

## **Problems connecting to WebAccess**

### **AOL Users - How to access GroupWise WebAccess**

This is an important notice for employees who are using an Internet Service Provider (such as AOL) that uses Proxy servers. If you receive an error that you have already signed in, this fix applies to you. In order to access your GroupWise email account through WebAccess, the Proxy Server feature in your web browser must be turned off.

In Internet Explorer:

- Click on Tools, Internet Options, click the Connection tab, select the configuration you are using (dial-up or LAN).
- In the Proxy Server area, de-select the check box "Use a proxy server for this connection".

AOL users may have trouble viewing GroupWise WebAccess. The Java scripts that GroupWise WebAccess uses are incompatible with the proprietary browser included with the AOL software. We recommend that AOL customers use Internet Explorer or Firefox to access the WebAccess pages. Please download and install all Windows updates, the latest AOL software, and the latest version of Internet Explorer or Firefox for your operating system. Once these are installed, you can connect to the Internet as you normally would through AOL. Then minimize the AOL browser and run Internet Explorer or Firefox instead. You will still be connected to AOL/CompuServe with the AOL browser minimized.

### **Other Issues with WebAccess 7**

You get a "Browser Doesn't Support Java" Error in the WebAccess Java Calendar

This error indicates a browser setup issue. You would encounter the same problem on any Web site that uses Java in frames. Depending on your browser, check mozilla.org, sun.com, or other browser supplier for more information.

You want to use the WebAccess 7 Client on Macintosh

If you use the WebAccess client in the Safari\* Web browser on Macintosh, name completion is disabled because of lack of support for certain browser capabilities in Safari. Name completion is supported in the Mozilla\* Firefox\* Web browser on Macintosh.

Using Spell Checker without Java Installed

There is a known issue with using the Spell Checker if Java software has not been installed or has been disabled. Spell Checker functionality requires Java to be installed on the workstation.

Spell checking a message displays the error:

"This browser does not support Java or Java Support has been disabled"

If you close this error window, your message text will be lost.

Right-click anywhere around the error and choose Back from the pop up menu to go back to your composed message.

You can download and install [Java from Sun Microsystems](#). Just follow the link for "Get Java Here" on their home page.

#### GroupWise 7 and Pop up blockers

Messages open in a new window. If you have problems reading or sending messages, you may need to change your popup blocker settings to allow popup windows from GroupWise.

#### Using GroupWise WebAccess with Internet Explorer 8

If you are running Internet Explorer 8, you may experience problems with GroupWise WebAccess logging you out. To resolve this issue, you'll want to run in Compatibility Mode for gladstone.k12.or.us websites.

Click the Compatibility View icon next to the refresh button on your address bar. It will add gladstone.k12.or.us to the list of sites to run in Compatibility View.

#### Using GroupWise WebAccess with Internet Explorer 9

Using Internet Explorer 9, you may see only a blank page after logging into GroupWise WebAccess. To resolve this issue, you'll want to run in Compatibility Mode for gladstone.k12.or.us websites.

Click the Compatibility View icon next to the refresh button on your address bar. It will add gladstone.k12.or.us to the list of sites to run in Compatibility View.

#### Using GroupWise WebAccess with Windows Vista

Internet Explorer 7 and Windows Vista displays a blank page  
Connections with Microsoft Internet Explorer 7 (IE7) on Microsoft Windows Vista will fail.

Workaround:

- Open IE7 on Vista
- Click Tools/Internet Options
- Click the Advanced tab
- Scroll down to the Security section
- Add a check to enable 'Use SSL 2.0'
- Remove the check for 'Use TLS 1.0'
- Click Apply
- Click OK