

## Ivy Troubleshooting Guide – Internet Explorer Version 7

There are a number of settings within Internet Explorer that can affect the performance of the Ivy courses. This guide is designed to help you resolve any problems you may have with your browser when accessing the Ivy Learning courses:

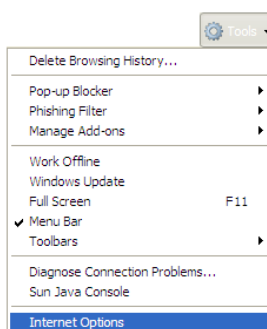
### Things to check in Internet Explorer

*If you are accessing the courses from home you need to check the following security settings. If you are accessing the courses from any other PC you will need help from an IT technician or System Administrator as any changes made to the security settings within Internet Explorer WILL ONLY save when logged in as a SYSTEM ADMINISTRATOR.*

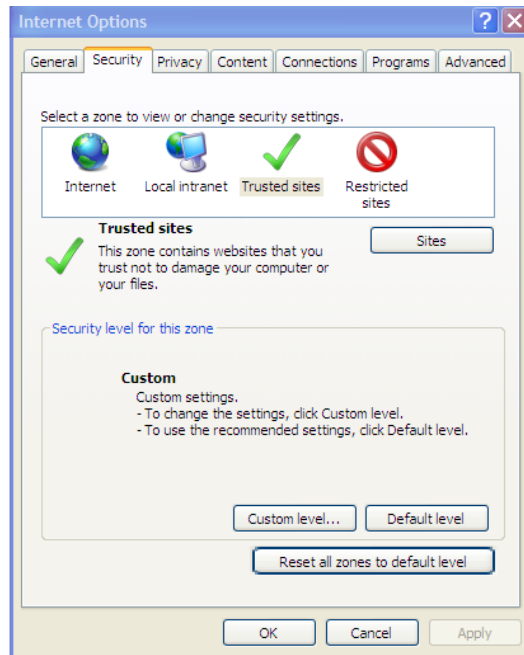
### Adding Ivy as a trusted site

The Ivy Learning Management System (LMS) can be added as a trusted site. Trusted sites are sites that computer recognises as familiar and can be trusted for security purposes i.e. they don't contain any harmful content. By adding the Ivy LMS to the trusted sites list you can lower the security settings for any web addresses (sites) that appears in this list.

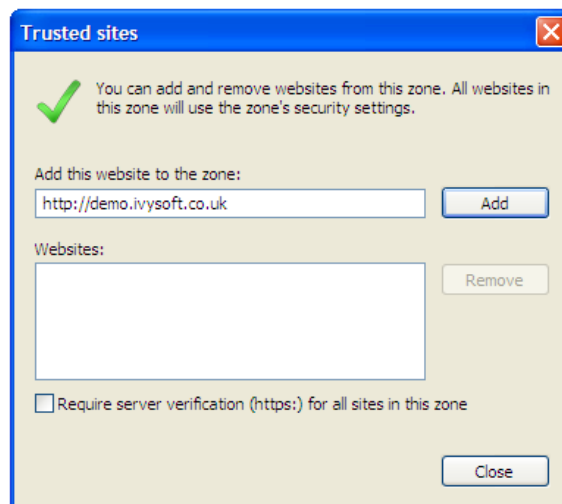
From within Internet Explorer select the Tool Menu and Internet Options:



Select the Security tab, the following screen will appear:



Select the Trusted Sites option and click on the Site button:



Click on the add button and the site should appear in the Websites box. Click on the close button and you will return to the internet options menu.

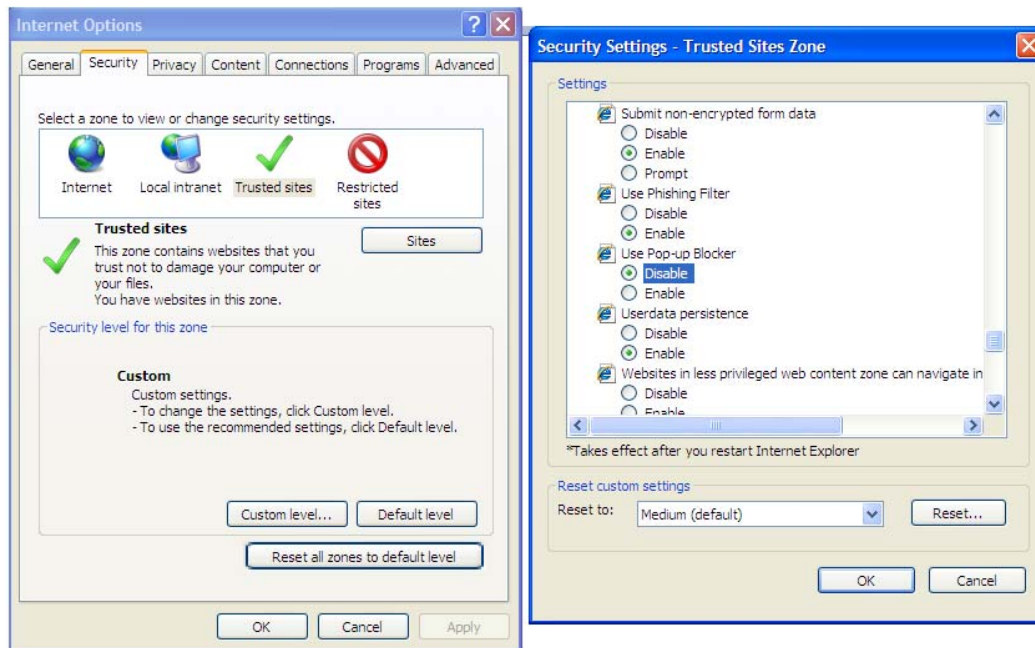
*If an error appears on screen asking if the website required https verification, remove the check from the Require server verification (https:) for all sites in this zone. This will allow you to add a normal web address.*

Once it has been added to trusted sites you can then change the security settings as described below.

## [Disabling the Pop up Blocker](#)

To allow pop ups for sites that appear in the Trusted Site zone follow the steps below:

Select the Trusted Sites zone again and click on the Custom level... button at the bottom of the screen, the Security Settings – Trusted Sites Zones menu will appear:



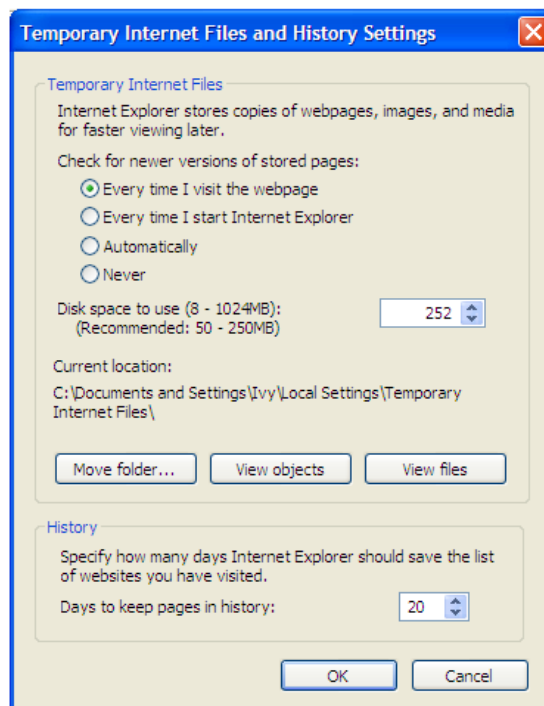
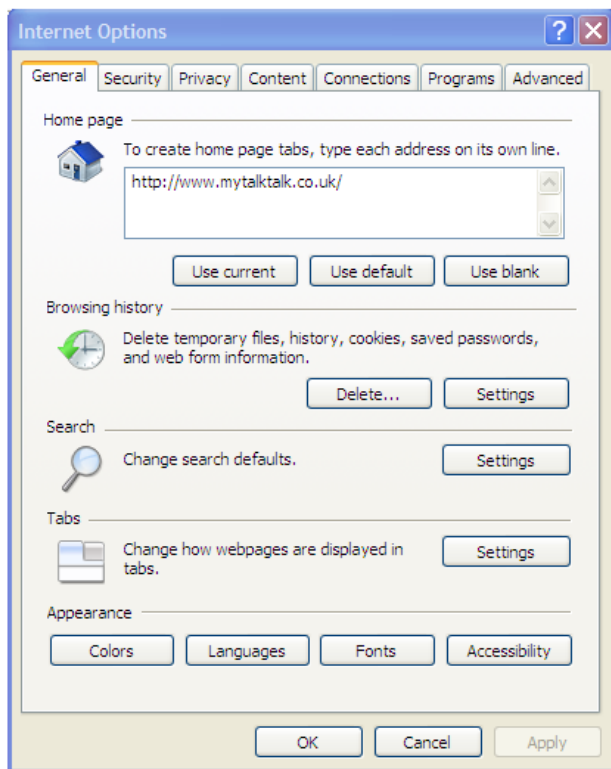
Scroll down until you see the Use pop-up blocker option and select the Disable option.

### Other Internet Explorer Options

Internet explorer 'remembers' the web pages you have visited and saves some of the information you have viewed to improve performance on your next visit to the web page, this is called Caching. For example when searching for things in Google internet explorer can 'remember' the last thing you searched for. This can cause problems when loading courses in the Ivy LMS as internet explorer can display 'incorrect' information on screen, i.e. courses marked as incomplete when they have been completed or courses that have been removed from the system showing in the available list. You can prevent this from happening by changing the settings below:

From within Internet Explorer select Tools > Internet Options.

From the Browsing History section select the Settings option.



The Temporary Internet Files and History Settings menu will appear. Under Check for newer versions of stored pages place a check against 'every time I visit the webpage'

This will prevent the incorrect page loading. .

### Problems with the Google toolbar



The Google Toolbar can prevent courses been marked as 'Complete'. The Google Toolbar can prevent communication between the Ivy courses and the LMS when existing a course. This means that the course is never marked as complete, the number of attempts never increments, the duration of use and score values may be incorrect and the first, last and best score values are not updated. The article below is taken from Google and outlines how to resolve this problem:

<http://toolbar.google.com/experimental>

'The features available on this page are experimental and probably still have a few rough edges. However, we encourage you, the adventurous Google Toolbar user, to play around with them and share your experiences with us at [toolbar-feedback@google.com](mailto:toolbar-feedback@google.com).

The more prosaic features are controlled by [the main Google Toolbar options page](#).



## Browser control

The `onUnload` JavaScript event is most often used to open pop-up windows as you leave a page, which can be an annoyance. The following feature will clear the `onUnload` event after loading each page.

- Suppress the `onUnload` JavaScript event '

Please ensure that when you are downloading the Google toolbar the above experimental features option is NOT selected as this will cause problems with the Ivy LMS.