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## *Troubleshooting Guide for using Easylink from Home*

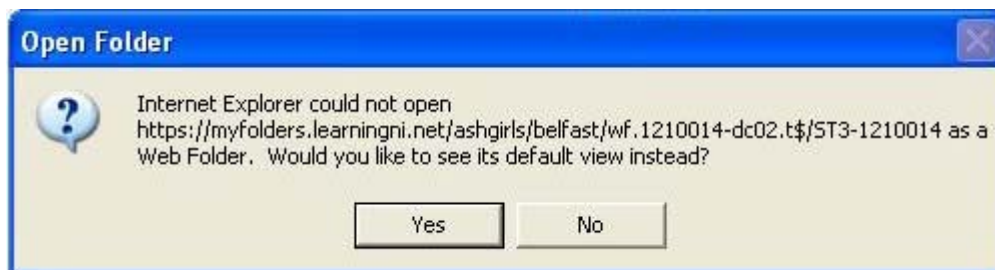
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### 1. Windows XP & Internet Explorer 6 Users

*"When I open a Web Folder, Error Message Box 'Internet Explorer could not open <WEB-ADDRESS> as a Web Folder. Would you like to see its default view instead?' is displayed"*

The error message below may be displayed when you click on the Home Directory link in easylink. This message is displayed because your computer is not setup correctly to use Web Folders. To solve this problem please follow the instructions below.

#### Step 1



When the message box shown in Figure 1 is displayed **Click 'No'**.

#### Step 2

Download and install the Microsoft update for [Web Folders from here](#).

#### Step 3

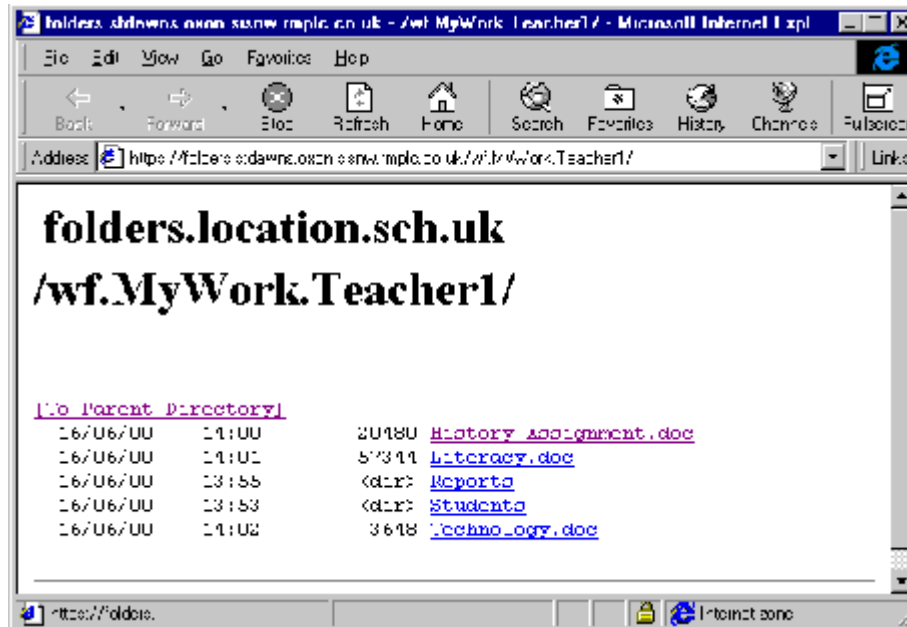
Restart your computer.

#### Step 4

Log into Easylink and try opening your Home Directory.



2. *"When I open a Web Folder, the window displays a list of files instead of icons"*



To enable full functionality of RM EasyLink, you should have Internet Explorer 5.0 (or above) installed, with Web Folders.

However if you have IE5 or above installed, this error may occur because of a problem on your PC. Please visit the following site [RM EasyLink](#) for more details.

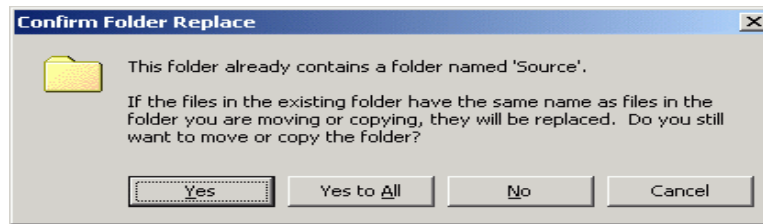
The [Prerequisites for Users](#) page describes how to upgrade your Internet browser.

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3. *"When I double-click on a file in a folder I get asked to re-enter my username and password"*

This can happen whenever you double-click on a file in a Web Folder. This is an expected action from the technology used for RM EasyLink - Microsoft Web Folders.

We recommend that you copy the file from the Web Folder to your desktop, and edit it there to avoid this issue.

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4. *"When I try to copy a folder from my PC to my Work area, I get an error saying that the folder already exists"*

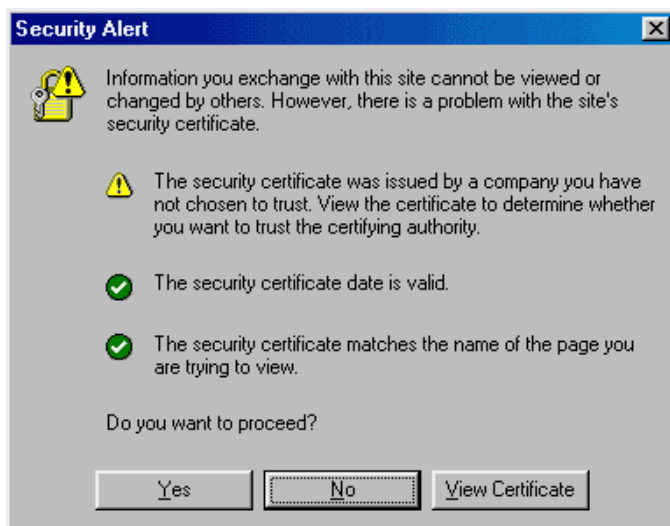


This message will be displayed when you try to copy a folder from your PC to your Work Web Folder. This is an expected action from the technology used for RM EasyLink - Microsoft Web Folders

When you get this message, select the **Yes to All** button - the folder and its contents will be copied to your Work Web Folder.

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5. *"Whenever I log in to EasyLink, I receive a Security Alert message"*



This warning message is displayed because your web browser does not have sufficient security information about your establishment's Internet site.

You need to install a security certificate on your computer so that it has all the details required.

- On the RM EasyLink home page, choose the **Download Certificate** link.
- When prompted, save the certificate to your desktop.
- When the download is complete, right-click the certificate and choose **Install Certificate**.
- The **Certificate Manager Import Wizard** welcome screen is displayed. Click on the **Next** button to continue.



- The wizard prompts you to select a location in which to store the certificate. Keep the default setting and click on the **Next** button.
- The **Completing the Certificate Manager Import Wizard** window is displayed. Click on the **Finish** button.
- A confirmation window is displayed, click on **Yes** on this window, and then **OK** on the final window to complete the install.

You should not receive a **Security Alert** message the next time that you use EasyLink.

### Problem

If you receive the following message when you click on the **Download Certificate** link:

Internet Explorer cannot download the file certificate.crt from <Web site address>. IE was not able to open this internet site. The requested site is either unavailable or can not be found Please try again later.

Then follow the following instructions to enable the download:

- Start Internet Explorer.
- On the View menu, click Internet Options.
- On the Advanced tab, click to select the "Do not save encrypted pages to disk" check box. Push the OK button.
- Select the **Download Certificate** link again from the RM EasyLink website.

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### *Prerequisites for users*

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#### **Windows 2000 / XP**

If you use Windows 2000, XP or above, your Internet Explorer browser will already be configured for RM EasyLink access. Web Folders are named 'My Network Places'.

#### **Windows 95 / 98**

To enable the full functionality of RM EasyLink, you will need Internet Explorer 5 (or above) with Web Folders installed.

To check that your computer will work with RM EasyLink:

- Double click the My Computer icon on your desktop.

Do you see the Web Folders icon (as shown opposite)?





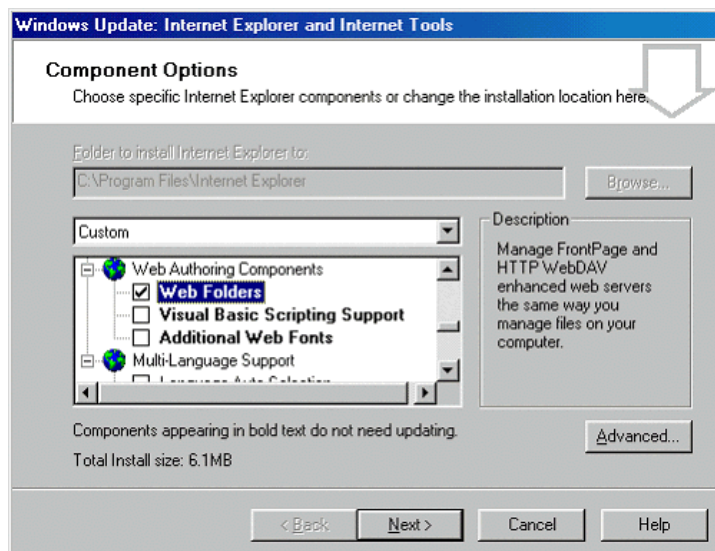
If you can see this icon, your system is ready to access EasyLink.

If you do NOT see this icon, then we recommend you update your Internet Explorer installation as described below.

### Updating / Installing Internet Explorer

If you do not have a copy of Internet Explorer, ask your network administrator for the CD. Alternatively, you can download it from [Microsoft](http://Microsoft). This will however require a large download which will take some time.

- When you commence the installation, select the Custom Installation option.
- When you see the Component Options window, ensure the Web Folders option is selected.



- Continue with the installation, following the onscreen instructions. When complete, and your computer has rebooted, check that the Web Folders icon is in your My Computer folder.