



ASCENDER GUIDES



ASCENDER Recommended Browser Settings

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Updated February 2018

The ASCENDER Browser Settings document lists supported browsers and recommended browser settings which will allow you to utilize the ASCENDER system at its fullest potential on any personal computer.

Supported Browsers

Currently, ASCENDER supports the following browsers:

For PC users:

- Google Chrome (current version)
- Mozilla Firefox (current version)
- Internet Explorer (IE) 11

For Mac users:

- Apple Safari (current version: Mac only)

Note: Safari is the only browser that ASCENDER supports on the Mac.

Please check your browser settings to ensure that your browser is set up to produce the best results with ASCENDER.

Screen Resolution

The minimum recommended screen resolution is 1280 x 1024.

Task Bar Setup

Windows 7 allows pages to be opened directly from your task bar. With the ASCENDER system, this feature will allow you to easily access different reports, pages, and applications, all from one centralized location. This feature is disabled by default but recommended for ASCENDER.

<input type="checkbox"/>	Right-click the desktop, and select Personalize . The personalization dialog box is displayed.
<input type="checkbox"/>	Under See also (located near the bottom-left corner of the dialog box), click Taskbar and Start Menu . The Taskbar and Start Menu Properties dialog box is displayed.
<input type="checkbox"/>	On the Taskbar tab under Preview desktop with Aero Peek , select Use Aero Peek to preview the desktop .
<input type="checkbox"/>	Click OK .

Browser Setup

Google Chrome

To ensure optimal security when using Chrome, you must turn off some default settings using the following steps. From the Chrome menu, select Settings. From the Settings page, click Show advanced settings.

Note: The following three settings are found under **Privacy and security**, which can be accessed by clicking **Advanced** at the bottom of the Settings page.

Clear Cache on Exit

	Content settings
<input type="checkbox"/>	Click Cookies .
<input type="checkbox"/>	Select Keep local data only until you quit your browser .

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. The ASCENDER website must be set up as an allowed site.

	Content settings
<input type="checkbox"/>	Click Popups
<input type="checkbox"/>	If Blocked (recommended) is selected, go to the next step.
<input type="checkbox"/>	Next to Allow , click ADD .
<input type="checkbox"/>	In the Site field on the Add a site dialog box, type the exact website address that you use to access ASCENDER.
<input type="checkbox"/>	Click ADD .

JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in the most current version of Chrome. To make sure it is enabled follow these instructions.

	Content settings
<input type="checkbox"/>	Click JavaScript
<input type="checkbox"/>	If Allowed (recommended) is NOT selected, go to the next step (or select Allowed (recommended)).
<input type="checkbox"/>	Next to Allow , click ADD .
<input type="checkbox"/>	In the Site field on the Add a site dialog box, type the exact website address that you use to access ASCENDER.
<input type="checkbox"/>	Click ADD .

Disable AutoFill

AutoFill may cause some fields within ASCENDER applications to fill automatically.

	Passwords and forms
<input type="checkbox"/>	Click Autofill Settings .
<input type="checkbox"/>	Deselect On (the field changes to Off).

Mozilla Firefox

From the Firefox menu, select Options. The Options dialog box is displayed with the General tab as the default tab.

Note: The following three settings are under **Options**.

Accept Cookies

	Privacy
<input type="checkbox"/>	Under History in the Firefox will field, select <i>Use custom settings for history</i> .
	Select Accept cookies from sites .
<input type="checkbox"/>	This option should be selected by default. If you do not want to accept cookies from all sites, continue to the next step.
	Next to Accept cookies from sites , click Exceptions . The Exceptions - Cookies dialog box is displayed.
<input type="checkbox"/>	Under Address of website , type the exact website address that you use to access ASCENDER.
	Click Allow . The website is displayed under Site , and the Status is set to Allow .
	Click Close .

Clear History When Firefox Closes

	Privacy
<input type="checkbox"/>	Under History in the Firefox will field, select <i>Use custom settings for history</i> . (This should have been selected in the previous step.)
<input type="checkbox"/>	Select Clear history when Firefox closes .
<input type="checkbox"/>	Click Settings...
	Ensure the following fields are selected:
	• Active Logins
	• Form & Search History
<input type="checkbox"/>	• Cookies
	• Cache
	Click OK .

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. The ASCENDER website must be set up as an allowed site.

Content	
<input type="checkbox"/>	Select Block pop-up windows .
<input type="checkbox"/>	Next to Block pop-up windows , click Exceptions . The Allowed Sites - Pop-ups dialog box is displayed.
<input type="checkbox"/>	<ul style="list-style-type: none"> Under Address of website, type the exact website address that you use to access ASCENDER. Click Allow. The website is displayed under Site, and the Status is set to Allow. Click Close.

Note: The following three configurations use the address bar. In the address bar, delete any existing website address and type "about:config" and press ENTER. A warning message is displayed (deselect **Show this warning next time** if you don't want to see this warning every time). Click **I accept the risk!** The Mozilla Firefox preferences are displayed.

Enable JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in the most current version of Firefox. To make sure it is enabled follow these instructions.

Address bar	
<input type="checkbox"/>	In the Search field, type "javascript.enabled". As you type a list of matches is displayed.
<input type="checkbox"/>	The Value column should be true. If it is not, right-click javascript.enabled and select Toggle to enable JavaScript.
<input type="checkbox"/>	Close Firefox to save changes. You may need to restart Firefox for the changes to take effect.

Refresh Page on Every Page Request

Address bar	
<input type="checkbox"/>	In the Search field, type "browser.cache.check_doc_frequency". As you type a list of matches is displayed.
<input type="checkbox"/>	Double-click this setting in the list: browser.cache.check_doc_frequency. The Enter integer value dialog box is displayed.
<input type="checkbox"/>	The default value is 3. Change the value to 1. Click OK .
<input type="checkbox"/>	Confirm the browser.cache.check_doc_frequency value changed from 3 to 1 in the Value column.
<input type="checkbox"/>	Close Mozilla Firefox to save the changes.

Prevent Timeouts

Address bar	
<input type="checkbox"/>	In the Search field, type "network.http.response.timeout". As you type a list of matches is displayed.

Address bar	
<input type="checkbox"/>	Double-click this setting in the list: network.http.response.timeout. The Enter integer value dialog box is displayed.
<input type="checkbox"/>	Replace the existing value with 3600 (or greater). Note that this is the number of seconds. 3600 seconds equals one hour. Click OK .
<input type="checkbox"/>	Confirm the network.http.response.timeout value changed accordingly in the Value column.
<input type="checkbox"/>	Close Mozilla Firefox to save the changes.

Internet Explorer

From the Tools menu (gear icon), select **Internet options**. The Internet Options dialog box is displayed with the General tab as the default tab.

Refresh Page on Every Page Request and Clear Cache

General tab	
<input type="checkbox"/>	Under Browsing history, click Settings .
<input type="checkbox"/>	Under Check for newer versions of stored pages , select Every time I visit the webpage . Click OK .
<input type="checkbox"/>	Select Delete browsing history on exit . Or, click Delete to manually delete all browsing history and to clear the cache. If Delete browsing history on exit is selected, all browsing history will be deleted, and the cache will be cleared each time you exit Internet Explorer. If Delete browsing history on exit is not selected, you can manually delete all browsing history and to clear the cache. Click Delete . Select all options except Preserve Favorites website data , and then click Delete .

Display Web Pages as Tabs

General tab	
<input type="checkbox"/>	Under Tabs , click Tabs .
<input type="checkbox"/>	Under Tabbed Browsing , select all options except Open only the first home page when Internet Explorer starts .
<input type="checkbox"/>	Under When a new tab is opened, open , select <i>The new tab page</i> .
<input type="checkbox"/>	Under When a pop-up is encountered , select Always open pop-ups in a new tab .
<input type="checkbox"/>	Under Open links from other programs in , select A new tab in the current window .
<input type="checkbox"/>	Click OK .

Add ASCENDER to the Trusted Sites

Security tab	
<input type="checkbox"/>	Under Select a zone to view or change security settings , select Trusted sites .
<input type="checkbox"/>	Click Sites .
<input type="checkbox"/>	In the Add this website to the zone field, type the exact website address that you use to access ASCENDER, and then click Add . Note: If the website address begins with https, select Require server verification (https:) for all sites in this zone . If the website address does not begin with https, ensure that Require server verification (https:) for all sites in this zone is not selected.

Security tab
<input type="checkbox"/> Click Close .

Enable Downloads (Enabled by Default)

Enable Downloads is enabled by default in IE11. To make sure it is enabled follow these instructions.

Security tab
<input type="checkbox"/> Under Select a zone to view or change security settings , select Trusted sites .
<input type="checkbox"/> Click Custom level .
<input type="checkbox"/> Under Settings , scroll to the Downloads section.
<input type="checkbox"/> Under File download , select Enable .
<input type="checkbox"/> Click OK . If any settings were changed, a warning message is displayed confirming the changes.
<input type="checkbox"/> Click Yes .

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. Your ASCENDER application website must be set up as an allowed site.

Privacy tab
<input type="checkbox"/> Under Pop-up Blocker , select Turn on Pop-Up Blocker .
<input type="checkbox"/> Click Settings .
<input type="checkbox"/> Under Exceptions in the Address of website to allow field, type the exact website address that you use to access ASCENDER.
<input type="checkbox"/> Click Add . The website is displayed under Allowed sites .
<input type="checkbox"/> Click Close .

Reset Zoom Level for New Windows and Tabs

The zoom level for Internet Explorer can be changed at any time from View > Zoom or by using the mouse. However, ASCENDER performs best when the zoom level is set to 100%; otherwise, some features may not display correctly.

Advanced tab
<input type="checkbox"/> Under Accessibility , select Reset zoom level for new windows and tabs .
<input type="checkbox"/> Click OK .

Compatibility View

Compatibility View must not be enabled in Internet Explorer. Ensure that Compatibility View is turned off.

From the Tools menu (gear icon), select **Compatibility View settings**.

<input type="checkbox"/> Under Websites you've added to Compatibility view , ensure that your ASCENDER application website is not listed.
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<input type="checkbox"/> Ensure that the Display intranet sites in Compatibility View field is not selected.
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<h3><center>Safari (for Mac)</center></h3>

From the menu bar, select Safari, and then select Preferences.

Note: All of the settings are performed in the Preferences dialog box.

Enable Cookies

Cookies are enabled by default in Safari. To make sure they are enabled follow these instructions.

	Privacy.
<input type="checkbox"/>	Next to Cookies and website data , select Allow from websites I visit .

Enable Pop-up Windows

ASCENDER uses pop-up windows to display reports and other information. By default, Safari blocks pop-up windows. The pop-up blocker must be disabled for the ASCENDER website for proper operation of ASCENDER.

	Security
<input type="checkbox"/>	Next to Web content , ensure that Block Pop-Up Windows is not selected.

Enable JavaScript (Enabled by Default)

JavaScript must be enabled for the ASCENDER website for proper operation of ASCENDER. JavaScript is enabled by default in Safari. To make sure it is enabled follow these instructions.

	Security
<input type="checkbox"/>	Next to Web content , ensure that Enable JavaScript is selected.

Disable AutoFill

AutoFill may cause some fields within ASCENDER applications to fill automatically.

	AutoFill
<input type="checkbox"/>	Next to AutoFill web forms , clear all four check boxes.