

## Browser Setting Configuration Issues:

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myEvolv Solution requires a specific Browser setting configuration to ensure optimal performance. In an effort to assist our clients in configuring all workstations with the correct Browser settings we have created this quick guide.

Netsmart's supported browser versions:

Internet Explorer: 9 (compatibility mode recommended)  
10 in compatibility mode  
11 in compatibility mode

There are three (3) potential solutions for correcting Browser settings across your organization:

*\*Recommended by Netsmart*

- 1) \* **Create a Group Policy for your organization:** The group policy will allow your internal IT team to control the browser settings of users' workstations that are required to ensure optimal performance on the myEvolv solution. When users are logged onto organization's network, this policy will be applied to each workstation automatically. The GPO should reflect the recommended browser settings contained in this document.
- 2) **Automated Script:** Netsmart has created a Script that can be run on each workstation to automatically set the security settings for the Trusted Sites Zone. This solution may be overwritten by an automatic update of the browser.
  - a. For use on remote computers or workstations not reachable by the GPO.
  - b. An executable is available that will update the Security Level ActiveX settings for the Trusted Sites Zone on individual work stations.
  - c. Due to possible issues installing Internet Explorer reported by Microsoft there may be instances where this Automated Script will not work properly. Netsmart may be able to provide an updated version of the script if common issues can be determined. Contact Support for more information regarding this option.
- 3) **Manual Configuration:** Follow documented steps provided below. User can follow steps for manual configuration of Browser settings. As this solution may be overwritten by an automatic update of the browser, we recommend using the recommendations in the attached to build and deploy a group policy for your organization.

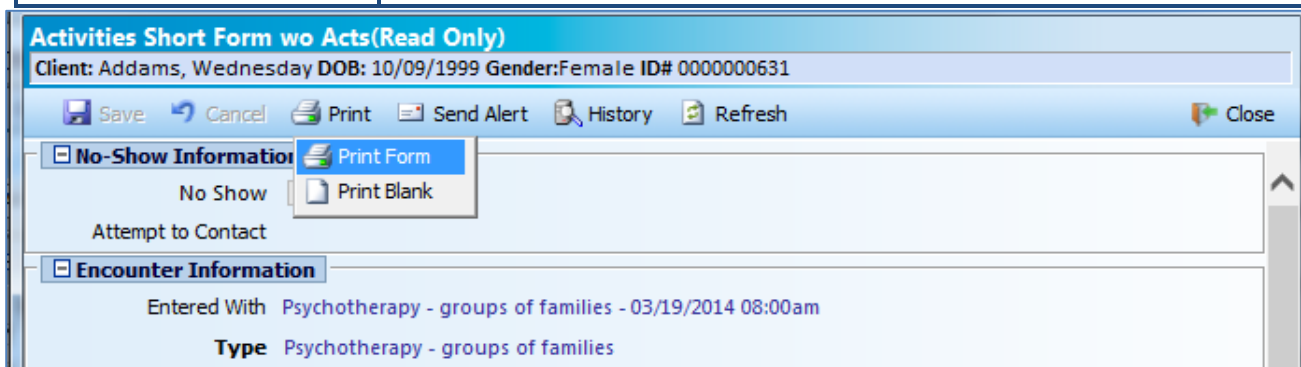
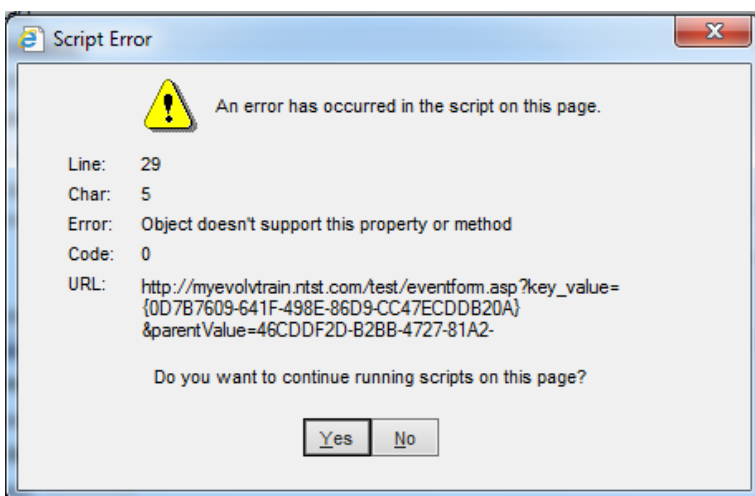
## Example of Script Error due to Incorrect Browser settings

### Issue

myEvolv users receive random script errors throughout the system.

1. Error message may include  
 "An error has occurred in the script on this page."  
 "Error: Object doesn't support this property or method."

<b>Breadcrumb:</b> Client > Case Management > Service Management > Service Entry	<b>Description:</b> Receive a script error when printing an existing service. <ul style="list-style-type: none"> <li>• Select Client</li> <li>• Edit Service</li> <li>• Click Print – Print Form</li> </ul>
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## Manual Browser Configuration Instructions:

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**Note:** [For Internet Explorer 8/9 Browser Settings please click on this link or refer to page 11.](#)

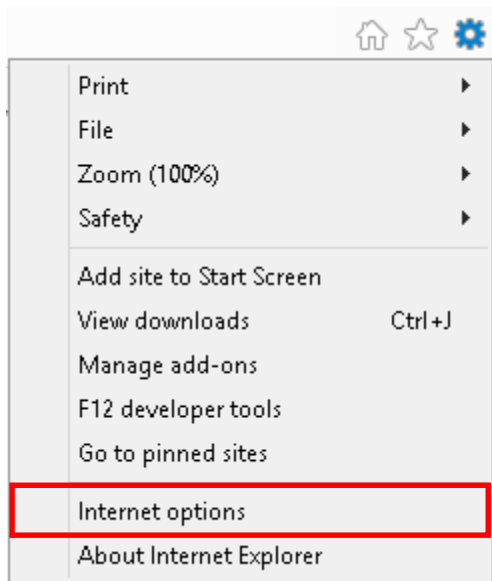
myEvolv requires the standard version of Internet Explorer. Please **do not** use Internet Explorer (64-bit) as it is unable to load many of the required myEvolv components.

### Required Browser Settings for IE 10/11 myEvolv Users

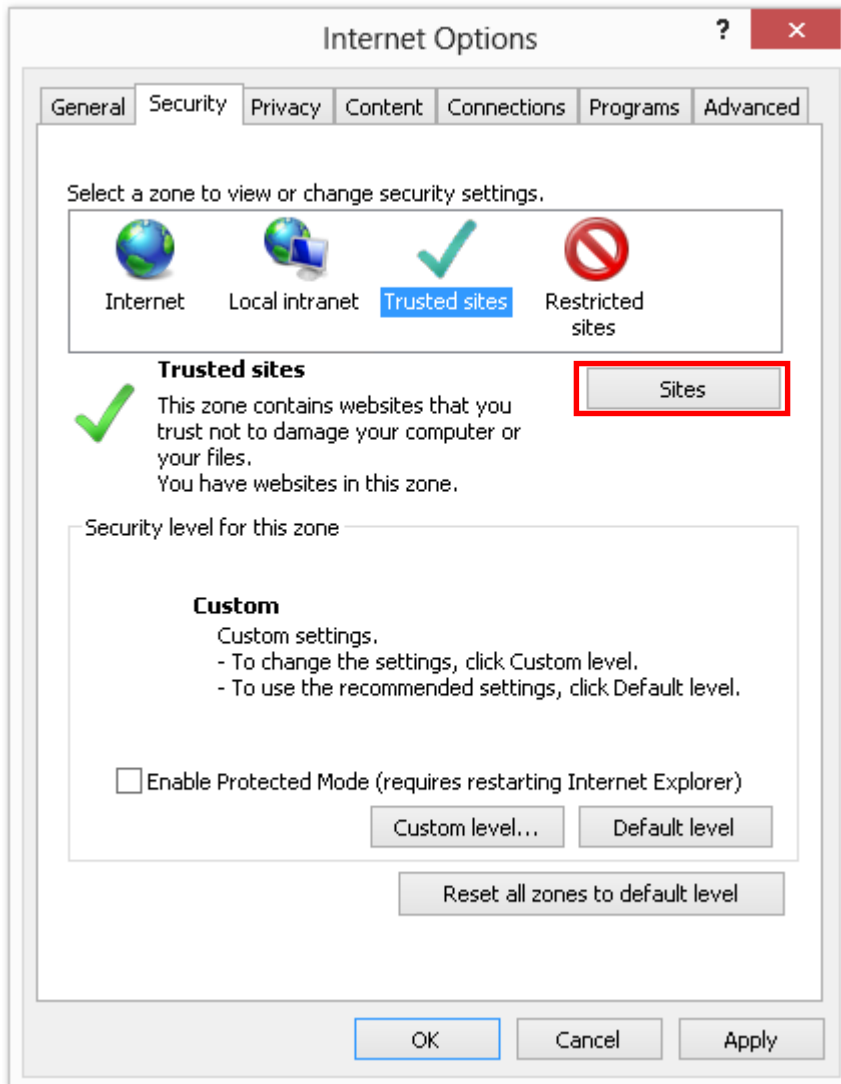
Below you will find the settings that are required to run myEvolv.

- 1) Navigate to the **URL** you want to apply security to. (e.g. <http://localhost/myevolv>)

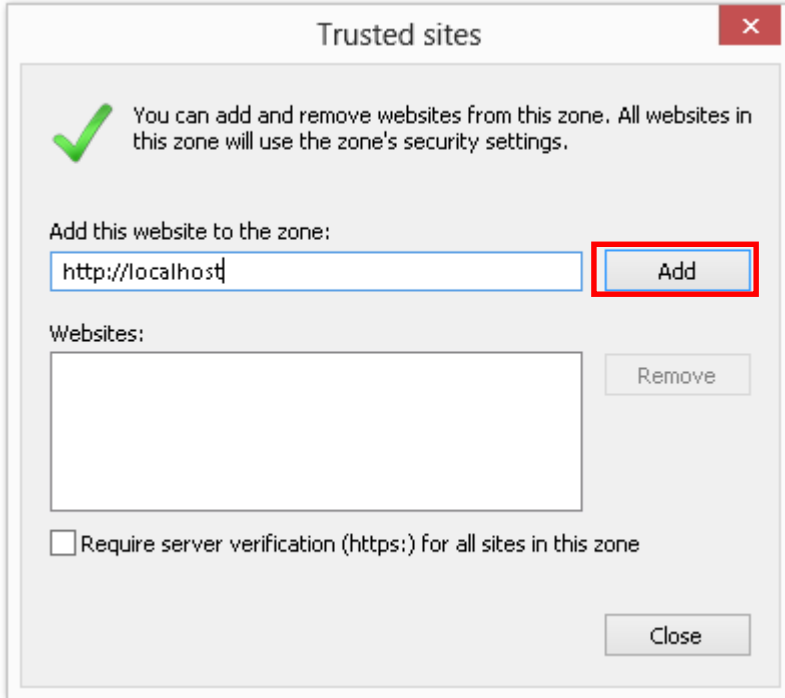
#### Tools > Internet Options




Click on the **Security** tab then **Sites**



**Click Add then Close**



Trusted sites

 You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

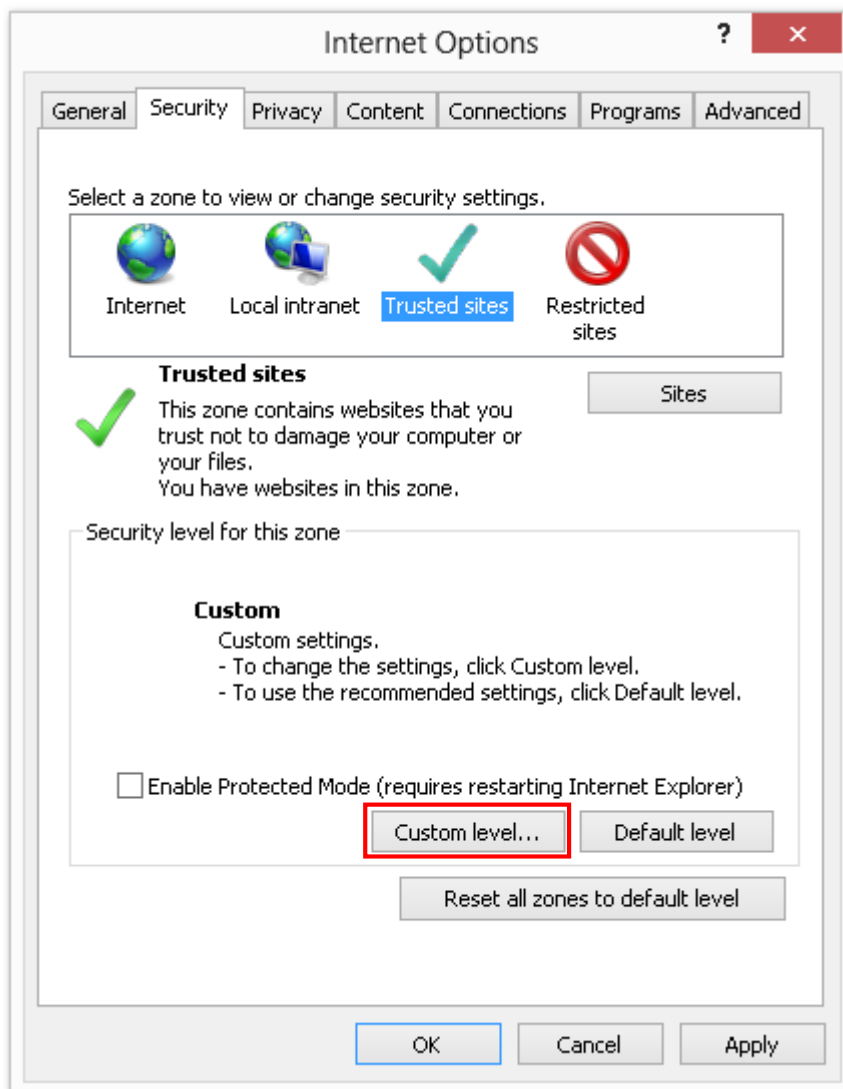
Add this website to the zone:

**Add**














Websites:

Require server verification (https:) for all sites in this zone

## 2) Enable Active X settings for trusted site, click on **Custom Level**



### 3) Enable/Disable Active X controls as specified below within the Trusted Site:

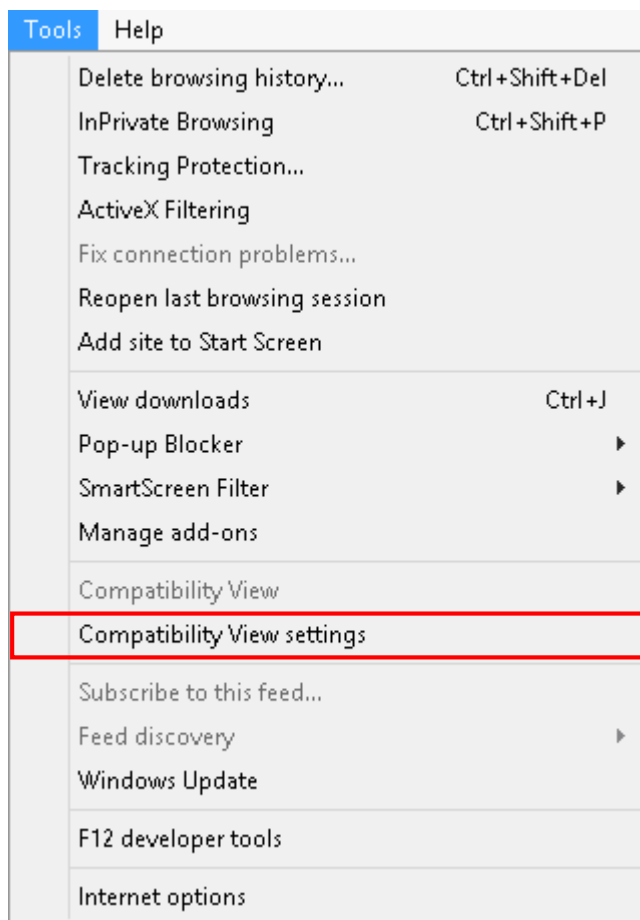
-  ActiveX controls and plug-ins
  -  Allow ActiveX Filtering
    - Disable
    - Enable
  -  Allow previously unused ActiveX controls to run without prompt
    - Disable
    - Enable
  -  Allow Scriptlets
    - Disable
    - Enable
    - Prompt
  -  Automatic prompting for ActiveX controls
    - Disable
    - Enable
  -  Binary and script behaviors
    - Administrator approved
    - Disable
    - Enable
  -  Display video and animation on a webpage that does not use external media player
    - Disable
    - Enable
  -  Download signed ActiveX controls
    - Disable
    - Enable
    - Prompt
  -  Download unsigned ActiveX controls
    - Disable
    - Enable
    - Prompt
  -  Initialize and script ActiveX controls not marked as safe for scripting
    - Disable
    - Enable
    - Prompt
  -  Only allow approved domains to use ActiveX without prompt
    - Disable
    - Enable
  -  Run ActiveX controls and plug-ins
    - Administrator approved
    - Disable
    - Enable
  -  Script ActiveX controls marked safe for scripting\*
    - Disable
    - Enable
    - Prompt

### Scroll Down and set the following

- Downloads
  - File download
    - Disable
    - Enable
  - Font download
    - Disable
    - Enable
    - Prompt

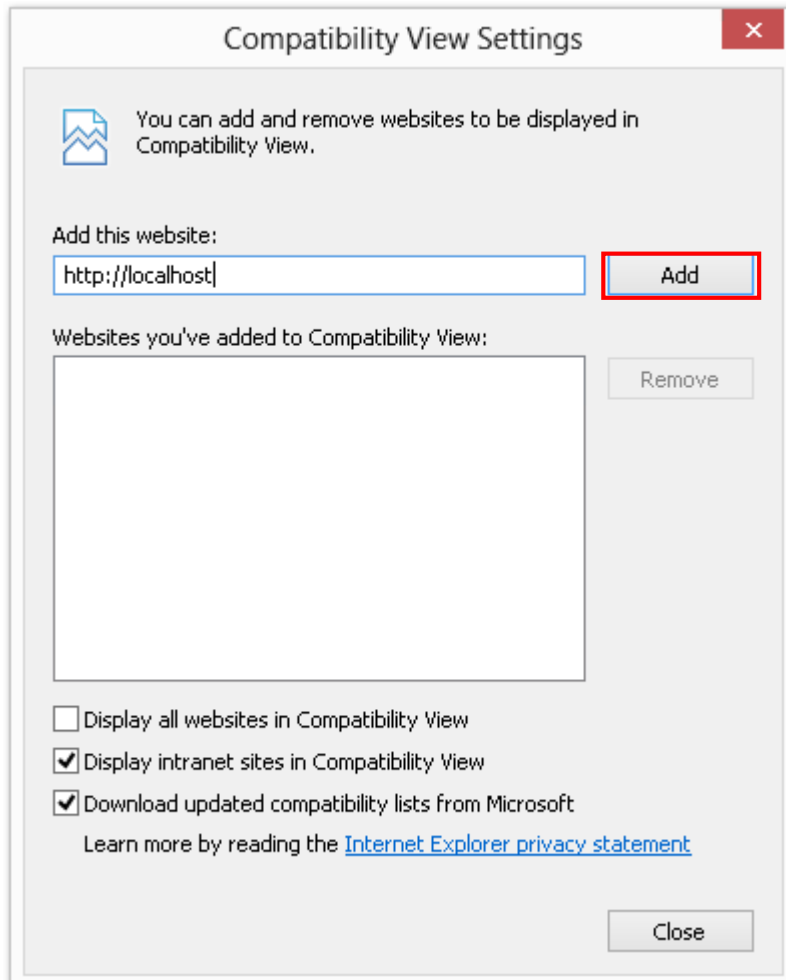
#### 4) Add the myEvolv URL to the Compatibility View

From Tools > **Compatibility View Settings**





Click **Add** then **Close**



Compatibility View Settings

You can add and remove websites to be displayed in Compatibility View.

Add this website:

Websites you've added to Compatibility View:

Display all websites in Compatibility View

Display intranet sites in Compatibility View

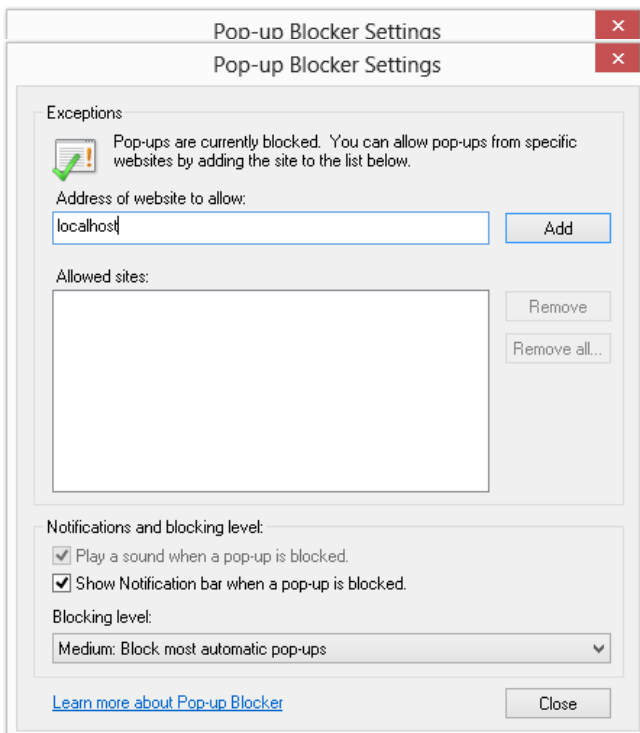
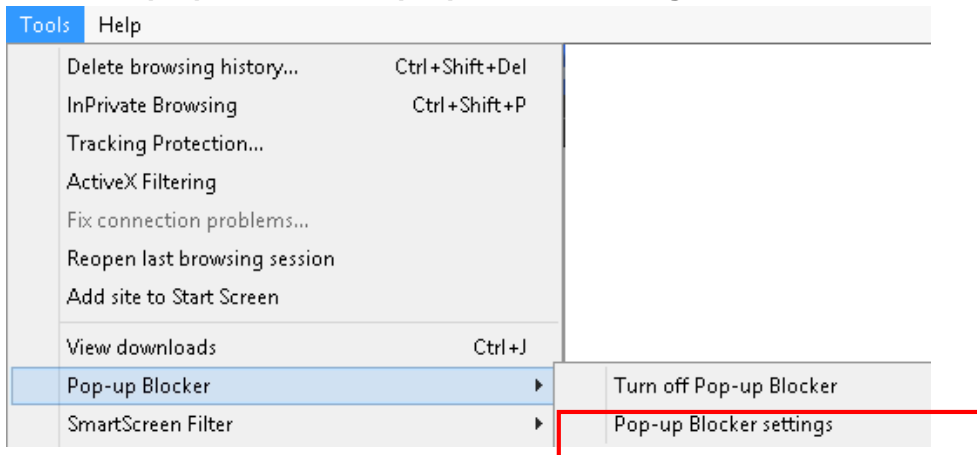
Download updated compatibility lists from Microsoft

Learn more by reading the [Internet Explorer privacy statement](#)

Add your website address. **localhost** is only used as an example

## 5) Add website to Popup blocker

### Tools > Pop-up Blocker > Pop-Up Blocker settings



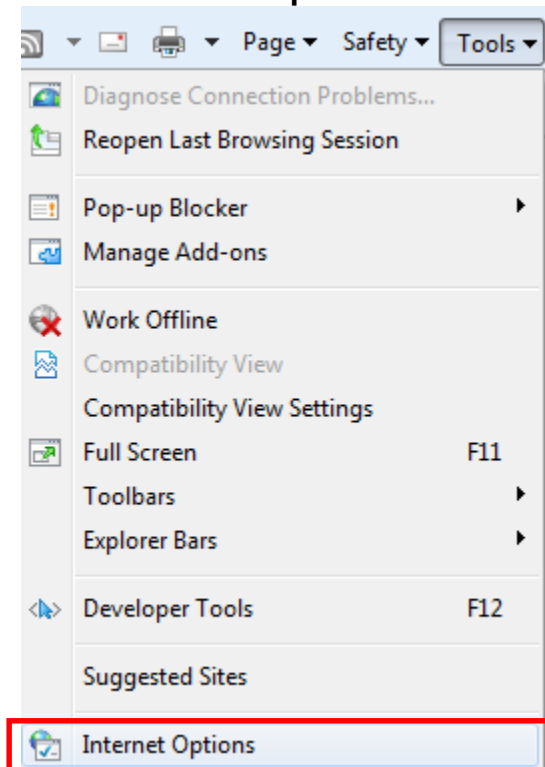
Add your website address. **localhost** is only used as an example

## Required Browser Settings for IE 8/9 myEvolv Users

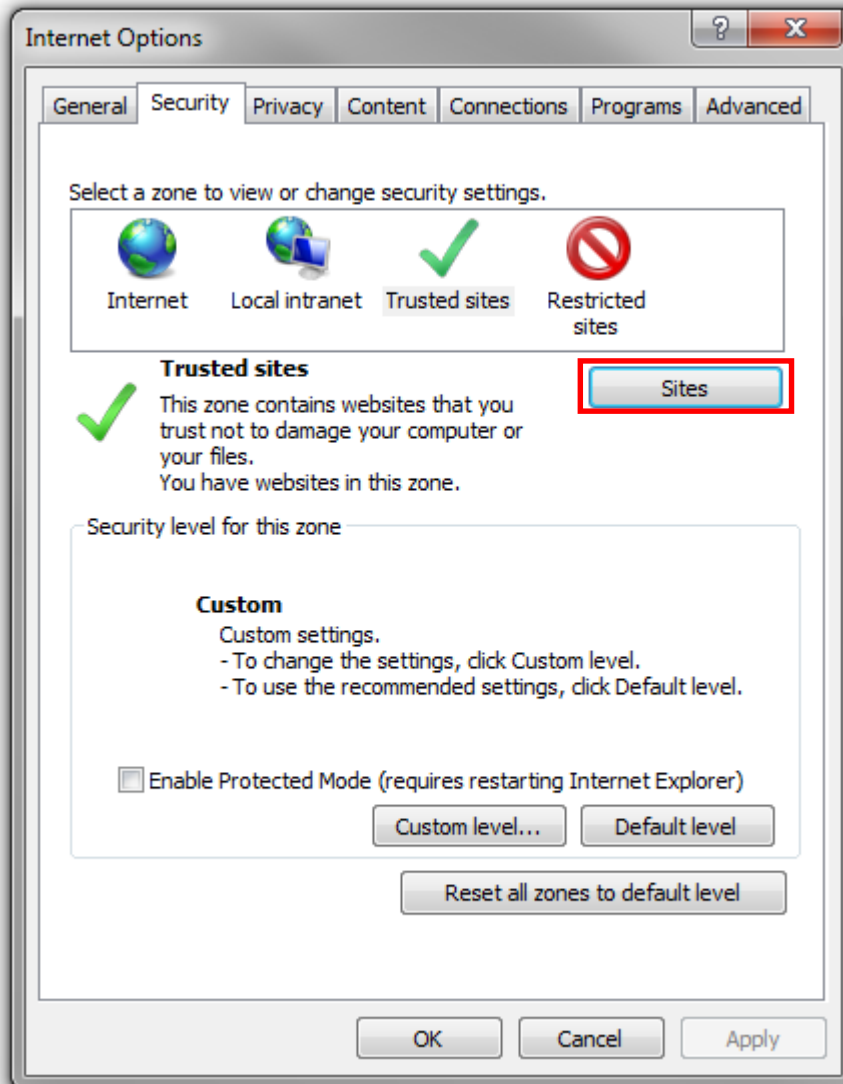
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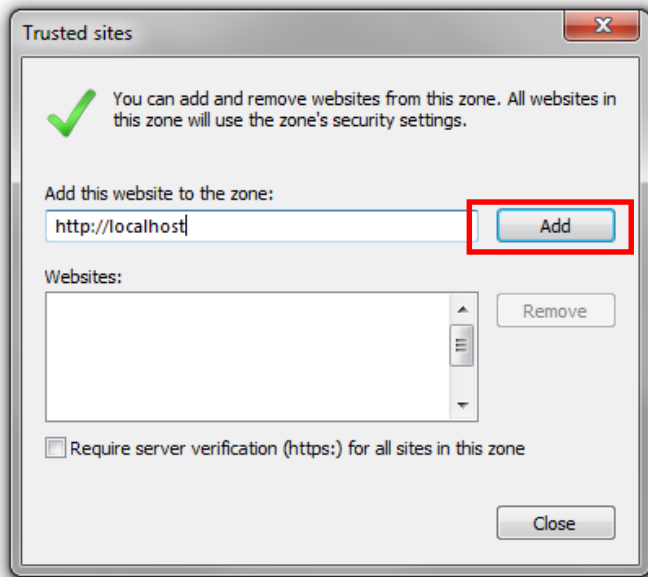
### Tools > Internet Options



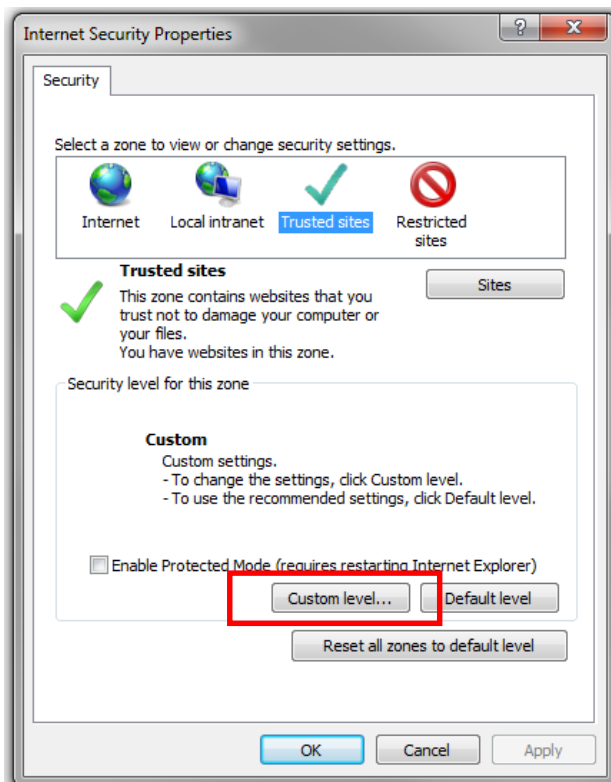
Click on the **Security** tab then **Sites**














## Click Add then Close






## 2) Enable Active X settings for trusted site, click on **Custom Level**



### 3) Enable/Disable Active X controls as specified below within the Trusted Site:

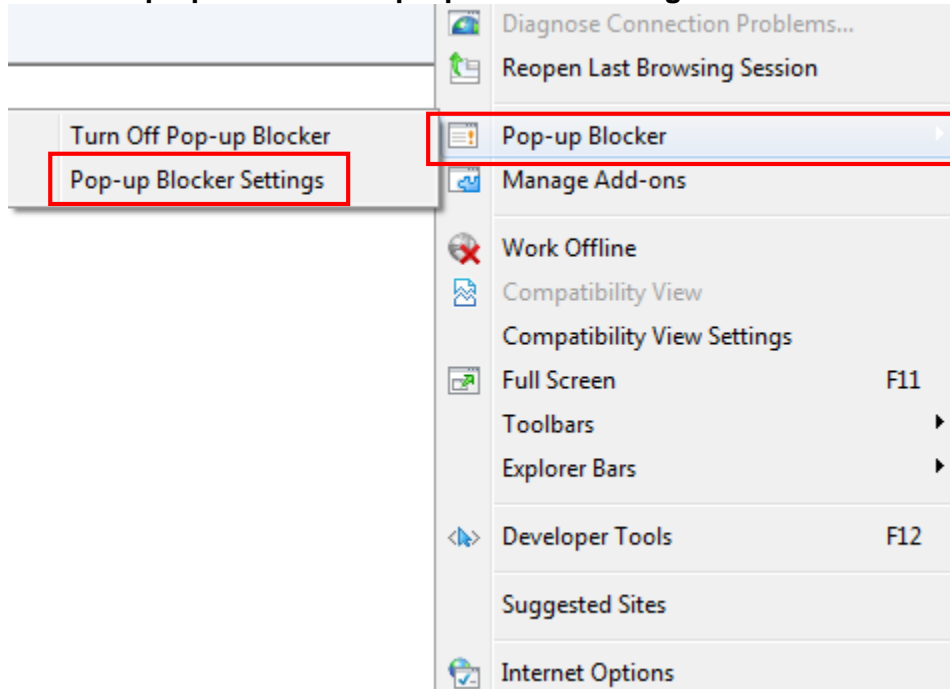
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    - Enable
    - Prompt
  -  Script ActiveX controls marked safe for scripting\*
    - Disable
    - Enable
    - Prompt

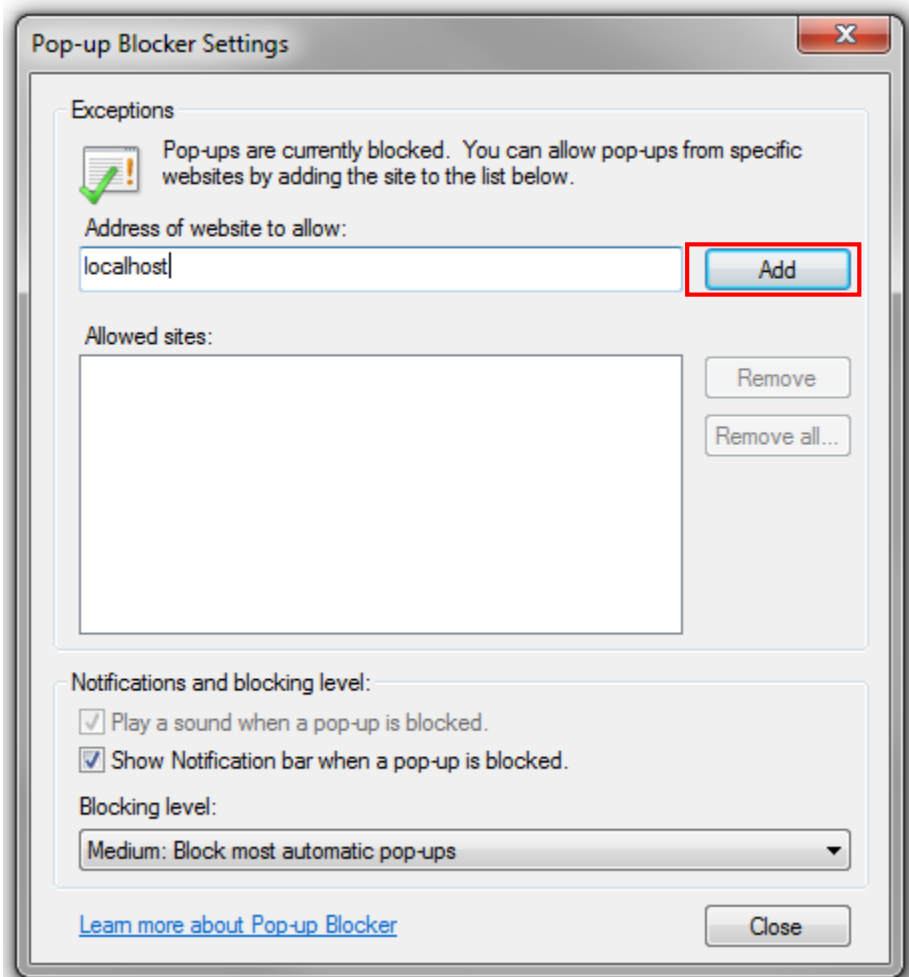
### Scroll Down and set the following

-  Downloads
  -  File download
    - Disable
    - Enable
  -  Font download
    - Disable
    - Enable
    - Prompt

#### 4) Add website to Popup blocker

#### Tools > Pop-up Blocker > Pop-Up Blocker settings





Add your website address. **localhost** is only used as an example