# QuestionPoint chat

## *The Guide to IE browser setup*

Last updated: 2013 Nov 12

This guide provides a procedure for initially configuring your Internet Explorer (IE) browser to use Flash Chat.

*Please note that Chrome, Firefox and Safari (Mac) do not require configuration changes.*

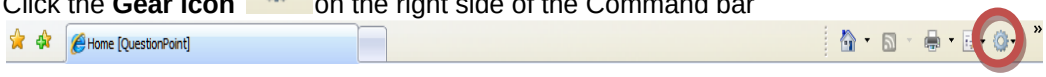
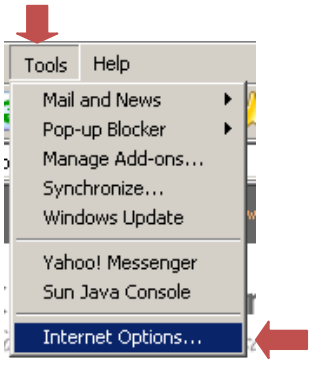

**Installing Adobe Flash Player (All Librarians using chat)** ..... 1
**Configure Internet Explorer for Chat** ..... 1
**Appendix A: Best practices** ..... 9
**Appendix B: Internet Explorer Advanced Security Settings for the Internet Zone** ..... 9

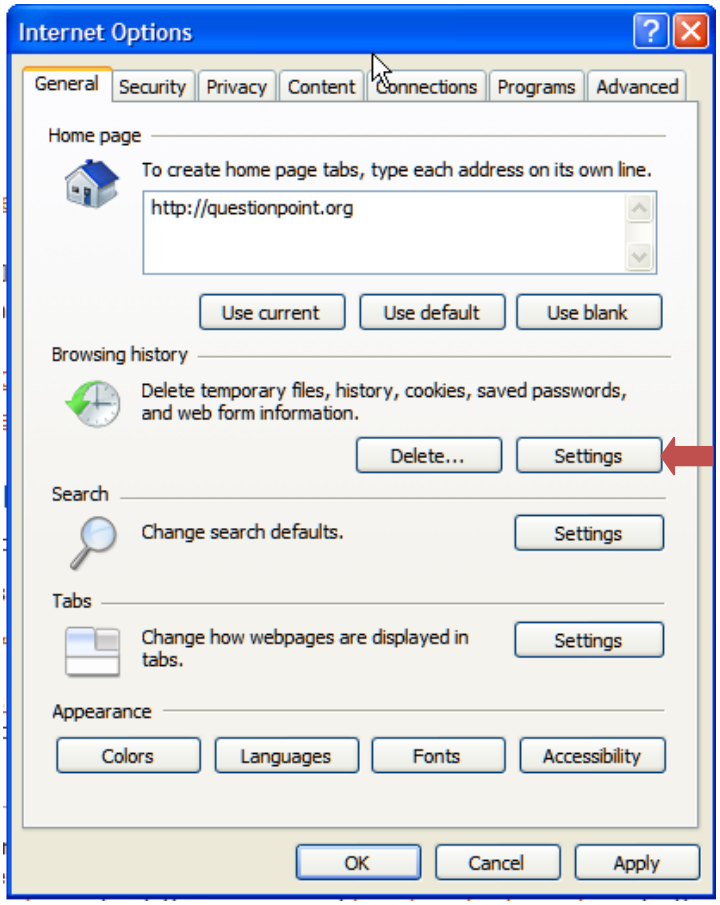

## Installing Adobe Flash Player  For IE

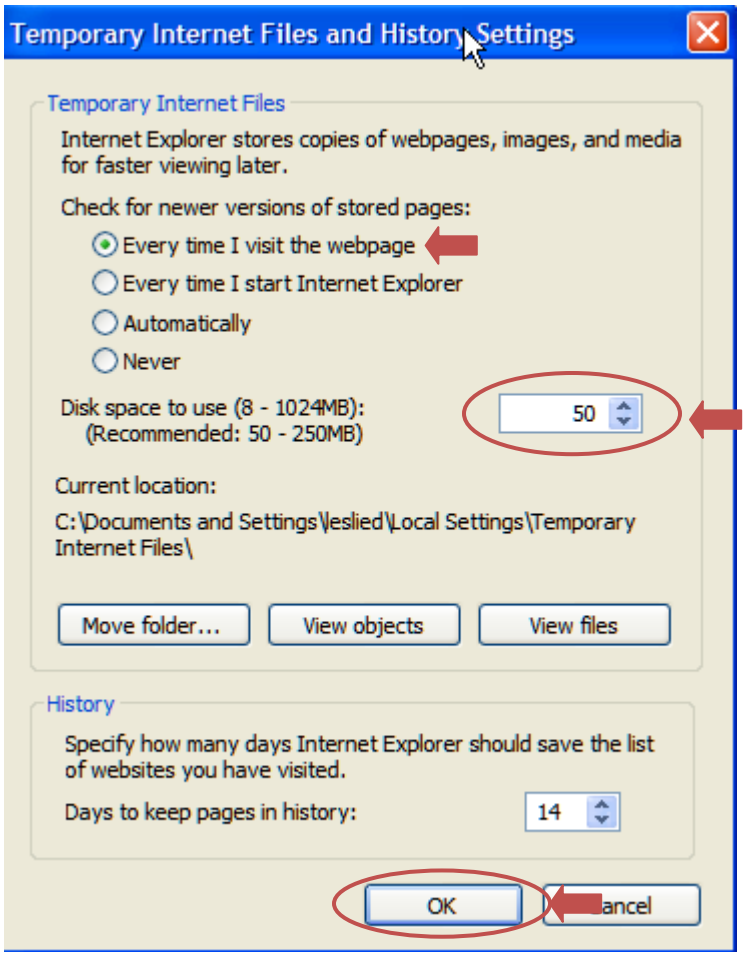
Be sure to install Flash from the Adobe Flash download web page @
http://www.adobe.com/shockwave/download/triggerpages_mmcom/flash.html

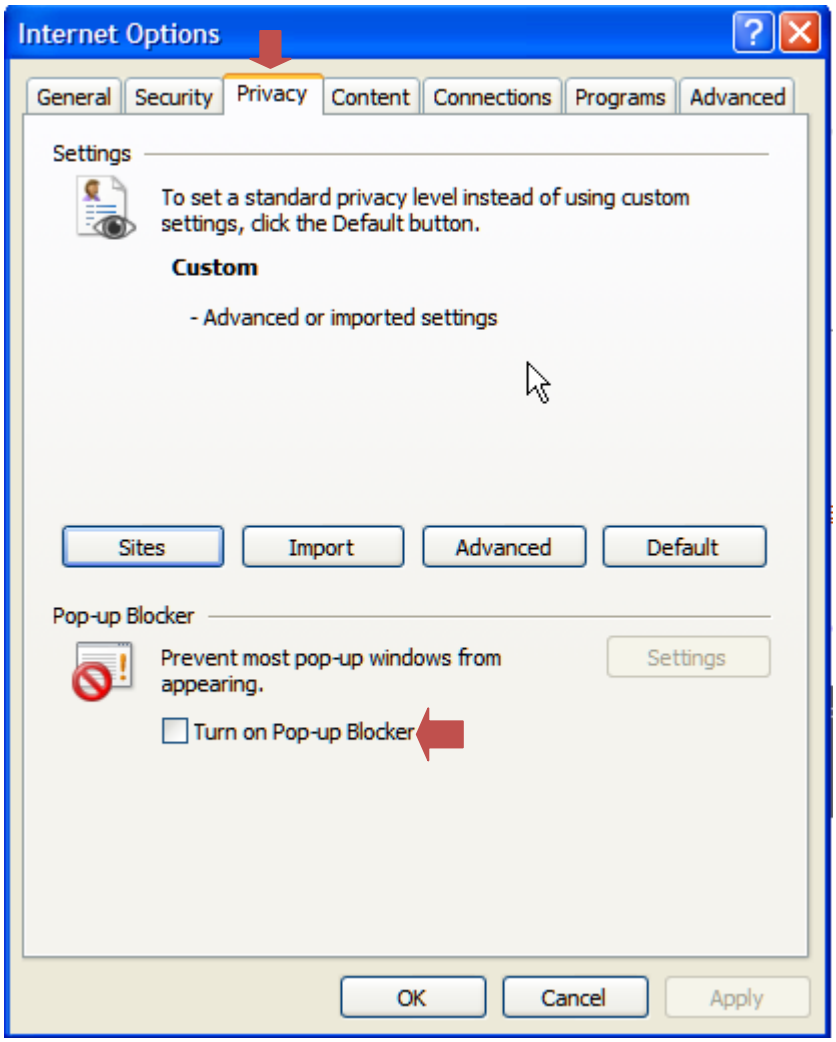
You will need to have ActiveX turned on for this download to install. Many Internet security and antivirus programs will block your ability to install a program using ActiveX. Please follow the directions provided by Adobe but if you are still having problems, contact your system administrator.

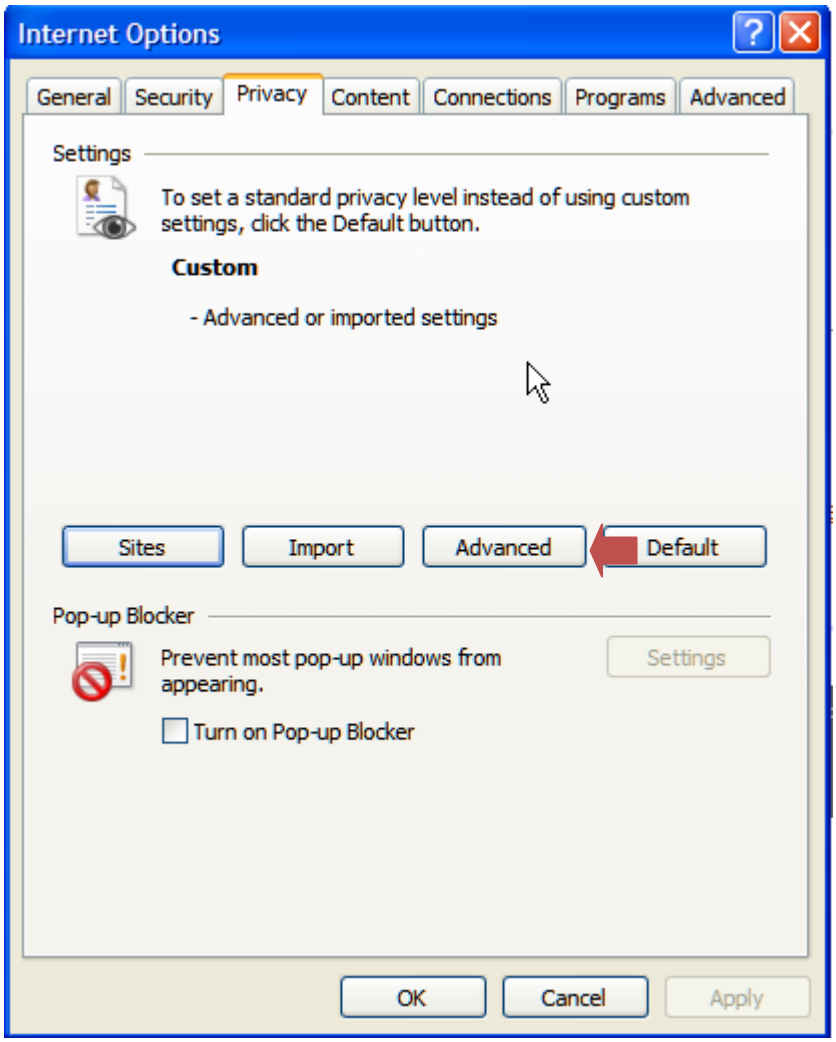
## Configure Internet Explorer for Chat

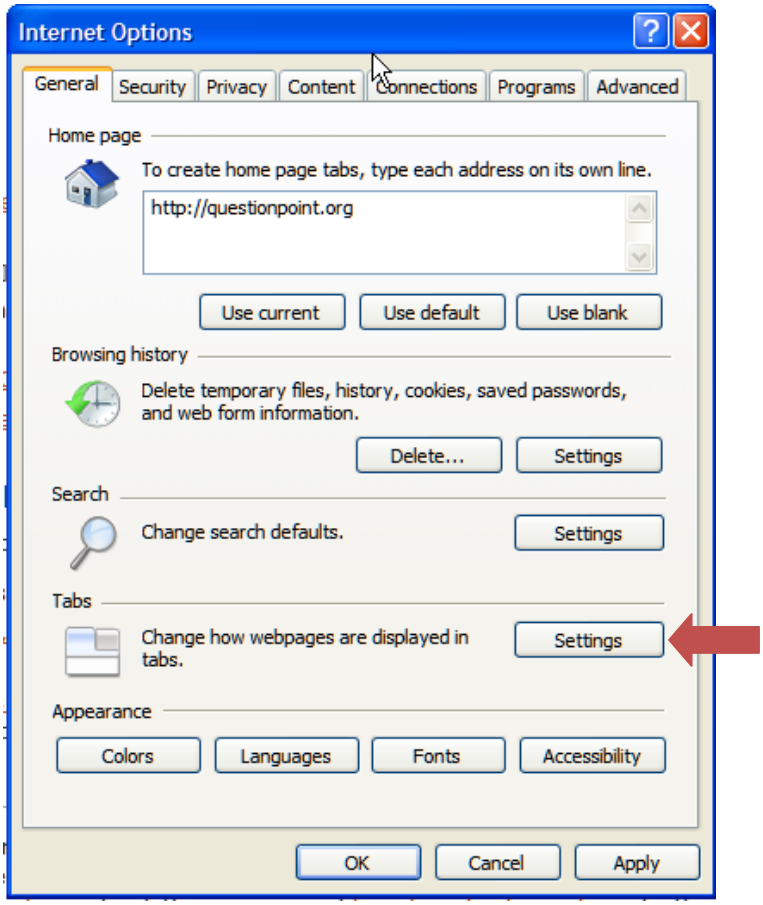
| Step | Action |
|---|---|
| 1 | Launch Internet Explorer. |
| 2 | Click the **Gear icon**  on the right side of the Command bar<br>  <br>If you do not see the command bar, you can hold down the ALT key and type O to open that menu.<br>Click on **Internet Options** from the drop-down list.<br>  |

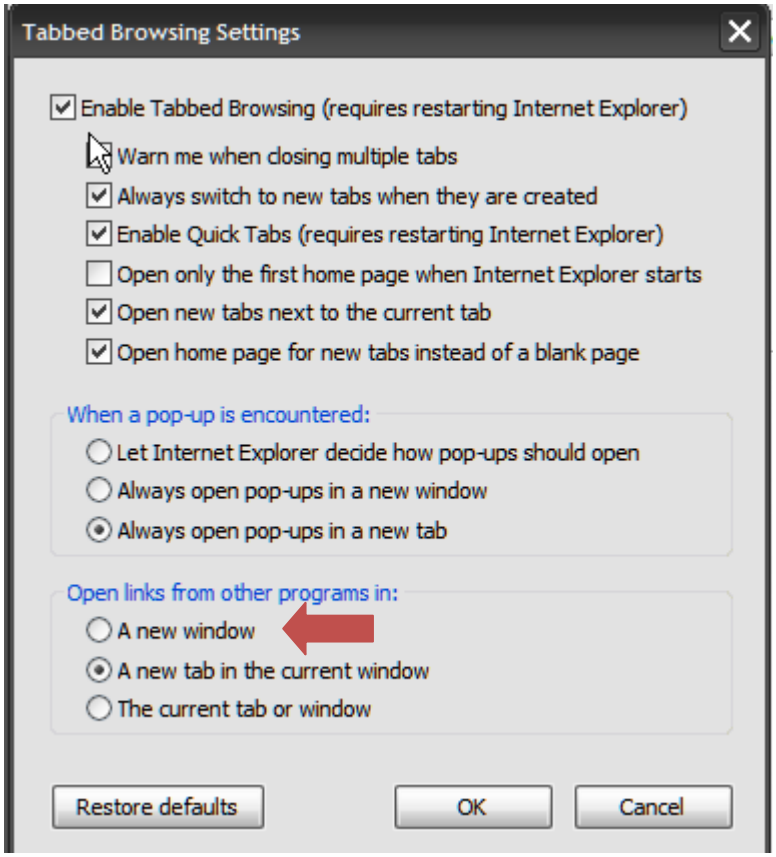
| Step | Action |
|---|---|
| 3 | Click the **Settings** button on the Internet Options screen.<br>  |

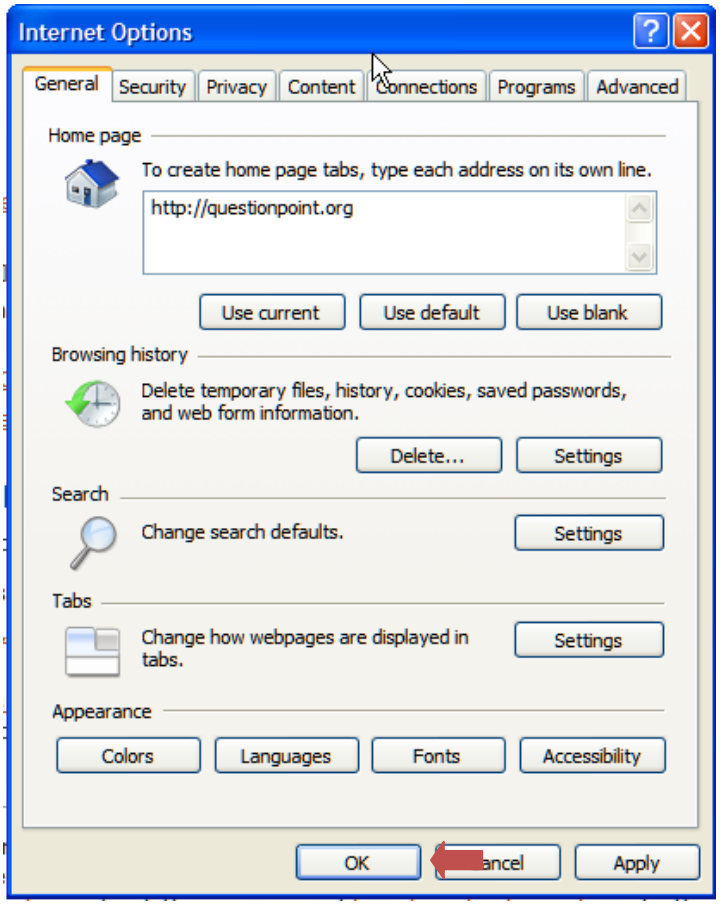
| Step | Action |
|---|---|
| 4 | Click the radio button to the left of **Every visit to the page**, set the size of the **Temporary Internet files folder** to ***50*** **MB***, and Click **OK**.<br><br>  <br><br><br>*** This is different than the settings for Internet Explorer 6 due to the way temporary Internet files are handled by Internet Explorer 7 and Internet Explorer 8.** |

| Step | Action |
|---|---|
| **5** | Click the **Privacy** tab in the *Internet Options* window.<br>  <br><br>Under Pop-up Blocker, remove the check in the box for **Turn on Pop-up Blocker** |

| Step | Action |
|---|---|
| 6 | Click on **Advanced**<br>  |
| 7 | Under "**Advanced Privacy Settings**", check "**Override automatic cookie handling**"<br>  |

| Step | Action |
|---|---|
| 8 | Check "**Always allow session cookies**", and click "**OK**"<br>  |
| 9 | Click the **Setting** button in the Tabs section<br>  |

| Step | Action |
|---|---|
| **10** | Look for the "**Open Links from other programs in:**" section and select **A new window**<br>  |

| Step | Action |
|---|---|
| 11 | Click "**OK**"<br>  |

## Troubleshooting and Support

- Document problems that you encounter so you can describe them when you request support.
- **OCLC support staff**: Email: support@oclc.org
  Telephone: 1-800-848-5800 (USA) or +1-614-793-8682
  (7:00 a.m. to 9:00 p.m., U.S. Eastern time, Monday–Friday)

## Comments or suggestions

- Please send us your comments about this quick reference

at http://www.oclc.org/content/forms/worldwide/en/questionpoint/feedback.html

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# Appendix A: Best practices

**Limit the number of other programs running on your computer**
When monitoring chat, it is critical to only run those programs that are essential

**Properly end your chat sessions**
Always end your patron chat sessions when they are done. Chat sessions that have been ended but not closed create unnecessary strain on QuestionPoint

**Properly end your shift**
Always use the Log Out link in the upper right corner of the chat monitor when ending your chat shift. Use the "Close session" link on the confirmation screen. Then use the "Exit" link for your QuestionPoint session when you are ready to leave QuestionPoint.

# Appendix B: Internet Explorer Advanced Security Settings for the Internet Zone

**Below are the advance security settings for the Internet Zone. This information is to be used by system administrators to configure the security settings if they have disabled them on your computer.**

**.NET Framework**

| Option | Setting |
|---|---|
| Loose XAML | Enable |
| XAML browser applications | Enable |
| XPS documents | Enable |

**.NET Framework – reliant components**

| Option | Setting |
|---|---|
| Run components not signed with Authenticode | Disable |
| Allow Scriptlets | Disable |

**ActiveX controls and plug-ins**

| Option | Setting |
|---|---|
| Allow previously unused ActiveX controls to run without prompt | Enable |
| Allow Scriptlets | Disable |
| Automatic Prompting for ActiveX controls | Disable |
| Binary and script behaviors | Enable |
| Display video and animation on a webpage that does not use external media player | Disable |
| Download signed ActiveX controls | Prompt |
| Download unsigned ActiveX controls | Disable |
| Initialize script and ActiveX controls not marked as safe for scripting | Disable |
| Run ActiveX controls and plug-ins | Enable |

| | |
|---|---|
| Script ActiveX controls marked safe for scripting | Enable |

**Downloads**

| Option | Setting |
|---|---|
| Automatic prompting for file downloads | Disable |
| File download | Enable |
| Font download | Enable |

**Enable .NET Framework Setup**

| Option | Setting |
|---|---|
| Enable .NET Framework Setup | Enable |

**Miscellaneous**

| Option | Setting |
|---|---|
| Access data sources across domains | Disable |
| Allow META REFRESH | Enable |
| Allow scripting of Internet Explorer web browser control | Disable |
| Allow script-initiated windows without size or position constraints | Disable |
| Allow webpages to use restricted protocols for active content | Prompt |
| Allow websites to open windows without address or status bars | Disable |
| Display mixed content | Prompt |
| Don't prompt for client certificate selection when no certificate or only one certificate exists | Disable |
| Drag and drop or copy and paste files | Enable |
| Include local directory path when uploading path when uploading files to a server | Enable |
| Installation of desktop items | Prompt |
| Launching application and unsafe files | Prompt |
| Launching programs and files in an IFAME | Prompt |
| Navigate sub-frames across different domains | Disable |
| Open files based on content, not file extension | Enable |
| Software channel permissions | Medium Safety |
| Submit non-encrypted from data | Enable |
| Use Phishing Filter | Enable |
| Use Pop-up Blocker | Enable |
| Usedata persistence | Enable |

| | |
|---|---|
| Websites in less privileged web content zones can navigate into this zone | Enable |

**Scripting**

| Option | Setting |
|---|---|
| Active Scripting | Enable |
| Allow Programmatic Clipboard access | Prompt |
| Allow status bar updates via script | Enable |
| Allow websites to prompt for information using scripted windows | Disable |
| Scripting of Java applets | Enable |

**User Authentication**

| Option | Setting |
|---|---|
| Logon | Automatic logon only in the Intranet zone |