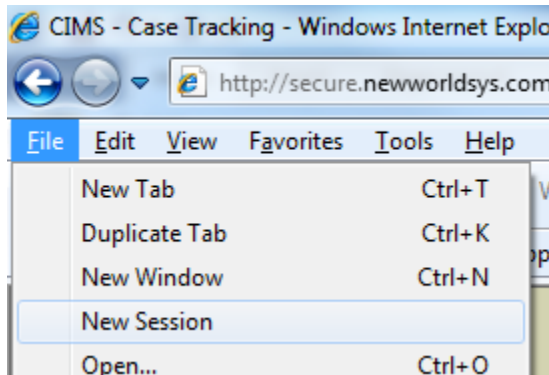


**PROBLEM:**

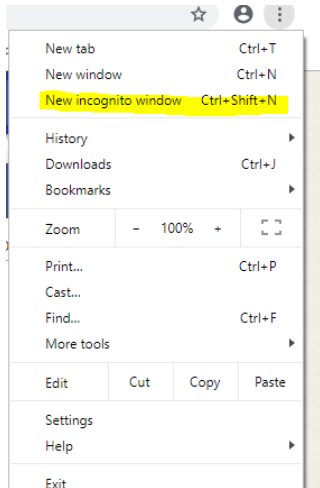
ERP cannot run in multiple windows or changes in another window are updating the current window or tab.

**SOLUTION:**

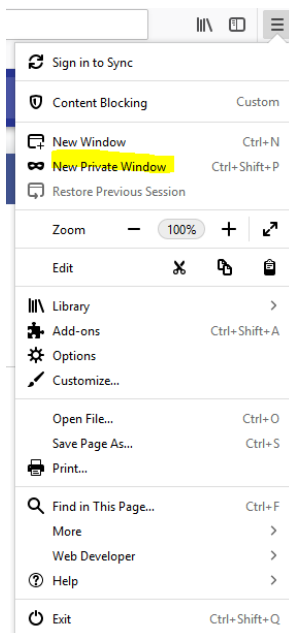
1) IE - Users should never open a new window in IE using File > New Window or File > New Tab. Users should open a new ERP Session using File > New Session to ensure unique session and Java Script for the drop-down menus in the application.



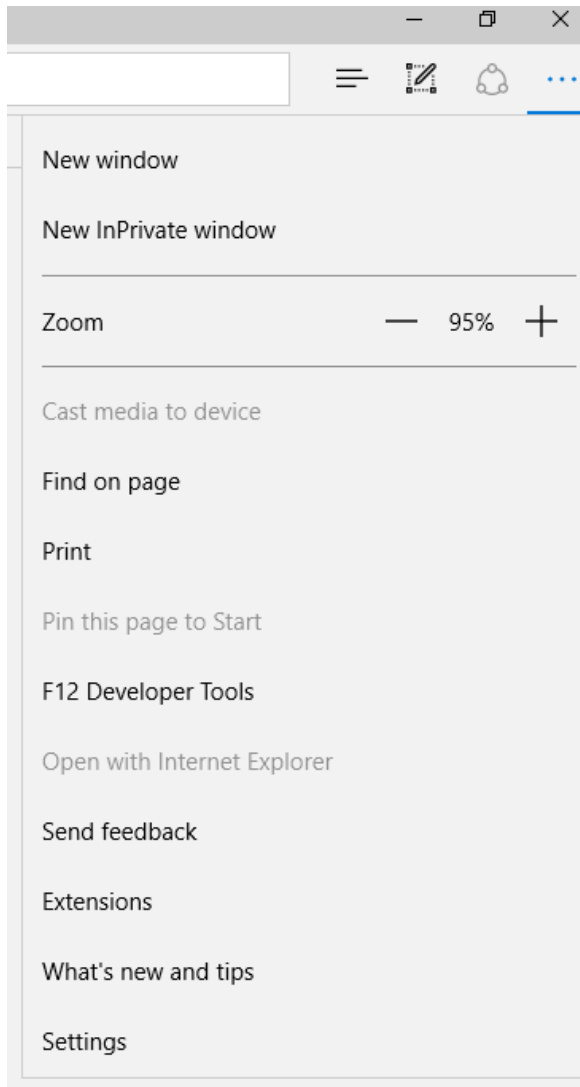
2) Chrome – User can open an incognito window for Chrome if they want separate sessions. (Note- multiple incognito windows will share the same session and browsing history will be lost once the incognito window is closed.



3) Firefox – Users can open a private window for Firefox if they want separate sessions. (Note – multiple private windows will share the same session and browsing history will be lost once the private window is closed.)



4) Edge – Users can open a new InPrivate window for Edge if they want separate sessions. (Note – multiple InPrivate windows will share the same session and browsing history will be lost once the InPrivate window is closed.)

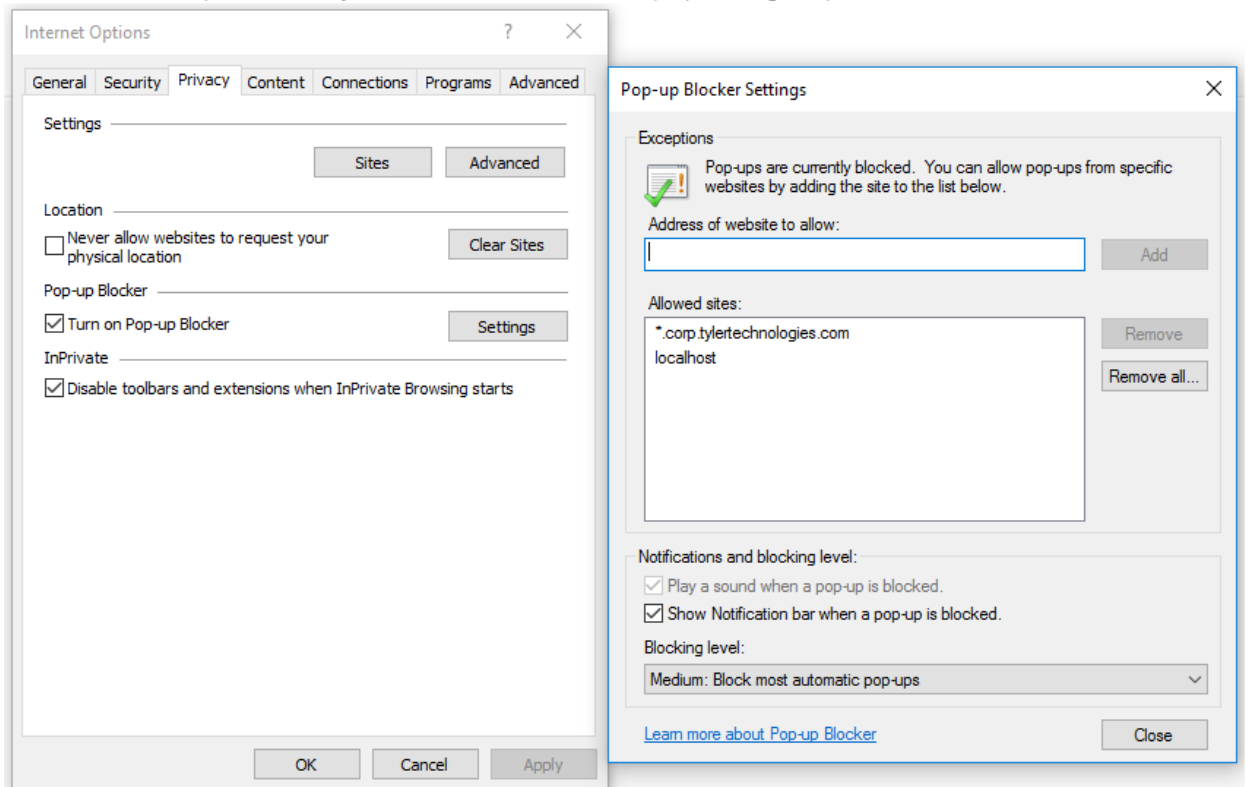
**PROBLEM:**

SSRS reports or attachments won't open when clicked.

**SOLUTION:**

This is typically caused by popup blockers. To resolve in each of the browsers follow the below instructions.

- 1) IE - Tools → Internet Options → Privacy Tab → Add NWERP site to the Pop-up blocking exceptions.



- 2) Edge - Go to Settings → Advanced Settings → Make sure "Block pop-ups" is disabled.



The screenshot displays the Microsoft Edge Settings application. The main settings pane on the left includes sections for 'Clear browsing data', 'Account', 'Reading', and 'Advanced settings'. The 'Advanced settings' section is highlighted with a red circle, and the 'View advanced settings' button is also circled in red. To the right, a secondary pane shows the 'Advanced settings' details, including options for 'Show the home button', 'Start page', 'Block pop-ups', and 'Use Adobe Flash Player', all of which are currently turned on.

**SETTINGS**

Clear browsing data  
Choose what to clear

**Account**  
[Account settings](#)

Sync your favorites and reading list  
☒ On  
Some Windows features are only available if you are using a Microsoft account or work account.  
[Device sync settings](#)

**Reading**  
Reading view style  
Default  
Reading view font size  
Medium

**Advanced settings**  
**View advanced settings**

**About this app**  
Microsoft Edge 38.14393.2068.0  
Microsoft EdgeHTML 14.14393  
© 2016 Microsoft  
[Terms of use](#)  
[Privacy statement](#)

**Advanced settings**

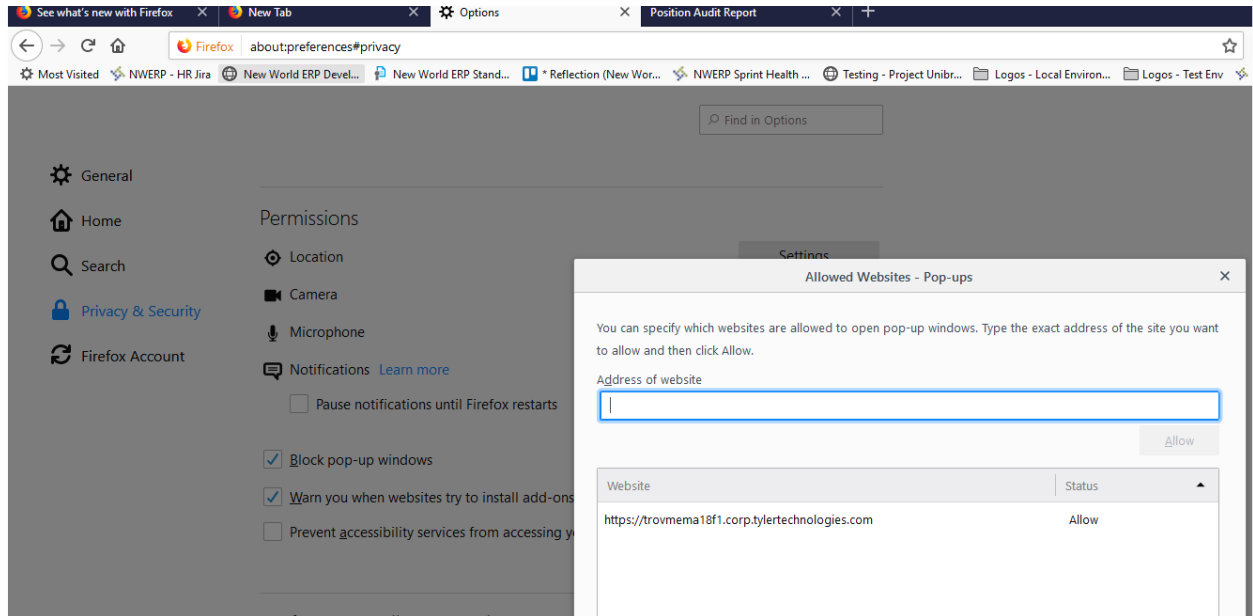
Show the home button  
☒ On

Start page  
Start page

Block pop-ups  
☒ On

Use Adobe Flash Player  
☒ On

- 3) Firefox - Go to Options → Privacy & Security → Look for the "Permissions" section → Add an exception to "Block pop-up windows". OR Go to Options → search "Popup" in the search bar → Add an exception to "Block pop-up windows"



- 4) Chrome - Go to Settings → Advanced → Content Settings → Popups and Redirects → Add NWERP site under the "Allow" section.

Q Search settings

←
Pop-ups and redirects

Blocked (recommended)
☐

Block
Add

No sites added

Allow
Add

<span style="margin-right: 10px;">✖</span> <span>http://troppltmmei.corp.tylertechnologies.com:80</span> <span style="margin-left: 20px;">⋮</span>
<span style="margin-right: 10px;">✖</span> <span>https://trovmeladvprd01.corp.tylertechnologies.com:443</span> <span style="margin-left: 20px;">⋮</span>
<span style="margin-right: 10px;">✖</span> <span>https://trovmelaint.corp.tylertechnologies.com:443</span> <span style="margin-left: 20px;">⋮</span>
<span style="margin-right: 10px;">✖</span> <span>https://trovmema18f1.corp.tylertechnologies.com:443</span> <span style="margin-left: 20px;">⋮</span>
<span style="margin-right: 10px;">✖</span> <span>https://trovmmiu2018-2.corp.tylertechnologies.com:443</span> <span style="margin-left: 20px;">⋮</span>
<span style="margin-right: 10px;">✖</span> <span>https://trovmmiu2018r.corp.tylertechnologies.com:443</span> <span style="margin-left: 20px;">⋮</span>

**PROBLEM:**

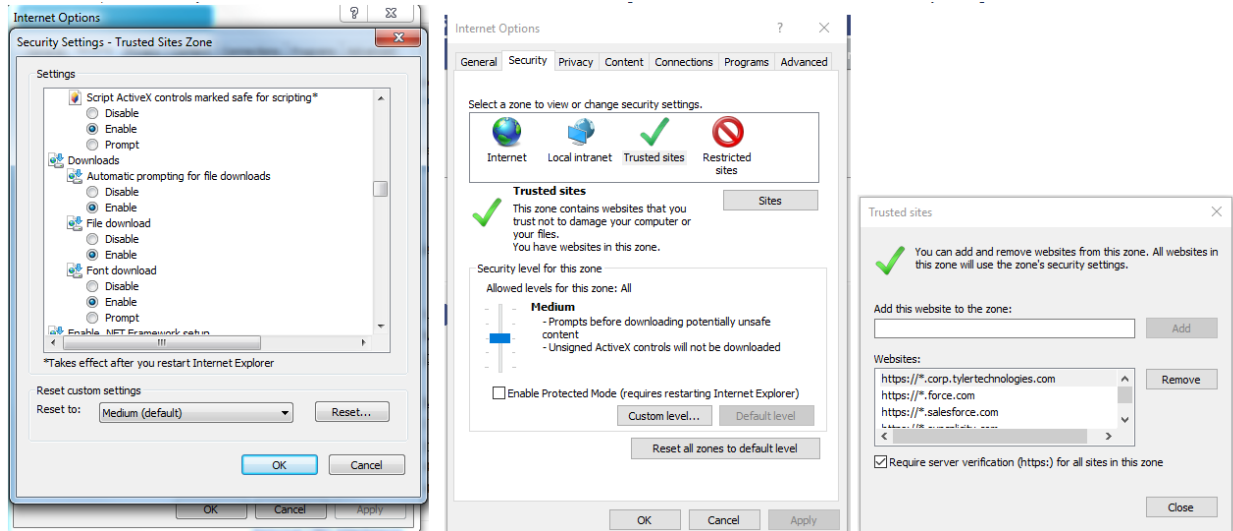
Browsers are not prompting for file downloads when clicking on an attachment.

**SOLUTION:**

The solution to this issue varies by browser.

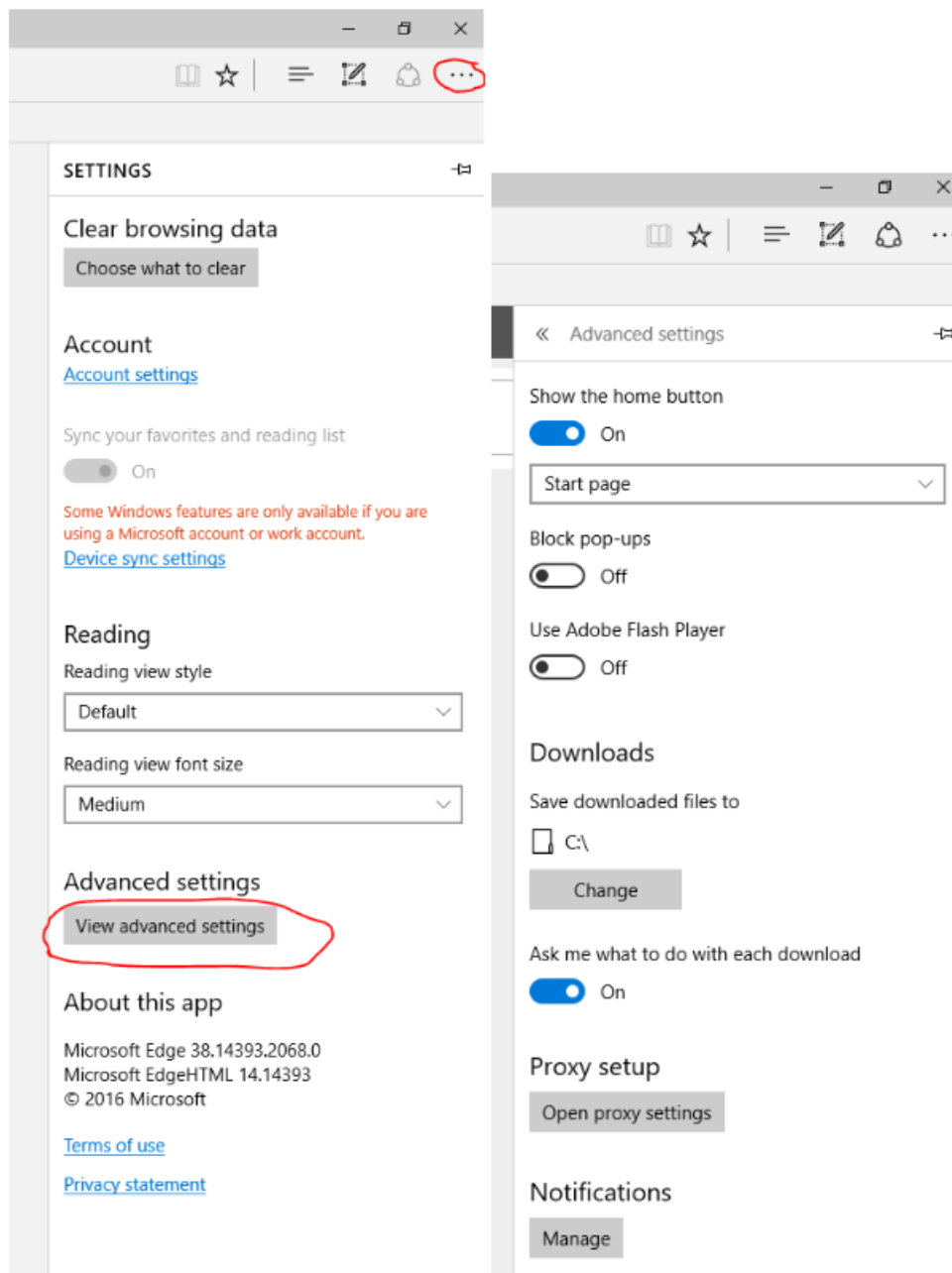
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- 1) IE - Tools > Internet Options > Security → Go to Trusted Sites → Custom level. Enable all three of these settings. If the NWERP site is not a trusted site, add to by clicking the sites button.

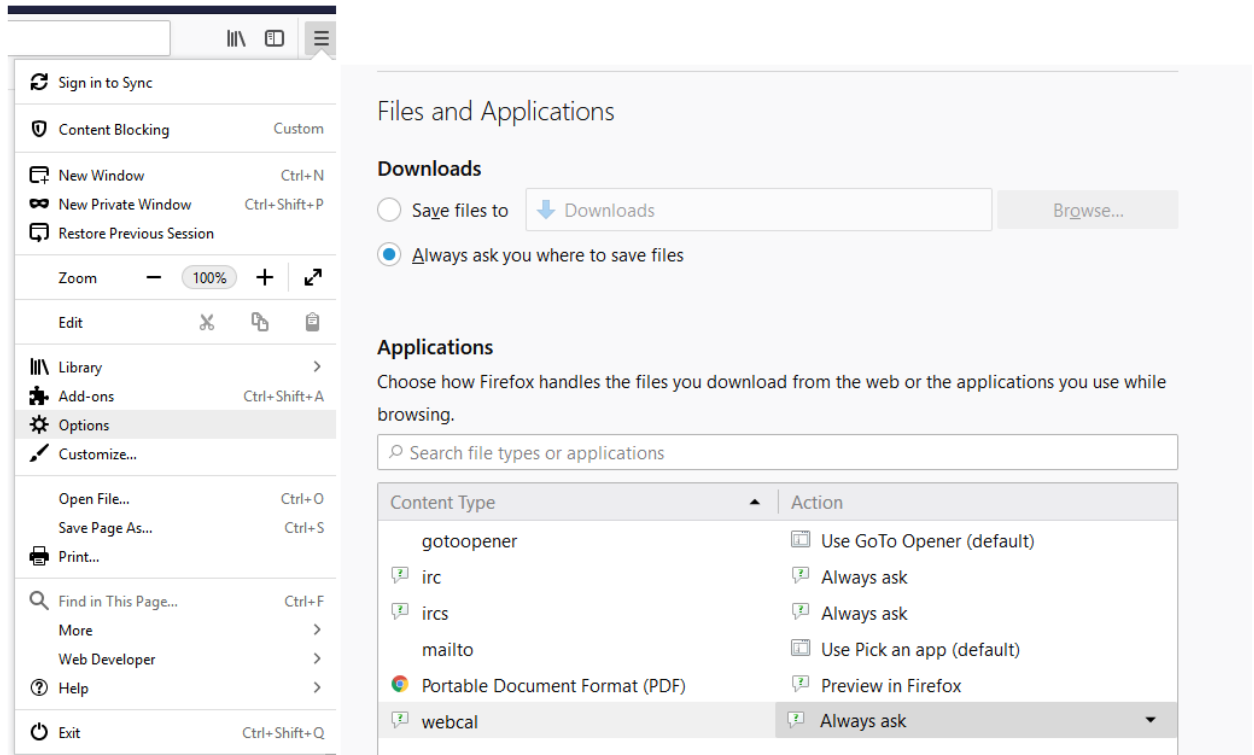


- 2) Edge - Go to Settings → Advanced Settings → Downloads → Enable "Ask me what to do with each download".





- 3) Firefox - Go to Options → In the general section, look for "Files and Applications" → Select "Always ask you where to save files".



- 4) Chrome - Go to Settings → Go to Advanced Settings → Downloads → Enable "Ask where to save each file before downloading".

