



# Admin: Internet Explorer Settings

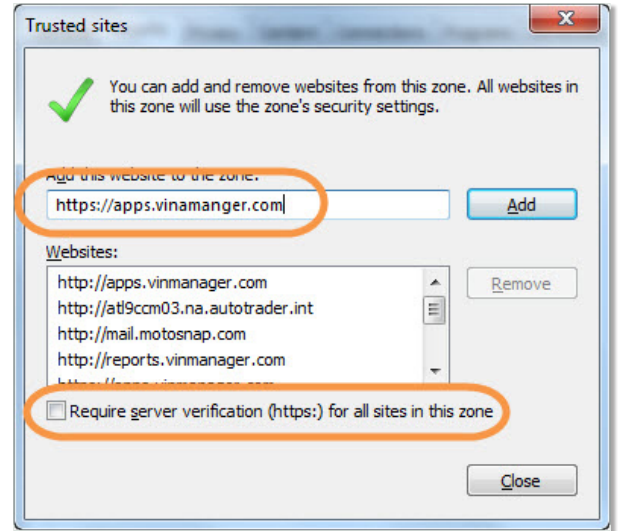
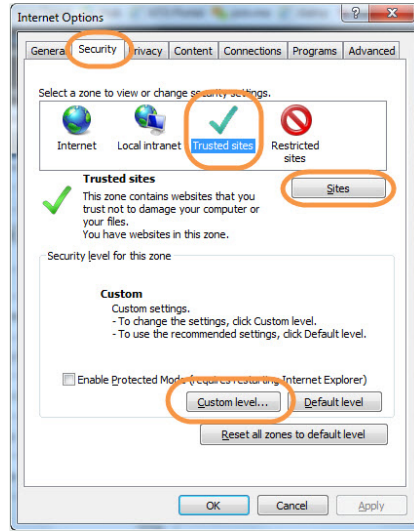
The following instructions are for settings in that are necessary for VinConnect to run properly in Internet Explorer (ver. 8-11). If you are experiencing issues with printing letters or with the SmarterMail email system (CRM > Email), there are further steps below to specifically address these issues.

## Trusted Sites

The following are sites that need to be added to the Trusted Sites security zone. These URLs need to be entered EXACTLY as they are here. Using asterisks (\*) as a wildcard character in the URL will not work as it would for other domains.

To reach this section, click: *Internet Options > Security Tab > Click Trusted Sites > Click Sites (button)*

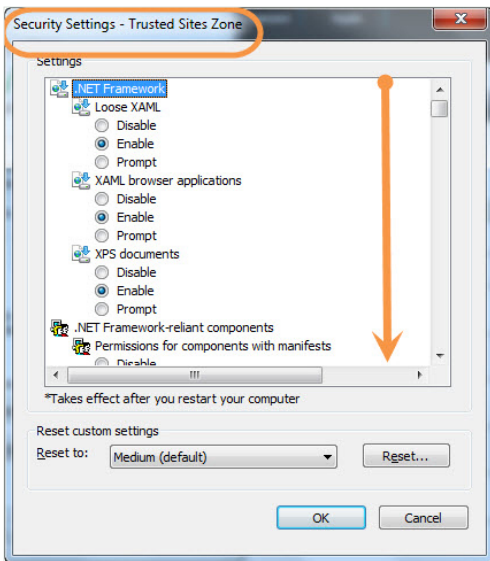
1. http://apps.vinmanager.com
2. https://apps.vinmanager.com
3. http://reports.vinmanager.com
4. https://reports.vinmanager.com
5. http://mail.motosnap.com
6. https://mail.motosnap.com



Also uncheck the box labeled, *Require server verification (https:) for all sites in this zone*. This setting needs to be turned off.

## Security Settings for the Trusted Sites Zone

To access the Trusted Sites Zone, click: *Internet Options > Security Tab > Custom Level*. The settings below are pertaining to ver. 8-11 of Internet Explorer, so some settings may not apply to your browser.



Also uncheck the *Enable Protected Mode* option located above the *Custom Level* button. Once completed, click *OK*.

Setting	Enable	Disable
Allow ActiveX Filtering		X
Allow previously unused ActiveX controls to run without prompt	X	
Allow Scriptlets	X	
Automatic prompting for ActiveX controls		X
Download Signed ActiveX Controls	X	
Download Unsigned ActiveX Controls	X	
Initialize and script ActiveX controls not marked safe for scripting	X	
Only allow approved domains to use ActiveX without prompt		X
Run ActiveX controls and plug-ins	X	
Run antimalware software on ActiveX controls		X
Script ActiveX controls marked safe for scripting	X	
Access data sources across all domains	X	
Display Mixed Content	X	
Launching programs and files in an IFRAME	X	
Navigate Windows and Frames across different domains	X	
Submit non-encrypted form data	X	
Pop-up Blocker		X
SmartScreen Filter		X
Websites in less privileged web content zone can navigate into this zone	X	

## Clearing the Browsing and Security Caches

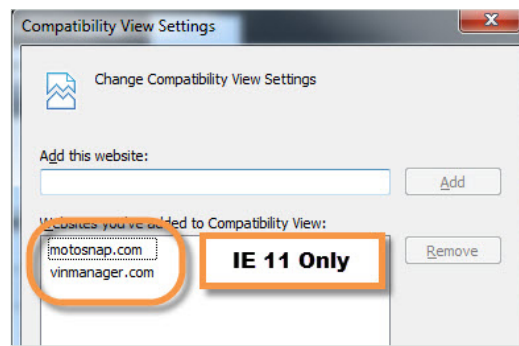
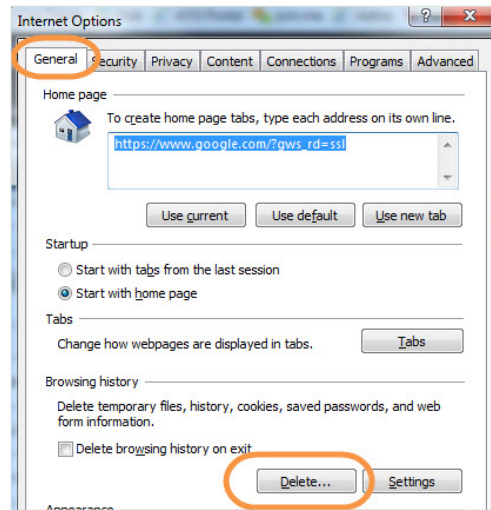
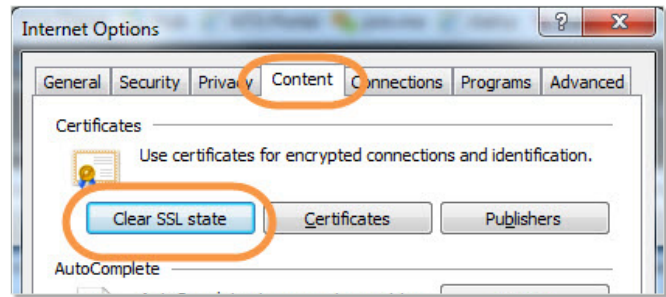
In Internet Explorer, look for either the *Tools* menu, or click on:

*Settings (gear icon, top right corner) > Internet Options*

1. Click on *Content > Clear the SSL State*
2. Click on *General > Browsing history > Delete*
  - Ensure that "Preserve Favorites website data" is checked
  - Ensure that "Temporary Internet files and website files" is checked
  - Ensure that "Cookies and website data" is checked
  - Select any other options that you desire to clear.
  - The selections are required.
  - Click *Delete*
3. Click *OK*
4. Completely close out of all IE windows, and relaunch IE.

## Compatibility View

1. If you print letters from VinConnect (IE 10 and earlier)
  - Press the *Alt+T*, then select *Compatibility View Settings*. In this window type "vinmanager.com", and click *Add* then *Close*
2. If you are using Internet Explorer 11
  - Press the *Alt+T* keys on your keyboard then select *Compatibility View Settings*. In this window type "vinmanager.com", and click *Add*, also input "motosnap.com", then click *Add* then *Close*
  - Also ensure that the "Delete browsing history on exit" option is not checked on the "General" tab of the Internet Options window ("Alt+T" on your keyboard > Internet Options).
3. If you are trying to use the "Provision" button to push trade-in information to vAuto, Compatibility View must be turned off. Compatibility View can be turned on as soon as you are done pushing the trade information.
4. With the exception of IE 11, Compatibility View can be easily toggled using the icon in the Internet Explorer address bar that looks like a broken/torn sheet of paper.



## Troubleshooting Internet Explorer issues

If you find that VinConnect is not working properly:

- Ensure that Trusted Sites, ActiveX Controls and Compatibility View are properly configured
- Ensure that your installation of Java is up-to-date
- Check that you are not running Internet Explorer in 64-bit mode
  - This only applies to version 9
  - Press "Alt+H" then click on "About Internet Explorer" to check
  - If you are running in 64-bit mode, close Internet Explorer right away.
- Click the Start menu, search for "Internet Explorer" (specifically not "(64-bit edition)")

Common issues caused by improper IE settings:

- VinBrochures and vehicle information are inserted at the top of emails when sending to customers from the Customer Dashboard.
- Email messages cannot be deleted or attachments are not accessible when clicking on CRM > Email
- Print buttons are either not available or grayed out
- VinScanner not working properly
- Getting logged out of VinSolutions when navigating through the system
- Tasks not disappearing after being completed, or not being able to mark tasks as completed
- Reports not pulling data correctly
- User signatures being enlarged with excess white space (Internet Explorer 11)