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

Menu	
- CSR Main	CSR Main CSR Assignee CSR Comments CSR Attach
Enterprise Components	
▷ PeopleSoft	CCD : ACTORNO
D My Content	CSK ID. ACTOUTING Age not calculated for Biographical page for Country not = to USA
Content Management	Initiated By: ACTUT USER Unit Test Super User
D Internal Controls Enforcer	· · · · · ·
Portal Administration	Attachmente state and black
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Application Diagnostics	· · · · · · · · · · · · · · · · · · ·
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Reporting Tools	DateTime: 04/01/08 10:05:23 000000AM
D People Loois	
- DemoSite Home	File Name: Lis.doc
- Take a Survey	Description large not calculated country NZ
- Workspaces	Add View
- My Account Sign On	Add View
 <u>My Instant Messaging</u> 	
– Change My Password	

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

CSR Main - Windows Incernet E	xpiorer		
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- CSR Main	CSR Main CSR Assignee CSR Co		
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D My Content	CSR ID: ACT00199 Age not ca	31	
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D Internal Controls Enforcer			
D Worklist	Attachments		
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PeopleTools Implementation Tracking	baterine. 04/01/08 10.05.23.0		
- <u>DemoSite Home</u>	File Name: Lis.doc		
 <u>Take a Survey</u> Workspaces 	Description Age not calculated of	X	
- My Account Sign On			
 <u>My Instant Messaging</u> <u>Change My Password</u> 			
- My Personalizations			
- My System Profile			
F			

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.

🖉 CSR Main - Windows Internel	Explorer		
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Q) -			
🙀 🐼 🏾 🏉 CSR Main			🏠 + 🔊 - 🌧 + 🗗 Page + 🎯 Tools -
			Delete Drowsing History
ORACLE		Home Worklist Block Pop-ups from This	Site Pop-up Blocker 🕨
MyPage Guest Invest	or. Administration.	Search: Turn Off Pop-up Blocker Pop-up Blocker Settings	Phishing Filter Manage Add-ons
Menu		A	Net Windows Update
CSR CSR CSR Main Enterprise Components	CSR Main CSR Assignee CSR Comments CSR Attach		Full Screen F11 Menu Bar Toolbars ►
b My Content	CSR ID: ACT00199 Age not calculated for Biographical page for Country not = to USA	/	Windows Messenger
D Content Management	Initiated By: ACTUT_USER Unit Test Super User		Diagnose Connection Problems
D Internal Controls Enforcer			Internet Options
Portal Administration Worklist	Attachments Eind First I of t E Last		
 Application Diagnostics Tree Manager 	User ID ACTUT_USER Unit Test Super User		
Reporting Tools PeopleTools	DateTime: 04/01/08 10:05:23.000000AM		
Implementation Tracking - DemoSite Home	File Name: Lis.doc		
- Take a Survey	Description Age not calculated country NZ		
- My Account Sign On	Add View		

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

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups f websites by adding the site to the list below. Address of website to allow. hrdev.navisite.net	irom specific
Allowed sites: *.cherryroad.com customer.peoplesoft.com hrdev.navisite.net iceportal.peoplesoft.com webmail.actransit.org	Remove all
Notifications and filter level Play a sound when a pop-up is blocked. Show Information Bar when a pop-up is blocked. Filter level: Medium: Block most automatic pop-ups	T
Pop-up Blocker FAQ	Close

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**

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	Delete Browsing History	
annel Console	Pop-up Blocker Phishing Filter Manage Add-ons))))
<u>Nev</u>	Work Offline Windows Update Full Screen F11 Menu Bar Toolbars	
	Windows Messenger Diagnose Connection Problems	
	Internet Options	

6) Next go to the Security tab $(2^{nd} tab)$ and highlight Internet and click Custom level

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Internet Sites Inis zone is for Internet websites, except those listed in trusted and restricted zones. Sites
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.
Custom level Default 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.

Security Settings - Internet Zone	×
Settings	
🛃 🛃 Downloads	▲
Automatic prompting for file downloads	
O Disable	
O Enable	
🛃 File download	
O Disable	
Enable	
🛃 Font download	
O Disable	
Enable	
O Prompt	
Enable .NET Framework setup	
O Disable	
Enable	
Access data sources across domains	-
	•
*Takes effect after you restart Internet Explore	r
Reset custom settings	
Reset to: Medium-bigb (default)	Reset
In order high (dordate)	
	OK Cancel

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

		//http://hrdev.navisite.net:11501/psc/actpdevl_1/?cmd=viewattac
		🕞 🕞 👻 🖉 http://hrdev.navisite.net:11501/actpdevl/psft/V-433292080
My Page Guest Investor	Administration	
		SX SX () http://hrdev.navisite.net:11501/psc/actpdevi_1//cm
▼ CSR		
- CSR Main	CSR Main CSR Assignee CSR Co	
 ▷ Enterprise Components ▷ PeopleSoft ▷ My Content ▷ Content Management ▷ Inverstor Portal ▷ Internal Controls Enforcer 	CSRID: ACT00199 Age not cal Initiated By: ACTUT_USER Unit	
Portal Administration	Attachments	File Download
Worklist Application Diagnostics Tree Manager Reporting Tools	User ID ACTUT_USER	Do you want to open or save this file?
Preople roots Implementation Tracking <u>DemoSite Home</u> Take a Survey	File Name: Lis.doc	Type: Microsoft Word Document, 111KB From: hrdev.navisite.net
- <u>Workspaces</u> - <u>My Account Sign On</u> - <u>My Instant Messaging</u> - Change My Password	Age not calculated of	Open Save Car
- <u>My Personalizations</u> - <u>My System Profile</u> - <u>My Dictionary</u>		I Always ask before opening this type of file While files from the Internet can be useful, some files can po
	Save Return to Search The Notify	harm your computer. If you do not trust the source, do not op save this file. <u>What's the risk?</u>
	CSR Main LCSR Assignee LCSR Comments	