



GrandView

Web Client Software Requirements and Recommendations

Revision 2008.6.5

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Introduction

This document outlines the software requirements and recommendations for using the GrandView Web Client. This document will be updated as new information becomes available. The latest version of this document can be found [here](#).

Software Requirements

- Internet Explorer (IE) 6.0+ w/ 128 bit encryption strength (may be required when hosted on a secure web site)
- Adobe Acrobat Reader (may be required for viewing/printing reports)
- Windows XP Service Pack 2 with IE 6.0 or IE 7.0 highly recommended

Internet Connection

Although GrandView can be accessed via a slower dialup or wireless internet connection, it is highly recommended that a high speed internet (T1, DSL, Cable) is used to experience GrandView as it was intended.

Security

Since GrandView is typically accessed via a secure site, your data is as safe as any other secure transaction over the internet. GrandView user accounts require [strong passwords and other security measures](#) to ensure user security. It is also highly recommended that you obtain the latest security updates for your web browser and operating system as an added security measure.

Other Web Browsers

GrandView currently requires Internet Explorer to function properly. Other web browsers, such as Mozilla FireFox, may have Internet Explorer plug-ins that allows you to use that web browser to run GrandView. However, use of other web browsers is not yet fully supported but may be in the future.

Links

- Internet Explorer: <http://www.microsoft.com/windows/ie>
- Adobe Acrobat: <http://www.adobe.com/products/acrobat>
- GrandView Web Site: <http://grandviewbusinesssolutions.com>
- GrandView Support: <http://grandviewbusinesssolutions.com/Information/support.asp>
- GrandView Product Blog: <http://grandviewbusinesssolutions.com/blog>

Support

Support updates will be communicated as necessary through the [GrandView Product Blog](#) or directly through your GrandView Administrator or point of contact. For support or to report issues, please use one of the many options available:

- **Online/Email**

Click [here](#) to submit an [On-line Issue Report](#) to a GrandView support representative. Or, download this [Issue Report \(120K PDF\)](#) and email it to a GrandView support representative at support@grandviewbusinesssolutions.com.

- **Phone**

Call (330) 562-8600 x5400 or follow the menu prompts for GrandView Support.

- **Fax**

Download this [On-line Issue Report](#) and fax it to a GrandView support representative at (330) 562-8688.

Using Adobe Acrobat Reader

No specific version or settings are required to use Adobe Acrobat Reader with GrandView. By default, the reader can open PDF files in Internet Explorer, but it is common for IE to lock up or incorrectly display PDF files when loading them. If you experience these problems you may want to allow Adobe Acrobat Reader to display PDF files independently (without the help of a browser) by making the following setting change:

- 1) Open Adobe Acrobat (Reader or Standard)
- 2) Select the Edit menu item, then Preferences
- 3) Click on the “Internet” category
- 4) Uncheck the “Display PDF in browser” option

Third Party Pop-up Blockers

The GrandView Web Client makes heavy use of pop-up windows as dialog windows. If any pop-up blockers are used in Internet Explorer, they could adversely affect the operation of GrandView. All pop-up blockers should be configured to allow the GrandView web application to show pop-ups.


Problems after installing Windows XP Service Pack 2

After installing Windows XP SP2, problems may occur while using GrandView because SP2 adds a pop-up blocker to Internet Explorer. The following section shows how to configure Internet Explorer’s pop-up blocker and other settings to ensure the proper operation of GrandView on your system. Note that these are per-user settings that will need to be set for each user who logs into the machine.

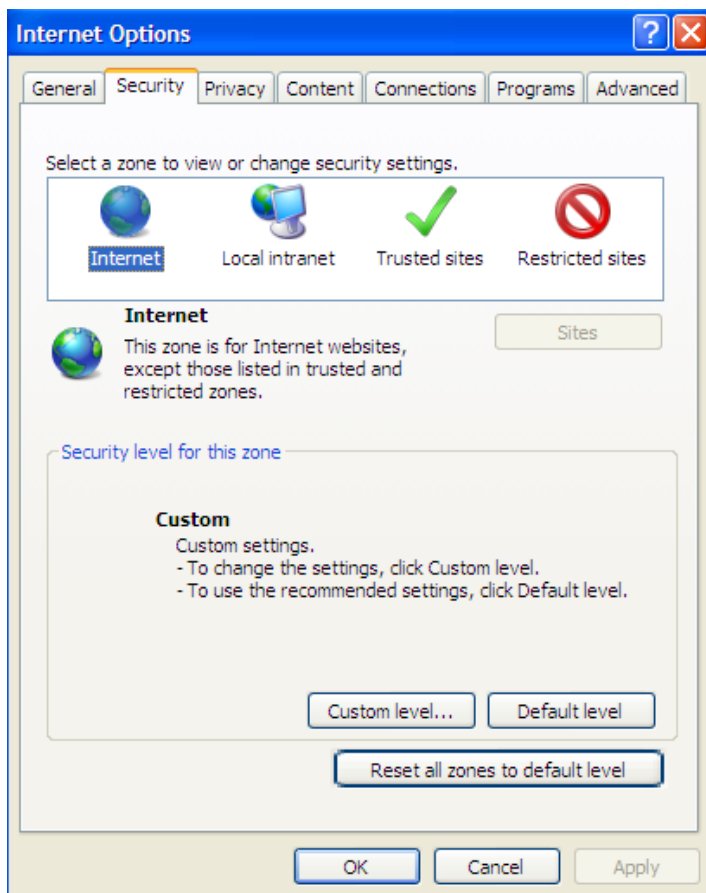
Problems after installing Internet Explorer 7.0

After installing Internet Explorer 7.0 (IE7), problems may occur while using GrandView. This version of the Internet Explorer has additional security settings that may cause some features of GrandView not to work correctly. Similar to IE6, these settings are per-user and will need to be set for each user who logs into the machine.

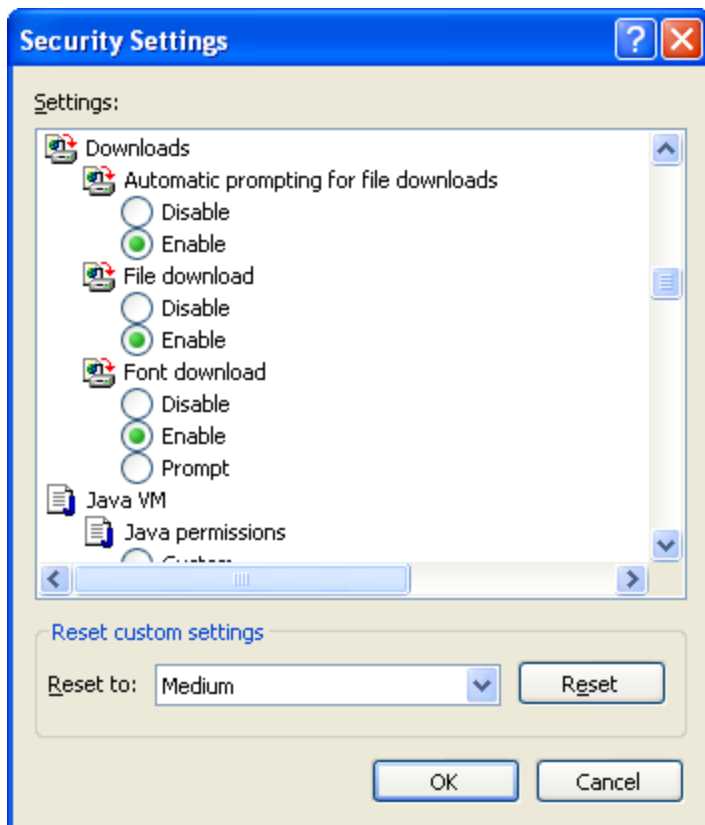
Internet Explorer Required and Recommended Settings

It is highly recommended that the following settings in Internet Explorer be applied. To get to the Internet Properties, open Internet Explorer and select “Internet Options” from the “Tools” menu. The following show settings in IE 6.0 on a machine running Windows XP Service Pack 2, but most settings should be similar in other versions of Internet Explorer. Settings specific to Windows XP SP2 or IE 7.0 are marked. Required settings are indicated with the following icon .

 **Enable automatic prompting for file downloads.**

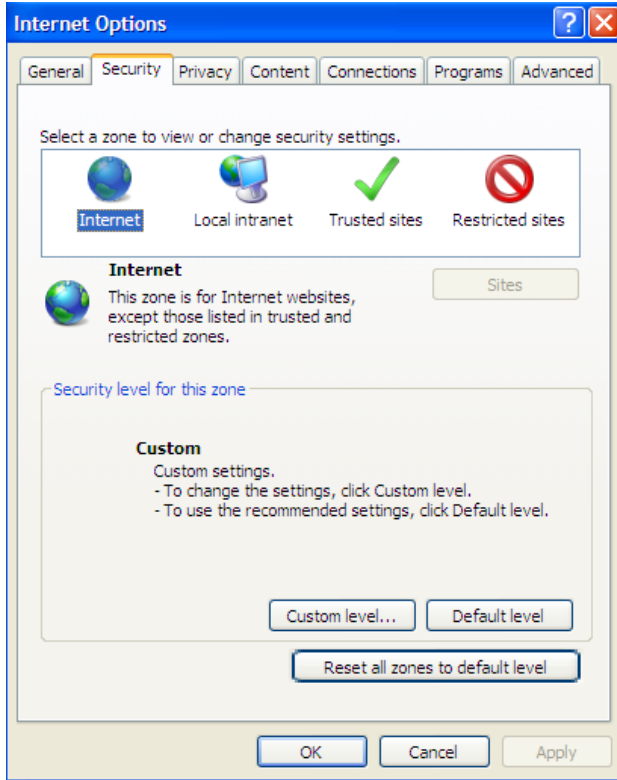


Internet Options - Security Tab - Internet Zone

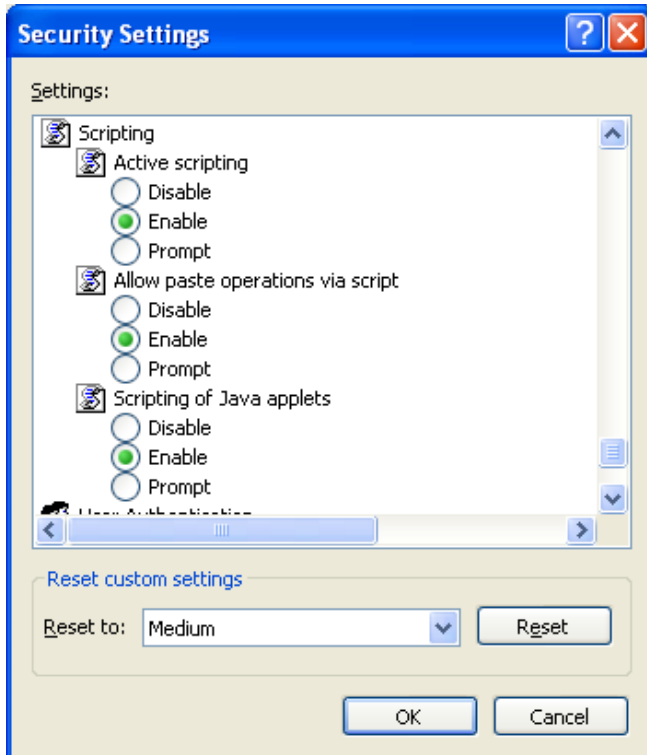


Security Tab - Internet Zone - Custom Level: “File download” – Enable (Automatic prompting option shown in SP2 and IE7 only)

! Enable active scripting.

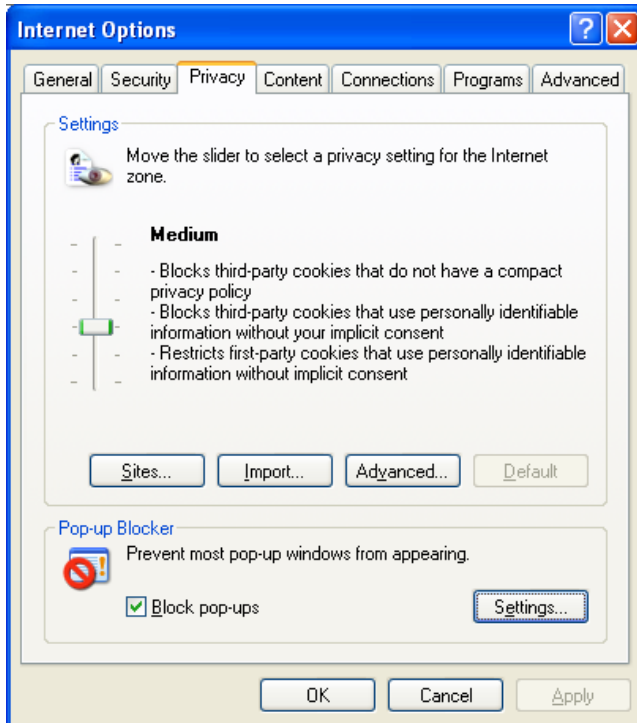


Internet Options - Security Tab - Internet Zone

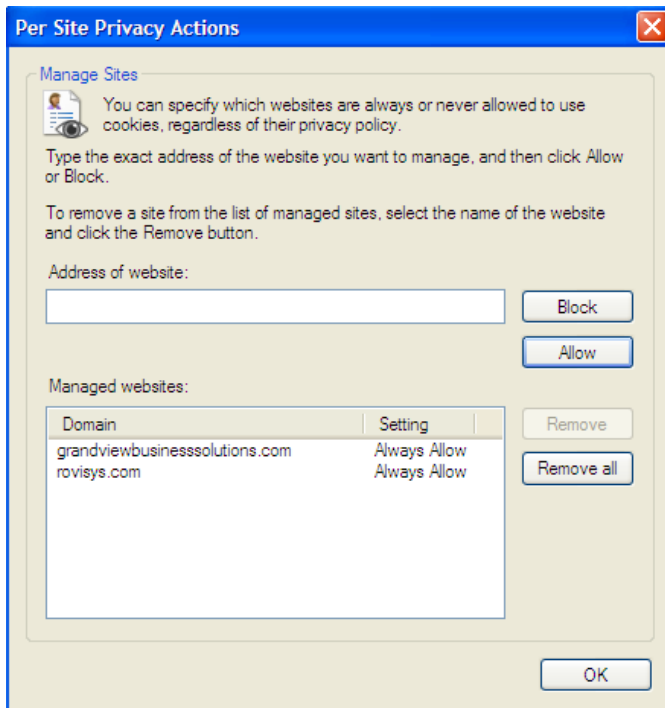


Security Tab - Internet Zone - Custom Level: "Active scripting" – Enable

 **Allow cookies for websites.**



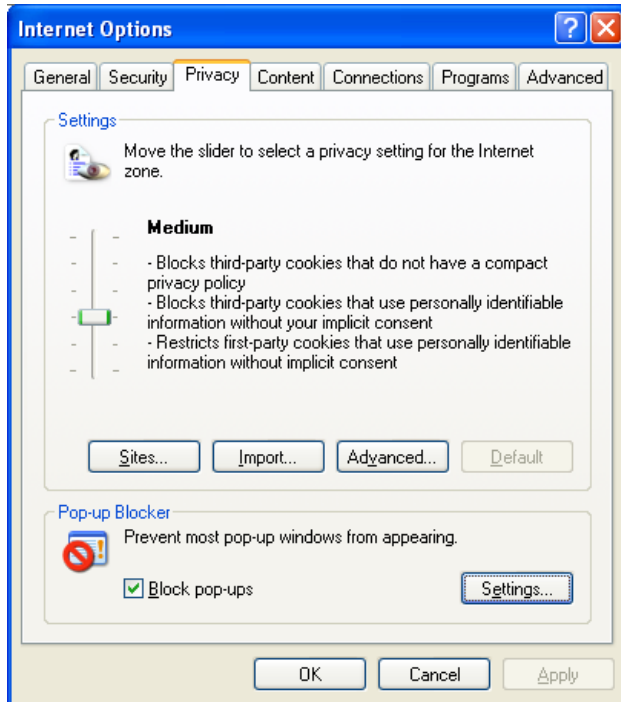
Internet Options - Privacy Tab (Pop-up Blocker shown in SP2 and IE7 only)



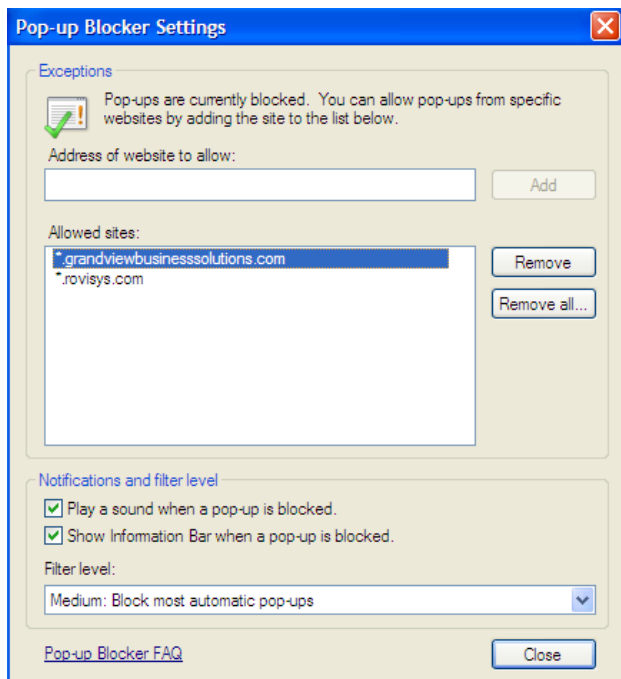
Privacy Tab – Sites: Allow rovisys.com and grandviewbusinesssolutions.com to always be able to store cookies.

Note: Cookies are used to make the application function -- we never use them for any type of marketing or user tracking.

 **Add websites to popup blocker exceptions.**



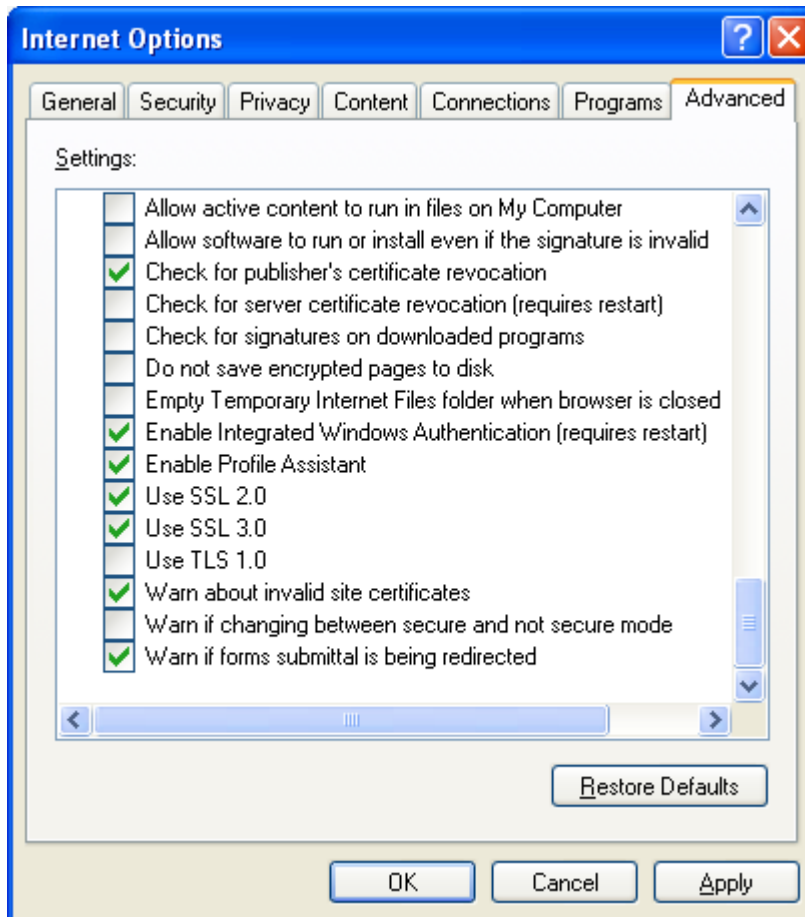
Internet Options - Privacy Tab (Pop-up Blocker shown in SP2 and IE7 only)



Privacy Tab – Pop-up Blocker Settings: Add *.rovisys.com and *.grandviewbusinesssolutions.com (SP2 only)

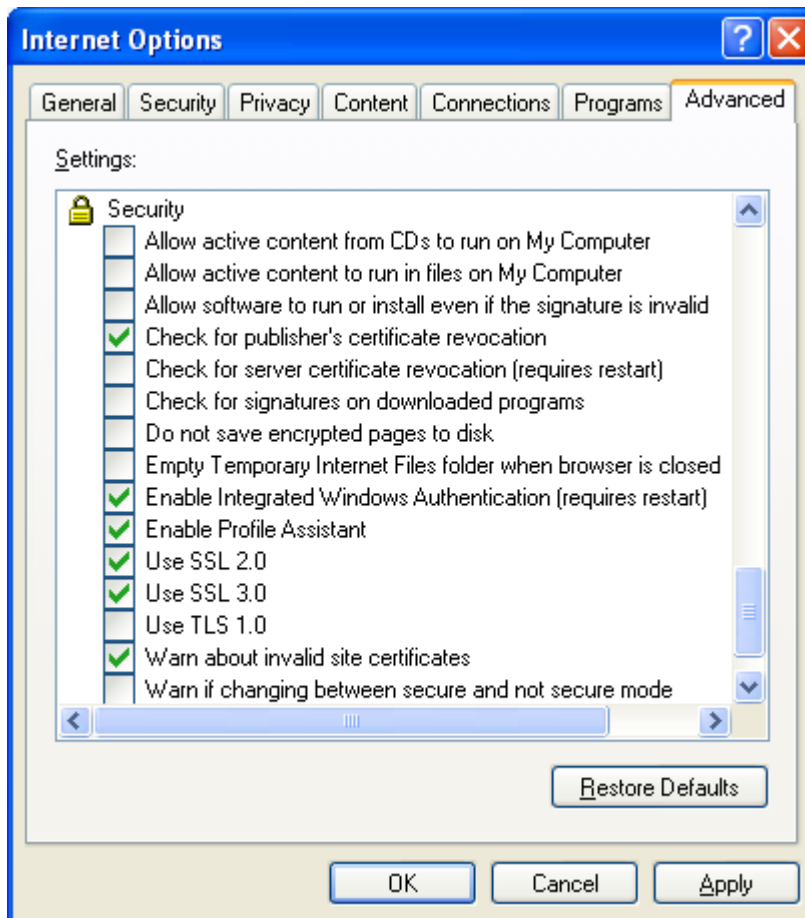
Note: Pop-up windows are used to make the application function – some components may not operate correctly if a pop-up blocker is running.

! Enable use of SSL 3.0



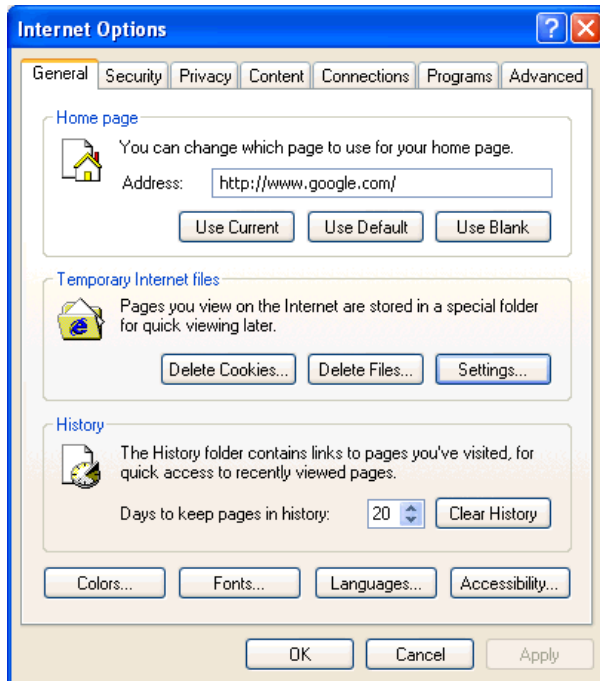
Internet Options – Advanced Tab: “Use SSL 3.0” – Checked

⚠ Enable saving encrypted pages to disk.

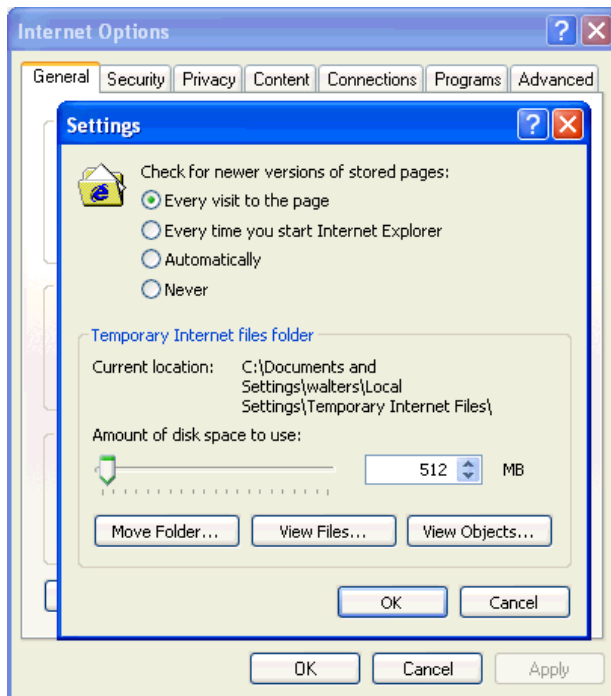


Internet Options - Advanced Tab: “Do not save encrypted pages to disk” – Unchecked

Check for newer version of pages.



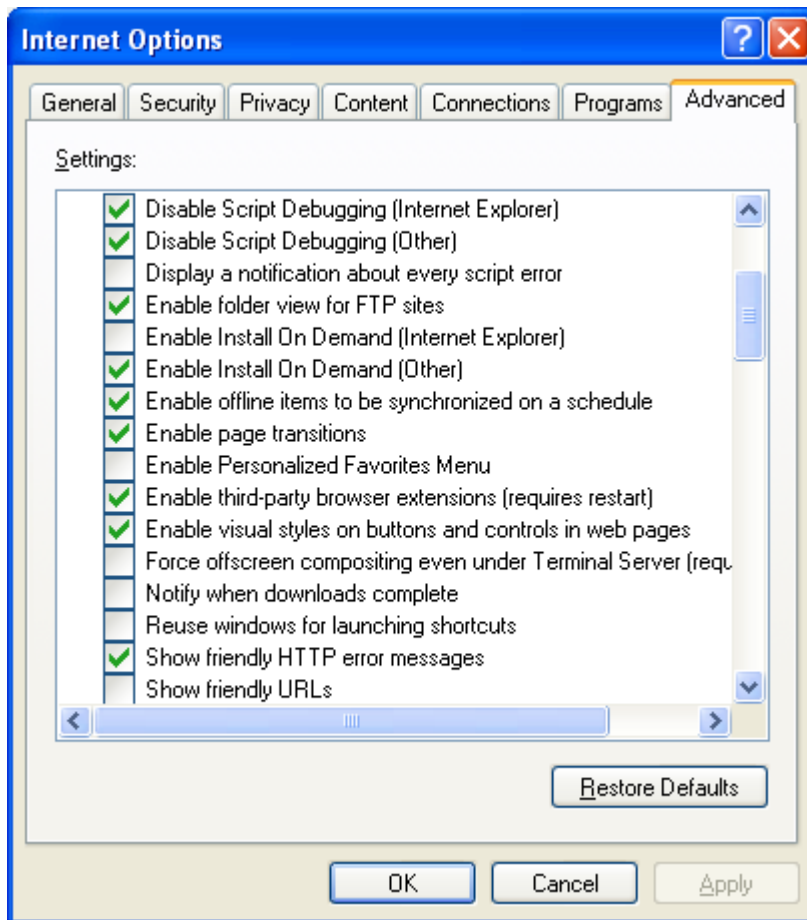
Internet Options – General Tab



General Tab - Settings: “Check for newer versions of stored pages” – Every visit to the page

Note: By having Internet Explorer check for newer versions of web pages on every visit, it will not keep local cached copies on your system. This guarantees that web pages are properly refreshed after user actions, such as creating status logs, but may also increase page load time.

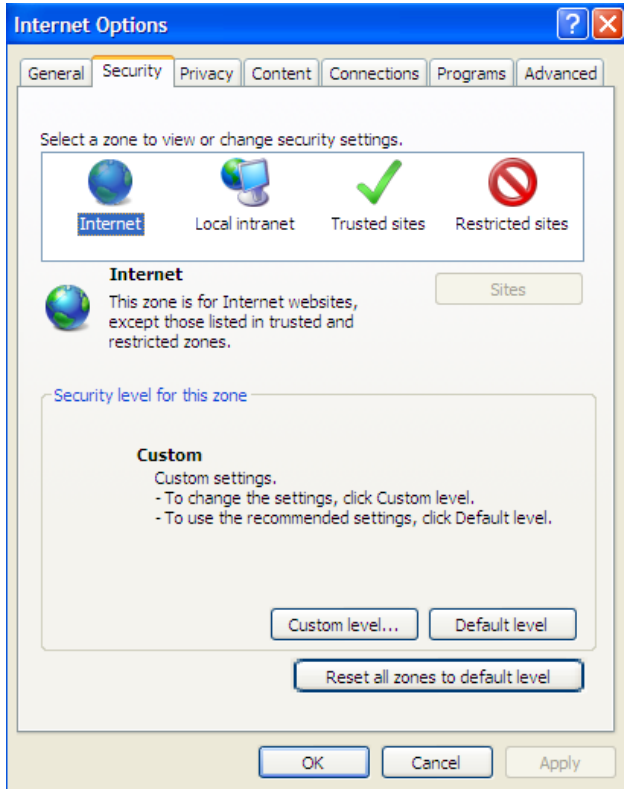
Enable reuse of windows for launching shortcuts.



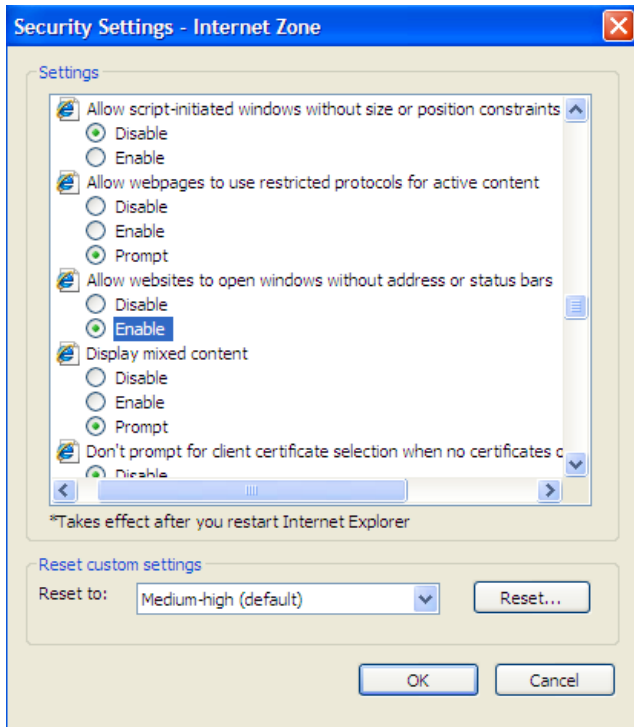
Internet Options – Advanced Tab: “Reuse windows for launching shortcuts” – Unchecked

Note: This will make it so you don’t accidentally navigate away from GrandView.

Allow websites to open windows without address or status bar (IE7).



Internet Options - Security Tab - Internet Zone



Security Tab - Internet Zone - Custom Level: "Allow websites to open windows without address or status bar" – Enable