Adobe Reader and Internet Explorer Browser settings

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For system requirements, please visit cap.org.
This guide was developed to assist if you are experiencing technical issues using E-LAB Solutions Suite. We recommend verifying the settings for your Internet browser and Adobe Reader program to match those listed throughout this guide. Screenshots using Internet Explorer 9 (IE9) are used to illustrate our suggested settings. If you do not recognize the screens or do not have certain options available, you may require assistance from your organization's IT department.
1. INTERNET EXPLORER (IE) BROWSER SETTINGS

1.1 Locate the menu bar (IE)

Locate your menu bar for Internet Explorer.

If the menu bar is hidden by default, you can access it by pressing the ALT key on your keyboard.

1.2 Clear cache (IE)

1. Select Tools then Internet Options from the IE menu bar.
2. Select Delete... button under Browsing History.
3. Check () every option on the Delete Browsing History pop-up window except for two options: 1) Preserve Favorites website data and 2) Passwords.

Preserve Favorites website data keeps your favorites. It deletes other saved data so your Web browser uses only the most current information available.

Passwords should stay unchecked if you want to keep your passwords.

4. Click the Delete button at the bottom on the Delete browsing history pop-up window.
1.3 Allow pop-ups from *.cap.org (IE)

1. Select Tools, then Internet Options from the IE menu bar.
2. Select the Privacy tab.
3. Check (✓) the option Turn on Pop-up Blocker.
4. Click the Settings button to the right.
5. In the Pop-up Blocker Settings window under the subheading Address of website to allow, add *.cap.org in the text box below it.
6. Click the Add button to enter *.cap.org to the lower box.

We recommend entering *.cap.org for settings to take effect across all CAP sites.

1.4 Allow cookies for cap.org (IE)

1. Select Tools then Internet Options from the IE menu bar. (Not shown)
2. Select the Privacy tab.
3. Move the slider to the Medium setting.
4. Click the Sites button below the slider.
5. Add cap.org to the Address of website field.
6. Click the Allow button.
7. Press the OK button.
1.5 Recommended security settings (IE)

1. Select **Tools** then **Internet Options** from the IE menu bar. *(Not shown)*
2. Select the **Security** tab.
3. Select the **Internet** zone.
4. Press the **Reset all zones to default levels** button.
5. Select the **Trusted sites** zone.
6. Press the **Sites** button.
7. Uncheck the **Require server verification** checkbox.
8. Type `*.cap.org` in the **Add this website to the zone** textbox.
9. Press the **Add** button to add `*.cap.org` to the list.
10. Press the **Close** button to exit.

1.6 Enable JavaScript in browser (IE)

1. Select **Tools**, then **Internet Options** from the IE menu bar. *(Not shown)*
2. Select the **Security** tab.
3. Click the "Custom Level…"
4. Scroll down and change the Active Scripting setting from ‘disable’ to ‘enable’
1.7 Add-on settings for (IE)

1. Select **Tools** then **Manage add-ons** from the IE menu bar. *(Not shown)*
2. Select **Toolbars and Extensions**.
3. Choose the **All add-ons** option below the **Show** label.
4. Select **Adobe PDF Reader** from the listing.
5. Review the status column. If it says **DISABLED**, click the **ENABLED** button in the bottom right corner.
6. Verify Google toolbar is not an option on the listing. *(Not shown)*
   If it is, select **Disable**.
7. Verify Yahoo toolbar is not an option on the listing. *(Not shown)*
   If it is, select **Disable**.
8. Press the **Close** button in the bottom corner.

1.8 IE11 Enterprise Mode

Enterprise Mode is a new feature in Internet Explorer 11 that allows businesses to use old web applications in modern versions of IE.

For your best experience with eLAB Solutions Suite – Result Form Data Entry, please do one of the following.

Option 1 – Disabling Enterprise Mode

1. When using Enterprise Mode in IE11, you will see the icon shown below.

2. In order to turn it off, click **Tools menu**, and then **uncheck** **Enterprise Mode**
Option 2 – Change Admin Console settings. Please work with your help desk to update the settings.

1. Using the IE Site List Manager tool, available for download at www.microsoft.com, add www.cap.org to the Site List Manager with the specification of using ‘IE11 Document Mode’ as shown below.

1.9 Restart IE (for changes to take effect)

1. If you are currently logged into cap.org, under the dropdown menu located in the upper right corner press the Logout button.
2. Close any open Internet Explorer windows by clicking the X in the upper right-hand corner.

In order for some settings to take effect, all of the Internet Explorer windows must be closed, even if they are not part of the CAP site. Please close any open Internet Explorer windows and then reopen the program.

2. ADOBE READER GENERAL SETTINGS

Adobe Reader must be installed—(same version as Adobe Pro, if installed)
http://get.adobe.com/reader (Free)
2.1 Adobe Reader Security Settings

1. Open a PDF if you haven’t already.
2. Select Edit then Preferences from the Adobe Reader menu bar.
3. Under the Categories section, select Security (Enhanced)
4. Verify that Enable Protected Mode at startup is checked (✓) if showing.
5. Verify that Protected View is set to Off.
6. Verify that Enhanced Security is checked (✓).
7. Under Privileged Locations ensure that Automatically trust sites from my Win OS security zones is checked (✓).

2.2 Adobe Reader Internet Settings

1. Open a PDF, if you haven’t already.
2. Select Edit then Preferences from the Adobe Reader menu bar.
3. Under the Categories section, select Internet.
4. Verify that Display in read mode by default is NOT checked.
5. Verify that Allow fast web view is checked (✓).
6. Verify that Allow speculative downloading in the background is checked (✓).

2.3 Adobe Reader JavaScript Settings

1. Open a PDF, if you haven’t already.
2. Select Edit then Preferences from the Adobe Reader menu bar.
3. Under the Categories section, select JavaScript.
4. Verify that Enable Acrobat JavaScript is checked (✓).
5. Verify that Enabled global object security policy is checked (✓).
6. Select the **Ok** button and close any open PDFs.