



Imaged Documents Online - Connectivity Help for IT Departments

If you are having difficulty accessing our Imaged Documents Online Website, please send this document to your IT Department and they will be able to help you fix the problem.

Troubleshooting Common Network and Browser Problems

Because of the various network and desktop configurations used by our customers, invariably a customer will notify us that they can not access our Imaged Documents Online Website. The following is a list of common network and browser issues that will solve the majority of these problems.

- Make sure you are using Internet Explorer 5.0 (or higher) or Netscape 4.7x (Version 6 and 7 are not compatible).
- Make sure your network proxy server (or browser filtering software) is not blocking the site. If you are using Microsoft's ISA server in conjunction with a proxy, you will need to exclude the URL <http://165.127.30.132:8000/> in the proxy server Exceptions box in Internet Explorer on each desktop.
- Make sure your Internet Service Provider (ISP) allows access to Port 8000. We have numerous systems at DORA, therefore we have to use a different port for each system and this one uses Port 8000.
- Make sure your firewall configuration (on router or server) is not blocking access to the site.
- AOL users: After you have installed one of the two recommended browsers, log into AOL and minimize your AOL browser, then open Internet Explorer or Netscape and the site will be accessible.
- The security settings of your browser can affect your ability to connect if they are set too high. Try lowering them to see if they are interfering with your connectivity.
- Antivirus software settings on networks and desktops can affect connectivity in some cases. This site uses dynamic, encrypted Web links to the images.

If your IT department can not get you connected after trying all of the above suggestions, please have them send us an e-mail with the following information:

- Your IT Department or Helpdesk contact person's name, phone number and e-mail address
- Customer's name and phone number and their browser, version, and OS (operating system)
- ISP (Internet Service Provider) name, phone number, and e-mail address (if different from IT Dept. info)
- Explanation of the problem (include the Layout #, and the exact text of the Error Message, URLs, etc., that may help in trouble shooting the issue)
- Please include as much information as possible about what record you were searching for (and which board does the record reside with)
- Please include a copy of a trace route to 165.127.30.132
- When was the last time the customer was able to use the site and retrieve an image
- Have there been any changes made to the network, desktop, or ISP configuration since the last good image retrieval
- Send an e-mail with the above information to: helpdesk@dora.state.co.us