13Network Troubleshooting Tips
(Tips Will Be Updated Regularly As New Info Is Made Available or When
Revisions Require End-User Changes)

- Firewalls must be set to permit http referrer pages and privacy settings should be turned off. (See "Privacy Settings On Personal Firewall Software" Section Below)
- Browser must allow session cookies. Wireless networking will not work in the majority of cases. Connection must be made via dial-up, DSL, cable, T1, etc.
- XP users may need to turn off or adjust firewall settings to access site.

- ## Browser Settings — IE6 or Higher

  Try the following:
  1.   Open the Internet Explorer
  2.   Click Help and select About Internet Explorer to verify that version 6 or higher is being used. Close window.
  3.   Click Tools and select Internet Options.
  4.   Select the Privacy tab.
  5.   In the Settings section click the Advanced button.
  6.   Ensure the Override automatic cookie handling check box is checked.
  7.   Ensure both First-Party Cookies and Third-Party Cookies settings are set to Accept.

- ## Display Settings
  The Screen Area of your display should be set to no less than 600 X 800 pixels.

- ## Norton Internet Security
  To correct errors generated during display:
  1.   Start Norton Internet Security
  2.   Select Privacy Control
  3.   Uncheck the box that reads Enable Privacy.

- ## Privacy Settings On Personal Firewall Software

  Problems accessing the login page from the Trustee's home page may also be caused by personal firewall software installed on the user's PC.

  Certain settings must be disabled if a user has a built-in personal firewall/personal firewall installed or anti-virus software is installed on the PC.

  See "referrer" settings associated with your firewall. HTTP_REFERER options are used on the 13network web pages. Referrer pages must be permitted by your firewall to allow you access.

- **<u>Session Time Out Due to Authorization Settings</u>**

  Try the following:
  1.   **Click on tools in Internet Explorer**
  2.   **Select Internet Options from the menu.**
  3.   **Click on the Security Tab.**
  4.   **Click on the Custom Level button at the bottom of the window.**
  5.   **Scroll down to User Authentication and check "Prompt for User Name and Password".**

ADDITIONAL TIP INFORMATION:

- **Whenever possible, all attempts to provide updates to the 13network data will be made daily, including some cases in which processing of the update will occur during normal business hours. If after entering your login information you are redirected to the 13Network home page, this is an indication that an update of the data is currently in progress; Users should wait approximately 15 minutes before attempting to log back into the site or before contacting the trustee's office.**
- **Users logged into the site who receive an error message while accessing case pages should first attempt to log back into the site. If directed to the 13Network home page, please wait approximately 15 minutes for the data to be updated before attempting to log back in or before contacting the trustee's office.**