MPERA Suggestion for Web Reporting, 3/28/2012 5:00 PM

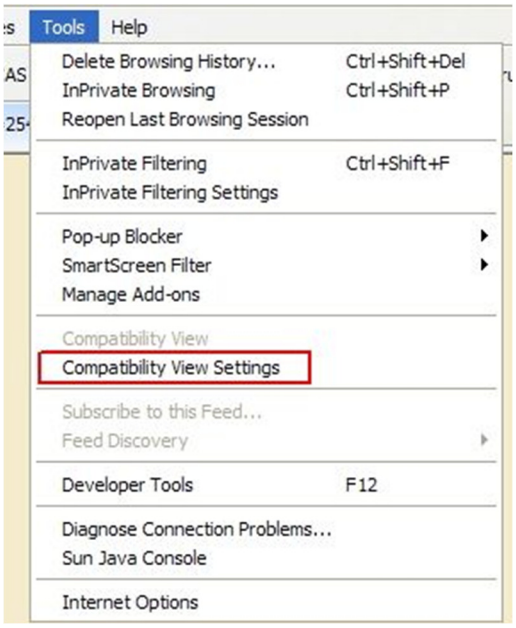
If your MPERA application is hanging the suggestions below may help. **Zoom the web page** to force a screen redraw. **If Zooming does not work,** then update to the latest version of Java and **not** keep temporary Java files. If you have questions or need assistance, please contact Bill Hallinan, bhallinan@mt.gov, 406-444-0158 or 1-877-275-7372.

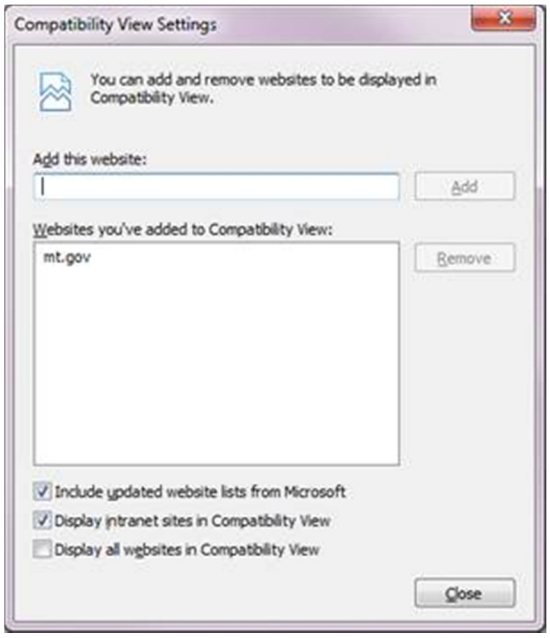
Part I of III: Zoom the screen to force a redraw and/or turn Compatibility View On

- Internet Explorer Zoom lets you enlarge or reduce the view of a webpage. Zoom will redraw the MPERA page in case your graphics card did not display items – resulting in the appearance of a "locked" screen. On the bottom right of the Internet Explorer screen, click the arrow next to the Change Zoom Level button

. Change zoom from 100% to 125% then back to 100%.
- Other zoom options are:
    - If you have a mouse with a wheel, hold down the Ctrl key, and then scroll the wheel to zoom in or out; or
    - Double click on the window header,

at the top of the screen.
- Add mt.gov to the Compatibility View Settings. From the Internet Explorer Tools menu, select Compatibility View Settings. Add **mt.gov** in the "Add this Website:" box.



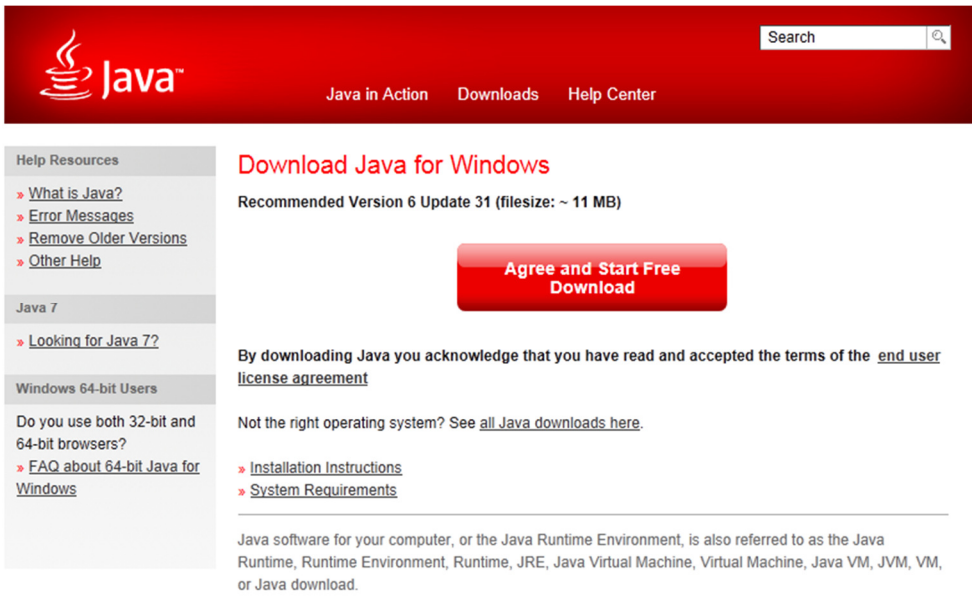


Part II of III: Update Java to Latest Version (Version 6, Update 31 as of 3/12/2012)

1. Go to www.java.com/en/download/testjava.jsp

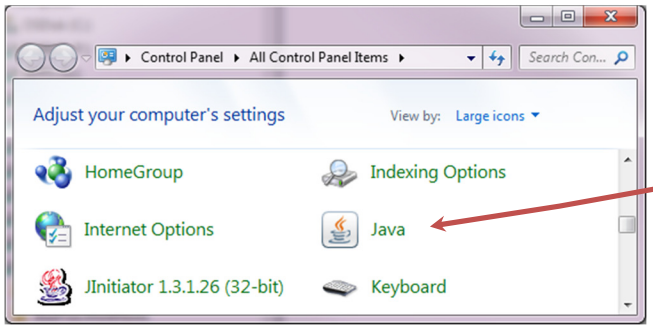
2. **If Java is up to date**, you will see a screen like this one:

3. **If Java is not up to date**, you may see the following screen. Agree and start free download of the latest version of Java. Run the installation program. Further instructions can be found here: http://www.java.com/en/download/help/ie_online_install.xml



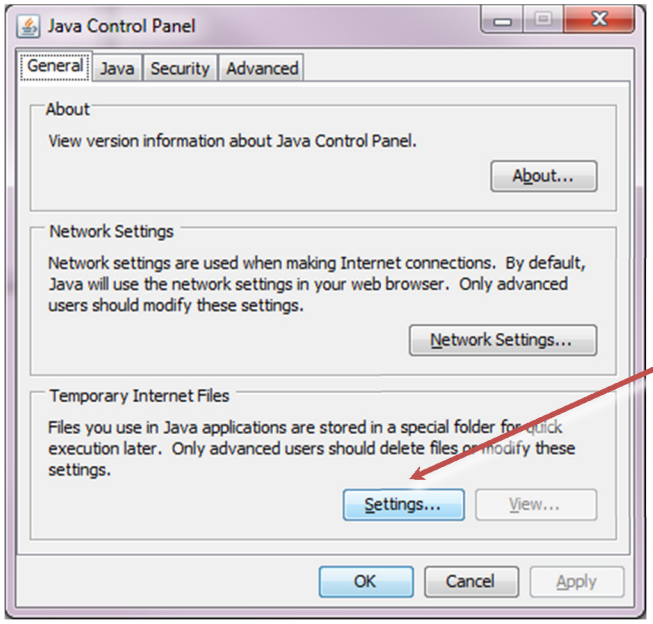
Part III of III: Clean and Disable Java Temporary Files

The following steps will clean out old Java temporary files and set Java so it does not save temporary files. Please make sure all your browser windows are closed. Use the Java control panel icon to make the changes. Notice you toggle the "Keep temporary files on my computer" to yes, delete the files, then toggle the "Keep temporary files on my computer" to no before exiting.

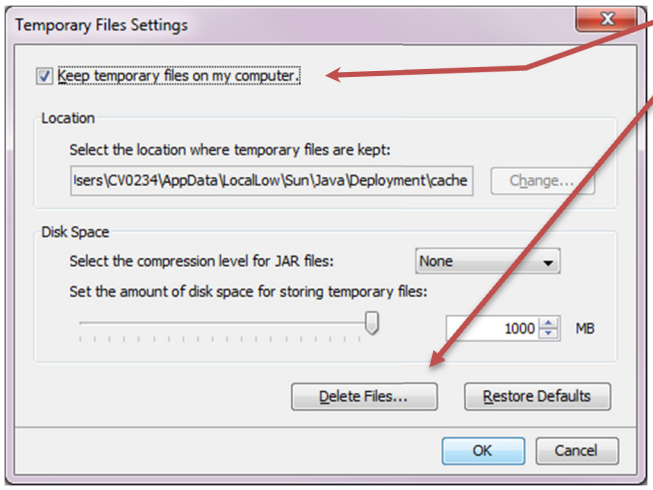


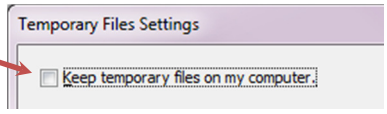
1 **Close all browser windows.**

From the Windows Start button, select **Control Panel**. In the Control Panel, click on the **Java** icon.



2 On the General tab, click the **Settings** button in the Temporary Internet Files area.



3 **Check** "Keep temporary files on my computer." Click on **Delete Files**. In popup window, **Click OK** to delete temporary files.

4 **Uncheck** "Keep temporary files on my computer." **Click OK** to exit each window, and close the Control Panel.