Faculty Center

Tips if you have download/printing problems

We made an effort to include instructions for the different internet browsers and configurations users may have. If you have trouble with any of the instructions in this document, please call the Helpdesk at 714-278-7777 for assistance.

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Special Instructions for Downloading Excel Spreadsheets – Clear your cache and cookies.

After you perform any of these configuration changes outlined in the following pages, please clear your cache and cookies and close all browser sessions so that your changes will take effect.

Internet Explorer 7.0, go to Tools > Internet Options > Browsing History > Delete.
Next, click on the "Delete Files" button and the "Delete Cookies" button.

Internet Explorer 6.0, go to Tools > Internet Options. Under Temporary Internet Files, click on "Delete files" and then click "ok". Next, also click on "Delete Cookies" and click "ok."

Firefox (PC), go to Tools > Options > Privacy > Show cookies > Remove cookies

Firefox (Mac), Launch Fire Fox, go to the top menu and select Firefox > Preferences > Privacy > Show Cookies > Remove all cookies. Then go to Tools > Clear Private Data, select cache and cookies then click "clear private data now"

Safari (Mac), Launch Safari, go to the top menu and select Safari > Preferences > Security > Show Cookies > Remove cookies. Next, select Safari > Empty Cache

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PC Users

Unable to download Excel File because of pop-up blockers

If you click on the Excel icon and nothing happens, you may have a pop-up blocker issue. Many users have the pop-up blocker turned on as a security feature. In order to successfully download an Excel spreadsheet from the Faculty Center, please do the following:

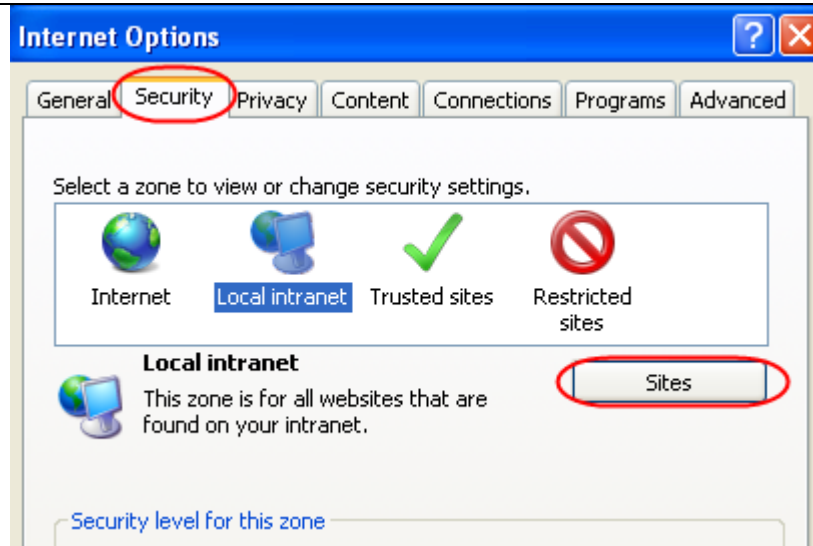**INTERNET EXPLORER USERS**

<u>**Change your local intranet settings**</u>

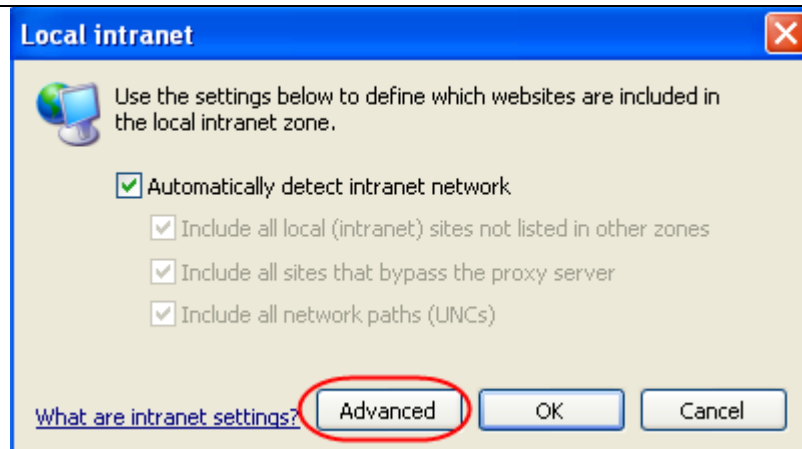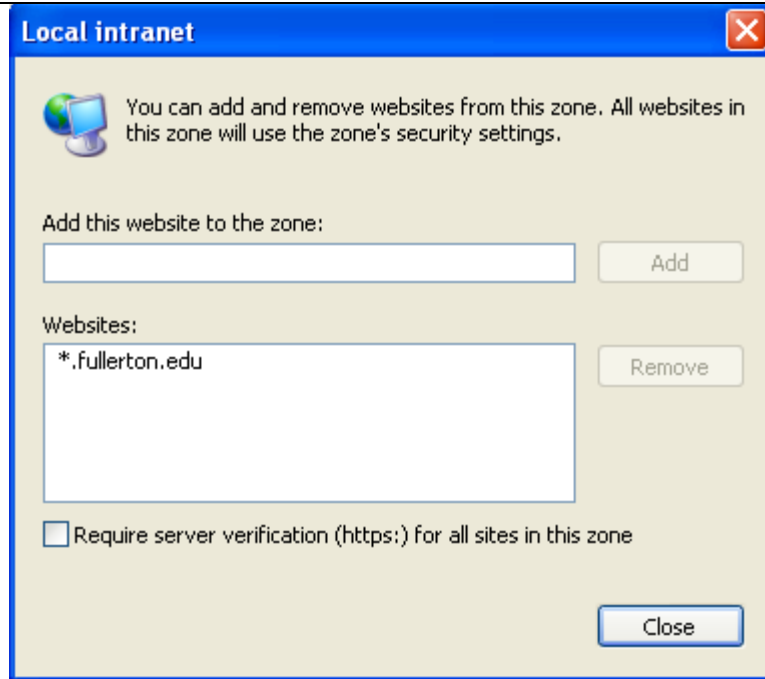|	
<u>**Step 1**</u> In your internet browser menu, go to Tools >Internet Options <u>**Step 2**</u> Click the Security Tab and select "Local Intranet" <u>**Step 3**</u> Click Sites	Internet Options General / Security / Privacy / Content / Connections / Programs / Advanced Select a zone to view or change security settings. Internet / Local intranet / Trusted sites / Restricted sites **Local intranet** This zone is for all websites that are found on your intranet. Sites Security level for this zone
<u>**Step 4**</u> Click "Advanced"	Local intranet Use the settings below to define which websites are included in the local intranet zone. ☑ Automatically detect intranet network ☑ Include all local (intranet) sites not listed in other zones ☑ Include all sites that bypass the proxy server ☑ Include all network paths (UNCs) What are intranet settings? Advanced OK Cancel

Step 5 Add ***.fullerton.edu** to the Local Intranet zone. Exit by clicking "close" and "ok" several times.	**Local intranet** You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: [ ] [Add] Websites: *.fullerton.edu [Remove] ☐ Require server verification (https:) for all sites in this zone [Close]

Allow pop-ups from cmsweb.fullerton.edu

INTERNET EXPLORER USERS

Step 1 Go to Tools > Pop-up Blocker > Pop-up Blocker Settings.	**Tools Help** Delete Browsing History… Yahoo! Services ▶ Pop-up Blocker ▶ Turn Off Pop-up Blocker Phishing Filter ▶ Pop-up Blocker Settings Manage Add-ons ▶ Subscribe to this Feed… **Faculty & Staff Comm**
Step 2 Type cmsweb.fullerton.edu and click "Add."	**Pop-up Blocker Settings** Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow: cmsweb.fullerton.edu [Add] Allowed sites: [ ] [Remove]
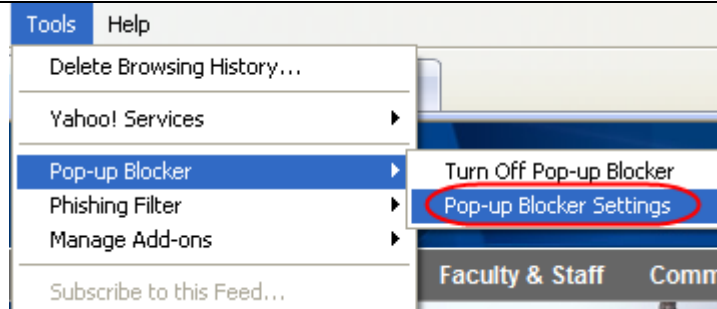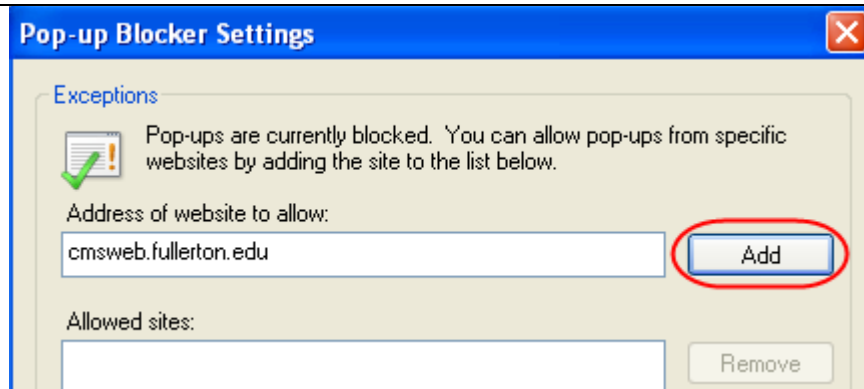
FIREFOX USERS

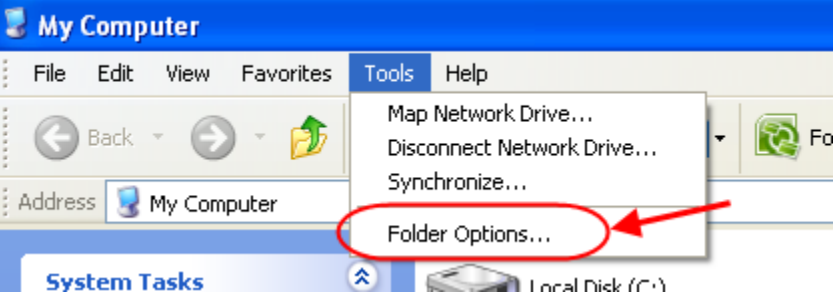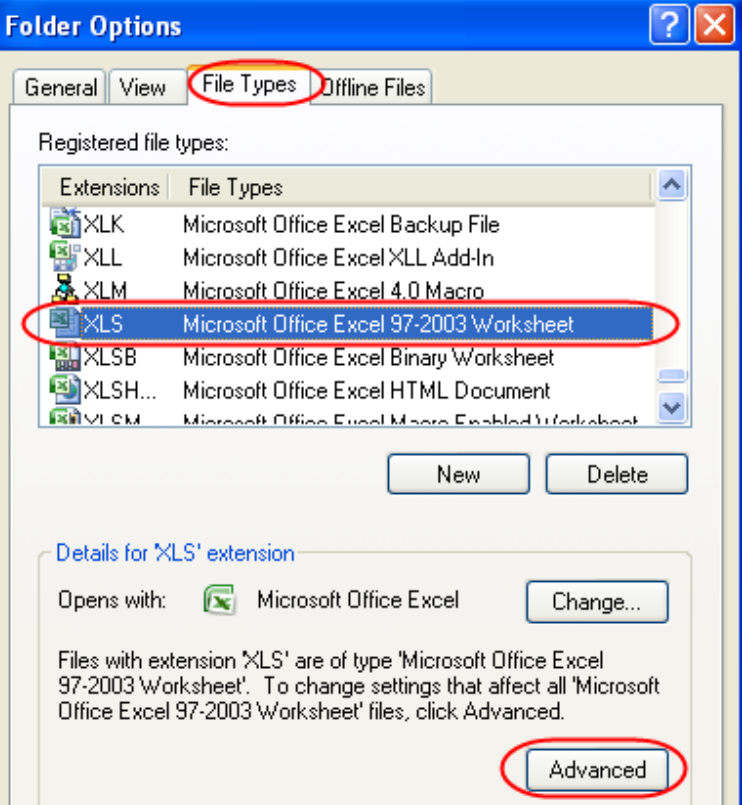|	
Step 1 Go to **Tools** and click on **Options.**	Tools Help Web Search Ctrl+K Downloads Ctrl+J Add-ons Error Console Ctrl+Shift+J Page Info Clear Private Data... Ctrl+Shift+Del Options...
Step 2 Under "**Main**" make sure that the "Show the Downloads window when downloading a file" is checked.	**Options** Main Tabs Content Applications Privacy Security Advanced Startup When Firefox starts: Show my home page Home Page: http://www.fullerton.edu/ Use Current Page Use Bookmark Restore to Default Downloads ☑ Show the Downloads window when downloading a file ☐ Close it when all downloads are finished ◉ Save files to Desktop Browse... ○ Always ask me where to save files
Step 3 Go to **Content** and click on **Exceptions.**	**Options** Main Tabs Content Applications Privacy Security Advanced ☑ Block pop-up windows Exceptions... ☑ Load images automatically Exceptions... ☑ Enable JavaScript Advanced... ☑ Enable Java
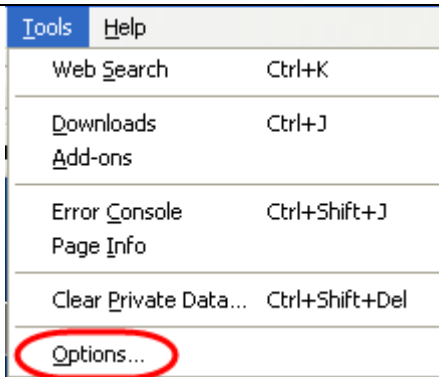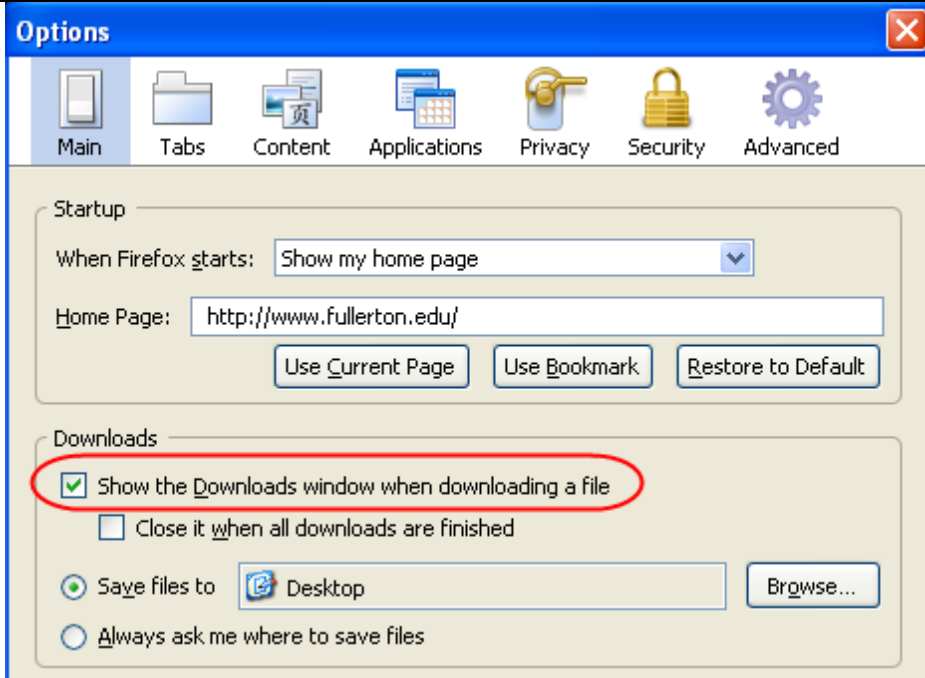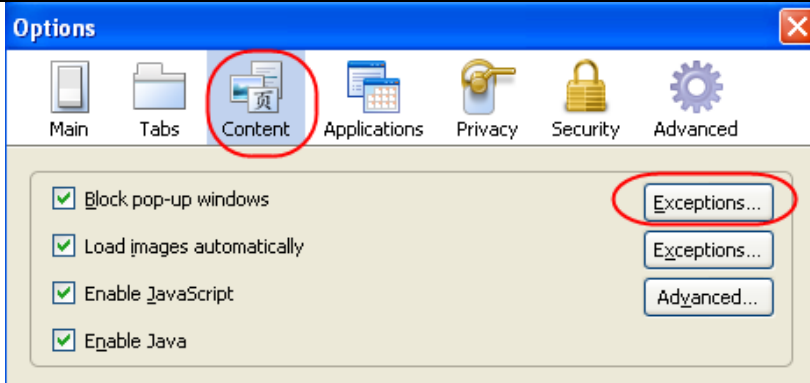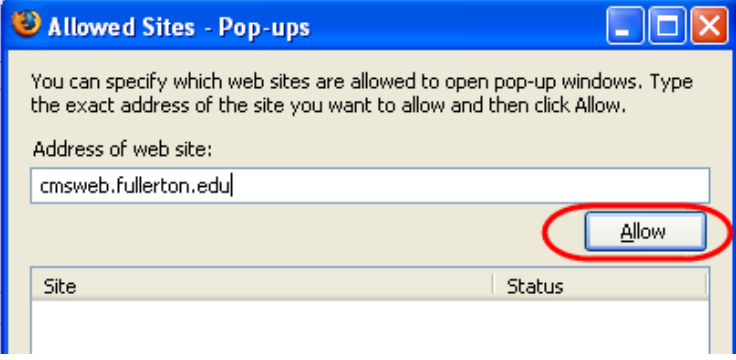
Step 4 Add cmsweb.fullerton.edu to allowed sites.	

Excel file displays as a html document instead of opening in Excel

If you are using a PC and you experience having the Excel download display in the web browser as an html document instead of opening up in the Excel application, use these instructions.

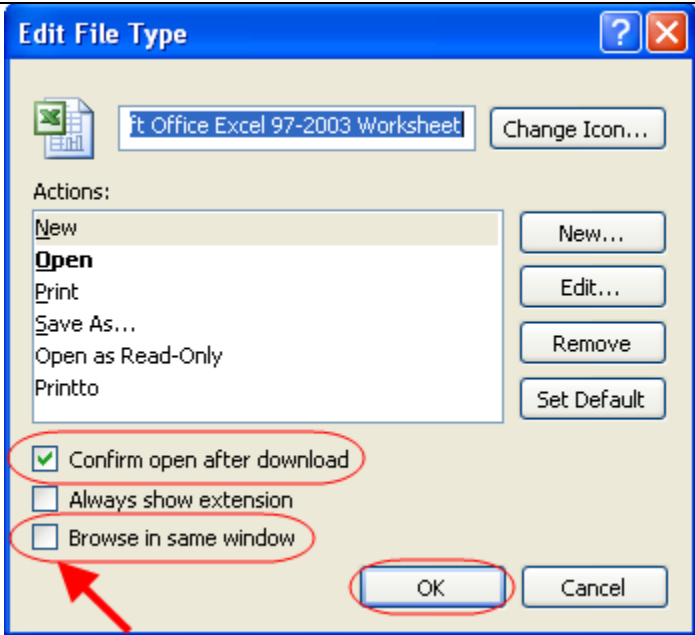|	
Step 1 Open **My Computer** on your desktop.	
Step 2 Open the **Tools** menu. Open **Folder Options**.	
Step 3 Click the **File Types** tab. Highlight the **XLS Microsoft Excel Worksheet** line from the Registered File Types list and click the Advanced button.	

Step 4 In the **Edit File Type** box, if "**Browse in same window**" has a check mark, remove it. Make sure that "**Confirm open after download**" has a check mark. Click **OK.** Click **Close.**	

For Excel 2007, the message below will appear when you download your Excel file. This is an Office 2007 Security feature. Press "Yes" to open the file.
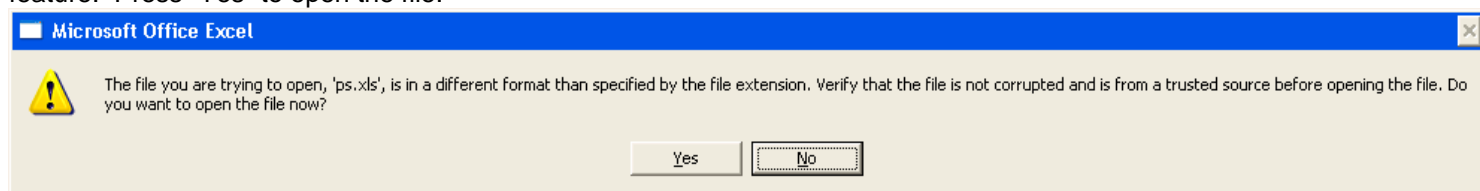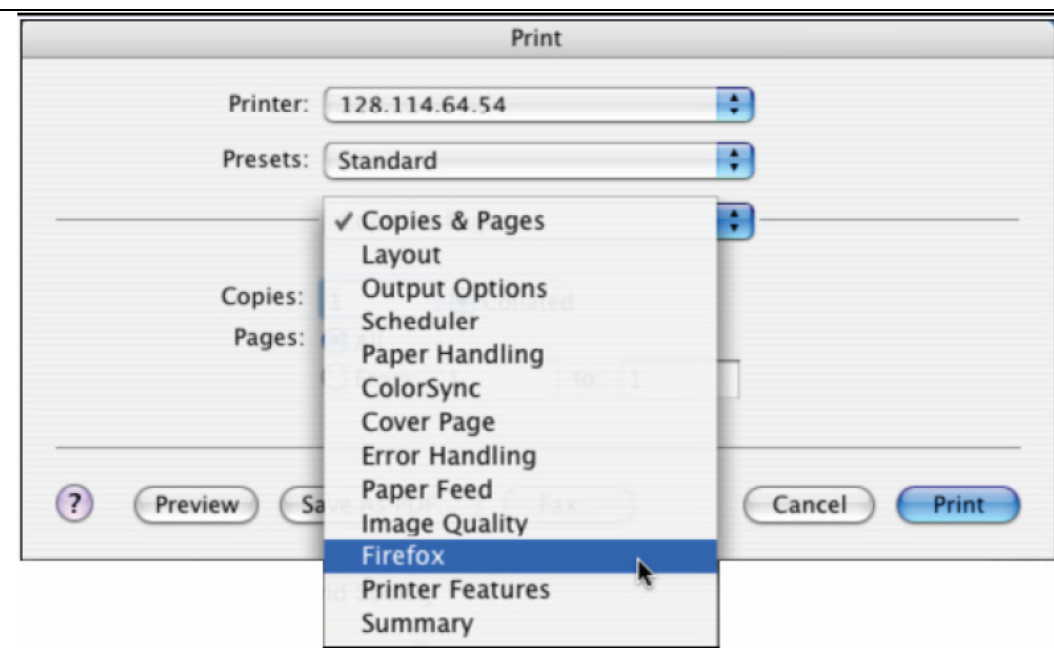

Mac Users

Printing the Class Roster

If you are unable to print all the pages of the "printer friendly version" of the class roster, follow these directions.

Step 1 Click anywhere within the page or section of the page you want to print. **Step 2** Under File menu, select PRINT. The Print window appears. **Step 3** From the Copies & Pages drop-down menu, select the browser you are using (Netscape, Mozilla, or Firefox). The print options window appears.	

Step 4 In the Frames section, click the button next to "The selected frame." **Step 5** Click Print.	

Configuring pop-up blockers for Mac (Safari and Firefox)

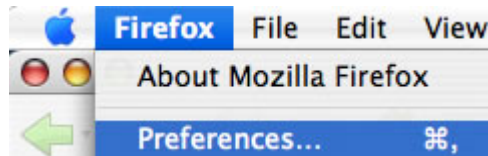If you click on the Excel icon and nothing happens, you may have a pop-up blocker issue.

Fire Fox 1.0 and 2.0

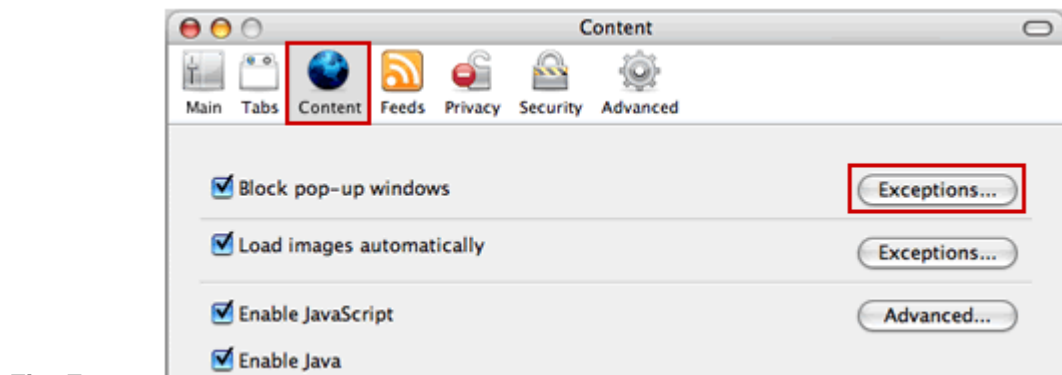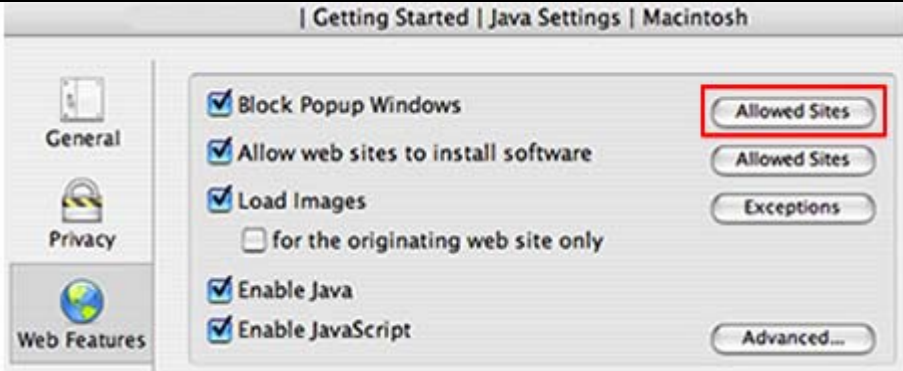|	
Step 1 Launch Firefox. Step 2 Click "Firefox" in the top menu. Step 3 Click the "Preferences" item on the menu. Step 4 Click the Globe icon. In **Firefox 2.0** this is called "Content". In **Firefox 1.0**, this is called "Web Features". Step 5 Ensure that the check	 **Fire Fox 2.0**

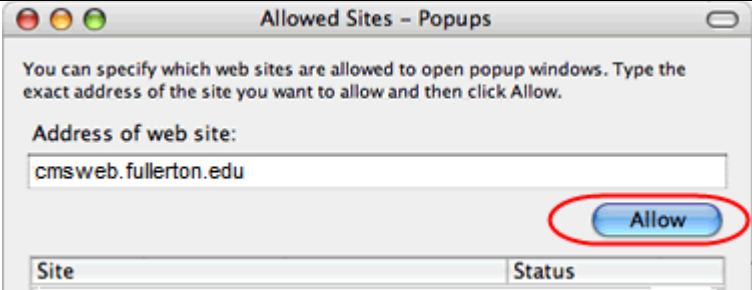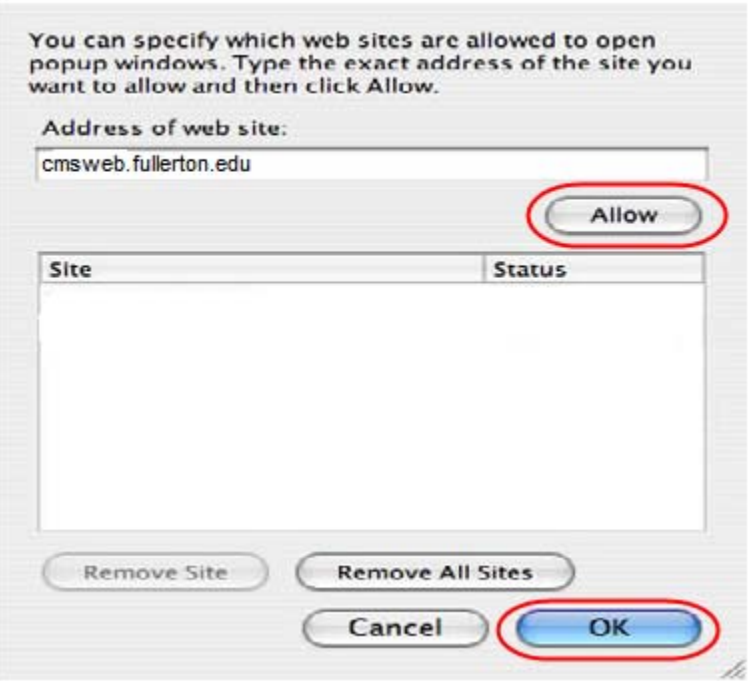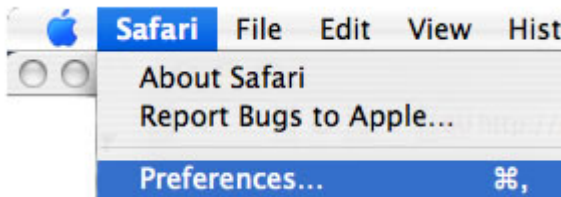|	
box labeled "Block Popup Windows" is checked. Step 6 **Firefox 2.0** users , click the "Exceptions..." button. **Firefox 1.0** users, click the "Allowed Sites" button.	**Fire Fox 1.0** | Getting Started | Java Settings | Macintosh General Privacy Web Features ☑ Block Popup Windows (Allowed Sites) ☑ Allow web sites to install software (Allowed Sites) ☑ Load Images (Exceptions) ☐ for the originating web site only ☑ Enable Java ☑ Enable JavaScript (Advanced...)
Step 7 Type cmsweb.fullerton.edu in the "Address of web site" text box. Click "Allow".	**Fire Fox 2.0** Allowed Sites – Popups You can specify which web sites are allowed to open popup windows. Type the exact address of the site you want to allow and then click Allow. Address of web site: cmsweb.fullerton.edu (Allow) Site Status
Step 8 **Firefox 2.0** users can simply close this "Allowed Sites - Popups" window. **Firefox 1.0** users, click "OK" to save your changes. Close the Firefox "Preferences..." window.	**Fire Fox 1.0** You can specify which web sites are allowed to open popup windows. Type the exact address of the site you want to allow and then click Allow. Address of web site: cmsweb.fullerton.edu (Allow) Site Status (Remove Site) (Remove All Sites) (Cancel) (OK)

Safari 2.0 and 3.0

Step 1 Launch Safari. Step 2 Click "Safari" in the top menu. Step 3 Click the "Preferences" item in the list.	**Safari** File Edit View Hist About Safari Report Bugs to Apple... Preferences... ⌘,

<u>Step 4</u> Click the Security icon in the menu. <u>Step 5</u> Ensure that the "Block Pop-up windows" is NOT checked.	