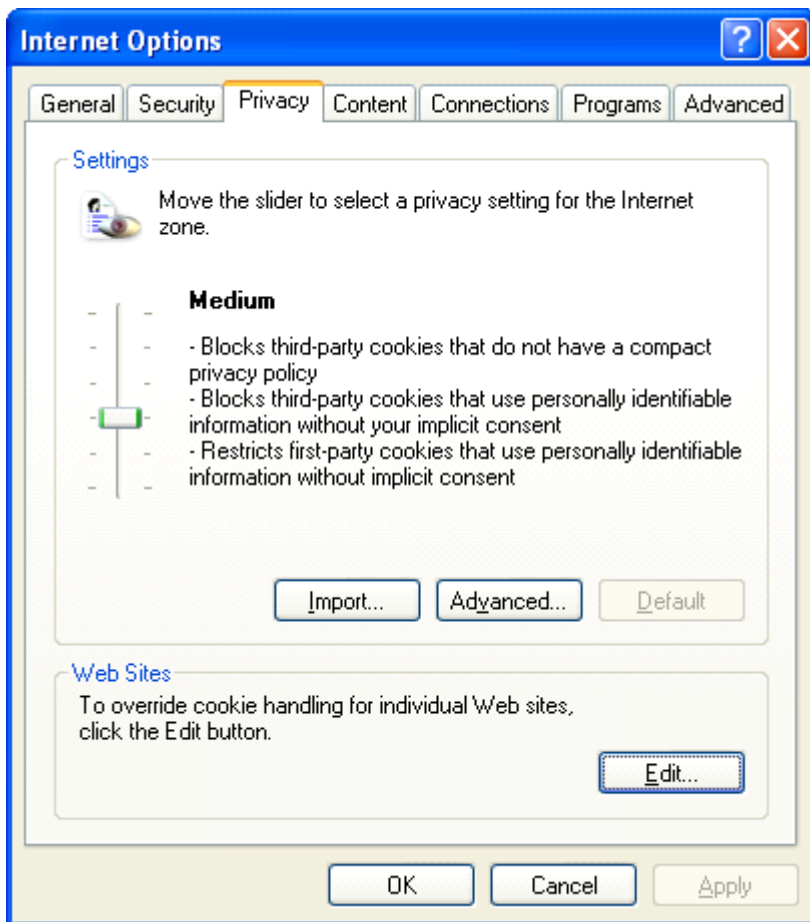


Troubleshooting

Service 24/7 has features that take full advantage of Microsoft's web browser, Internet Explorer. With the understandable and critical concern that users of the Internet have on security Microsoft has added a number of features to Internet Explorer and to Windows XP that enhance your security. Some of these settings however can prevent key business applications like Service 24/7 from functioning properly. Fortunately, Microsoft has also implemented methods that will allow you to "trust" certain web sites.

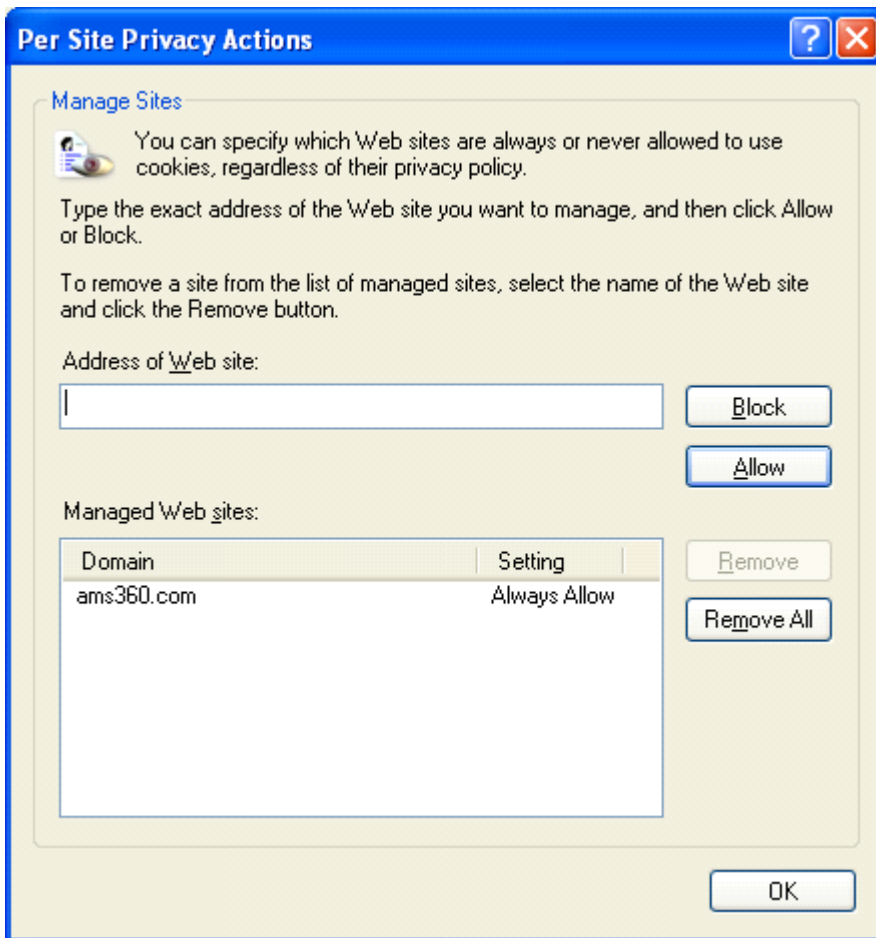
Cookies

In order to use Service 24/7 you must allow cookies. Cookies are used by the Internet programs and websites to save information about that site while you are visiting. Some people restrict the use of cookies on their workstation. If you are restricting cookies on your workstation, it is possible to allow them from certain websites, like Service 24/7. To adjust the cookies you allow, open Internet Explorer and select Tools > Internet Options. The following screen will appear after you click on the Privacy tab:



Click on the Edit button toward the bottom of the screen in the Web Sites section. The following screen appears:

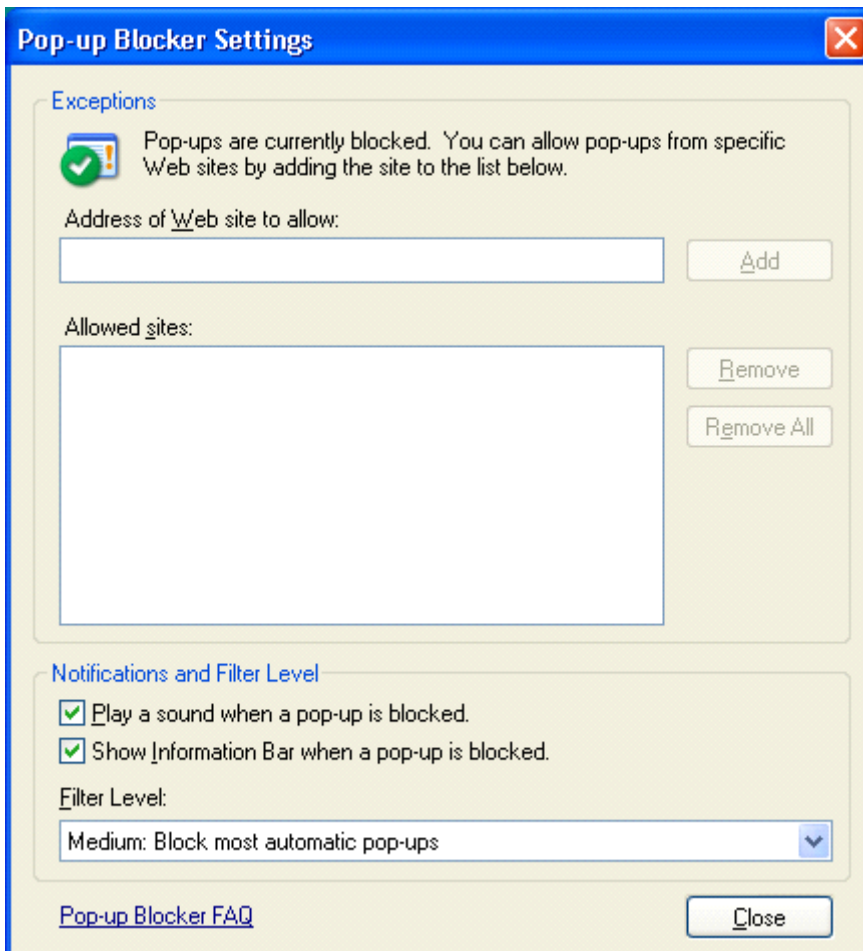
In the *Address of the Web Site* field, type *ams360.com*. Click on the Allow button. When completed, your screen should look like this:



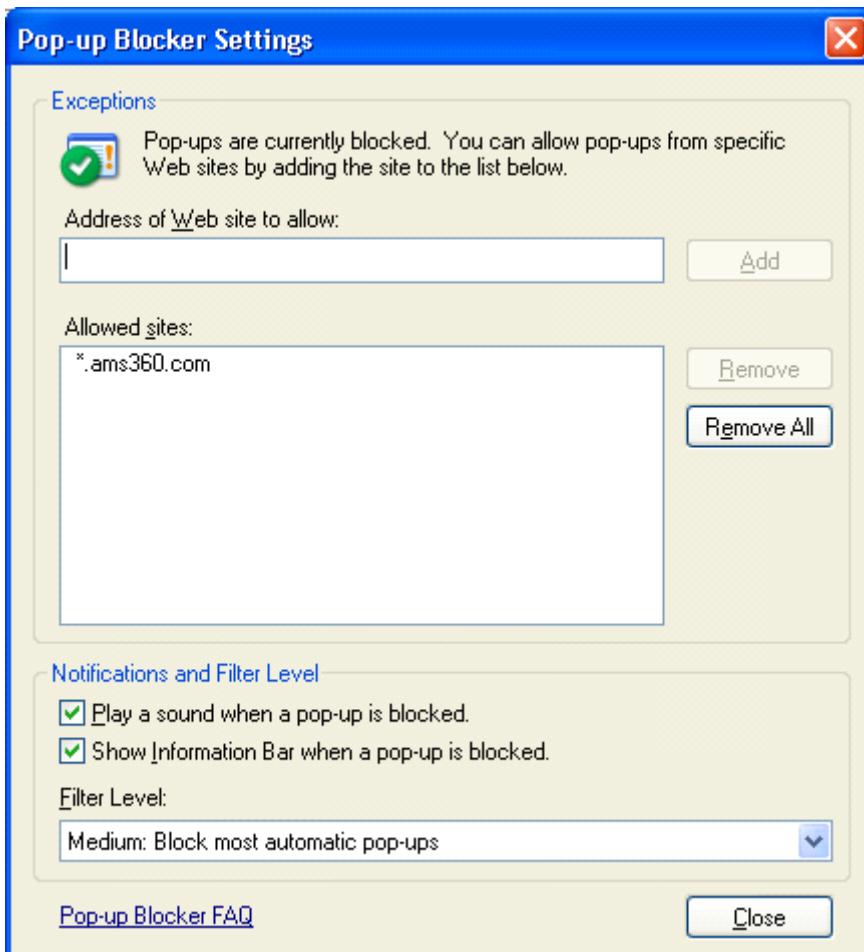
Click on Ok to save the information, then on Ok to close the Internet Options screen.

Pop-up blocker

As part of Service Pack 2, Microsoft has added the Internet Explorer Pop-up Blocker program. There are a number of areas in Service 24/7 that will be blocked unless action is taken as the Pop-up blocker is enabled by default. To configure the Internet Explorer Popup Blocker to allow pop-ups from Service 24/7, open Internet Explorer and click Tools > Pop-up Blocker > Pop-Up Blocker Settings. The following screen will appear:



In the *Address of Web site to allow* field, type *ams360.com* and click on the Add button. When complete, the screen should look like this:



Just click the Close button to save this information.

Firewall software

Another potential issue involves the use of software or hardware firewalls. Any of these devices (including the free one that was installed with Windows XP Service Pack 2) can block particular web sites if you wish. They generally will not do so without your input, but if you have problems reaching the Service 24/7 web site, you should check your firewall to be sure it is not blocking the *ams360.com* web site. Each of these products is different, so screen images are not really possible. Please review your owners or user manual for your firewall product if you continue to have difficulties.