

Having trouble using the Harlands Sage TestDrive?

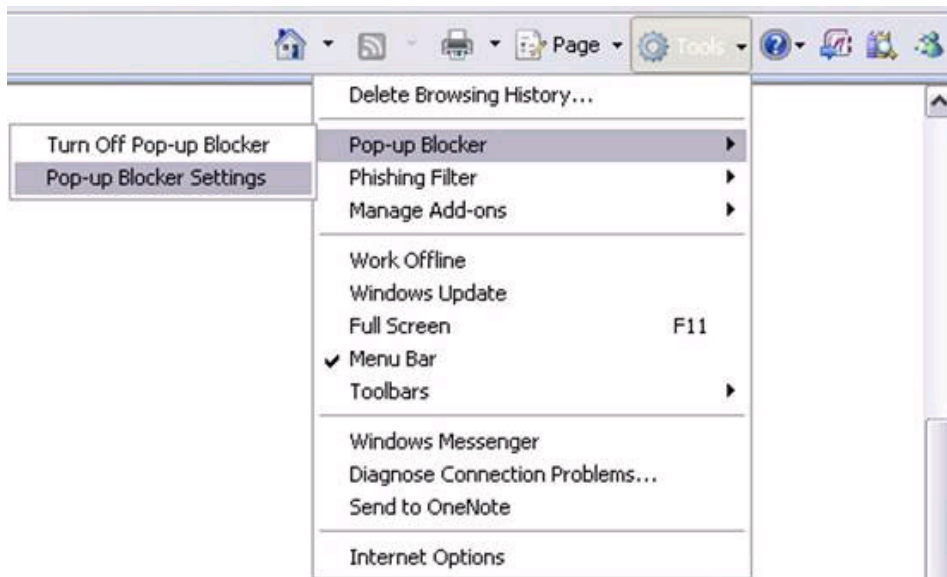
Troubleshooting: Pop-up Blockers

The TestDrive experience is specifically designed to be acceptable to most of the "pop-up" blockers available to internet users. However, from time to time like your Windows operating system, some pop-up blockers receive security updates from their specific manufacturers.

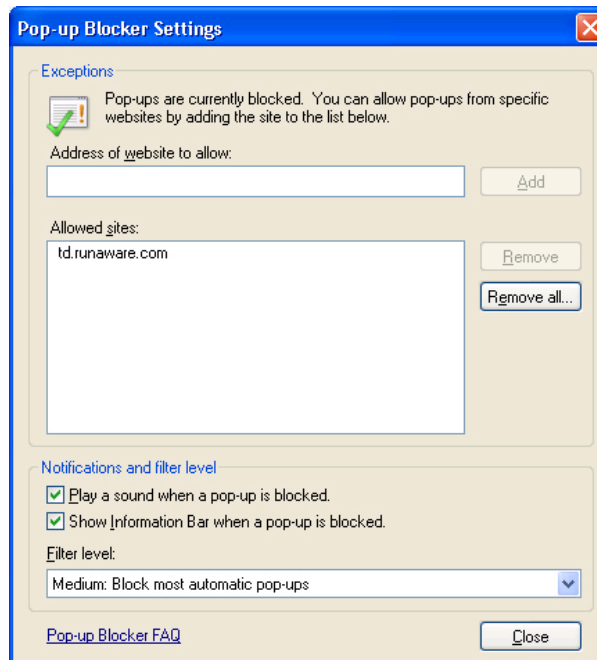
In some cases, these updates (whether it happens to be for Internet Explorer 7's built-in Pop-up blocker, Google, Yahoo, Pop-up Cop, or a variety of others) might inadvertently prevent the TestDrive application from launching the way it was intended to. Most of these pop-up blockers can be set to allow the application to launch simply by clicking the button on their main toolbar. Others like Internet Explorer 7 require a few steps, see below:

1) The following steps will allow you to manually adjust the Internet Explorer 7 Pop-up blocker as you may need to.

- The image below displays the Internet Explorer Toolbar which defaults to the right side of the IE Browser.
- The 5th button from the left is labeled "Tools," click it, and a drop-down menu appears.
- Go to "Pop-up Blocker" and when rolling your mouse over it, another sub-menu (a "rollout" menu) will appear.
- Here, select "Pop-up Blocker Settings"



2) The "Pop-Up Blocker Settings" window below will then appear



- As shown above, simply type in "my.dialogmgr.com" in the "Address of website to allow:" dialog box.
 - Click Add.
 - That site should now appear in the "Allowed Sites" dialog area.
 - Click Close, and then attempt to 're-launch' the TestDrive application using the link below.
- 3) If you also have additional Pop-up blockers (like those mentioned at the top of this page) many of them have their own settings dialog and will not be affected by the setting changes in the Internet Explorer 7 Pop-up Blocker settings controls. However, they are typically very easy to adjust.