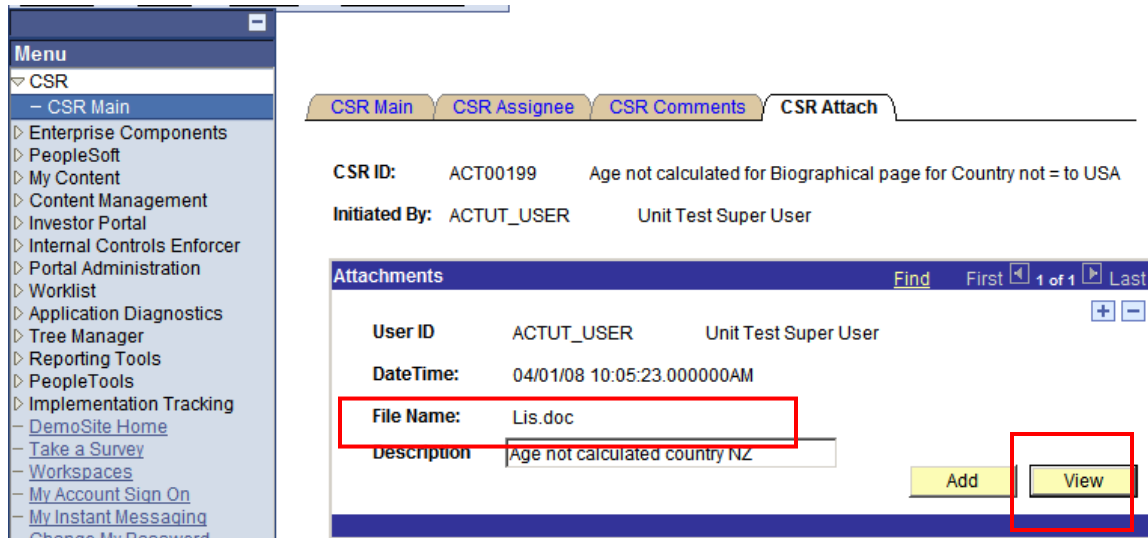
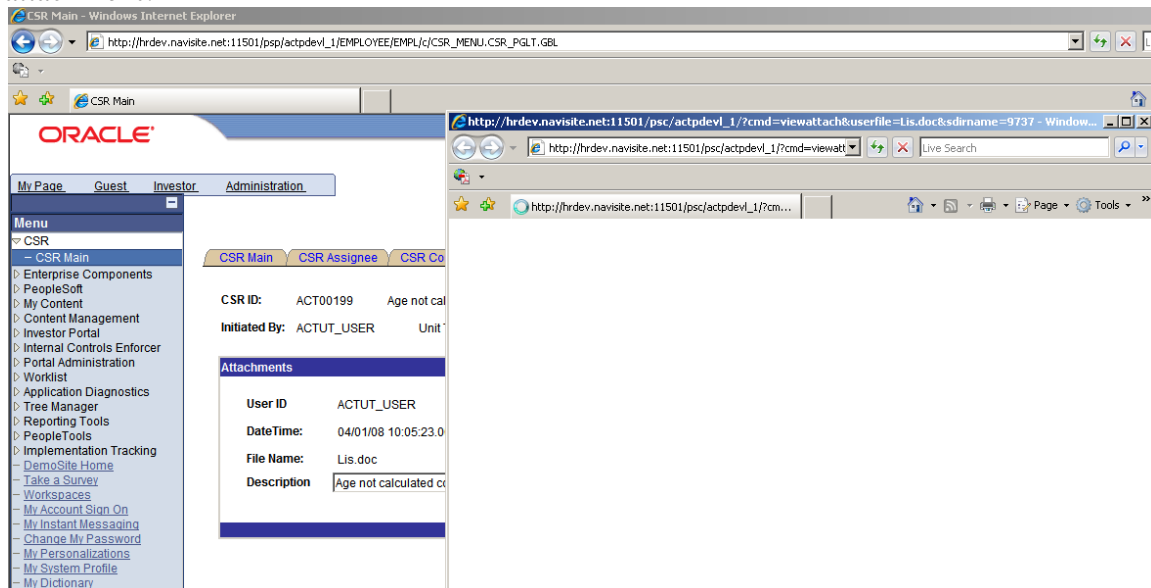


## ISSUE:

1) You made an attachment to the CSR system or ran a Query and want to download it to the excel and click on **VIEW** button



2) A window as shown below flashes and goes away and you can not save or view the attachment!

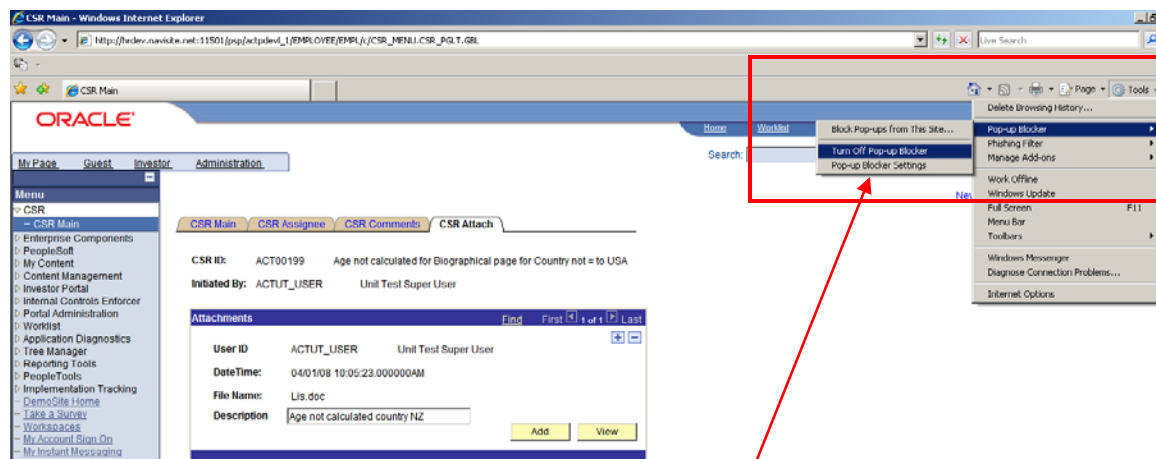


## SOLUTION:

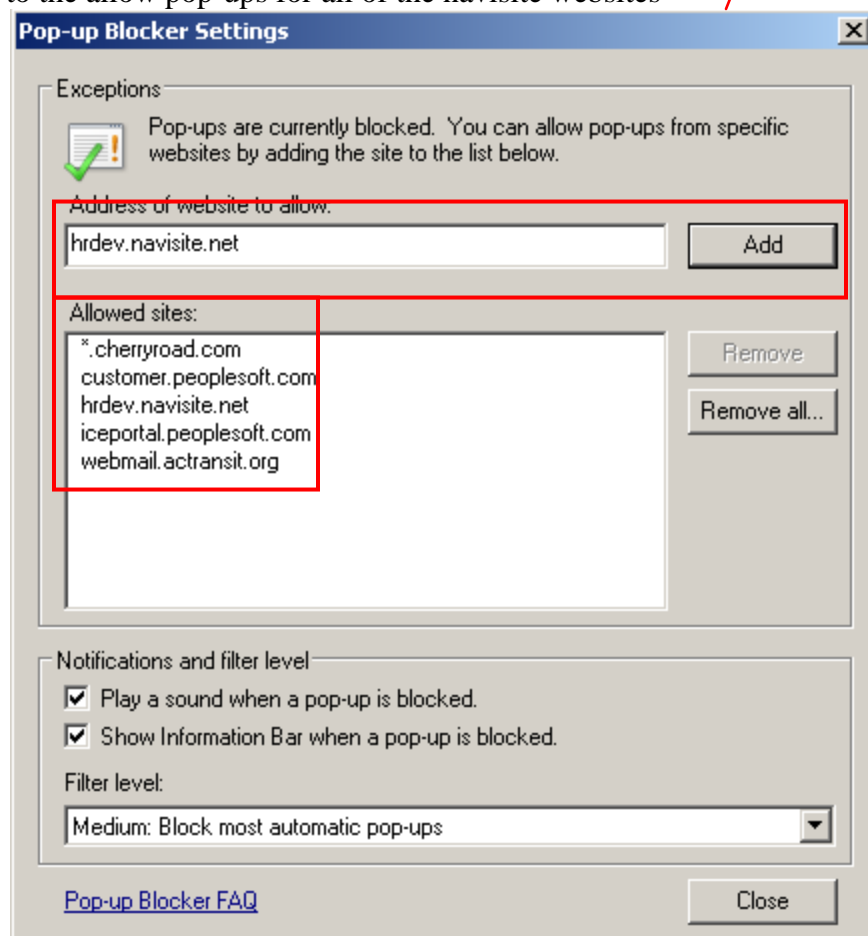
3) This is due to pop-up blocker OR if you have enabled pop-ups from this site there is a setup change needed to be done in your internet explorer options.

First let's see how to disable/enable the pop-up blocker:

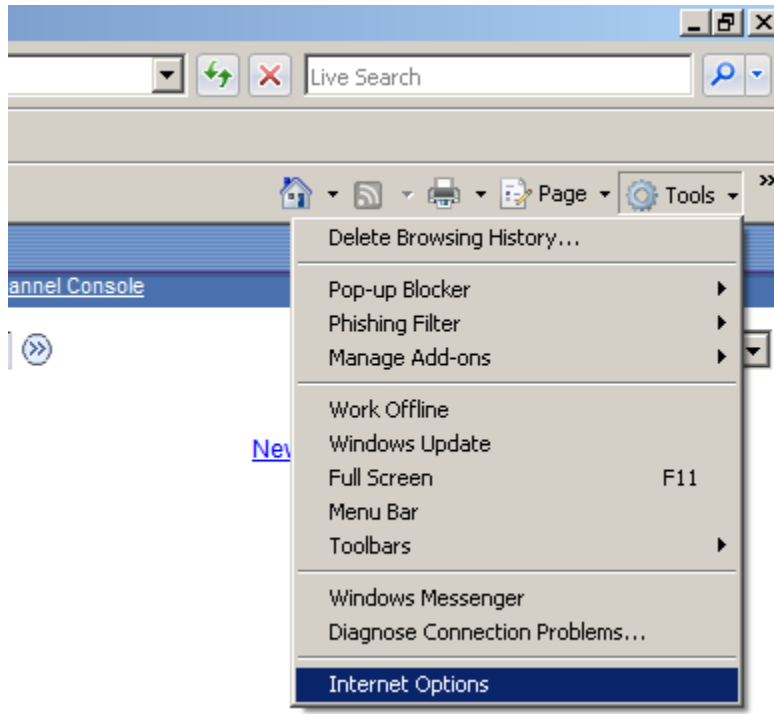
From internet explorer menu go to, Tools > Pop-up Blocker as shown below.  
Enable the pop-ups if for this site if you have not already done so.



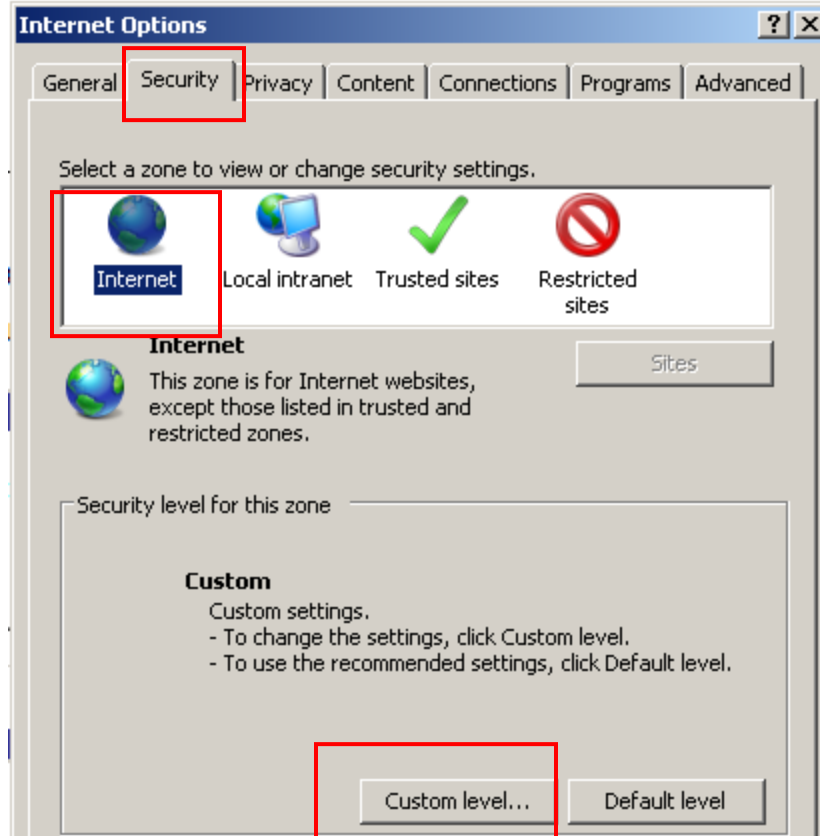
4) OR you could go to Pop-up Blocker settings and add the navisite site as shown below to the allow pop-ups for all of the navisite websites



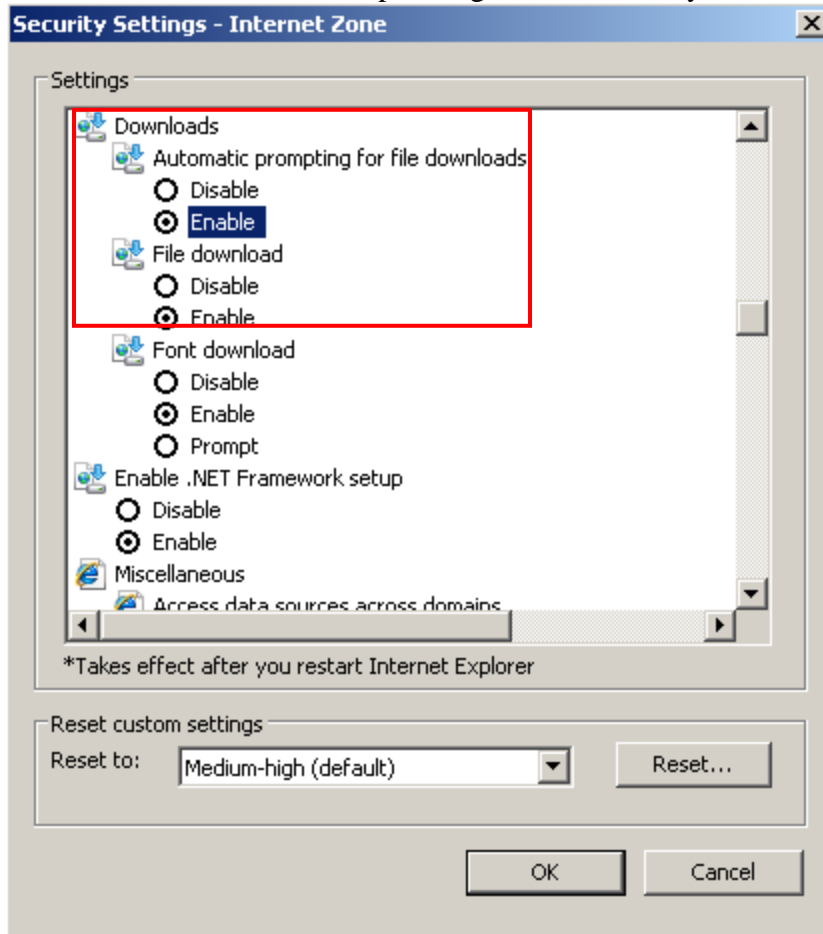
5) If the above setup is done and still the attachments won't open or can't be saved? Let's go to the next step. From internet explorer go to **Tools > Internet Options** as shown below



6) Next go to the Security tab (2<sup>nd</sup> tab) and highlight Internet and click Custom level



7) Scroll down to the Downloads leaf in the settings window and enable the options shown and click OK, and keep hitting OK/Save until you exit out of all the windows.



8) Now when you view attachments you should see the option to save/open the document !

★ ☆ CSR Main

ORACLE®

My Page Guest Investor Administration

Menu

- CSR
  - CSR Main
  - Enterprise Components
  - PeopleSoft
  - My Content
  - Content Management
  - Investor Portal
  - Internal Controls Enforcer
  - Portal Administration
  - Worklist
  - Application Diagnostics
  - Tree Manager
  - Reporting Tools
  - PeopleTools
  - Implementation Tracking
  - DemoSite Home
  - Take a Survey
  - Workspaces
  - My Account Sign On
  - My Instant Messaging
  - Change My Password
  - My Personalizations
  - My System Profile
  - My Dictionary

CSR Main CSR Assignee CSR Co

CSR ID: ACT00199 Age not cal

Initiated By: ACTUT\_USER Unit

Attachments

User ID	ACTUT_USER
DateTime:	04/01/08 10:05:23.0
File Name:	Lis.doc
Description	Age not calculated c

Save Return to Search Notify

[CSR Main](#) | [CSR Assignee](#) | [CSR Comments](#)


http://hrdev.navisite.net:11501/psc/actpdevl\_1/?cmd=viewattach&userfile

http://hrdev.navisite.net:11501/actpdevl/psft/V-433292080/Li

http://hrdev.navisite.net:11501/psc/actpdevl\_1/?cm...


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