

Internet Explorer 6 General Troubleshooting Steps

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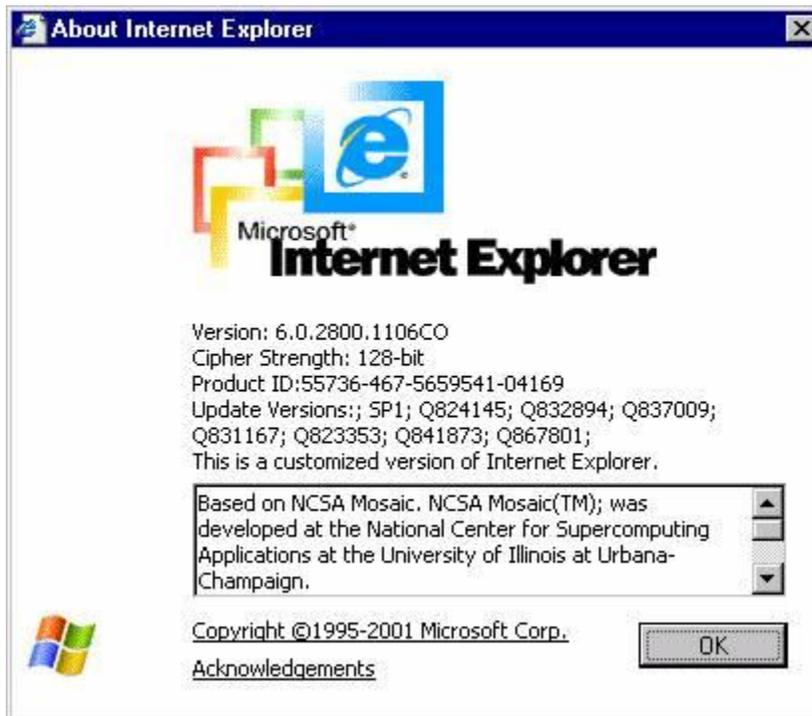
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NOTE: As part of browser troubleshooting, always ensure the XP 2 popup blocker is disabled.

Checking version of Internet Explorer (IE 6.0)

1. From the menu bar, select **Help->About Internet Explorer**.
2. This will give you the **Version** (i.e. 6.0.2600.0000CO), **Cipher Strength** (i.e. 128-bit), and **Update Versions** (i.e. Service Pack 1).

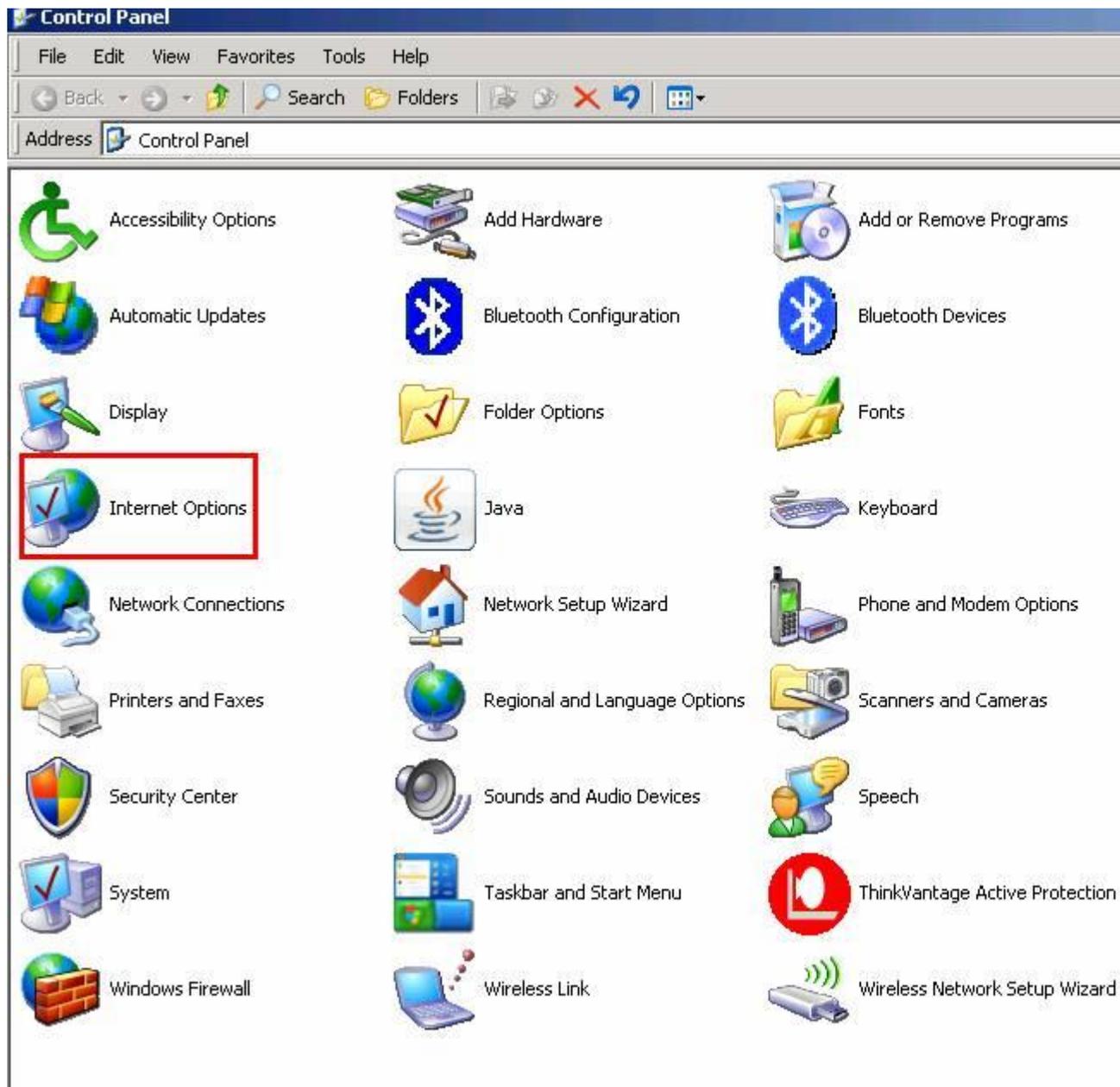


3. Click the **Ok button** to exit the about Internet Explorer screen.

Internet Explorer 6.0

1. From the menu bar, select **Tools->Internet Options**.

Note: If you are unable to access the Internet options, you can go to the Start Menu > Control Panel > Internet Options:



2. Click the **General** tab.
3. Click the **Delete Files** button in the **Temporary Internet Files** section. Check the box next to **Delete all offline content** and click the **Ok** button.

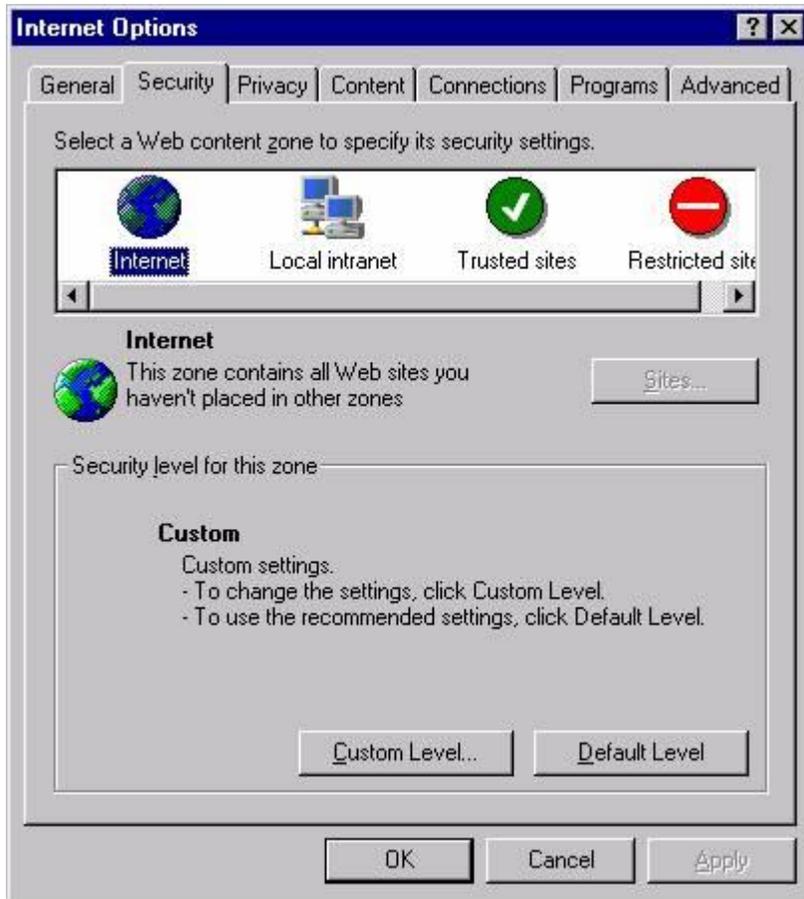
4. Click the **Delete Cookies** button in the **Temporary Internet Files** section.
5. Click the **Ok** button to exit the Internet Options screen.
6. Close all sessions of Internet Explorer and restart browser.



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Ensuring Cookies (IE 6 only) and Java are enabled

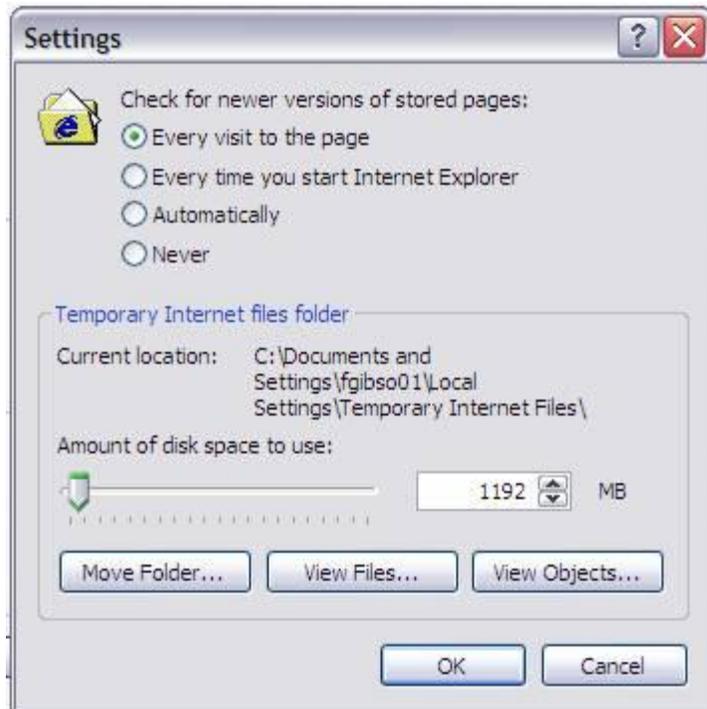
1. From the menu bar, select **Tools->Internet Options**.
2. Click the **Security** tab.
3. In the **Select a Web content zone to specify its security settings area**, highlight **Internet**.
4. Click the **Custom Level** button.



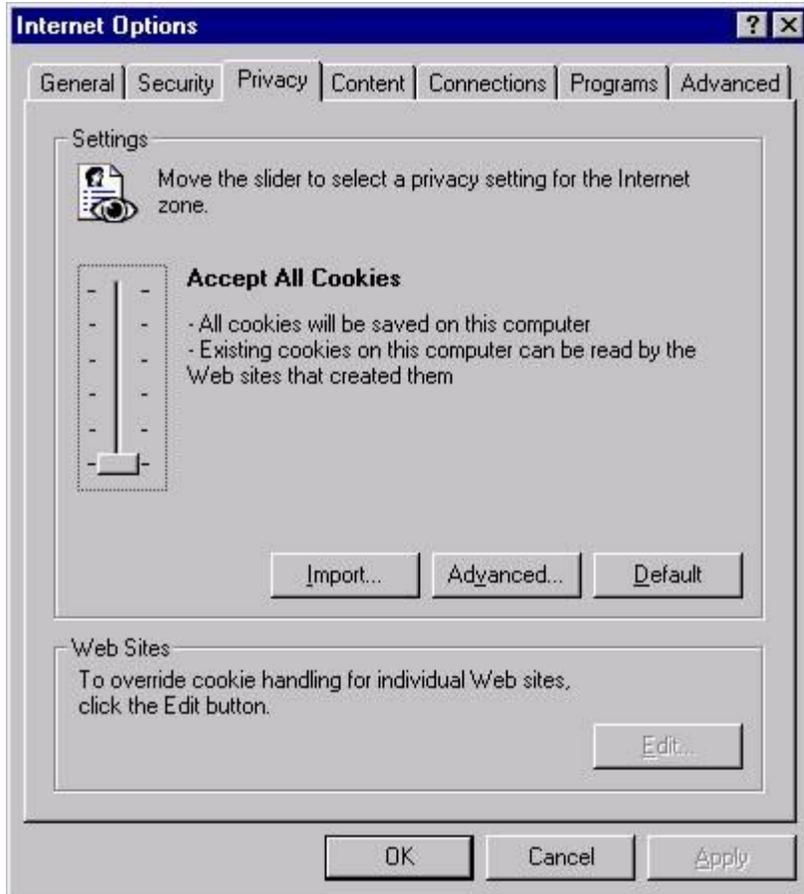
5. On the General Tab, under Temporary Internet Files, click Settings



6. On the Settings page, choose the option for "Every visit to the page" and then click OK



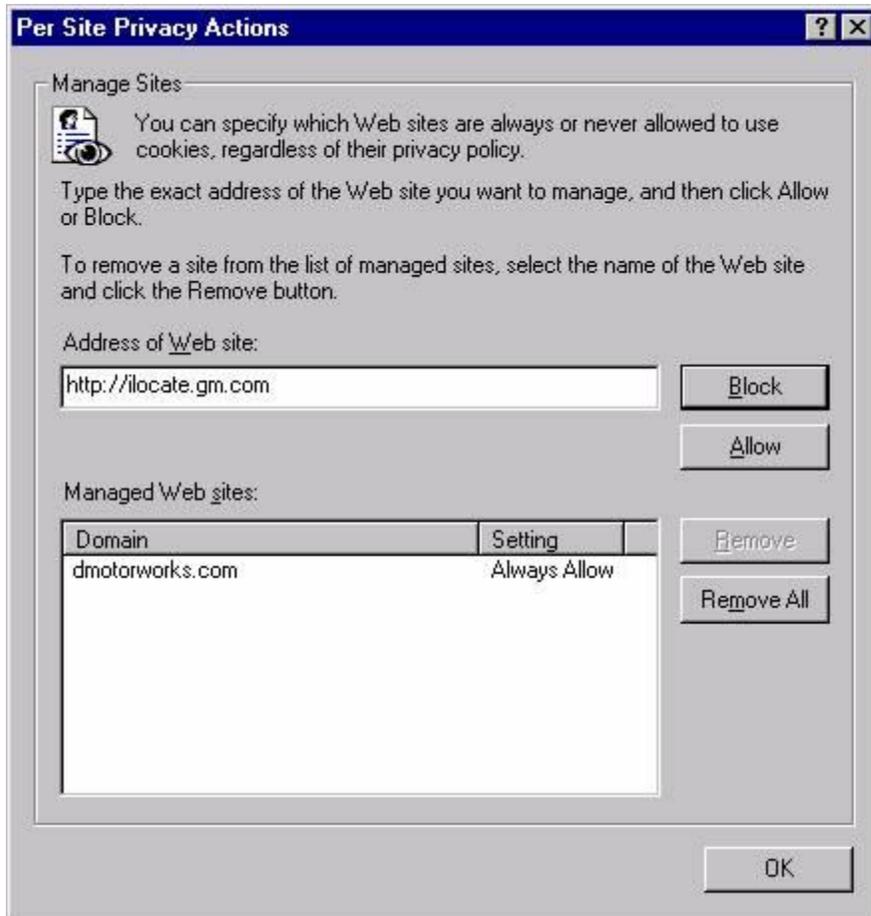
7. Click **Ok** button to return to the Internet Options screen
8. Click the **Privacy** tab to enable proper cookie handling settings. There are three methods in which to do this:
 - a. Set slider down to **Accept All Cookies** (note: if slider is not visible, click on the **Default** button)



- b. Click on the **Advanced** button.
 - i. Place a check mark next to **Override automatic cookie handling**.
 - ii. Verify that Accept is selected for both **First-party Cookies** and **Third-party Cookies**.
 - iii. Place a check mark next to **Always allow session cookies**.
 - iv. Click on the **Ok** button.



- c. Click on the **Edit** button (note: this button will be grayed out if the slider is set to Accept All Cookies)
 - i. Enter the web site's URL into the **Address of Web site** field
 - ii. Click on the **Allow** button to add the Domain to the **Managed Web sites** list
 - iii. When finished adding web sites, click on the **Ok** button.



9. Click the **Ok** button to exit the Internet Options screen.
10. Close all sessions of Internet Explorer and restart browser.

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Checking Sun Java version (IE 6.0)

1. From the menu bar, select **Tools->Sun Java Console**. If Sun Java Console is not available, it is likely that it has not been installed.
2. After a few seconds, a Java Console window should appear. If it doesn't, it is likely the Sun Java installation has become corrupt and requires a reinstall.

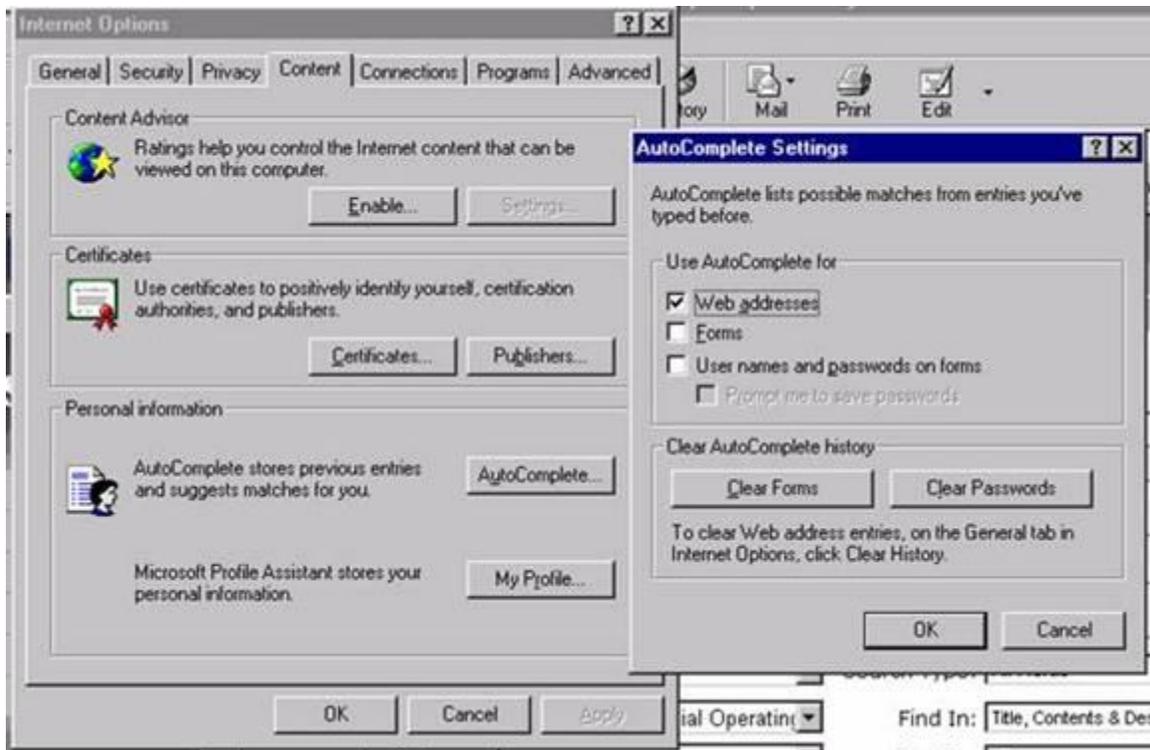


3. After checking the **Java(TM) Plug-In** version number (ie 1.4.1_01), close the window.

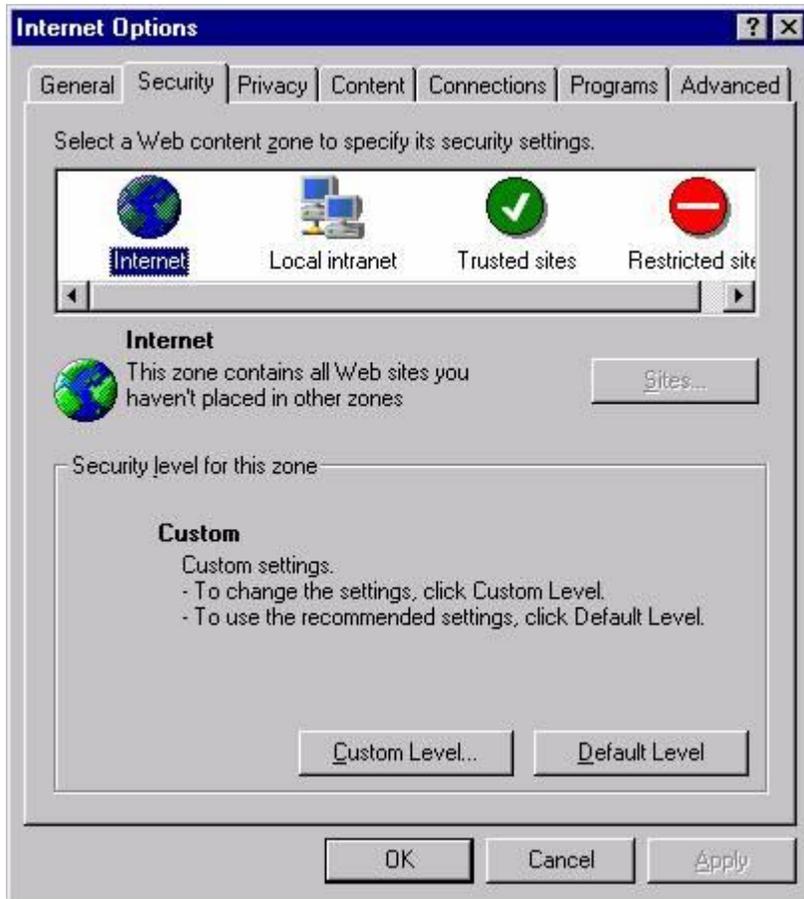
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Force Prompting for Login (IE 6.0)

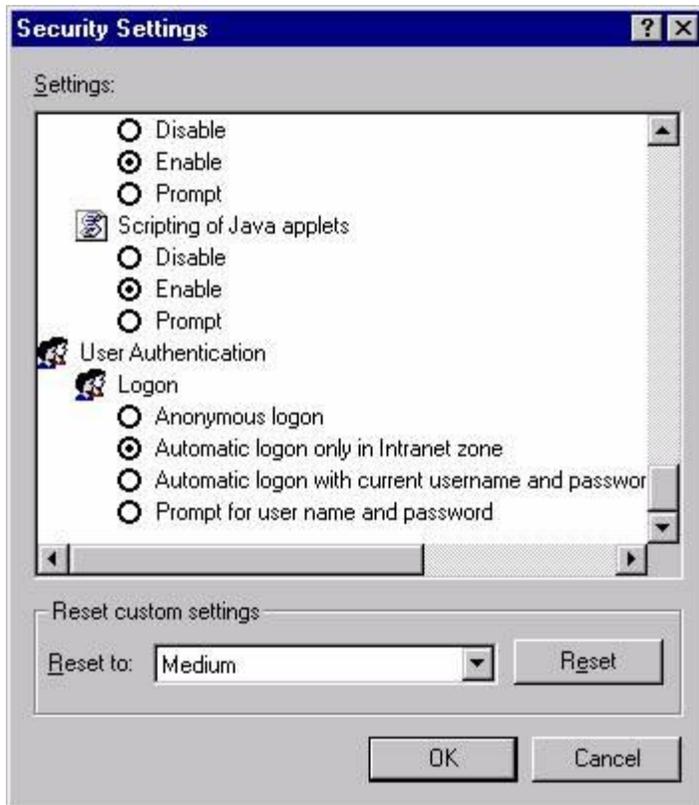
1. From the menu bar, select **Tools->Internet Options**.
2. Click the **Content** tab.
3. Click the **AutoComplete** button in the **Personal information** section.
4. Click on the **Clear Forms** button.
5. Click on the **Clear Passwords** button (Note: this will clear all web page passwords).



6. Click on the **Ok** button to return to the Internet Options screen.
7. Click on the **Security** tab.
8. In the **Select a Web content zone to specify its security settings area**, highlight **Internet**.
9. Click the **Custom Level** button.



10. Scroll down to the **User Authentication** section and verify that either **Automatic logon only in Intranet zone** or **Prompt for user name and password** is selected.
11. Click the **Ok** button to return to the Security screen.

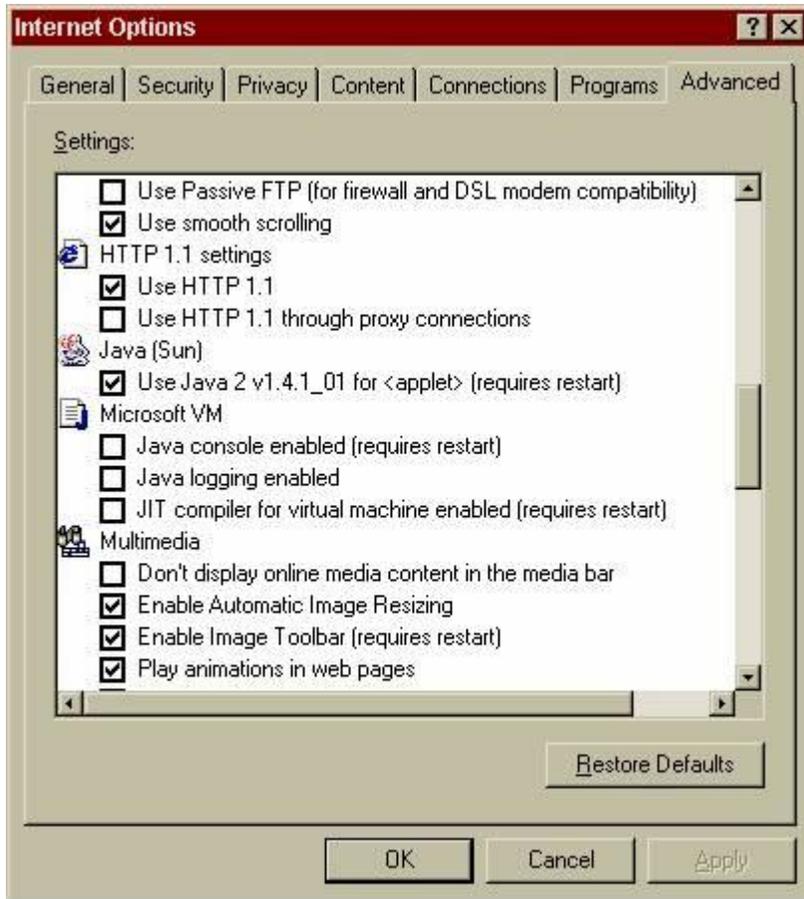


12. Click **Ok** button to exit the Internet Options screen.
13. Close all sessions of Internet Explorer and restart browser

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Verify Java (Sun) is Enabled/Disabled

1. From the menu bar, select **Tools->Internet Options**.
2. Click on the **Advanced** tab
3. In the **Java (Sun)** section check/uncheck the component under that section, which should be named something similar to **Use Java 2 v1.4.1.01 for (applet)**

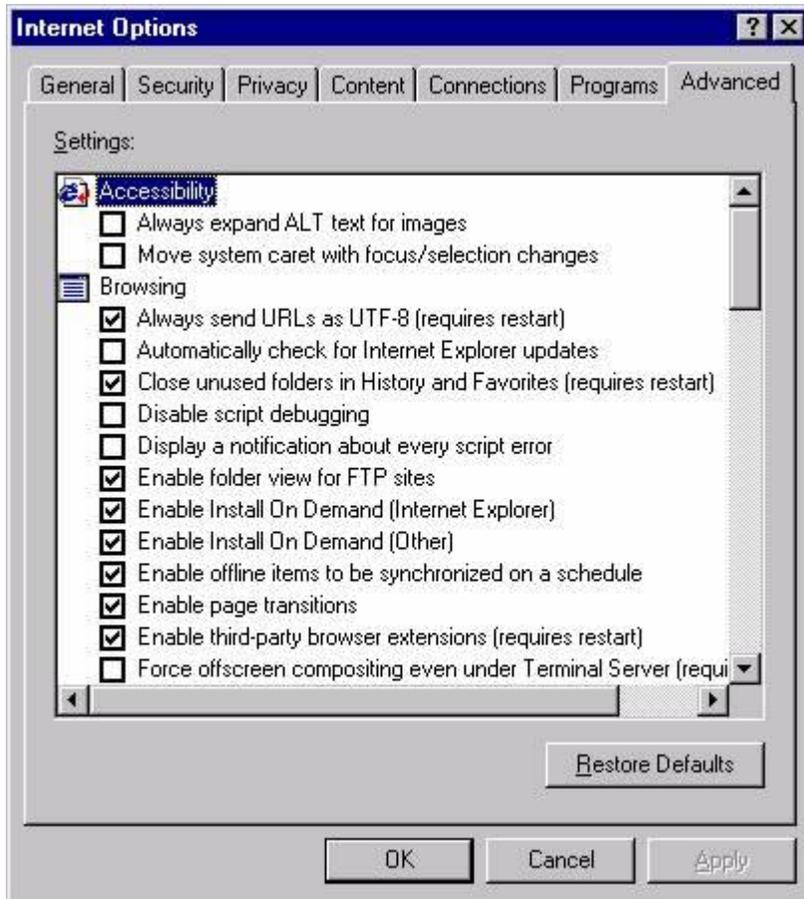


4. Click **Ok** button to exit the Internet Options screen
5. Close all sessions of Internet Explorer and restart browser.

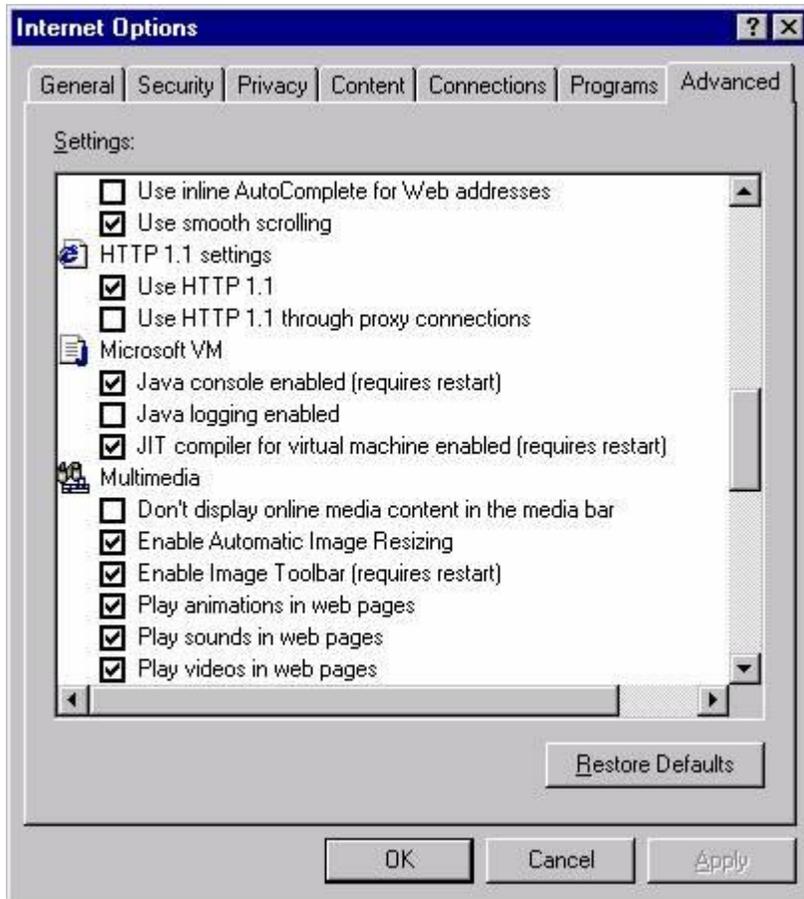
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Additional Settings on Advanced tab (IE 6.0)

1. From the menu bar, select **Tools->Internet Options**
2. Click on the **Advanced** tab.
3. In the **Browsing** section, verify that **Disable script debugging** is enabled and that **Display a notification about every script error** is not enabled. This will prevent Java debugging errors from displaying.



4. In the **Microsoft VM** section, verify that these components are enabled (Note: changing either of these will require a restart of Internet Explorer):
 - a. **Java console enabled** (this allows you to check the Microsoft VM version)
 - b. **JIT compiler** (this forces the Microsoft VM internal compiler to create and run Java applets when a web page uses them).



5. Click the **Ok** button to exit the Internet Options screen.
6. Close all sessions of Internet Explorer and restart browser.

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