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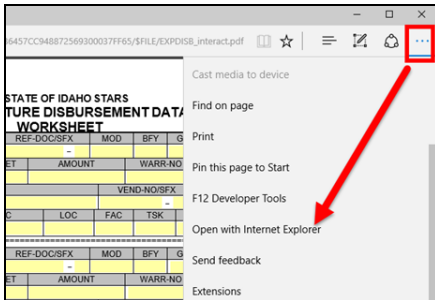
# SCO ACCOUNTING WEB APPLICATIONS

## TROUBLESHOOTING PRINTING, BROWSER ISSUES, OR ADOBE PDF SETTINGS

### WINDOWS EDGE AND ADOBE PDF FORMS

When you use Windows Edge to open a fillable PDF form from the SCO web site, the fields will not be fillable. “The new Edge browser will not have any support for ActiveX plug-ins. Therefore, the Acrobat/Reader plug-in won't work with Edge.”

You can download the PDF and open it in Adobe, or use Edge’s menu to open the PDF in Internet Explorer:



### INTERNET EXPLORER SETTINGS


The [supported Internet browser](#) for use with all State Controller’s Office Web applications is Internet Explorer (IE), version 11. Click the **Tools** button  or menu, and then click **About Internet Explorer**. Refer to Microsoft’s web site on how to use IE 11 in Windows 10.

Figure 1 - Internet Explorer settings

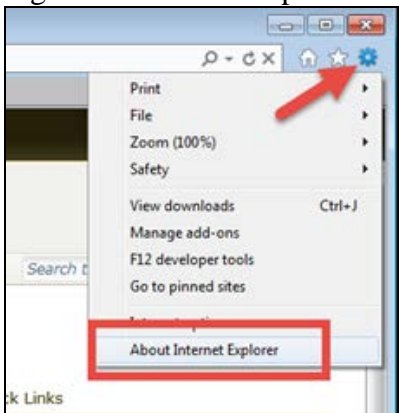
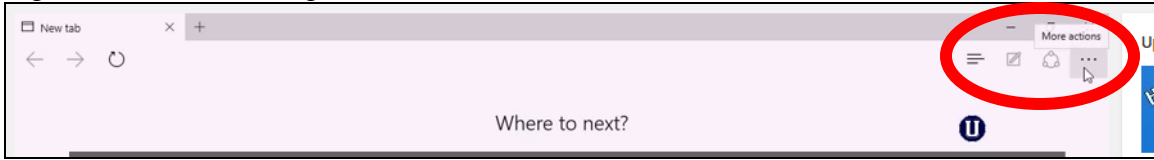
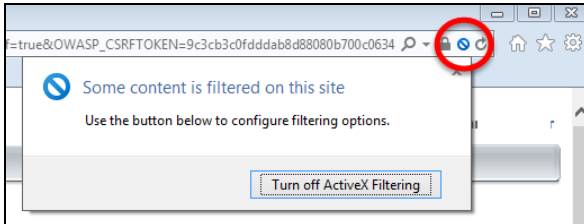


Figure 2 - Windows Edge menu



## TURN OFF ACTIVEX FILTERING



If you see a small blue circle in the address bar, click it and then click **Turn off ActiveX Filtering**.

## MANUALLY DELETE TEMPORARY INTERNET FILES

One of the most common fixes is to empty the browser cache.



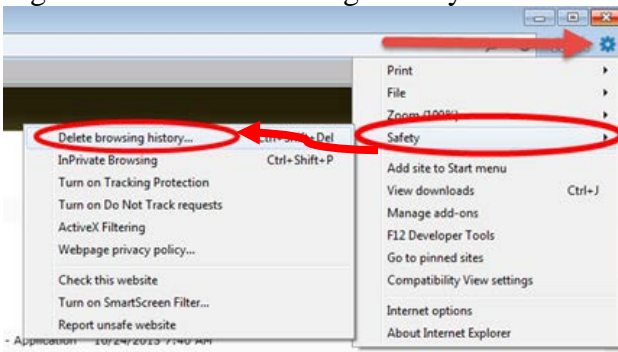
1. Open Internet Explorer.
2. Click the **Tools** button  or menu, point to **Safety**, and then click **Delete browsing history**. Alternatively, click the **Tools** button  or menu, click **Internet Options**, then click **Delete** in the **Browsing History** section.
3. If you need to save other browsing history, select **Temporary Internet files and website files**, **Cookies and website data**, **History**, **Download History** and click **Delete**.
4. Click **Yes** to delete the files.
5. Close Internet Explorer, and then re-open it.

Figure 3 – Delete Browsing History



## AUTOMATICALLY EMPTY TEMPORARY INTERNET FILES


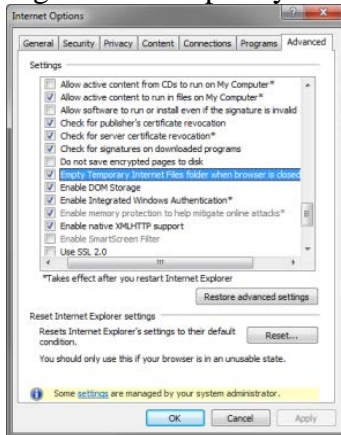
1. Open Internet Explorer.
2. Click the **Tools** button  or menu, then **Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down to the **Security** section and check the **Empty Temporary Internet Files folder when browser is closed** check box, then click **OK**.
5. Close Internet Explorer, and then re-open it.


Figure 4 – Temporary Internet Files



## DO NOT SAVE ENCRYPTED FILES TO DISK

In Figure 2, note the **Do not save encrypted pages to disk** option. If you receive an error message when using SCO applications that reads, “Internet Explorer cannot download... Internet Explorer was not able to open this Internet site...”, or you cannot open a report or PDF, you may need to temporarily **uncheck** this in order to download or open reports. However, you may have to check this to comply with other SCO applications such as I-Time, or with other secure Internet sites.

## DISABLE INTERNET EXPLORER COMPATIBILITY VIEW

1. With IE open, click the **Tools** button  or menu, and then **Compatibility View Settings**. If you do not see the **Tools** menu, press ALT.
2. Highlight and remove any SCO web pages listed in the **Websites you've added to Compatibility View** section.
3. Uncheck **Use Microsoft compatibility lists** or **Include updated websites list from Microsoft**.
4. If listed, uncheck **Display all websites in compatibility view**.
5. Click **Close**.

In older versions of IE, disable automatic recovery with Compatibility View:

1. Click **Tools**, and then **Internet Options**.

2. Click the **Advanced** tab
3. Under the **Browsing** section, uncheck the check box for **Automatically recover from page layout error with compatibility view**.
4. Click **OK**.

## CHECK FOR NEWER VERSIONS OF STORED PAGES


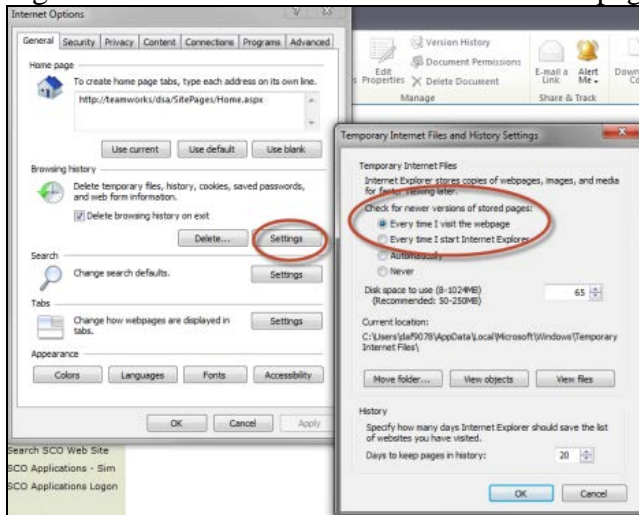
1. With Internet Explorer open, click the **Tools** button  or menu, then click **Internet Options**.
2. Click the **General** tab.
3. In the **Browsing History** section, click **Settings**.
4. In the **Check for newer versions of stored pages:** section, select **Every time I visit the webpage**.

Figure 5 - Check for newer versions or stored pages



5. Click **OK** and click **OK** again. NOTE: You may need to close Internet Explorer and re-open it for the settings to take effect.

## CONFIGURE INTERNET EXPLORER POP-UP BLOCKER

Be sure your pop-up blocker is configured to allow pop-ups from SCO Web sites using these steps:


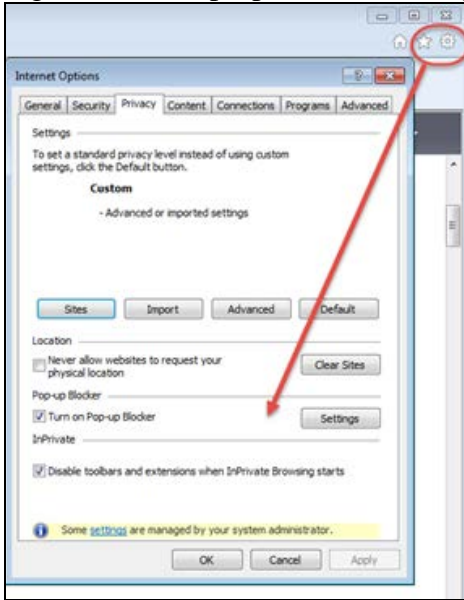
1. Open Internet Explorer, click the **Tools** button  or menu, select the **Privacy** tab, and in the **Pop-up Blocker** section, click **Settings**. If you do not see the **Tools** menu, press ALT, then click **Tools** and then **Pop-up Blocker Settings**.

Figure 6 - IE Pop-up Blocker Settings



2. In the **Pop-up Blocker Settings** dialogue box, **Address of Web site to Allow:**, type the URL of these web sites one at a time, and click **Add** after typing each Web site:
  - \*sco.idaho.gov
  - \*.idaho.gov

Figure 7 - Pop-up Blocker settings



3. Click **Close**.
4. Click **OK**.

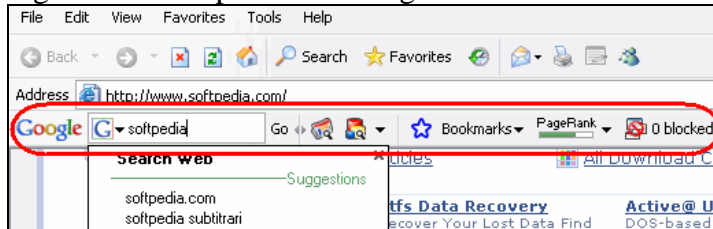
You may need to close Internet Explorer and re-open it for the settings to take effect.

## CONFIGURE OR UNINSTALL BROWSER TOOLBARS

Browser toolbars, such as Yahoo or Google toolbar, are sometimes installed into your browser as part of the installation of other software. These toolbars can also block pop-ups. You may be able to configure the pop-up blocker feature of the toolbar to allow pop-ups from SCO Web sites as described in the Internet Explorer Pop-up Blocker section above. Alternatively, a toolbar usually can be uninstalled using Windows Control Panel, Add or Remove Programs.

Look for the toolbar under the URL or Address section of the browser.

Figure 8 - Example of the Google toolbar



## ADD TRUSTED WEB SITES

Add SCO Web sites to your list of Trusted Sites in Internet Explorer:


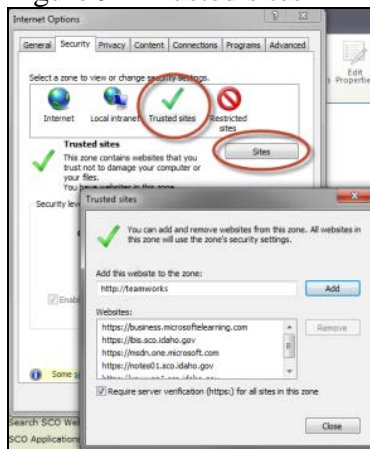
1. Open Internet Explorer.
2. Click the **Tools** button  or menu, then **Internet Options**.
3. Click the **Security** tab.
4. Click **Trusted Sites**, and then **Sites**.
5. In the **Add this Web site to the zone:** field, type:  
`https://sas.sco.idaho.gov`  
You may also need to add: `https://www.sco.idaho.gov` or `https://*.sco.idaho.gov`.

Figure 9 - Trusted sites



6. Click **Add**, click **OK**, and then **OK** again. You may need to close Internet Explorer and re-open it for the settings to take effect.

## LIMIT THE NUMBER OF TRANSACTION ROWS IN SCO WEB APPLICATIONS

Do not exceed **20 transaction rows** of a document, fiscal coding distribution, or a template in most Statewide Accounting Applications. Exceeding this number of transaction rows may cause an error when fiscal coding distribution is completed or when you submit the transactions for approval. Even though on Adjustments and Cash Receipts 'Distribute' (fiscal coding) screens you can set the number of rows per page, the total number of rows still affects those applications.

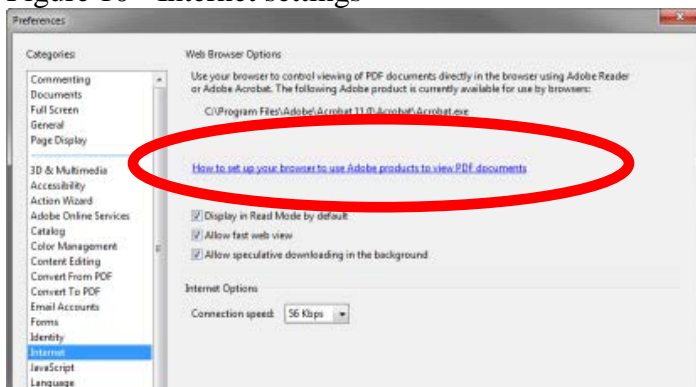
To work around this limitation, create multiple documents, invoices, templates, etc. and use the notes or comments indicating what you have done.

## ADOBE PDF SOFTWARE SETTINGS

If you are having problems with documents, reports, or print preview screens that the web applications present in PDF format (such as PDF reports), try the following suggestions.

1. Be sure to use the most current version of PDF software possible.
2. Review Adobe Preferences:
  - Open Adobe Reader or Adobe Acrobat Pro.
  - Click **Edit**, and then **Preferences**.
  - Click **Internet**.
  - Click the **How to set up your browser to use Adobe products to view PDF documents** link and follow the steps to enable or disable the Adobe Reader Add-on. (Generally, in Internet Explorer, choose **Tools > Manage Add-ons**. On the Show drop down menu select **All Add-ons**. Select **Adobe PDF Reader** and click the **Disable** button. Use the link in Adobe Reader for more details.)

Figure 10 - Internet settings





## UPDATE OR RE-INSTALL ADOBE READER

[Click here to go to Adobe's Web site.](#) During the download or installation, be sure to uncheck or disable any option to install a browser toolbar.

## OTHER PDF SOFTWARE

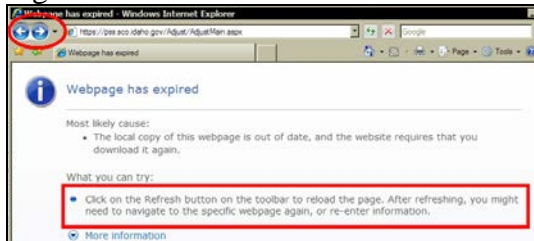
Other PDF Software, e.g. PDF-XChange, may also need the plugin, or add-on, enabled or disabled. Look for your particular PDF software in Internet Explorer, **Tools > Manage Add-ons**. On the Show drop down menu select **All Add-ons**.

## USE THE APPLICATION'S NAVIGATION AND LOGOFF BUTTONS

You must use the application's navigation buttons (such as the **Home**, **Back**, or **Previous** buttons) rather than Internet Explorer's toolbar button.

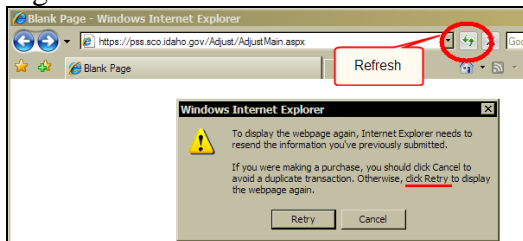
Use **Log Off** buttons in the application when available rather than simply closing the browser. Closing the browser without logging off may "lock" a document and prevent it from processing in STARS. If you click the back button of Internet Explorer (especially if you have not saved or completed a step in the application), you may see an error message that says, "Warning: Page has Expired."

Figure 11: Browser's Back button



1. Click the **Refresh** button as indicated in the message.

Figure 12 - Refresh button



2. When you click the **Refresh** button, a dialogue box appears that reads, "To display the webpage again, Internet Explorer needs to resend the information..."
3. Click **Retry** in the dialogue box and the application should be displayed. Any changes to transactions may have to be entered again.