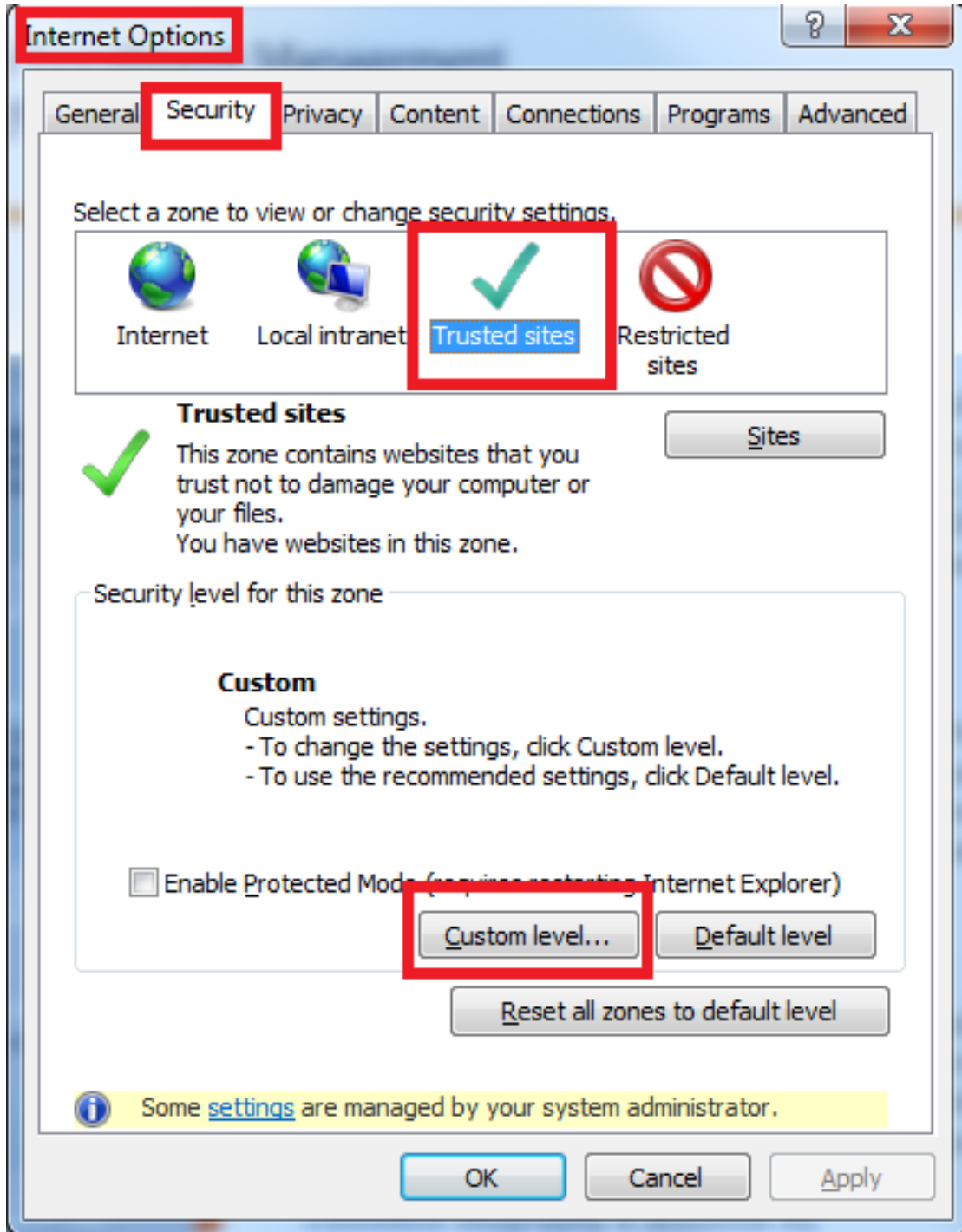


Fixing Potential Issues With Downloads and Pop-ups in Browser

1. Fix 1 - Enable *Automatic Prompting for File Downloads* in the Internet Explorer menu navigation: Tools > Internet Options > Security (tab) > Trusted Sites (selection) > Custom Level (button)> Downloads (heading)



Security Settings - Trusted Sites Zone

Settings

Enable
 Prompt

Downloads
Automatic prompting for file downloads
 Disable
 Enable

File download
 Disable
 Enable

Font download
 Disable
 Enable
 Prompt

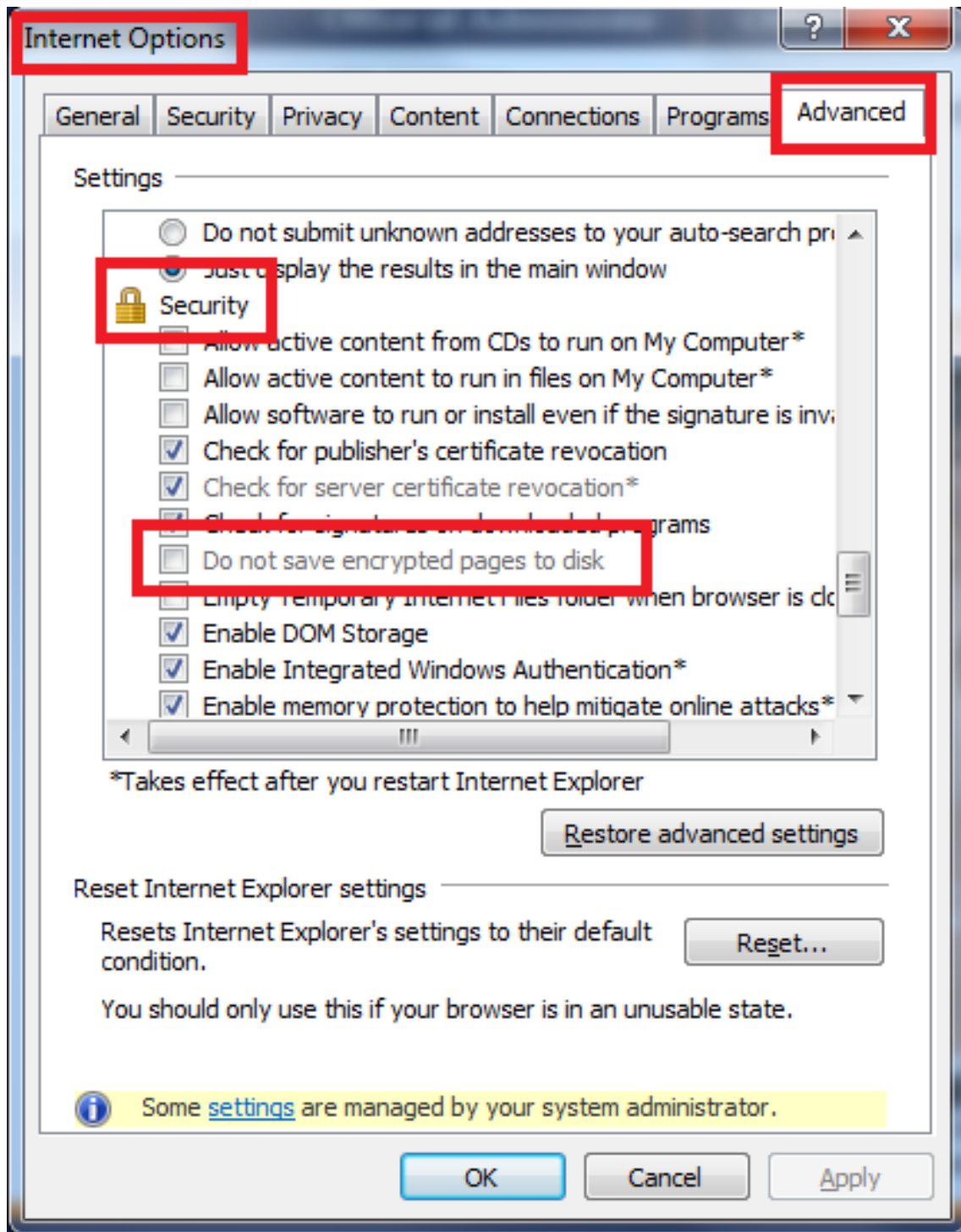
Enable .NET Framework setup
 Disable
 Enable

*Takes effect after you restart Internet Explorer

Reset custom settings

Reset to:

2. Fix 2 - **Uncheck** the *Do Not Save Encrypted Pages to Disk* option in the Internet Explorer menu navigation: Tools > Internet Options > Advanced (tab) > Security (heading)



Hold down the <Ctrl> key after clicking the link, until you receive a pop-up window prompting you to open or save the file. You will still see the error message that says, "File not found or file received has length zero" on your browser window, but you should also get a prompt asking if you want to open or save the file and you can then safely ignore the error message.

If following the above instructions did not solve the issue, then you have a pop-up blocker in a toolbar add-on that cannot be overridden by holding down the <Ctrl> key. If this is the case, this website http://www.ctimls.com/Support/KB/How%20To/Disable_PopUp_Blockers.htm will take you through steps to disable pop-up blockers in the most commonly installed toolbars.