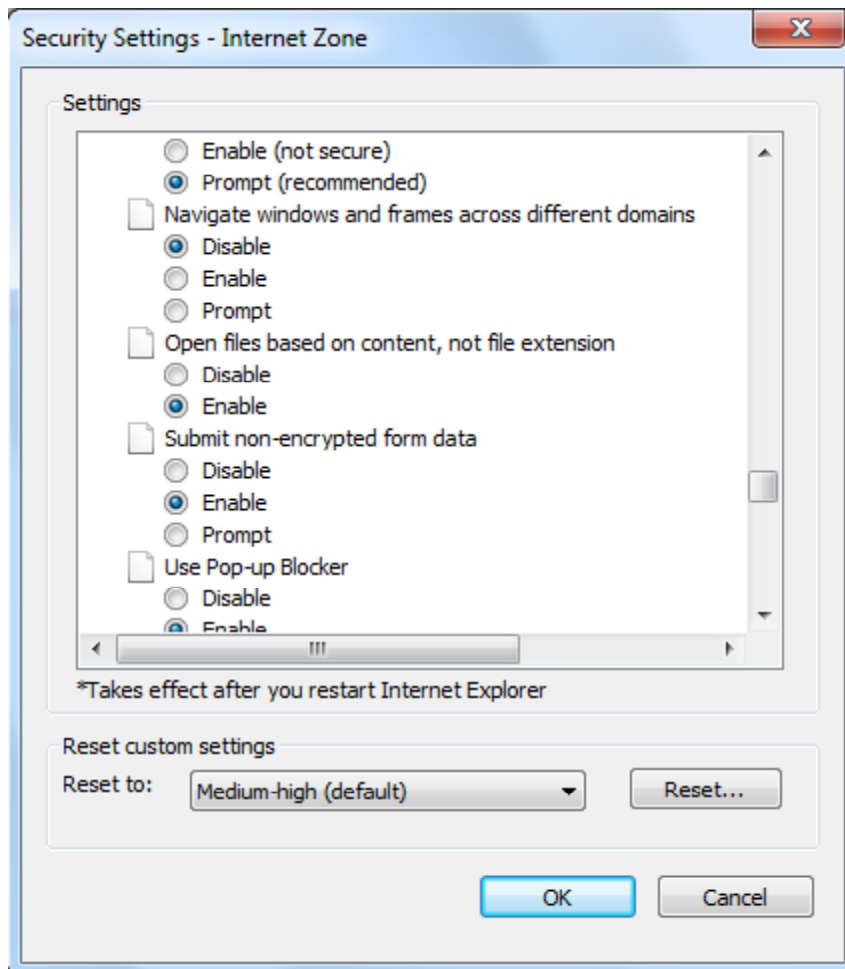


- In IE 8.0, navigate to **Tools->Internet Options**; on the **'Security'** tab select **'Trusted Sites'** icon; select **'Custom Level'**
- Scroll to the **'Miscellaneous'** section
- Enable **'Allow script-initiated windows without size or position constraints'**
- This allows Planning Applications to open

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Recommended Settings for PeopleSoft



- Navigate to **Tools->Internet Options**; on the **'Security'** tab select **'Trusted Sites'** icon; select **'Custom Level'**
- Scroll to the **'Miscellaneous'** section
- Select the **'Disable'** radio button under **'Set Open files based on content, not file extension'**
- This allows users to view message log files in process monitor in the correct format

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Problems & Solutions

If you encounter a problem in Oracle, ensure all the Oracle specific settings above have been reviewed:

- Clear cache: Tools-Internet Options-General; Under Browsing history select Delete button; For Temporary Internet Files select Delete files and for History select Delete history
 - The Temporary Internet Files folder is the location on your hard drive where Web pages and files are stored as you view them. This speeds up delivery of pages you visit frequently or have already seen.
 - If the folder lacks sufficient space, you are not able to view a report. If you are having difficulty viewing a report, clear the files in this folder
 - Indications for use: page not rendering, slow rendering of page
- Increase Temp Space: Tools-Internet Options-General; Under Browsing history select Settings button; Increase Disk Space to use by 50:
 - Increasing the space you set for the Temporary Internet Files folder can increase the speed for displaying previously visited pages, but decreases the amount of space available for other files on your computer. You can set the size of this folder to control the amount of space it uses on your hard drive.
 - Indications for use: Blank screen
- Use F5 function key
 - Indications for use: Report returns 'No data found' and displays an empty IE browser window, but there is data to be displayed

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Problems & Solutions Checklist

Questions	How To:
Go through Internet Explorer 8.0 Setting Guidelines for University-wide Applications (this document)	http://vpf-web.harvard.edu/applications/
Review if user can log in successfully using Mozilla Firefox	If not, could be IP issue
Check for any extraneous/additional toolbars (Google, etc)	While in Internet Explorer go to View>Toolbars and check for Windows Messenger See Internet Explorer 8.0 Setting Guidelines for University-wide Applications at http://vpf-web.harvard.edu/applications/
Check for popup blockers	While in Internet Explorer go to Tools->Pop-up blocker should read ' Turn Off Pop-up Blocker '. Then navigate to Tools->Pop-up Blocker->Pop-up Blocker Settings and *.cadm.harvard.edu should be listed in Allowed Sites .
Verify Oracle Port is correct	Once logged into Oracle check URL for port 8000 i.e. https://apollo##.cadm.harvard.edu:8000/OA_HTML/
Verify you have the latest patches for the Windows updates. If not, install updates.	See your local desktop support business process
Verify you have the latest version of JRE	See your local desktop support business process

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Problems & Solutions Checklist (con't)

Questions	How To:
Check for more than one version of java	In IE 8.0, navigate to: Tools -> Manage Add-Ons - Enable/Disable add-ons->From the 'Show' drop down box, choose 'Add-ons that have been used by IE and click on one of the 'Java Plug-in 1.6.0_13
If none of the above work contact local IT and check the following:	
Uninstall Java	Go to Add/Remove programs> Uninstall Java >Download and install the newest Java version from http://www.java.com/en/download/index.jsp . Close out of all IE instances and reopen.
Uninstall all IE browsers to start with a clean slate	

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Windows 7 Operating System

We recommend 32-bit devices for FSS applications due to the variability of vendor applications on the 64-bit versions of Window 7.