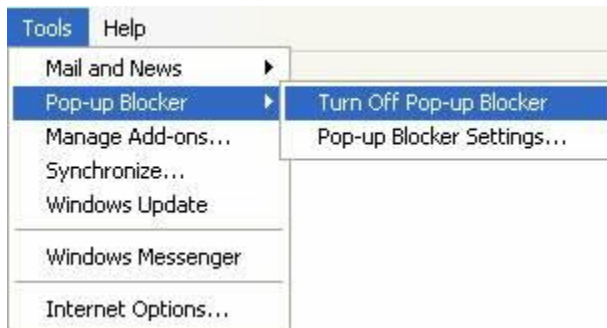


## Disabling Windows XP Pop up Blocker and Windows Firewall

### **To disable Pop-up Blocker:**

1. From within Internet Explorer, select **Tools->Pop-up Blocker->Turn Off Pop-up Blocker.**



2. You have close all browser session and try again.
3. If issue is resolved, go to that Pop-up Blocker installed and enabled by Windows XP Service Pack 2 appears to be the cause for the issue. You should re-enable Pop-up Blocker and work your local systems admin, local tech, DSP, etc. for properly configuring this component to allow proper operation of GlobalConnect and the applications contained within GlobalConnect. No further troubleshooting is required.

**NOTE:** If you do not know how to disable the pop-up blocker; hold down the Left control Key and click on the link. This will disable the pop-up blocker for this one time only. To permanently disable the pop-up blocker you should contact your ISP or your Systems Administrator.

### **To disable Windows Firewall:**

1. Click **Start->Control Panel.**
2. In the Control Panel, click **Windows Security Center.**
3. Click **Windows Firewall.**
4. In the **General Tab**, select **Off (not recommended)** and click on the **Ok** button.



5. Close all browser sessions and try again.
6. If issue is resolved, then go to the Windows Firewall that is installed and enabled by Windows XP Service Pack 2 appears to be the cause for the issue. You should re-enable the Windows Firewall to the previous setting and work their local systems admin , local tech, DSP, etc. for properly configuring this component to allow proper operation of GlobalConnect and the applications contained within GlobalConnect.