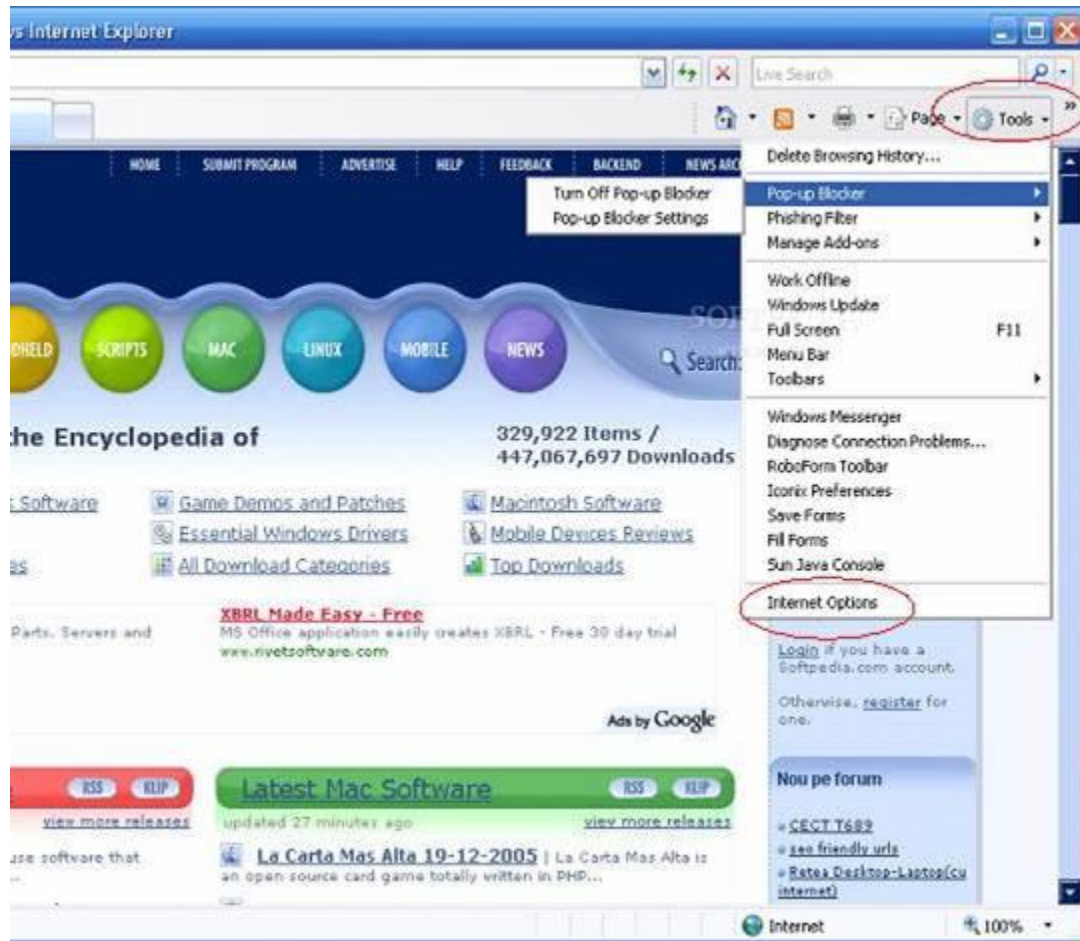


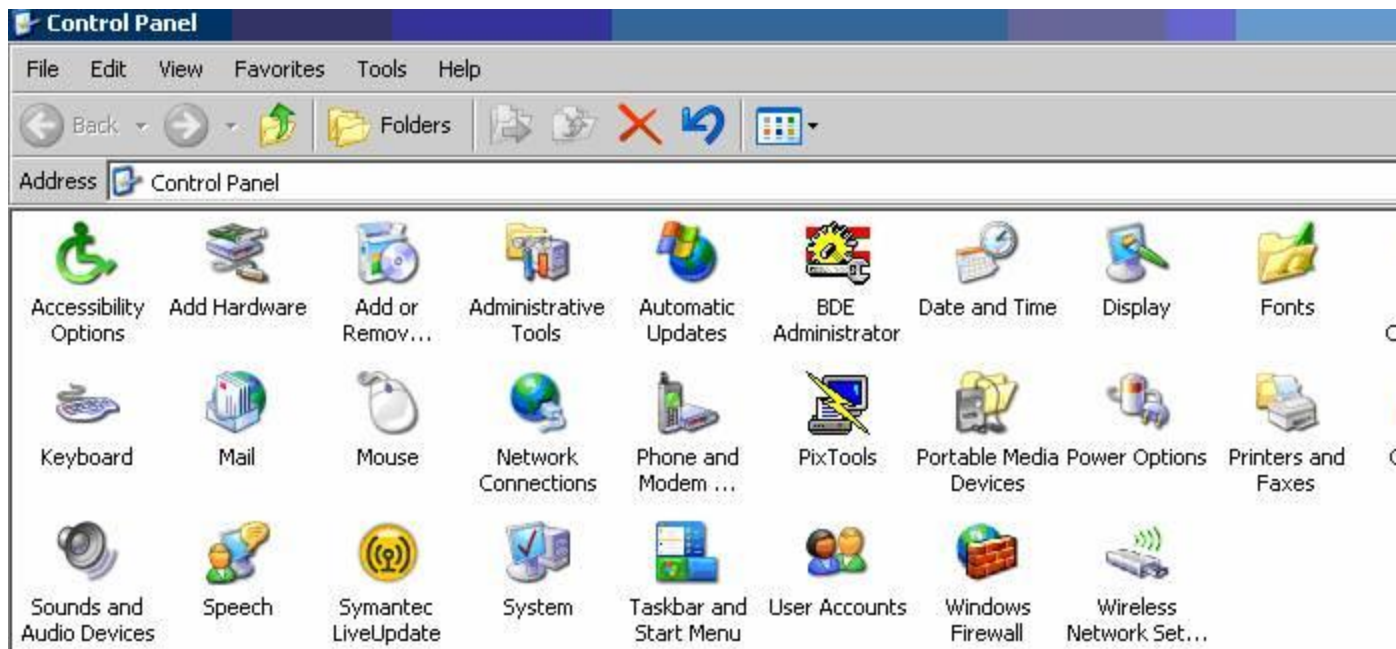
Internet Explorer 7 Troubleshooting Steps

Internet Explorer 7.0

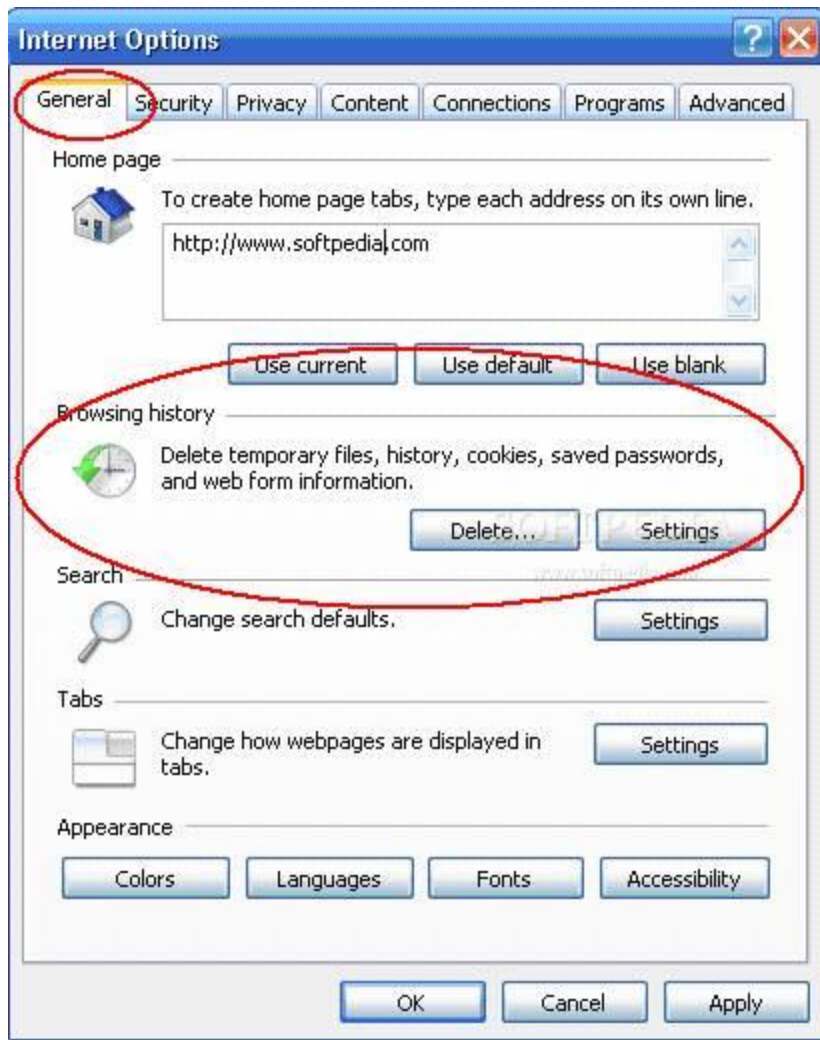
1. Go to Internet Explorer 7.0 Home Page
2. Select Tools
3. Select internet Options



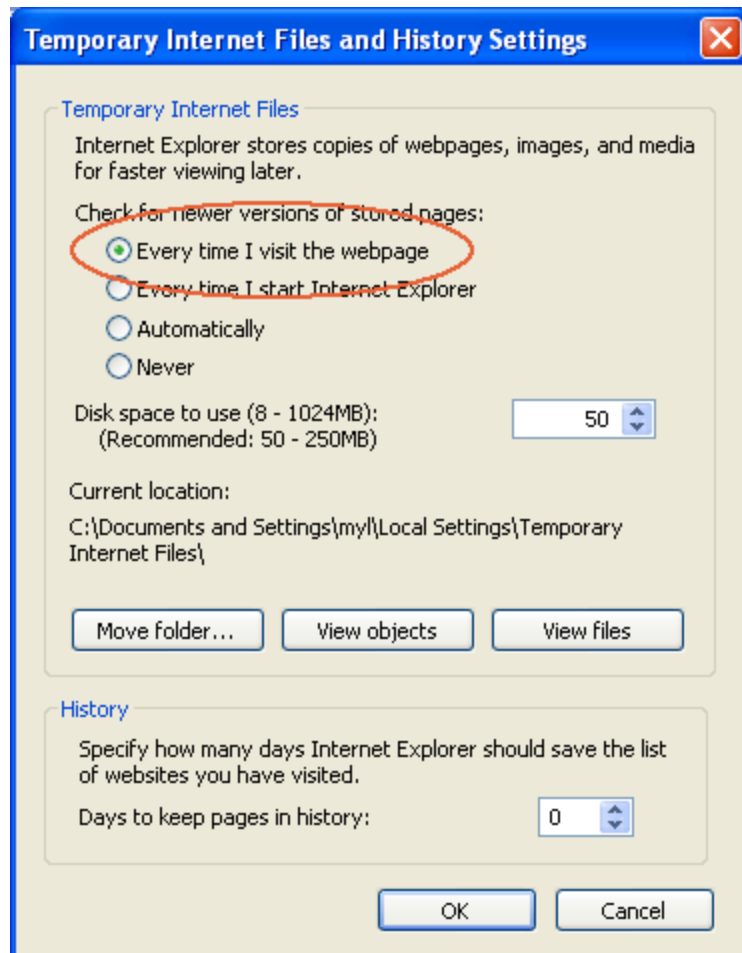
Note: If you are unable to access the Internet options, go to the Start Menu > Control Panel > Internet Options:



4. Click the **General** tab.



- a) Click Settings and change the selection to "Every time I visit the webpage". Click OK



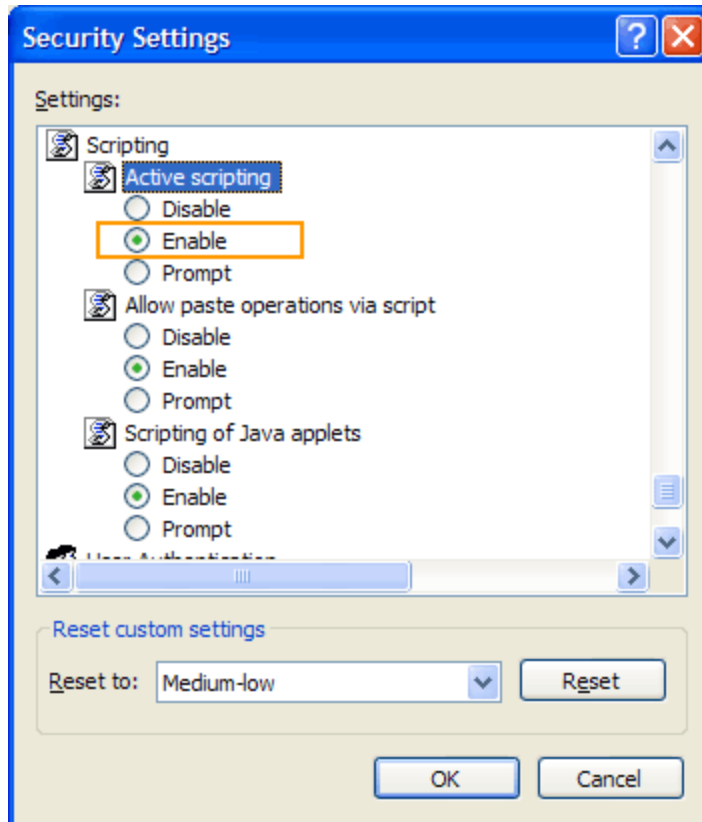
5. From the Browsing history section, click the **Delete** button
6. From the **Delete Browsing History** pop-up, click the **Delete Cookies** button in the **Temporary Internet Files** section and select the option to **Delete Cookies** and **Temporary Internet Files**.



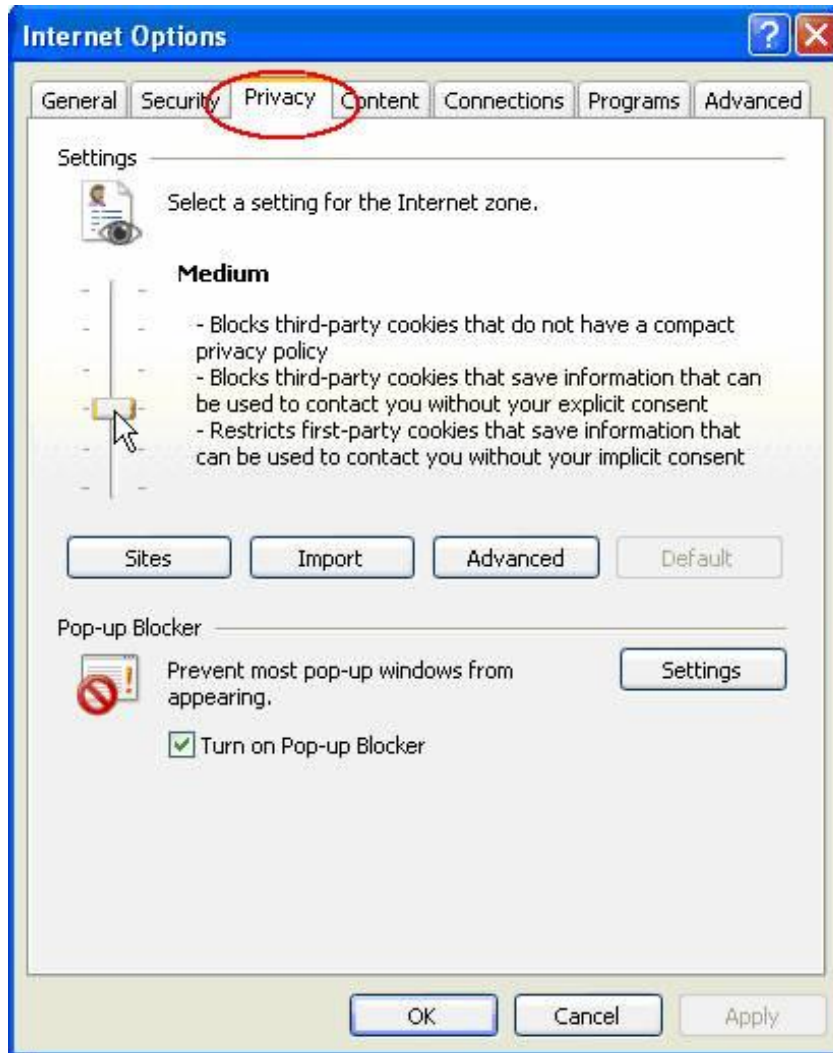
7. Click the **Security** tab.
8. In the **Select a Web content zone to specify its security settings area**, highlight **Internet**.
9. Click the **Custom Level** button.



10. Scroll down to the **Scripting Section**. Ensure that **Scripting of Java applets** is **Enable**. Click Ok.



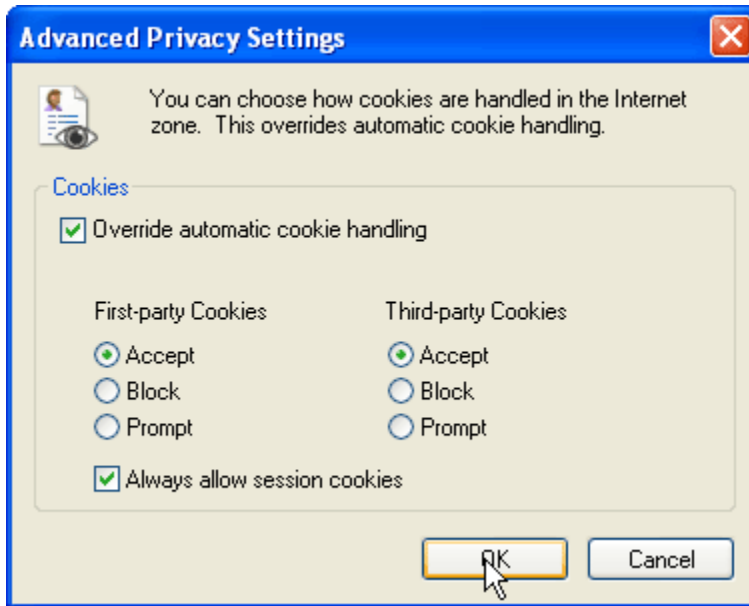
11. Click the **Privacy** tab to enable proper cookie handling settings.



- a) Set slider down to **Accept All Cookies** (note: if slider is not visible, click on the **Default** button)
- b) Click on the **Advanced** button.
 - I. Place a check mark next to **Override automatic cookie handling**
 - II. Verify that Accept is selected for both **First-party Cookies** and **Third-party Cookies**.

III. Place a check mark next to **Always allow session cookies**.

IV. Click on the **Ok** button.



12. Click the **Ok** button to exit the Internet Options screen.

13. Close all sessions of Internet Explorer and restart browser.

Clearing Java Cache

Clearing the Java cache ensures that the browser loads the latest versions of Java applications and applets.

To clear the Java Plug-in cache:

1. Click **Start > Control Panel**
2. Double-click the **Java** icon in the Control Panel

Note* To Reinstall Java on a PC that already has updated Java:

CRS Should:

Navigate dealer to www.java.com > click on Free Java Download Button > Follow directions above for installing Java.

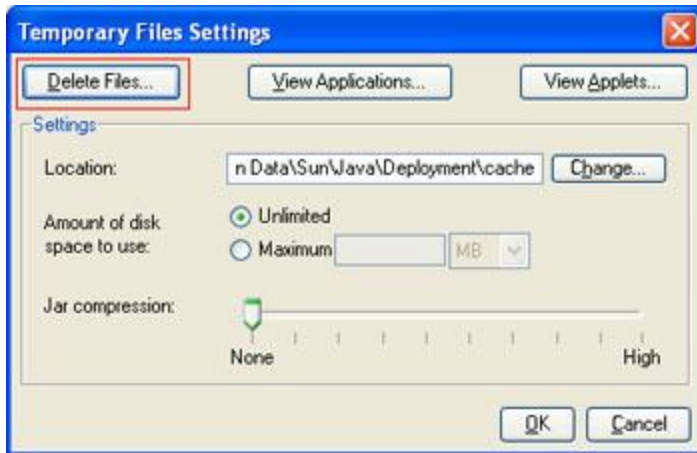
If the dealer is unable to access www.java.com due to restrictions, CRS can Navigate dealer to www.gmdit.com > Then go to GM Dealer IT > Support > Workbench Support. Under the Free Software Upgrades section at the top right click 'Java Runtime Plug-in' link > click on the 'Windows XP/Vista/2000/2003 Online' link > Click Run.

3. The **Java Control Panel** appears



4. Click **Settings** under Temporary Internet Files.

5. The **Temporary Files Settings** dialog box appears.



6. Click **Delete Files**.

7. The **Delete Temporary Files** dialog box appears.



There are three options on this window to clear the cache

- a) Delete Files
- b) View Applications
- c) View Applets

8. Click **OK** on **Delete Temporary Files** window.

Note: This deletes all the Downloaded Applications and Applets from the cache.

9. Click **OK** on **Temporary Files Settings** window.

Note: If you want to delete a specific application and applet from the cache, click on View Application and View Applet options respectively.

