ERA Browser Setup Guide

Guide for setting up your browser for using ERA system
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Recommended Browser Settings

It is very important that your browser is properly configured to work with ERA system. The following browser setups would be required to configure before using ERA system to avoid experiencing unexpected results or errors.

Note: Click here to view the ERA supported browser versions.

INTERNET EXPLORER

STEP ONE: SETUP YOUR BROWSER CACHE

The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

DISABLING CACHE LOOK UP

1. Go to Tools > Select Internet Options

2. Click on Settings > Make sure the setting for “Check for newer versions of stored pages” is set to “Every time I visit the webpage” > Press “OK” to save the setting.
CLEARING CACHE HISTORY

1. Go to **Tools > Select Delete browsing history**
2. Check off the following items and then click on delete.
STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

Go to **Tools** > Select **Internet Options** > Go to **Privacy** > Click on **Settings** under Pop-up Blocker > In the address box, type “*.temple.edu” and then click on **Add**. This will add the site as an allowed site that can display pop-ups.

![Internet Options settings screen](image)
STEP THREE: DISPLAY HTTP ERRORS

The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to ERA Technical Support.

Go to Tools > Click on Internet Options > Go to Advanced tab > Uncheck the box of “Show friendly HTTP error messages” > Click on Apply.
MOZILLA FIREFOX

STEP ONE: SETUP YOUR BROWSER CACHE
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

DISABLING CACHE LOOK UP
Firefox uses a list of configuration settings that can enable or disable advanced options within the browser. We need to change one of these options for use with ERA.

1. To edit this configuration, type “about:config” in the location bar and press enter. You will be presented with a long list of options:

<table>
<thead>
<tr>
<th>Preference Name</th>
<th>Status</th>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>accessibility.accessibleoffscreen</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
<tr>
<td>accessibility.browserwithcache</td>
<td>default</td>
<td>boolean</td>
<td>false</td>
</tr>
<tr>
<td>accessibility.tabfocus</td>
<td>default</td>
<td>integer</td>
<td>?</td>
</tr>
<tr>
<td>accessibility.tabfocus_app_info</td>
<td>default</td>
<td>boolean</td>
<td>false</td>
</tr>
<tr>
<td>accessibility.typeaheadfind</td>
<td>default</td>
<td>boolean</td>
<td>false</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.autostart</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.casesensitive</td>
<td>user set</td>
<td>integer</td>
<td>1</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.enablesound</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.enabletimeout</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.flashbar</td>
<td>user set</td>
<td>integer</td>
<td>0</td>
</tr>
<tr>
<td>accessibility.typeaheadfind.invisibly</td>
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<td>boolean</td>
<td>false</td>
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<tr>
<td>accessibility.typeaheadfind.soundsURL</td>
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<td>beep</td>
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<td>accessibility.typeaheadfind.startvisibly</td>
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<td>accessibility.warn_on_browsewithcache</td>
<td>default</td>
<td>boolean</td>
<td>true</td>
</tr>
<tr>
<td>advanced.mailftp</td>
<td>default</td>
<td>boolean</td>
<td>false</td>
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<td>advanced.system.desktopeX</td>
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<td>true</td>
</tr>
<tr>
<td>alerts.height</td>
<td>default</td>
<td>integer</td>
<td>50</td>
</tr>
</tbody>
</table>

2. Type the “browser.cache.check_doc_frequency” in the filter box. The value for this option is set by default to ‘3’. Double click the value and set it to ‘1’. This ensures that on each visit, you are getting the most current version of the page. Now restart the browser and the option will be set.
CLEARING CACHE HISTORY

1. Go to **Tools > Select Clear Recent History**

2. Select “**Cache**” and then click on **Clear Now**
**STEP TWO: ENABLE POP-UPS**

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

Go to **Tools** > Select **Options Menu** > Go to **Privacy** > Make sure the box of **Block Pop-Up Windows** is checked off > Click on **Exceptions** next to pop-up blocker > In the address box, type “*.temple.edu” > Click on **Allow**. This will add the site as an allowed site that can display pop-ups.
STEP THREE: DISPLAY HTTP ERRORS
The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to ERA Technical Support.

1. On up a new tab > type in “about:config” in the address bar
2. In the filter bar type “error” and hit enter
3. Set the value of the “brower.xul.error_pages.enabled” to true by double clicking on the highlighted line > Restart to refresh the setting.
GOOGLE CHROME

STEP ONE: SETUP YOUR BROWSER CACHE
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

DISABLING CACHE LOOK UP
1. Select the Menu bar in the upper-right corner > Select More tools > Developer tools

2. Click on the “Customized and Control Dev Tools” > Select Settings
3. Check off the box of **Disable cache (while DevTool is open)**

![Cache Settings](image)

**CLEARING CACHE HISTORY**

Open the browser > Select the **Menu** bar in the upper-right corner > Select **History** > Select **Clear Browsing Data** > Check off the boxes shown in the screenshot below > Click on **Clear browsing data**

![Clear Browsing Data](image)
STEP TWO: ENABLE POP-UPS

The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

1. Go to the Menu bar in the upper-right corner > Select Settings > Show Advanced Settings > Under the Privacy > Click on Content settings...

2. Go to Pop-Ups > Click on Manage Exceptions
3. In the address box, type “*.temple.edu” and then choose Allow under the behavior drop down. This will add the site as an allowed site that can display pop-ups.
SAFARI

STEP ONE: SETUP YOUR BROWSER CACHE
The browser cache should be set to check for a new page on every visit and removing existing history after system upgrade to prevent from receiving the browser cache related errors.

DISABLING CACHE LOOK UP/CLEARING CACHE HISTORY

1. Go to Safari > Select Preferences

2. Go to Privacy > Remove all Website Data to clean the cookies and caches > set Prompt for each website once each day to disable cache look up
**STEP TWO: ENABLE POP-UPS**
The URL of the ERA system should be added as a trusted site, and pop-ups should be allowed for this URL.

You can either block all Pop-ups or none in Safari, there is no exception list.
1. Click on the menu bar in the upper right corner.
2. If it is turned on you will see a check mark next to Block Pop-up Windows.
3. Click on Block Pop-up Windows to turn it off.

**STEP THREE: DISPLAY HTTP ERRORS**
The browser should not be set to "show friendly HTTP errors". This will help to provide useful error messages if you need to report an error to ERA Technical Support.

Open Safari > choose Preferences > Go to Advanced > Select Develop > Show Error Console