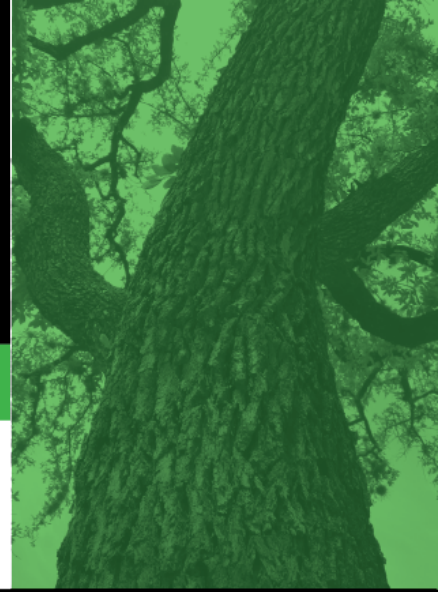




ASCENDER GUIDES



# ASCENDER Recommended Browser Settings



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# ASCENDER Recommended Browser Settings

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

# 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

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

### 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.

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

### 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.

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

## Disable AutoFill

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

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

## 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

<b>Privacy</b>
<input type="checkbox"/> Under <b>History</b> in the <b>Firefox will</b> field, select <i>Use custom settings for history</i> .
Select <b>Accept cookies from sites</b> .
<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 <b>Accept cookies from sites</b> , click <b>Exceptions</b> . The Exceptions - Cookies dialog box is displayed.
<input type="checkbox"/> Under <b>Address of website</b> , type the exact website address that you use to access ASCENDER.
•
Click <b>Allow</b> . The website is displayed under <b>Site</b> , and the <b>Status</b> is set to <b>Allow</b> .
•
Click <b>Close</b> .

### Clear History When Firefox Closes

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

## 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.

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

**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.

<b>Address bar</b>	
<input type="checkbox"/>	In the <b>Search</b> field, type "javascript.enabled". As you type a list of matches is displayed.
<input type="checkbox"/>	The <b>Value</b> column should be true. If it is not, right-click javascript.enabled and select <b>Toggle</b> 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

<b>Address bar</b>	
<input type="checkbox"/>	In the <b>Search</b> 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 <b>OK</b> .
<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

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

	<b>Address bar</b>
<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 <b>OK</b> .
<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

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

### Display Web Pages as Tabs

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

### Add ASCENDER to the Trusted Sites

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

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

### Enable Downloads (Enabled by Default)

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

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

### 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.

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

### 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.

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

### 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 <b>Websites you've added to Compatibility view</b> , ensure that your ASCENDER application website is not listed.
--

<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.

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

### 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.

<b>Security</b>
<input type="checkbox"/> Next to <b>Web content</b> , ensure that <b>Block Pop-Up Windows</b> 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.

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

### Disable AutoFill

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

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