



**Scholastic ONline Information System
for the Web**

Browser Settings

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Web browsers are delivered with the assumption that you may be browsing with a slow-speed connection to the Internet. As a result they use save (cache) Web pages to minimize server requests for the most recently used pages. What is good for surfing the Web with a slow speed connection is bad for a real-time SONISWEB® connection.

This advisory points out the Web browser settings necessary to assure you get the most up-to-date data from the SONISWEB® functions and your database. A unique browser security issue is addressed as well.

Settings for four browsers are covered: “Browser Settings for Internet Explorer” on page 3, “Browser Setting for Firefox™” on page 6, “Browser Settings for Netscape®” on page 8, and “Browser Settings for Opera” on page 10.

March 2006

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DIAGNOSING AND FIXING PROBLEMS

For browser or other errors see the SONISWEB® text “Messages, Errors, and Diagnosis”.

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DOWNLOADING PDF AND EXCEL REPORTS

Starting with SONISWEB® version 2, the ColdFusion™ Report Builder is used for new reports and enhancements to existing reports. Whether or not you can download and/or view reports in the optional PDF and/or Excel form (Figure 1) depends on your system-security and browser settings.



• Figure 1 Report Builder Choices

Crystal Reports™-Enterprise, used in past versions of SONISWEB®, has an export function that provides similar functions.

BROWSER SETTINGS FOR INTERNET EXPLORER

If you are an administrative user, make sure you are using the Internet Explorer 5.1 or higher as your browser. No other browsers are supported for administrative users since there are differences in how they react to HTML and JavaScript that are difficult to debug.

In addition to the correct browser, administrative users need a computer display set to at least 1024 by 768 and 256 or more colors. More is better since administrators' Web pages are dense and full of information.

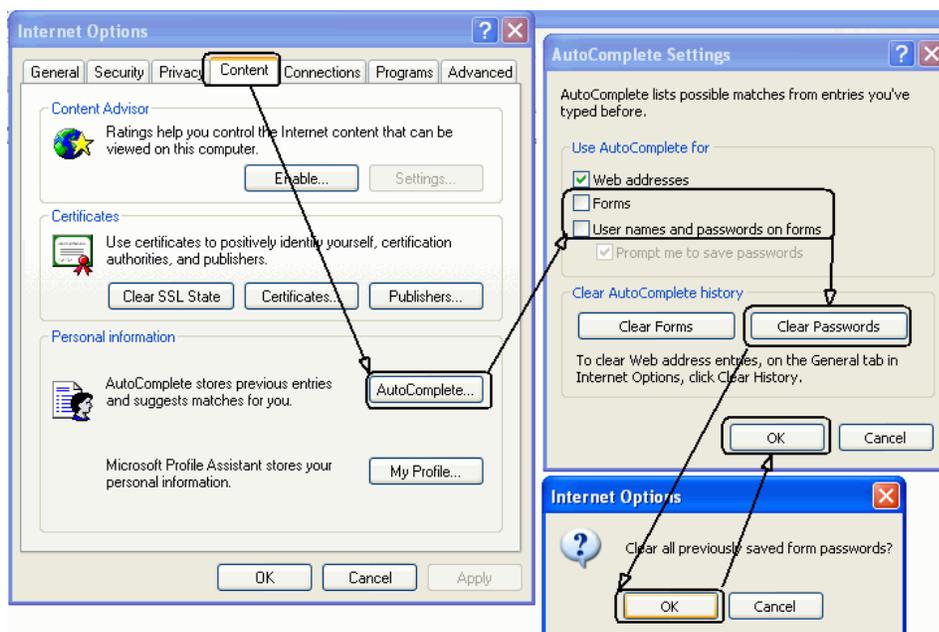
If you log on to SONISWEB® with a User-ID and password, you are an administrative user. If you log on with an ID and PIN (personal identification number), you are not an administrative user.

To access the  settings, start the browser and click **Tools** then **Internet Options** as illustrated in Figure 2.

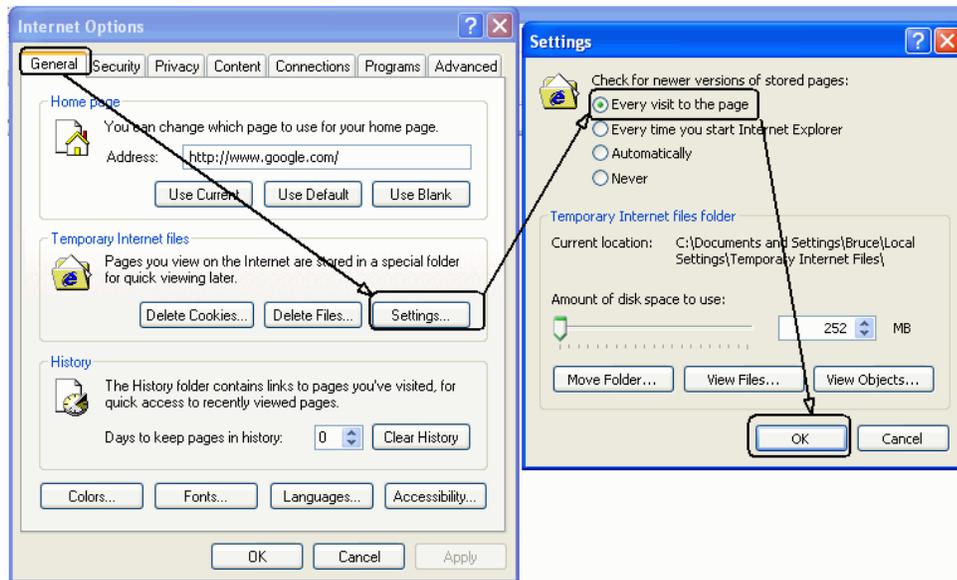
Set the security in Figure 3 so that others cannot inadvertently access your password and data as.



• Figure 2 IE Settings

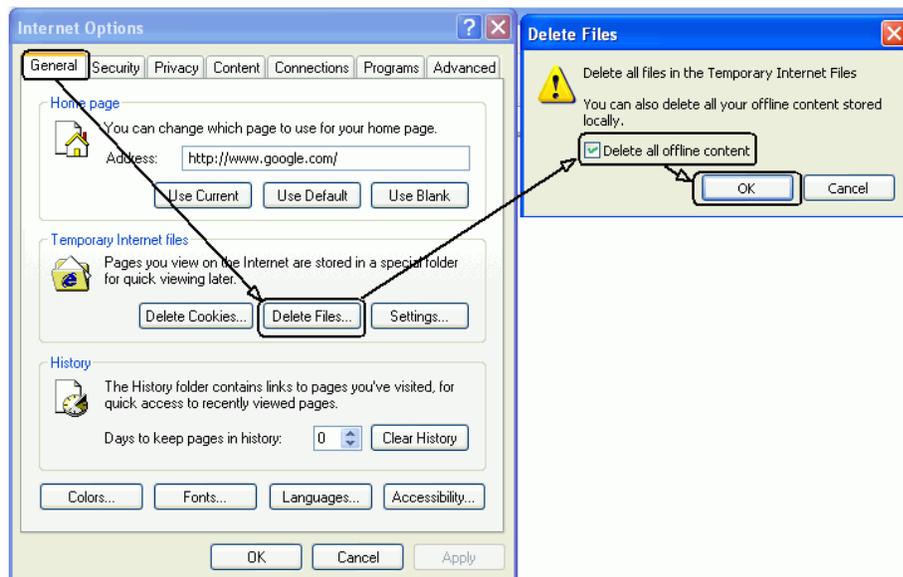


• Figure 3 IE Security Setting



• Figure 4 IE Caching Controls

Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 4 shows how to do it.



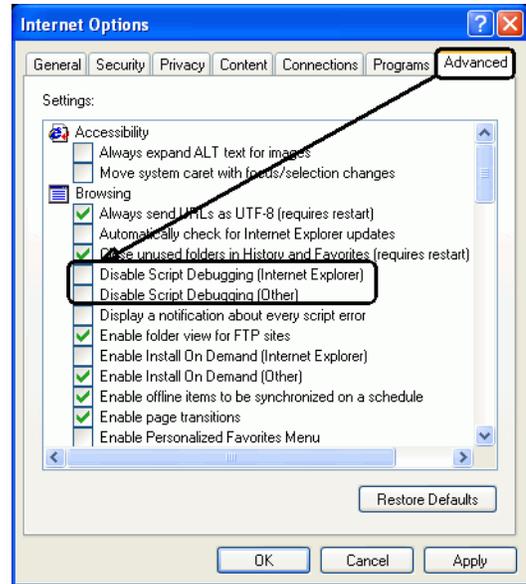
• Figure 5 IE Emptying Cache

As shown in Figure 5, empty the current cache so that you do not get an old Web page.

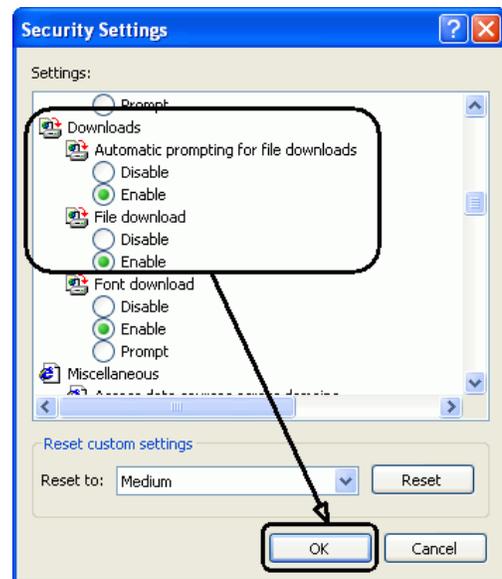
Turn off debugging functions that find “errors” where there are none. Figure 6 illustrates the steps.

Set up file download permissions for the report options (see page 2) as shown in Figure 7.

During testing some unexpected interactions occurred when downloading. In some cases Excel or Adobe[®] Reader (for a PDF) opened and the file had to be saved from those displays. In other cases, a prompt was given asking where the file should be stored. Check your version of Internet Explorer to see how it reacts to the setting of these controls.



• Figure 6 IE Debugging Controls



• Figure 7 IE Download Controls

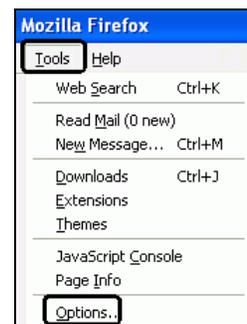
BROWSER SETTING FOR FIREFOX™

If you log on with a PIN as faculty, a student, an “alum”, or an applicant, you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™, Netscape® (page 8), or Opera (see page 10) as your browser¹. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer².

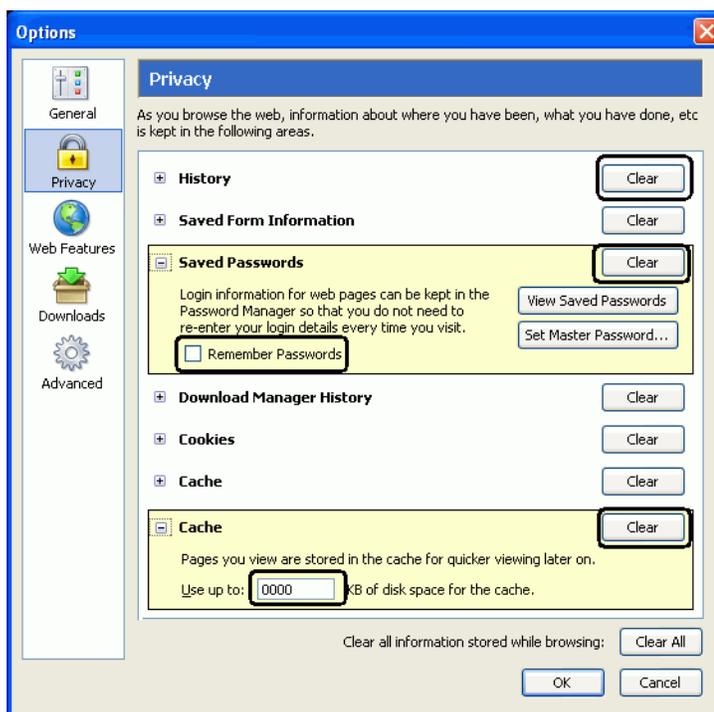
To access the  settings, start the browser and click **Tools** then **Options** as illustrated in Figure 8.

Set the security as marked in Figure 9 so that others cannot inadvertently access your password and data.

In Figure 9 you use the Clear buttons to remove any stored information. With no checkmark in “Remember Password” they will not be stored. Making the Cache size zero means that you won’t accidentally see old SONISWEB® pages and data.



• Figure 8 Firefox™ Options

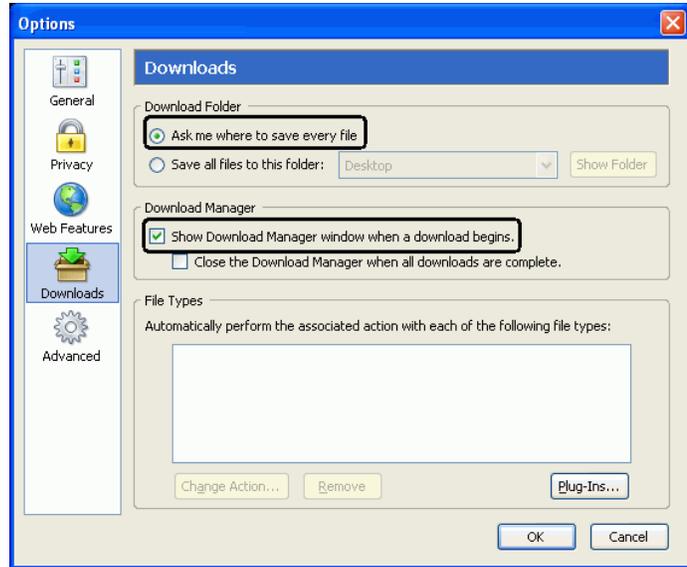


• Figure 9 Firefox™ Privacy Option List

¹ See “Browser Testing for SONISWEB®” on page 12 for more information.

² If you are using a different browser and encounter difficulty, try your function under Internet Explorer before contacting SONIS® support.

Downloads of output (see page 2) are controlled as shown in Figure 10. You have the option of using “Plug-ins” instead of downloads as Figure 10 illustrates. Use Foxfire™ help to pick the options you prefer.



• Figure 10 Firefox™ Downloads Options List

BROWSER SETTINGS FOR NETSCAPE®

If you log on with a PIN as faculty, a student, an “alum”, or an applicant you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™ (page 6), Netscape®, or Opera (see page 10) as your browser¹. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer².

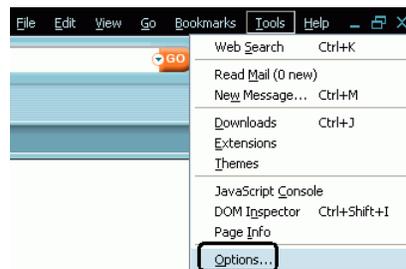
Netscape® versions older than 6.2 and Internet Explorer older than 5.1 occasionally had JavaScript errors, so they are not recommended. See “Browser Testing for SONISWEB®” on page 12.

Netscape® 8.0 and Later

Netscape® 8.0 and later are based on the same Mozilla Foundation base as Firefox™.



Start the browser and click **Tools** then **Options** as illustrated in Figure 11. The settings are nearly identical to those for Firefox™ in Figure 9 and Figure 10 with a few word changes such as “Passcard” instead of “Passwords”.



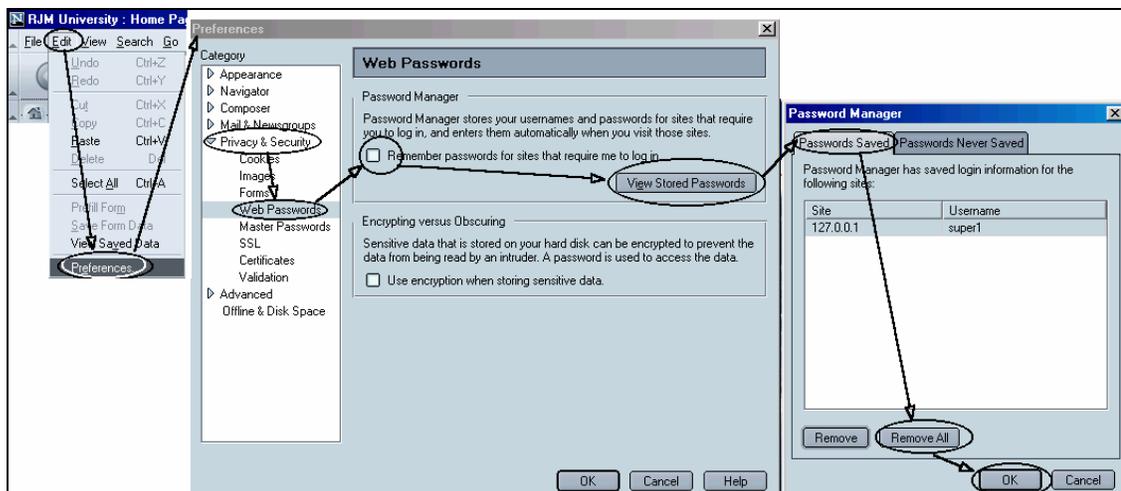
• Figure 11 Netscape® Options

Use Figure 9 and Figure 10 as your guide in setting security for Netscape® 8 and later.

Netscape® 7 Series

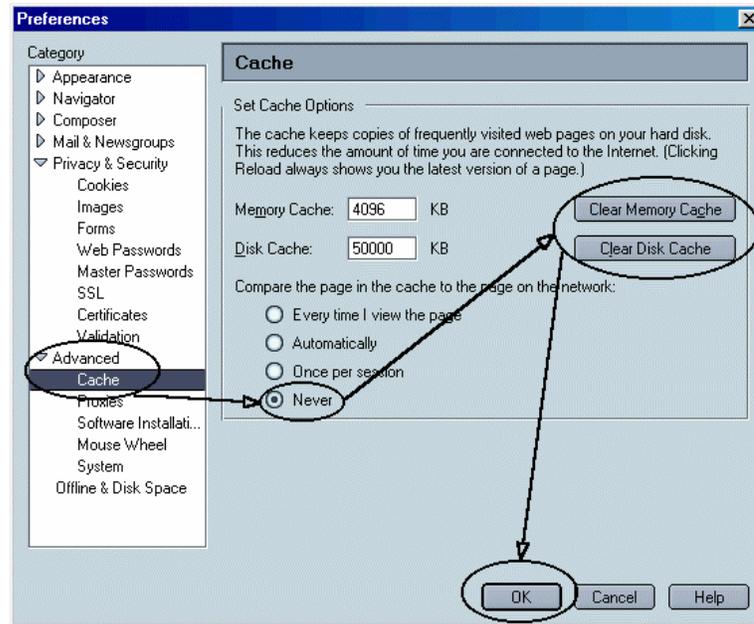


To access the settings, start the browser and click **Edit** then **Preferences** as illustrated in Figure 12.



• Figure 12 Netscape® Security Setting

Set the security in Figure 12 so that others cannot inadvertently access your password and data.



• Figure 13 Netscape® Caching Controls & Emptying Cache

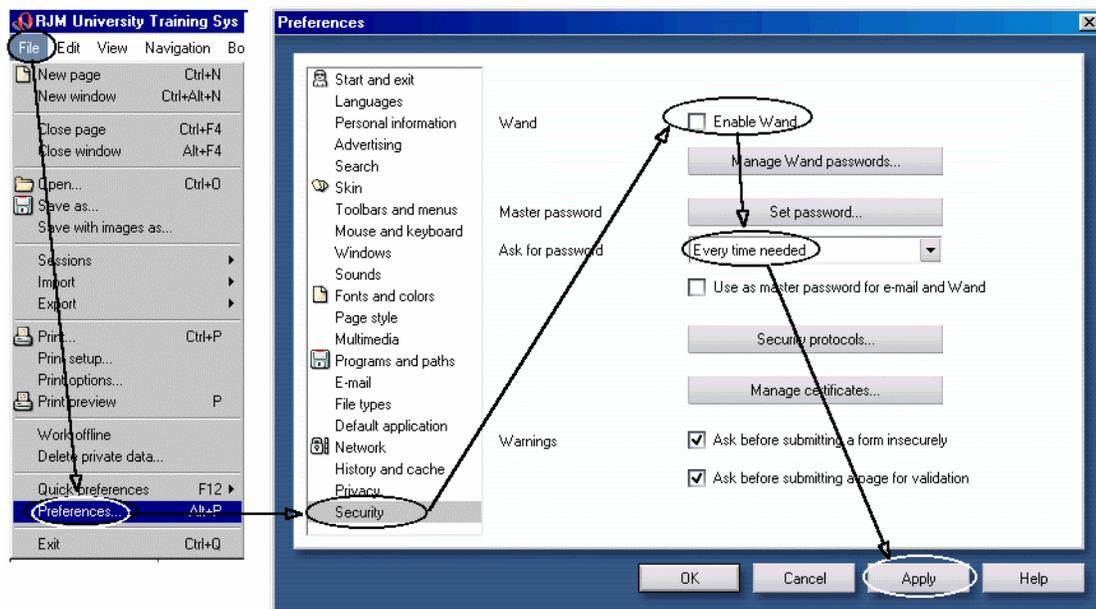
Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 13 shows how to do it including emptying the current cache.

BROWSER SETTINGS FOR OPERA

If you log on with a PIN as faculty, a student, an “alum”, or an applicant you are not an administrative user so you can use Internet Explorer 5.1 or higher, Firefox™ (page 6), Netscape® (page 8), or Opera as your browser¹. If you log on with a password instead of a PIN, you are an administrative user and so must use Internet Explorer².

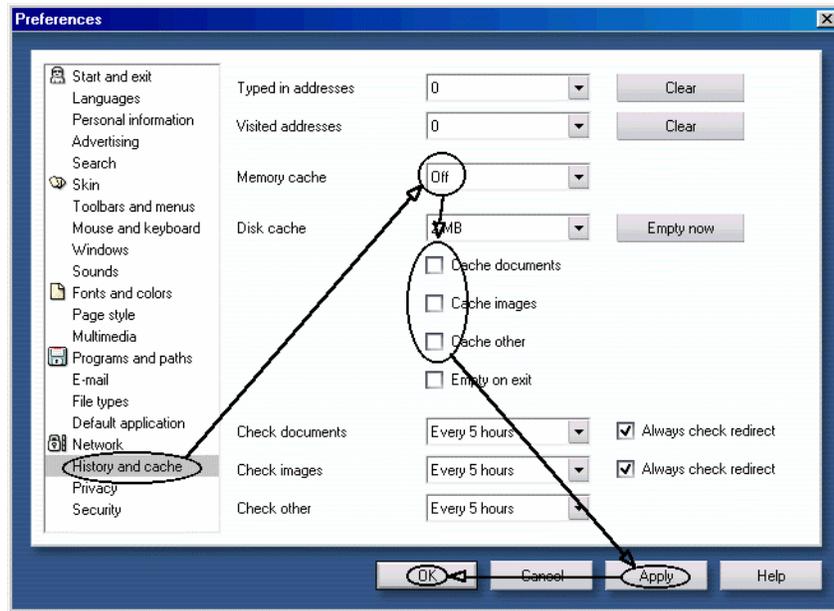
Opera versions earlier than 7 have not been tested. Netscape® versions older than 6.2 and Internet Explorer older than 5.1 occasionally had JavaScript errors, so they are not recommended. See “Browser Testing for SONISWEB®” on page 12.

To access the  settings, start the browser and click **File** then **Preferences** as illustrated in Figure 14.



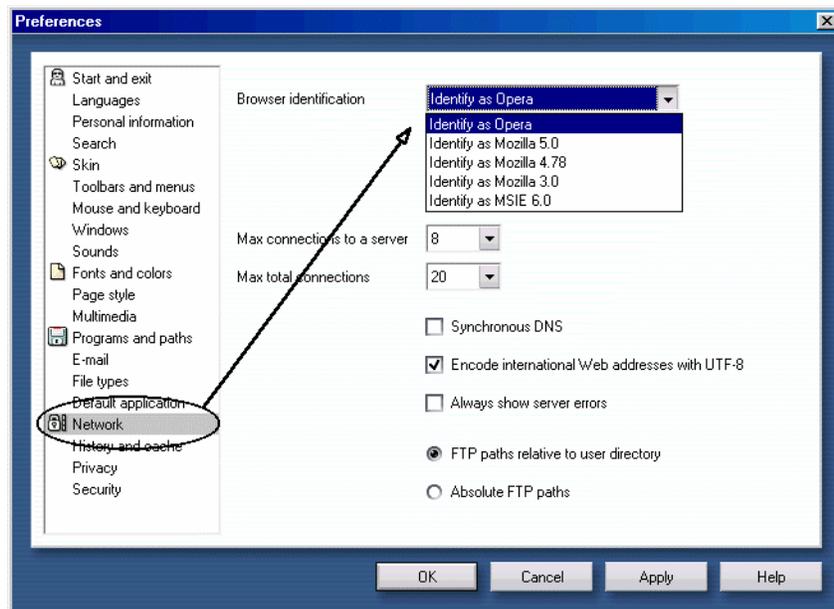
• Figure 14 Opera Security Settings

Set the security so that others cannot inadvertently access your password and data as shown in Figure 14.



• Figure 15 Opera Caching Controls

Turn off caching – the saving of old Web pages for reuse – to prevent old pages from being redisplayed when what you want are the most recently updated pages. Figure 15 shows how to do it including emptying the current cache.



• Figure 16 Browser Identification in Opera

If you view reports generated by Crystal Reports™, you get an empty or blank display for the report. The report generator has to “know” which browser it is using to sent the correct information as shown in Figure 16. Reports built with Report Builder (page 2) do not need a special setting.

BROWSER AND NORTON SECURITY INTERACTION

There have been reports from SONISWEB® customers that the message shown in Figure 17 is caused by an interaction between Norton Internet Security™ (NIS) and the Internet Explorer (IE) browser.

You have another session of SonisWeb running or didn't logout and now must wait to time out.
[Return](#)

• Figure 17 "You have another session..." Error Message

If you are certain that another browser is not open with the same User-ID, this NIS-IE interaction is suspect. The solution is to change the Norton Privacy Control settings:

1. Log off SONISWEB® and close your Web browser
2. Start Norton
3. Click "Privacy Control" (it's on the left)
4. Select "Configure"
5. Select "Custom Levels"
6. Turn off "Enable Browser Privacy" by clicking until the checkbox is empty
7. Exit Norton
8. Clear your browser's cookies
9. Log on to SONISWEB®.

A review of Web sites on the subject implies that Norton Personal Firewall™ (NPF) may cause the same problem. The Web references imply that Netscape® Navigator is affected also. These have not been reported to RJM Systems.

You should evaluate the privacy and security implications of this change before making it.

BROWSER TESTING FOR SONISWEB®

Primary testing by the developers and the testing staff have been with Internet Explorer (IE) 5.1, 5.5, and 6.0. Firefox™ 1.0.7 as been tested since December 2005 for Student, Faculty, and Alumni/ae access. The main difference observed is that some displays with a red border in IE have a black border in Firefox. The Netscape® 4 series malfunctions. Netscape® 6.2, 7.1, and 8.0 have been tested since August 2002 only for Student, Faculty, and Alumni/ae access. It works well with a few anomalies. Color hues vary slightly from IE. Many tables render from the bottom not the top. Opera 7.1 has been tested since July 2003 for Student, Faculty, and Alumni/ae access. It too has some hue differences and renders tables from the bottom. Older versions of Opera have not been tested. Testing has been on Intel® and AMD® Pentium™-compatible processors under Windows™ operating systems from 98 through XP Server. Limited testing has been done by staff and customers with Apple Macintosh® computers running OS X and both Internet Explorer and Safari browsers with no disruptive anomalies.