

Tech Support Sandicor Tempo

TEMPO™ BROWSER SETTINGS FOR TEMPO (12/07/06)



WWW.SANDICOR.COM

Message from First American MLS

With the tightened security of the TEMPO 4 code and the Internet as a whole we have found that many of the issues we see are related to security on the user's machine. First American MLS has determined 95 % of all issues we are experiencing are firewall / pop blocker issues stemming from settings being too tight and most not allowing cookies. The Zone Alarm, EZtrust, and Ez Armour all by default turn on privacy. The default settings for privacy, is to block all, cookies and ad / pop ups they will need to be disabled as there is no way to set an exemption.

Requirements for TEMPO™ 4

First American MLS

November 20, 2006

General Requirements and Considerations

- ⌚ A mouse, keyboard and monitor. See additional resolution requirement for Windows below.
- ⌚ A 56 Kbps Internet connection; a high-speed connection is recommended.
- ⌚ Users must add the MLS to their firewall and/or pop-up blocker's list of "trusted sites."

IBM PC-Compatible Computer Requirements

- ⌚ 1.0 gigahertz Pentium III-class CPU or higher recommended; minimum 450 megahertz Pentium III CPU required.
- ⌚ 512 megabytes of RAM or higher recommended; minimum 256 megabytes of RAM required (may limit performance of some features).
- ⌚ Super VGA (1024 x 768) or higher resolution video adapter and monitor.
- ⌚ Windows 2000 or Windows XP.
- ⌚ Microsoft Internet Explorer 6.0 or higher.
- ⌚ AOL users (or users of any service with a proprietary Web browser) must minimize their primary browser and use Internet Explorer to access TEMPO.

Macintosh Computer Requirements

TEMPO can be accessed using an Apple Macintosh computer *only* if the computer meets these requirements:

An Intel-based Macintosh (Intel CPU) with:

- ⌚ Macintosh Boot Camp software to enable your Intel-based Mac to run Windows XP. Visit www.apple.com for more information.
- ⌚ Windows XP.
- ⌚ Microsoft Internet Explorer 6.0 or higher.
- ⌚ AOL users (or users of any service with a proprietary Web browser) must minimize their primary browser and use Internet Explorer to access TEMPO.

Disclaimer

TEMPO is not designed to be used with a Macintosh and no representations or warranties are made concerning the use of TEMPO with a Macintosh. Such use is at the user's sole risk. First American MLS Solutions, Inc. shall have no liability of any kind, type or nature relating to or arising out of the use of TEMPO with a Macintosh. First American MLS Solutions does not provide technical support for Macintosh Boot Camp or for the Windows or Macintosh operating systems.

- Note Parallel is an alternative to Boot Camp.

Support Guidelines

- Step 1; Make sure they are using IE not some other browser like Firefox, AOL, or MSN. Confirm they have an internet connection and can open other web pages.
- Step 2; Check and adjust all browser settings first. This will fix most if not all issues.
- Step 3; Check for added tool bars, turn off know problem tool bars.
- Step 4; Refer to the “**Here are some examples of issues we are seeing and the resolutions**”
- Step 5; disable the security products one by one until the issue is resolved.
- Step 6; Refer to the “**Last resorts when all else fails**”

Browser settings

While in Internet Explorer (IE)

Click, Tools select Internet Options. IE 6 tools, top of page, IE 7 lower right edge of tool bar.

General Tab

IE 6, Temporary Internet Files

- Click Delete Cookies, Click the Ok box.
- Click Delete Files, check the delete all offline content box. Click the Ok box.

IE 7, Browsing History

- Click Delete, a new page will open.
- Click Delete next to Temporary Internet Files. Click the Yes box.
- Click Delete next to Cookies. Click the Yes box.

Click on the Security tab.

Security Tab

- Make sure Internet is highlighted. In the lower box “Security Level for this Zone”
- Click the default level button if it is available.
- If you have IE 7.0 the Time Out feature does function correctly in IE 7.0. The timer, the pop-up warnings, etc. all work exactly as expected. There is, however, one additional required IE 7.0 setting that must be allowed in order for the countdown timer to display in the status bar. Users should follow the instructions below in order to see the timer in the browser status bar.
 - (1) Open Internet Explorer, click the Tools button, click Internet Options, and then click the Security tab.
 - (2) Click Internet, and then click the Custom level button.
 - (3) Scroll down to Scripting then find, Allow status bar updates via script, select Enable.
 - (4) Click on Restricted sites, and then click the Custom level button.
 - (5) Scroll down to Scripting then find, Allow status bar updates via script, select Enable.
 - (6) Click OK until you return to the Security Tab page.

Click the Privacy tab top center.

Privacy Tab

Settings:

- In bold it should read Medium. Click on Default to set it to medium.
- Click on the Sites button. Type sandicor.com in the address line and click allow. Type firstamres.com in the address line and click allow.
- Make sure they are in the Managed Websites box and say Always Allow. Click the OK box.

Pop –up-blocker:

- Make sure the blocker is checked. Click on the Settings button. Type sandicor.com in the address line and click add. Type firstamres.com in the address line and click add.
- Make sure they show in the Allowed Sites box. They will show as *.sandicor.com and *.firstamres.com. Click the Close box.

Click on the Advanced tab, in the upper right Corner of page.

Advance Tab

- IE 6 Click Restore Defaults.
- IE 7 Click Restore Advanced Settings.
- Scroll the bottom of the settings box make sure the box is checked next to “Empty Temporary files folder when browser is closed”.
- Click Apply lower right corner of the page.
- Click Ok bottom center.

You are finished setting your browser settings. Close all of your Internet pages, so you are back at your desktop with no Browser pages open. Open the Internet Explorer Browser and try Tempo.

Here are some examples of issues we are seeing and the resolutions

Of course check the browser settings first, before trying the options below

Link to Tempo will not do anything

- Try the alternate link in pink. This will bypass possible port blocking, by a firewall or Router.

Please contact your local Service Center to resolve an issue with your account that is preventing you from logging on

- This means one of three things the user id #, password are incorrect or the account was suspended by your Association Board.
- It is almost always an incorrect password issue.
- Simply click on the Forgot your password link. It will ask you your ID # and your secret question. Then click submit. It will email the password to you if you have an email on file in Tempo. It takes about a minute. This feature is always available 24/7.

Reports / CMA / Email Listings fail to load or Slow loading or failure of pages in Tempo

- If the search page is slow to load or does not load they may have Zone Alarm, Etrust or EzArmour Firewall or possibly another Firewall/Anti-spyware program or Router / Firewall combos such brands include Net Gear, Linksys, SMC, or D-Link Routers.
- The Zone Alarm configuration can also be used for Etrust or EzArmour Firewall as it is made by the same people. You cannot add trusted or allowed internet pages or domains to their list as this will not work. You must turn off cookie control and ad blocking as the ZA programs do not allow you to add the sites. * Note some Pro versions will allow it.

Kicked off a page or out of Tempo

- If the user clicks on anything that is a Pop Up window such as Email / Reports / Select, they may get kicked out of TEMPO™ if they have a Pop up Blocker or Ad Blocker that is not configured properly or not turned off.
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Session time out no warnings

- If you have the Session Timeout feature: When the timeout occurs, if they do not get a warning message they have a Pop up blocker or Ad Blocker still running that is not configured.
- If you have IE 7.0. Users who update to IE 7.0 can be assured that the Time Out feature does function correctly in IE 7.0. The timer, the pop-up warnings, etc. all work exactly as expected. There is, however, one additional required IE 7.0 setting that must be allowed in order for the countdown timer to display in the status bar. Users should follow the instructions below in order to see the timer in the browser status bar.
 - (1) Open Internet Explorer, click the Tools button, click Internet Options, and then click the Security tab.
 - (2) Click; Internet, and then click the Custom level button.
 - (3) Scroll down to Scripting then find, Allow status bar updates via script, select Enable.
 - (4) Click; Restricted sites, and then click the Custom level button.
 - (5) Scroll down to Scripting then find, Allow status bar updates via script, select Enable.
 - (6) Click; OK until you return to Internet Explorer.

Java and or scripting errors

- If the user experiences Java Script errors this is generally caused by improperly configured Firewalls / Ad blocking / Popup Blocking or degraded browser issues.
- We have had a few cases where adding Sun Java fixed this and other issues with script errors in other programs. This should not be a factor in Tempo the blockers are really what is stopping the Java script from running.

Tool bar issues and conflicts / additional pop ups

- The most recognizable Toolbars that will cause Log out issues are AOL, Yahoo, Aim and MSN.
- EarthLink, Google, Yahoo, Norton Internet Security, and McAfee tool bars are also known to have a pop up blocker and ad blocker. They will need to be adjusted to allow Tempo to work.
- Remember almost all tool bars all have pop up blockers added now. WebSearch, Viewpoint, and My Web Search are a few that will not allow Tempo at all. They will need to be removed from your system. Yahoo is very temperamental and if not used we recommend it be removed also.
- They can all be removed in the control panel of Windows. Select add / remove programs icon. Select the program from the list select change /remove. And follow the windows directions.

Dial up connections / Wireless connections / Web accelerators Tempo Will not load or function correctly

- Web accelerators use compression which can cause odd visual effects or missing graphics. Disabling these accelerators generally resolves these issues.
- Verizon wireless; make sure the Venturi Client is disabled. This is a compression accelerator that will also not allow tempo to function correctly.
- DIAL ups make sure no accelerators are running they can cause all or any of these issues.

Microsoft .NET 2.0

- We have had good luck adding .NET 2.0; it has been a large fix for me in adding the tabs. The other issue this seems to fix is the spell check feature.
- TEMPO™ has no requirement for any end user to install any software other than a supported version of Internet Explorer on their machine. TEMPO™ does not require the .Net 2.0 runtime to be installed on the computer being used to access TEMPO™ with the Internet Explorer web browser. The .Net 2.0 runtime is only required on the TEMPO™ Web server and that server requirement has already been met by First American MLS Solutions.

Last resorts when all else fails

- Call Sandicor Tech Support 858.622.6200 ask for Tech support or press 2 if after hours.