

Tech Tip 90001

Microsoft Internet Explorer 7 and 8 compatibility setting for GroupWise Webaccess.

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Overview

Microsoft has made a modification via their Automatic Update service that affects your ability to reliably use the GroupWise Webaccess system from a Windows computer. This seems to be limited to their Internet Explorer web browser versions 7 and 8. Earlier versions do not seem to have this problem.

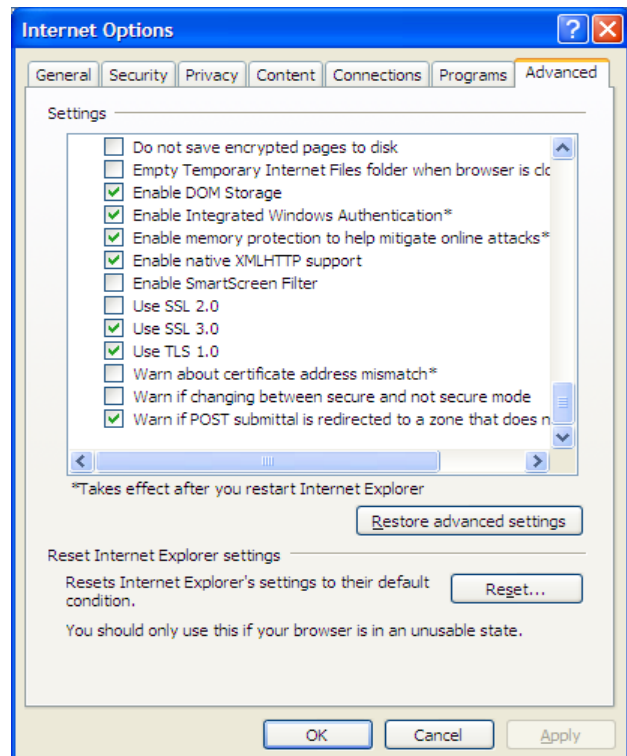
Symptoms

While using GroupWise Webaccess, the act of changing screens or refreshing your inbox will prompt you to login again. After you re-login, a login screen may keep randomly re-appearing.

Fix

Disable the Smartscreen Filter

1. Select Tools from the menu bar and then select Internet Options.
2. Once Internet Options is open, click on the Advanced Options tab.
3. While in the Advance Options screen, scroll down to the bottom and look for a checked box that is labelled Enable Smartscreen Filter as shown here to the right. Uncheck this setting. It should look like this after you uncheck it.
4. Click on OK.



Conclusion

This fix seems to resolve this problem.