



COMPdata Trouble Shooting Information

As a courtesy to our customers we have provided the following web browser setup information, and additional tech support information we felt would be helpful to you. However, this is not a substitute for your IT staff, which should be contacted when you are adding or removing programs.

This sheet is in addition to system and browser requirements, and should be reviewed on your installation page.

- **If you do not have permission to download to your system, please involve your IT department for assistance with Java issue and Firewall settings.**

<p>Applet installation and Java requirements for IE7 or prior versions:</p> <p>IE8 users must install Java 1.6</p> <p>Adjust the following Browser setting for IE8 only</p>	<p>Java must be a prior version to 1.6</p> <ul style="list-style-type: none"> • Please reinstall a prior version of java from this link - this is a java tester, and will provide the current version on your system, in a big pink box. http://www.javatester.org/version.html • If you need to download an earlier version of java, on this page choose 1.5 _11 an active download link. • Once installed, in control panel choose java and uncheck the option for auto updates. <p>Important Note: This java application will conflict if you have any other Java applet loaded and running on your system, please disable before accessing COMPdata sites.</p> <p>Adjust the following IE8 web browser setting if you find you are unable to launch the applet On accessing the link.</p> <p>From the browser toolbar</p> <ul style="list-style-type: none"> • Choose: Tools • Choose: Internet Options • Choose: Advanced Tab <p>Under Security Section</p> <ul style="list-style-type: none"> • Uncheck: Enable memory protection to help mitigate online attacks • Uncheck: Enable smart screen filter <p>Close the browser, reopen and login to your link.</p>
<p>Firewall Issues</p>	<p>COMPdata applet driven applications require port adjustments to send and receive:</p> <ul style="list-style-type: none"> • Please be sure that the firewall Port 9000 is still accessible • ROLAP, if available to your account, requires ports 7780, 7781 to be open
<p>Adobe</p>	<ul style="list-style-type: none"> • We recommend upgrading to Adobe version 9.1.2
<p>Basic Web Browser Settings:</p>	<p>COMPdata’s website utilizes popup windows for login, and report generation.</p> <p>Special Note: Do not choose reset when making adjustments, as it defaults back to the original settings.</p>

<p>Pop-up blockers:</p>	<p>Setting must be disabled Under tools</p> <ul style="list-style-type: none"> • Choose Pop-up Blocker • Should read "turn on Pop-up Blocker", to be in the off position.
<p>Google or Yahoo Toolbars:</p>	<p>Add-on toolbars such as Google or Yahoo must be disabled for COMPdata websites to run correctly. Under tools</p> <ul style="list-style-type: none"> • Choose Manage Add-ons • Check for any add- on toolbars –Under type in the enabled list locate Toolbars and disable.
<p>Website Checkers/ Fishing Filters</p>	<p>Setting must be disabled Under tools</p> <ul style="list-style-type: none"> • Choose Fishing Filters or Website Checker • Should read "turn on Fishing Filter ", to be in the off position.
<p>To complete file downloads:</p>	<p>COMPdata requires the following adjustment to the web browser settings for zipped reports, downloads of data, excel workbooks, and online reporting tools such as AHRQ, or Nurse Staff Reporting Tool.</p> <p>Step 1: Under tools</p> <ol style="list-style-type: none"> 1. Internet Options 2. Security Tab 3. Choose Internet 4. Choose Custom level 5. Scroll down to 6. Downloads 7. Automatic prompting for file downloads 8. And enable this option 9. Apply change if adjusted <p>Step 2: Under tools</p> <ol style="list-style-type: none"> 1. Internet Options 2. Advanced Tab 3. Scroll down to 4. Do not saved encrypted pages to disk 5. And uncheck this option 6. Apply change if adjusted.

If you require additional assistance with COMPdata website setup, our Customer Support line is available: Monday – Friday 8:30AM-4:30PM CT Telephone: 866.262.6222 Email Address: compdata@ihastaff.org