

## Fixing a JavaScript Error

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## Purpose

The purpose of this document is to assist in resolving the loss of right-click functionality in the Privia Web Client.

## Requirements

- Internet Explorer version 6 or higher
- Access privileges to change Advanced Options for Internet Explorer

## Description

- Upon entering Privia either through the Pure Web Client (Browser only) or the Enhanced Web Client (Integrated), the user may notice loss of right-click functionality. This loss is also accompanied by an 'Error on Page' message at the lower left corner of the browser window.
- When the 'Error on Page' message is opened, an error description similar to the following is revealed.
- In a new Internet Explorer browser:
- Click the Gear icon
- Select "Internet Options"
- Click the "Settings" button under the "Browsing History" section.
- Next, click the View Files Button.

Figure 1. JavaScript Error

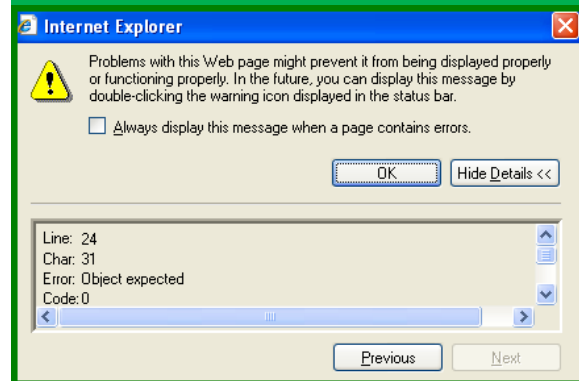
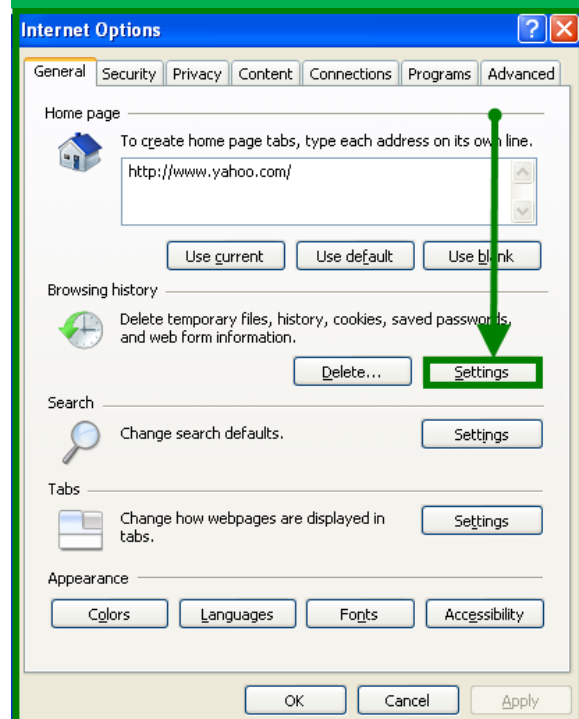


Figure 2. Click the "Settings" Button



## Process

When this error is received, it is important to mitigate this as soon as possible. To correct this JavaScript issue

- Open a new browser window
- Click the Gear icon
- Select “Internet Options”
- Along the top of the dialog, select the “Advanced” tab
- Scroll down to the “Security” section
- Remove the check-mark from the “Do not save encrypted pages to disk” option.
- Click “Ok” twice
- Exit Privia and close all Internet Explorer windows.

- Log back on to Privia with either the Pure Web Client or the Enhanced Web Client.

Right-click functionality should now be restored and the ‘Error on Page’ message should be gone. If after following the above steps, the error message still displays, please contact your Privia Administrator.

Figure 3. Select “View Files”

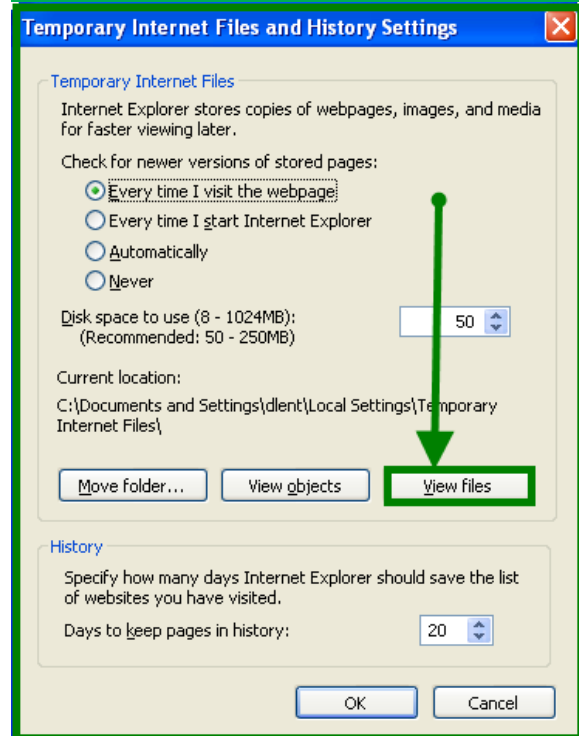


Figure 4. Ensure this option is De-selected

