

Lotus Notes Domino Web Access Troubleshooting Guide

The document contains general troubleshooting for the most common issues you may experience with Lotus Notes Domino Web Access.

If you are experiencing errors when attempting to display your mail or unable to display, send, view or open your mail, etc., please review the information below. This includes "Domino Web Access" errors you may receive when you try to open an e-mail message.

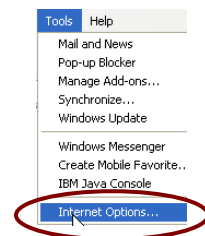
Please review **all** of this information prior to contacting the Help Desk.

1. Ensure that you have the latest updates for your operating system (for Windows, visit <http://windowsupdate.microsoft.com/> to check for and install your critical updates).
2. Ensure **ALL** Pop-up blockers are set to allow *.wcpss.net sites
 - o Includes Pop-up blocker within Internet Explorer **and**
 - o Any toolbars containing pop-up blockers such as Google, Yahoo, etc. must also be set to allow *.wcpss.net sites

(See image below for identifying toolbars on your browser window screen).

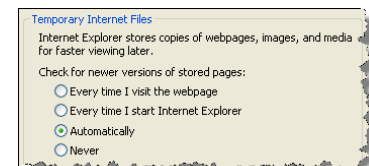
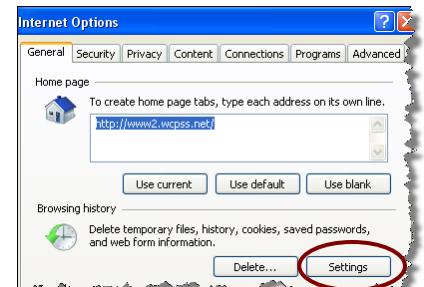


3. If prompted to install the Domino Web Access Control, click **Yes**.
4. Check the following Internet Options settings:
 - In Internet Explorer, click **Tools** to **Internet Options**.



General Tab

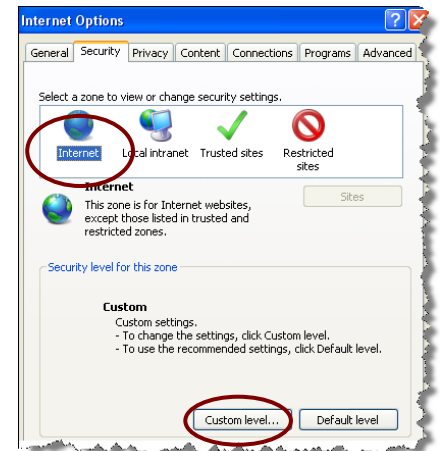
1. Under Browsing history, click the **Settings** button.
2. Set to Check for newer versions of stored pages **Automatically** and click **OK**.



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Security Tab

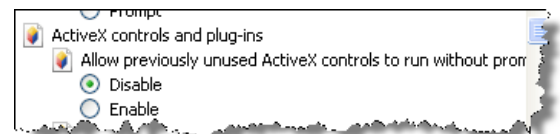
1. Click the **Security** tab.



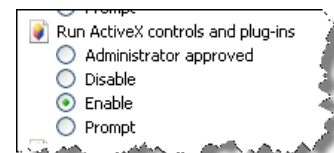
2. Click the **Internet** icon and click **Custom Level**.

3. Scroll to the Active X controls and plug-ins section

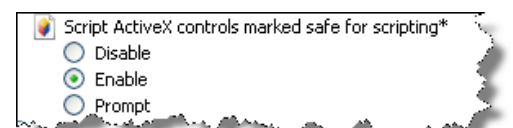
- Automatic prompting for ActiveX controls set to **Disable**.



- Run ActiveX controls and plug-ins set to **Enable**.

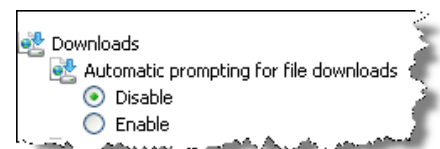


- Script ActiveX controls marked safe for scripting set to **Enable**.



4. Scroll to the Downloads section.

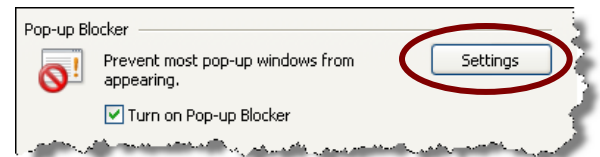
- Automatic prompting for file downloads set to **Disable**.



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Privacy Tab

1. Click the **Privacy** tab.
2. If Pop-up Blocker enabled (checked), click the **Settings** button.
3. Type ***.wcpss.net** in the Address of Web site to allow: field.
4. Click **Add**.
5. Click **Close**.



Advanced Tab

1. Click the **Advanced** tab.
2. In Browsing section, **Use smooth scrolling** should **NOT** be checked.
3. In the Security section, **Do not save encrypted pages to disk** should **NOT** be checked.

