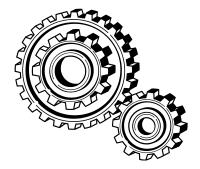
privia



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.

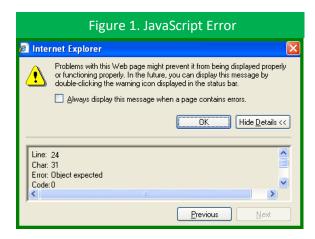


Figure 2. Click the "Settings" Button
Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://www.yahoo.com/
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> link
Browsing history
Delete temporary files, history, cookies, saved passworls, and web form information.
Delete Settings
Search Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

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.

Figure 3. Select "View Files"
Temporary Internet Files and History Settings
Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for faster viewing later. Check for newer versions of stored pages: Every time I visit the webpage Every time I start Internet Explorer Automatically Never Disk space to use (8 - 1024MB): (Recommended: 50 - 250MB) 50 • Current location: C:\Documents and Settings\dlent\Local Settings\Temporary Internet Files\
Move folder View objects View files
History Specify how many days Internet Explorer should save the list of websites you have visited. Days to keep pages in history: 20 📚
OK Cancel

• 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 4. Ensure this option is De-selected
Internet Options
General Security Privacy Content Connections Programs Advanced Settings Security Allow active content from CDs to run on My Computer* Allow active content to run in files on My Computer* Allow software to run c install even if the signature is inv. Check for server certh for revocation* Check for server certh for revocation* Check for sinatures on downloaded programs Do not save encrypted pages to disk Empty Temporary Internet Files folder when browser is ck Enable Integrated Windows Authentication* Enable Integrated Windows Authentication* Enable Integrated Windows Authentication* Disable Phishing Filter
Turn off automatic website checking
*Takes effect after you restart Internet Explorer
Reset Internet Explorer settings Reset Internet Explorer settings Deletes all temporary files, disables browser add-ons, and resets all the change settings. You should only use this if your browser is in an unusable state.
OK Cancel Apply