

TROUBLESHOOTING PROBLEMS ON THE SUNLAND SHUTTERS WEB SITE

IF USING INTERNET EXPLORER 10, PLEASE MAKE SURE YOU ARE IN

“COMPATIBILITY VIEW” UNDER “TOOLS”

If you are experiencing problems with the Sunland Shutters web site, please start by checking another computer in your office. If the problems are not happening on all computers, then the problem is most likely confined to the one PC. Following are our suggestions to solving the problems:

1. Make sure you are using a Windows system, and make sure you are connecting to the web site through IE (Internet Explorer).
2. Make sure all Windows and IE updates are taken care of.
3. Delete the PC cookies and history, and for the Browsing History settings, make sure “Every time I visit the webpage” is marked (see the following instructions).
4. Make sure all pop-up blocker are turned OFF.
5. Please manually enter the web site address (do not choose from the Favorites list).
6. If using INTERNET EXPLORER 10, make sure you are in “Compatibility View” (see the following instructions).
7. If you are currently using INTERNET EXPLORER 10, and JAVA was already downloaded, and you were already in “Compatibility View”, but still having trouble view shutter diagrams, please add the following address www.sunlandshutters.com to trusted sites under IE security settings (see the following instructions).

INSTRUCTIONS FOR STEP 3:

- Open Internet Explorer
- Tools → Internet Options → General

The screenshot shows the Internet Options dialog box with the General tab selected. The 'Delete browsing history on exit' checkbox is checked. The 'Temporary Internet Files and History Settings' dialog box is open, showing the 'Temporary Internet Files' section. The 'Check for newer versions of stored pages' section has 'Every time I visit the webpage' selected. The 'Disk space to use' is set to 50 MB. The 'History' section has 'Days to keep pages in history' set to 3. The 'OK' button is highlighted.

1. Click here to clear cookies and History first.

2. Click ok to apply settings.

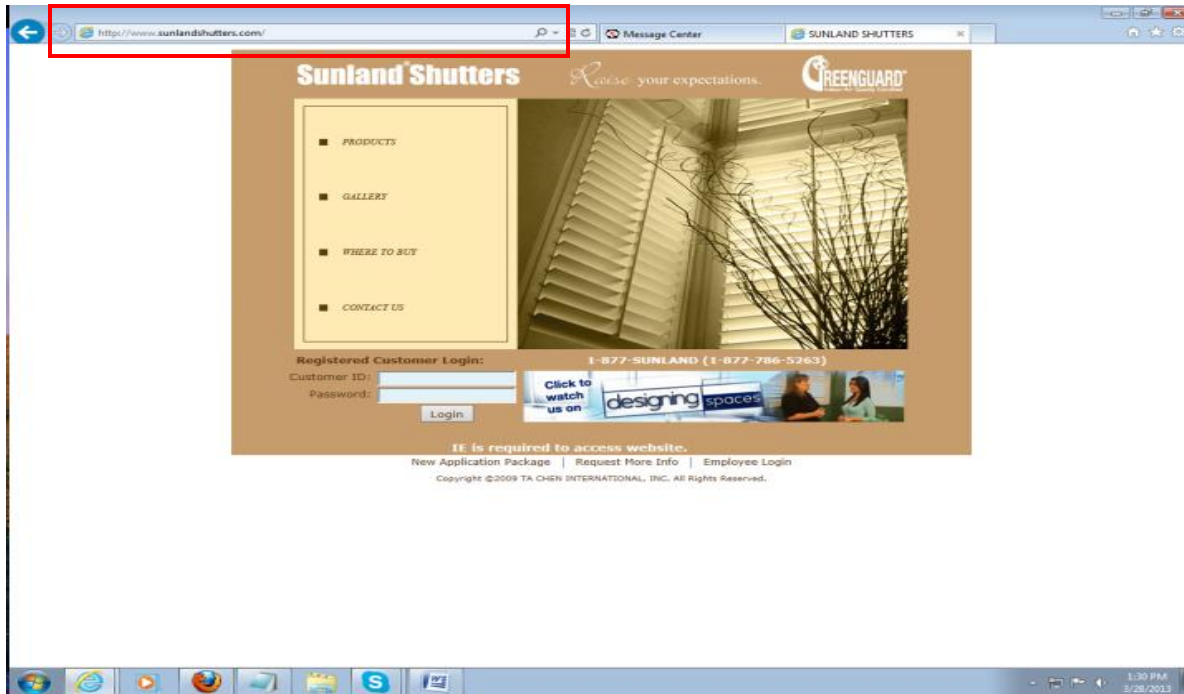
3. Click here.

4. Click here.

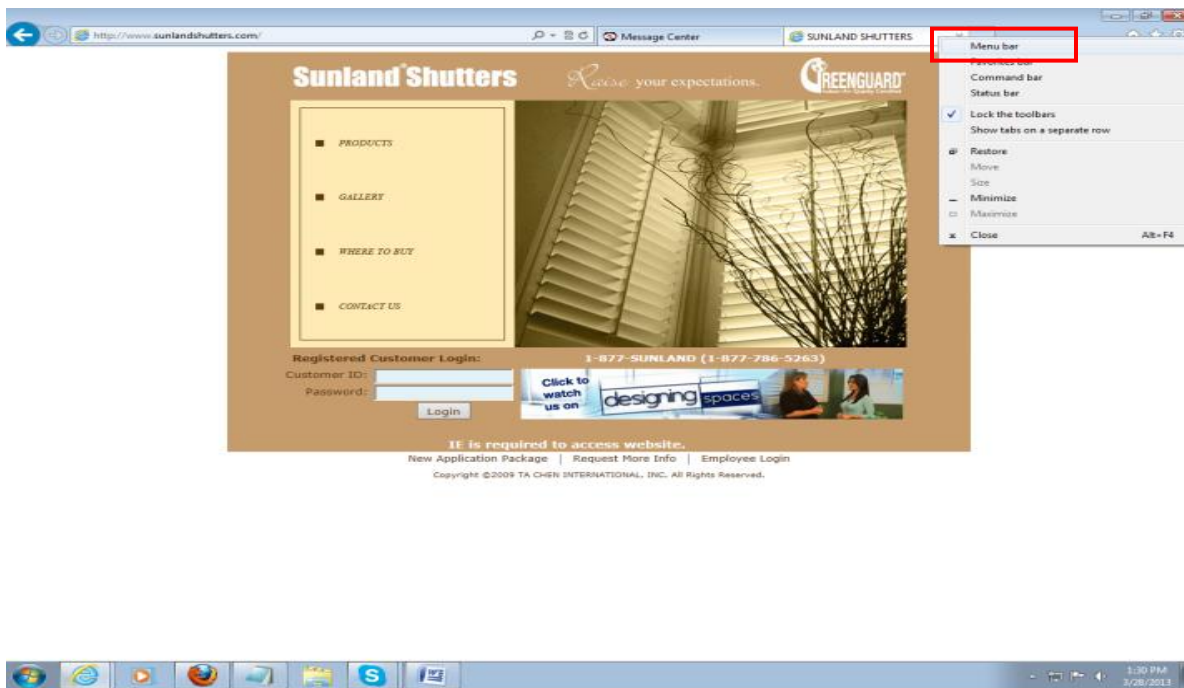
INSTRUCTIONS FOR STEP 6:

- Open Internet Explorer
- Menu Bar → Tools → Compatibility View

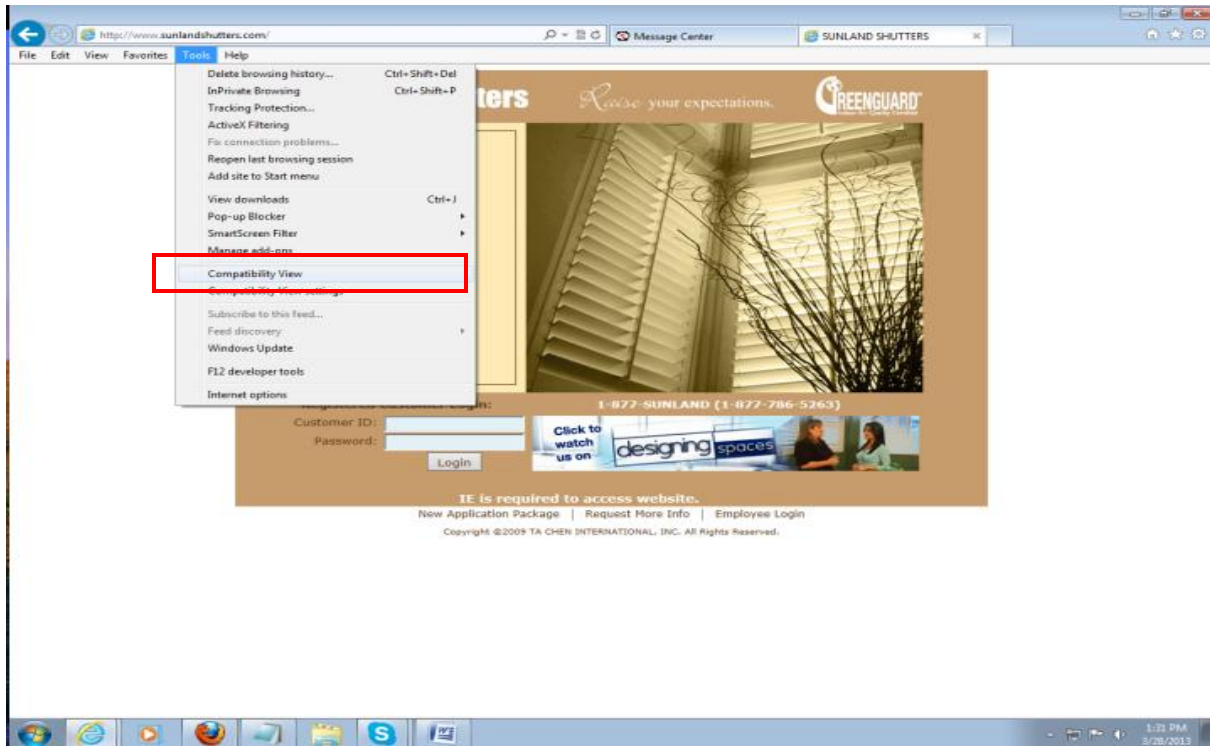
1) Sometimes there is no Menu Bar on the top.



2) Right click on the top and select the first option "Menu Bar".

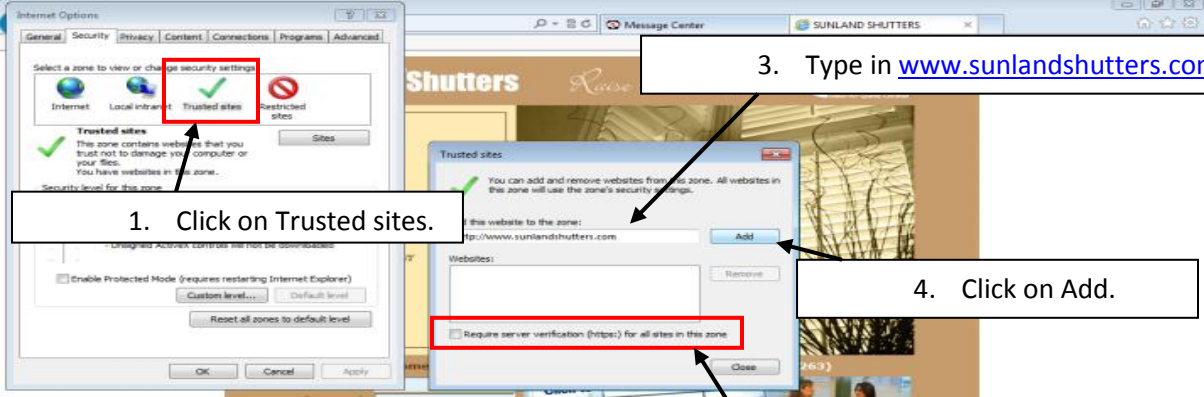


3) Select Compatibility View.



INSTRUCTIONS FOR STEP 7:

- Open Internet Explorer
- Tools→Internet Options→Security



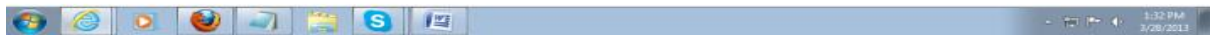
1. Click on Trusted sites.

3. Type in www.sunlandshutters.com

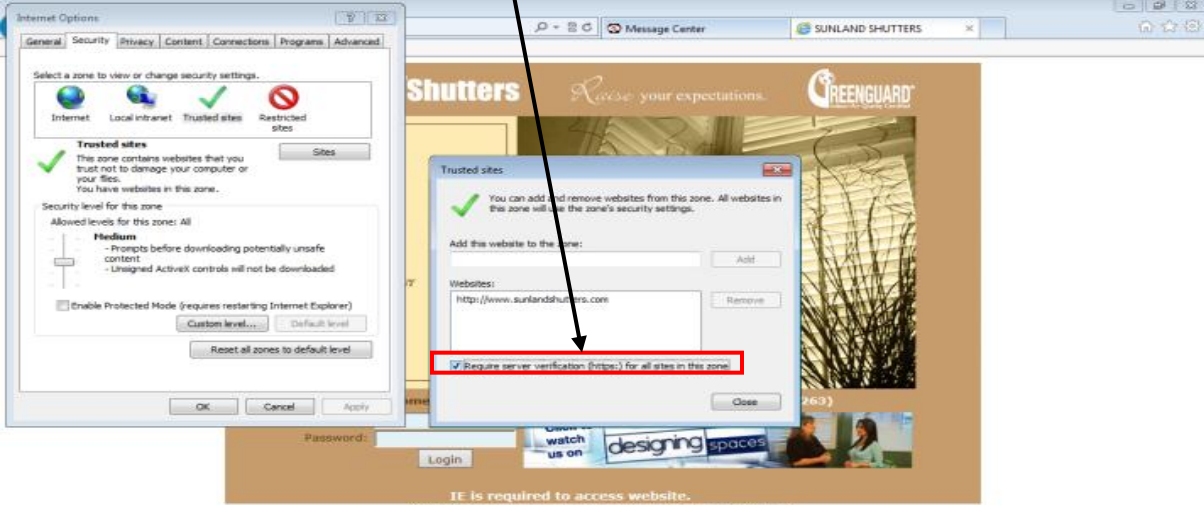
4. Click on Add.

2. Remove the check mark here for this option.

The screenshot shows the Internet Options dialog box with the 'Trusted sites' tab selected. A sub-dialog box titled 'Trusted sites' is open, showing the 'Add this website to the zone' field with 'http://www.sunlandshutters.com' entered. The 'Require server verification (https) for all sites in this zone' checkbox is unchecked. The background shows the Sunland Shutters website.



Afterwards, please add the check mark back for this option.



The screenshot shows the Internet Options dialog box with the 'Trusted sites' tab selected. A sub-dialog box titled 'Trusted sites' is open, showing the 'Add this website to the zone' field with 'http://www.sunlandshutters.com' entered. The 'Require server verification (https) for all sites in this zone' checkbox is now checked. The background shows the Sunland Shutters website.

