

## CathPCI Registry®

## **Troubleshooting Ability to Download**

## the Physician Dashboard

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## Troubleshooting Ability to Download Dashboard

- 1. Make sure your pop-up blocker is turned OFF:
  - a. From your Command bar of Internet Explorer (IE):
  - b. Select "Tools"
  - c. Select "Pop-up Blocker"
  - d. Select "Turn Off Pop-up Blocker"

<u>Note:</u> Please click on Always Allow Pop-ups from This Site as otherwise you may not be able to view the reports in the future.



- 2. Ensure Automatic prompting for file downloads is enabled a. On IE browser go to Tools
  - b. Select Internet Options



- c. Select the Security Tab d. Select Local intranet
- e. Click on Custom Level

Security Settings - Local Intranet Zone	×
Settings	
Prompt	*
Downloads	
Automatic prompting for file downloads	
<ul> <li>Disable</li> </ul>	
@ Enable	
📑 File download	
Disable	
Contraction of the second	
Sector Contraction	
Disable     Trailing	
Prompt	
Disable     Enable	
Miscellaneous	-
۰ III ۲	
*Takes effect after you restart Internet Explorer	
Reset custom settings	
Reset to: Medium-low (default)	
OK Can	el

Internet Options
General Security Plyacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local Intranet Tusted sites
This zone is for all websites that are found on your intranet.
Security level for this zone Allowed levels for this zone: All
Enable Protected Mode requires restarting Internet Explorer) Custom level Default level
Reset all zones to default level
Some settings are managed by your system administrator.
OK Cancel Apply

- f. Scroll to Downloads section
- g. Ensure Automatic prompting for file downloads is enabled
- e. Repeat for the Internet and Trusted sites settings

Internet Options	-	-		? ×	
General Security Priv	acy Content	Connections	Programs	Advanced	
Home page					
To create h	ome page tabs,	type each add	ress on its o	own line.	
nttp://go	microsoft.com	/TWIINK/ CLINKL	1=09137	Ê	
Us	e current	Use default	Use	blank	
Browsing history —					
Delete temp and web for	orary files, hist m information.	ory, cookies, s	aved passw	ords,	
🔲 Delete b	rowsing history	on exit			
	(	Delete	Set	tings	
Change sea	rch defaults.		Set	tings	
Tabs					
Change how tabs.	v webpages are	displayed in	Set	tings	
Appearance					
Colors Languages Fonts Accessibility					
	Oł	Ca	ancel	Apply	

- 3. Clear temporary internet files
  - a. As above, IE > Tools > Internet Options
  - b. Select the General (tab)
  - c. Select Delete
  - d. Make sure the Temporary Files box is checked

- 4. Check to see if any add-ons are causing problem
  - a. As in #2, IE > Tools
  - b. Select Manage Add-ons

Manage Add-ons	too house I	Bar - 500	_		×
View and manage your Interne	et Explorer add-ons				
Add-on Types	Name	Publisher	Status	Load time	^
👸 Toolbars and Extensions	eDOCS DM	Control name is not avai	Enabled		
<ul> <li>Search Providers</li> <li>Accelerators</li> </ul>	McAfee, Inc. scriptproxy	McAfee, Inc.	Enabled	0.01 s	
🖓 InPrivate Filtering	Microsoft Corporation XML DOM Document	Microsoft Corporation	Enabled		=
	Windows Media Player Microsoft Silverlight	Microsoft Corporation Microsoft Corporation	Enabled Enabled		
Show: Currently loaded add-ons	Groove GFS Browser Helper Office Document Cache Handler Groove Folder Synchronization	Microsoft Corporation Microsoft Corporation Microsoft Corporation	Enabled Enabled Enabled	0.02 s 0.02 s	
XML DOM Document Microsoft Corporation					
Version: 8.110.7601.17857 File date: More information	Туן Sea	pe: ActiveX Cont arch for this add-on via defau	rol ilt search prov	rider	sable
Find more toolbars and extensions Learn more about toolbars and extensi	ions				lose

- b. Disable all the add-ons by highlighting and then clicking "Disable"
- c. Check to see if this fixes problem
- d. If problem is fixed then re-enable the add-ons <u>one at a time</u> to see which caused problem
- e. If problem not fixed re-enable all the add-ons