

# Windows XP/Service Pack 2 Security (Troubleshooting)

Please follow the suggestions below if you find that the Finance Ad Hoc Extract Builder does not work after Service Pack 2 is applied to Windows XP. Service Pack 2 changes the default security settings in the Internet Explorer (IE) web browser. It also contains a useful pop-up blocker. Both of these will interfere with the operation of this application. We have attempted to include as many possible scenarios as possible in this troubleshooting guide.

If the application is working correctly on your browser, you will not need to change your settings even if Service Pack 2 has been installed.

If your setup is different, you do not know if Service Pack 2 has been installed, or you do not feel comfortable changing your settings, please check with your network support person or call 962-Help and request help with Data Warehouse Service Pack 2 settings.

Financial Extract Builder will appear on your menu as an item under folder "Report Generators", subfolder "Extract Builders" (Figure 1):

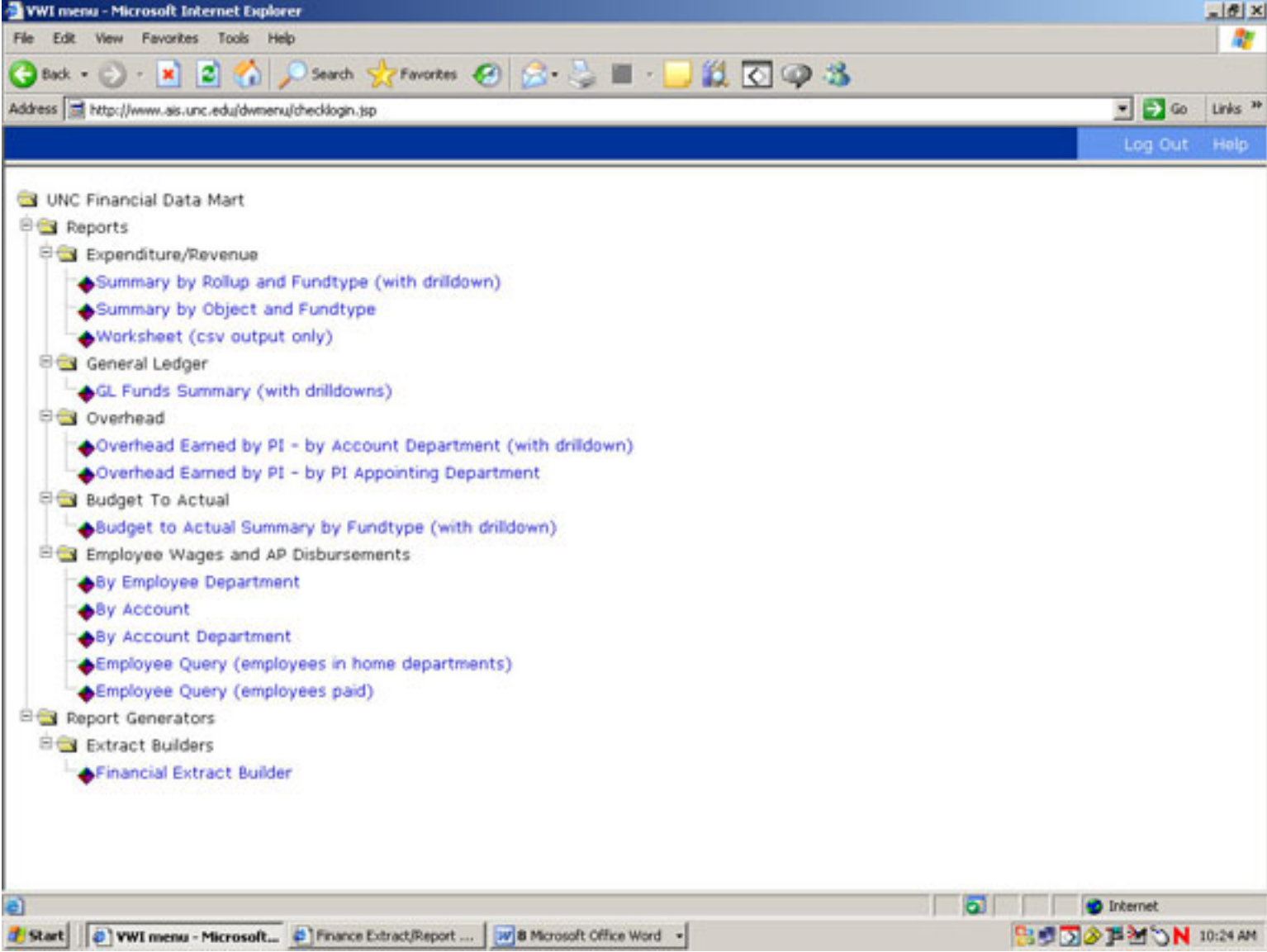
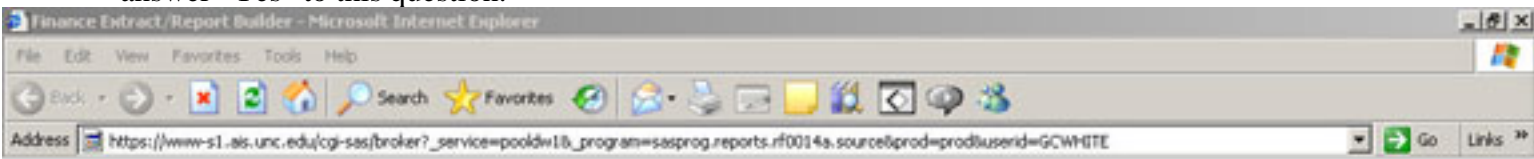


Figure 1

You might see one of the following two messages the first time you execute the Ad Hoc Extract Builder:

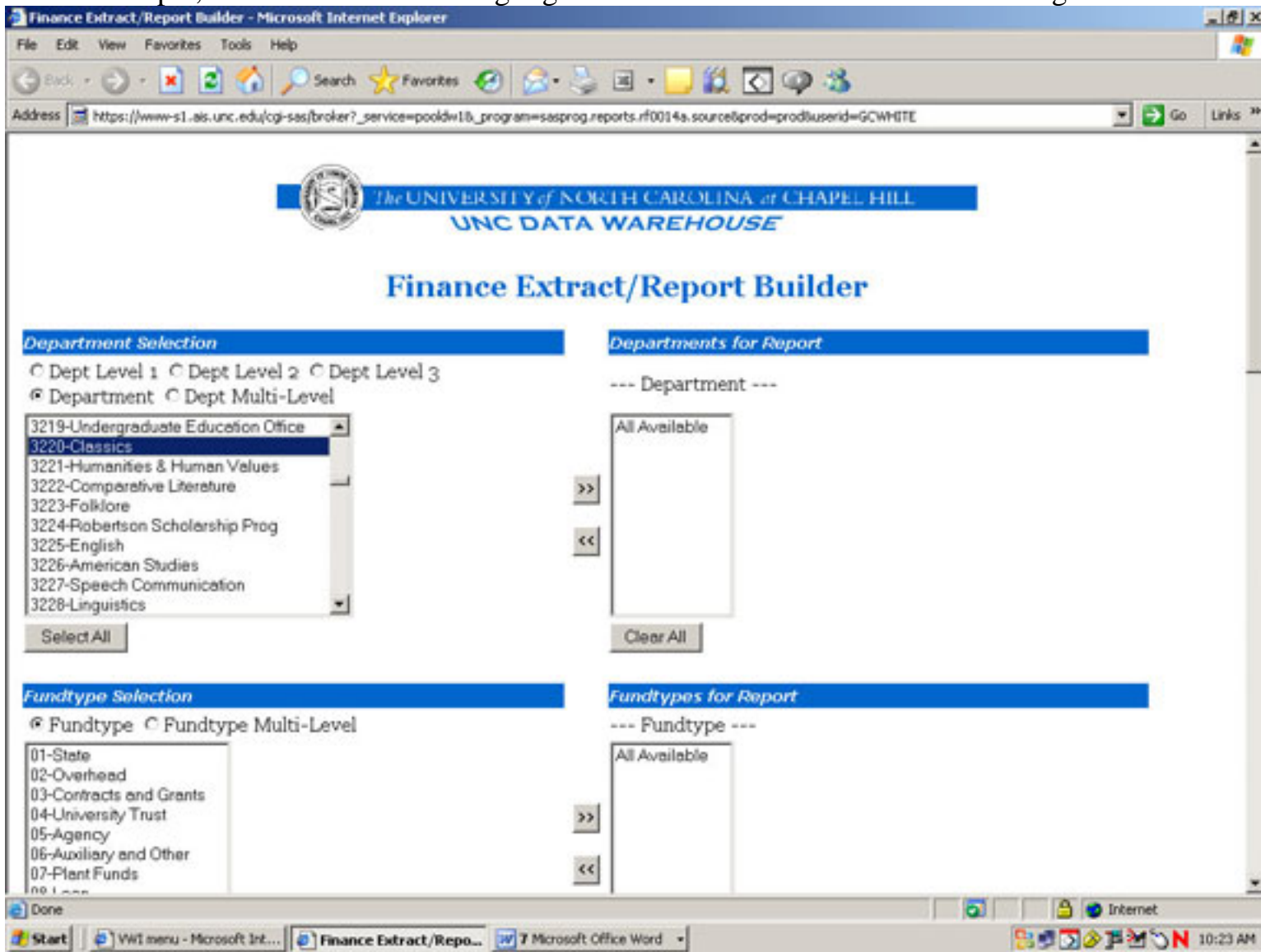
- 1. Scripts are usually safe to run. Do you want to allow scripts to run?  
-answer "Yes" to this question (Figure 2)
- 2. Allow active content?  
-answer "Yes" to this question.



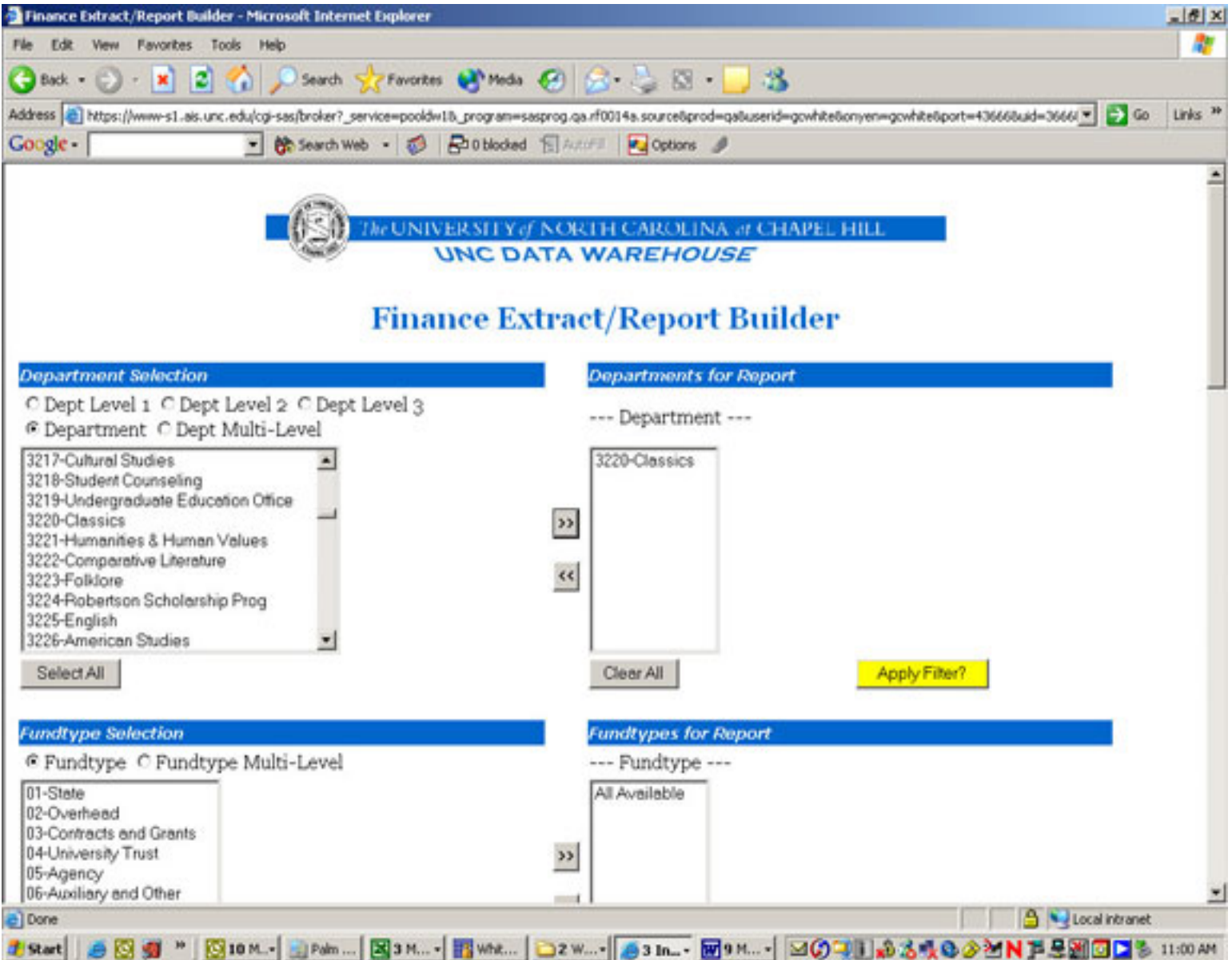
**Figure 2**

You should be able to highlight one or more departments and move them over using the add button (>>) on the right side of the screen (Figures 3 and 4).

In this example, "3220-Classics" was highlighted on the left and moved over to the right.



**Figure 3**



If you are not able to do this, check the following three settings in your browser:

- 1 Under menu "Internet Options", tab "Security" (Figure 5), click "Custom Level" and then scroll down under item "Scripting" to enable "Active Scripting" (Figure 6).
- 2 Under the same menu "Internet Options", tab "Security" (Figure 5), click "Custom Level" and then scroll down under item "Miscellaneous" to enable "Display Mixed Content".
- 3 Pop-ups must be enabled for applications from the "ais.unc.edu" domain. If you see the message "Pop-up is blocked. To see the pop-up or additional options click here ..." displayed under the "Address" toolbar in the upper-left portion of the screen (Figure 7), follow the click-here instructions and click on "Always Allow Pop-ups from this Site" (Figure 8)

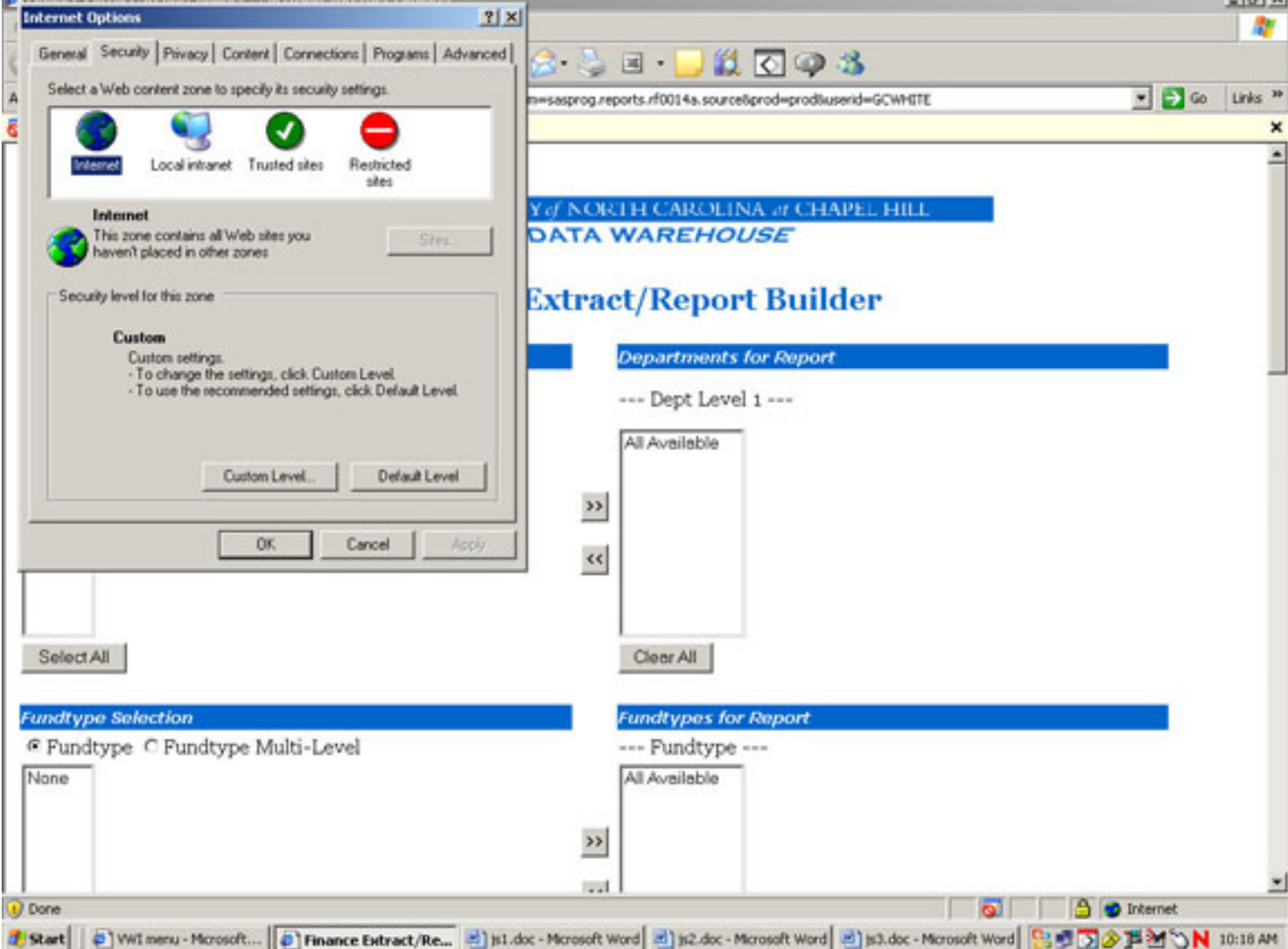


Figure 5

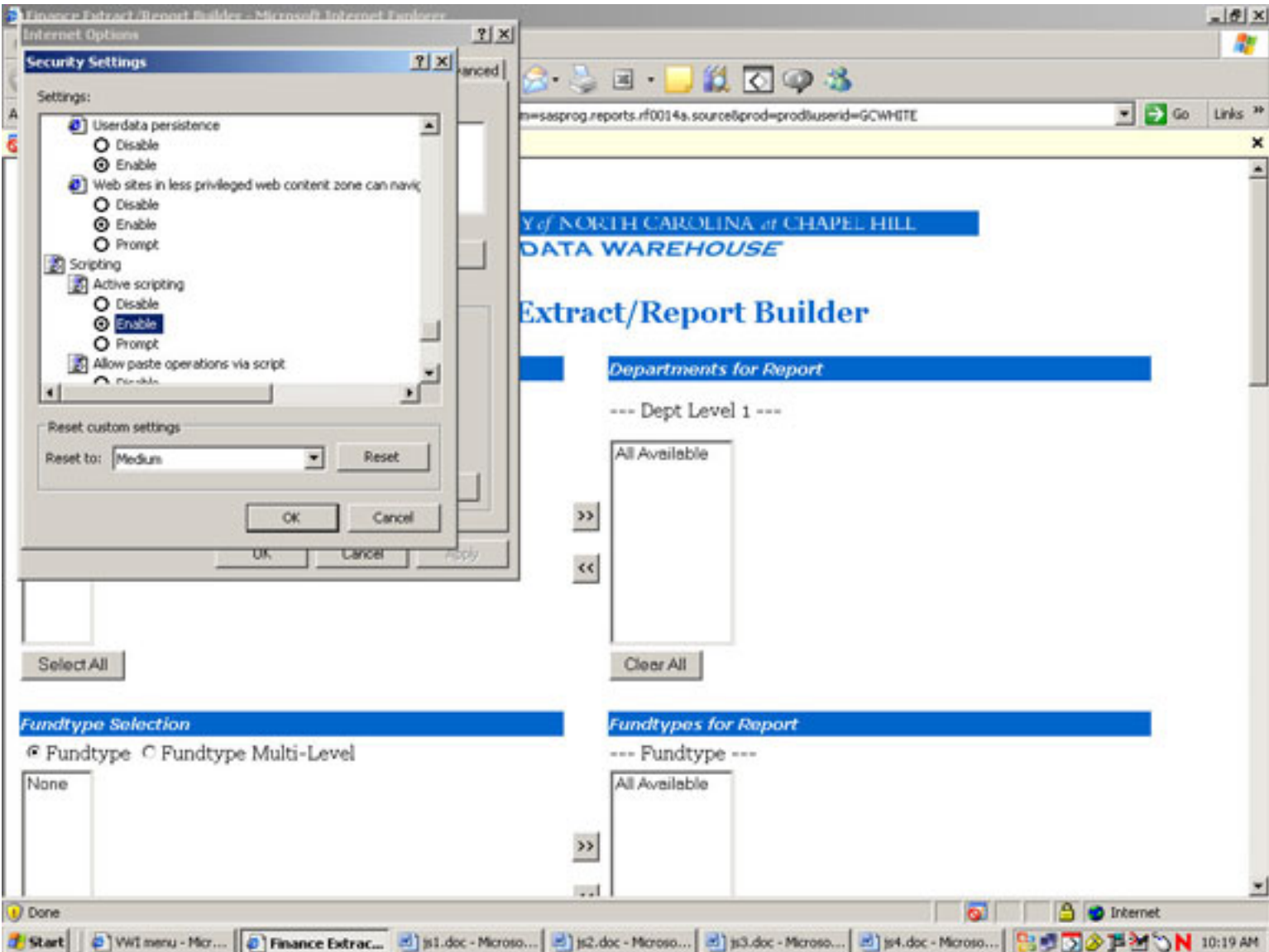


Figure 6

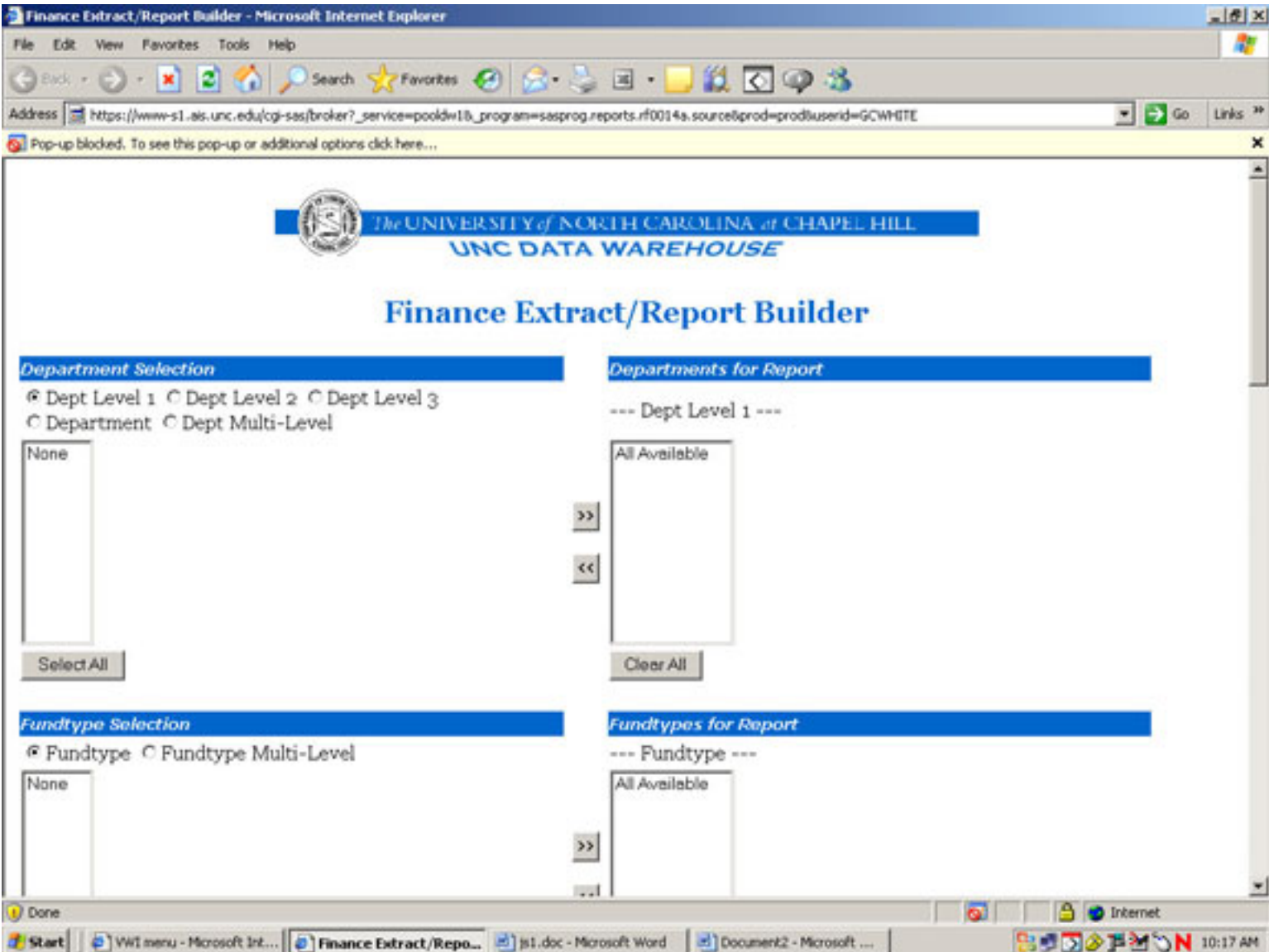
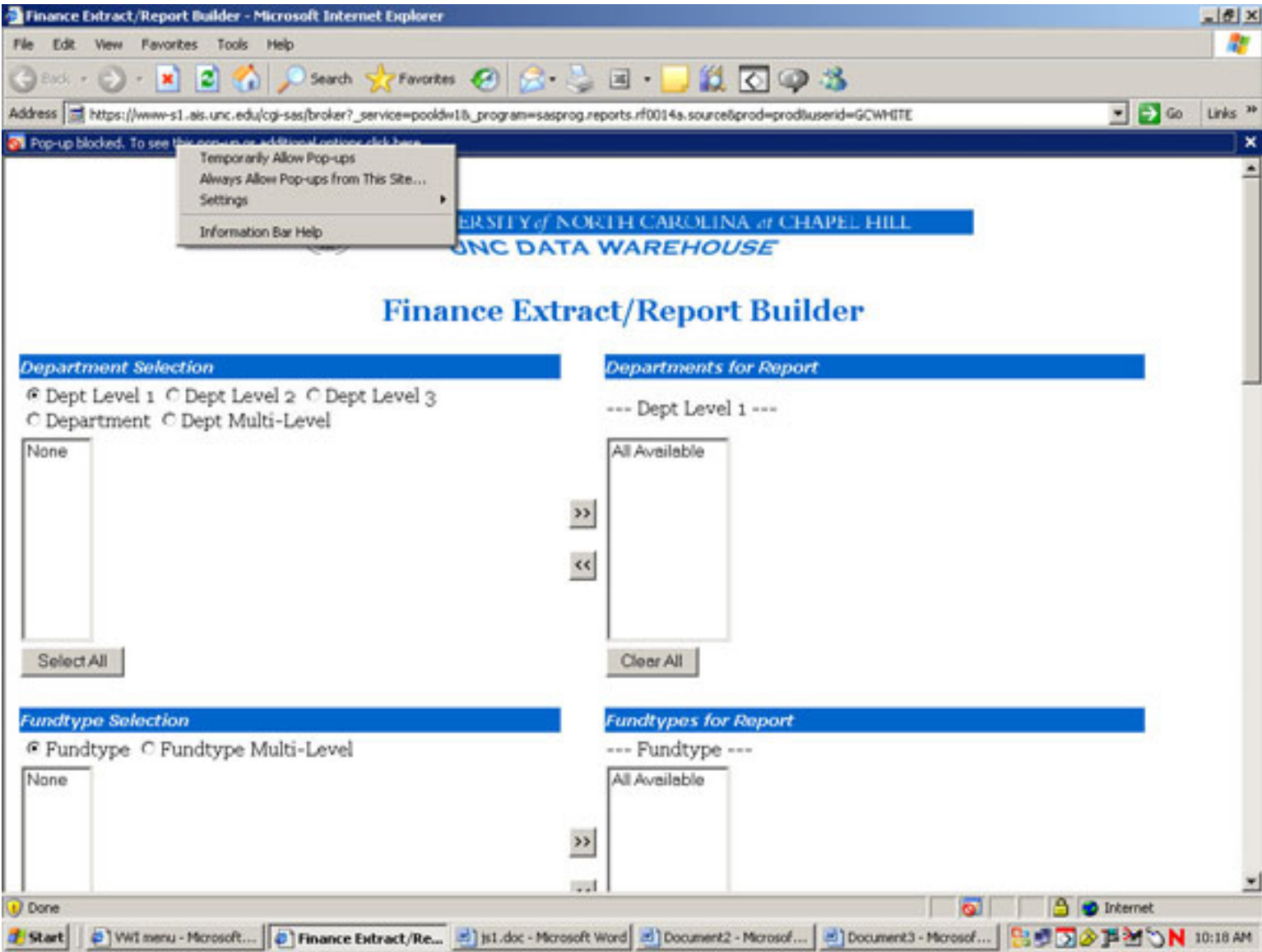


Figure 7



**Figure 8**

If you need to review your pop-up settings you can do this under menu "Tools", submenu "Pop-up Blocker", item "Pop-up Blocker Settings" (Figure 9).

If your setup is different or if you do not feel comfortable changing the settings above, please check with your network support person or call 962-Help and request help with Data Warehouse Service Pack 2 settings