

## Linktivity Client Trouble-shooting Quick Start Guide

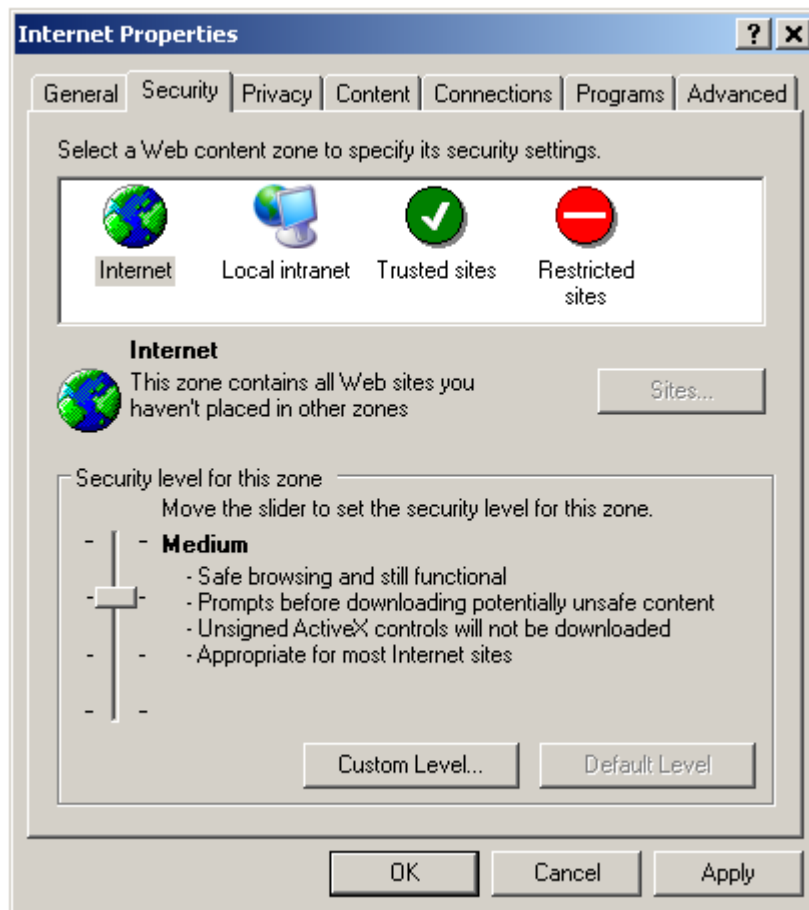
### Optimize your Internet Security settings:

The latest version of this document can be obtained [here](#).

Verify that the version of Internet Explorer you are running is 5.5 or greater.  
Within Internet Explorer click on help and then click on **About** Internet Explorer.

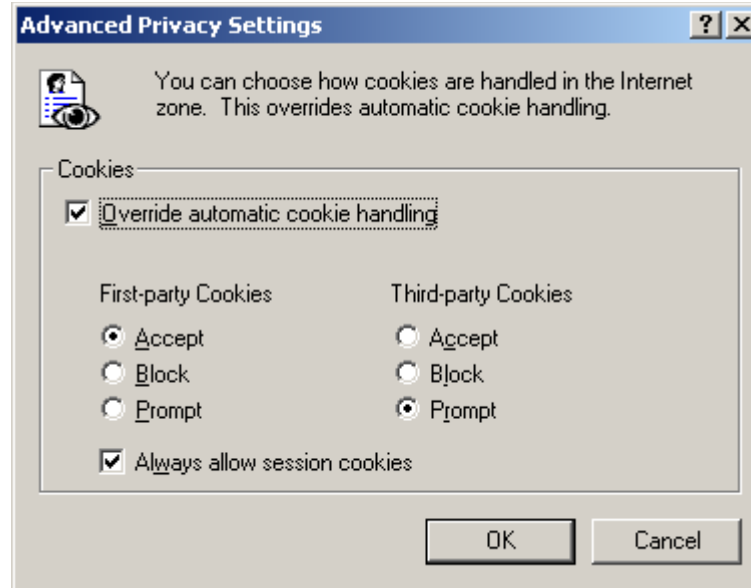


From Internet Explorer, go to the Tools menu and choose Internet Options (or go to Control Panel / Internet Options). Click on the Security Tab, and click the Default Level button if it is available. Ensure that your browser security setting is set to the Medium level. If not, please set it to Medium manually.



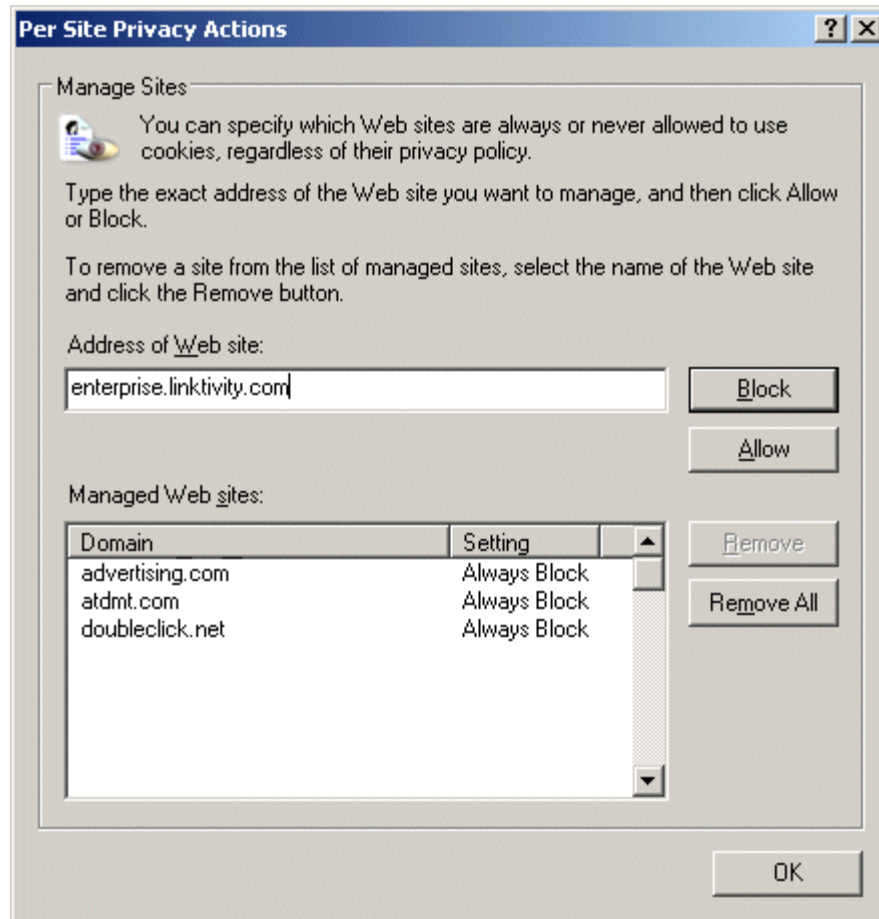
## Configure your Internet Privacy settings:

From the Privacy tab, click on the Advanced button (**not** the tab). Set your Advanced Privacy Settings just as you see them in the picture below.



If you have the most recent updates for Windows XP, you will have a Sites button on the Privacy tab. **In Windows 2000, you'll have an Edit button in the lower right corner of the Privacy screen.** If you choose, you use this to add the Linktivity site as a Trusted site, always allowed to set cookies.

To add the Linktivity server to your Trusted sites list in your Privacy settings, click on Sites **(or Edit in Windows 2000)**, then enter the address of your Linktivity server and click Allow.



## Configure your temporary directory:

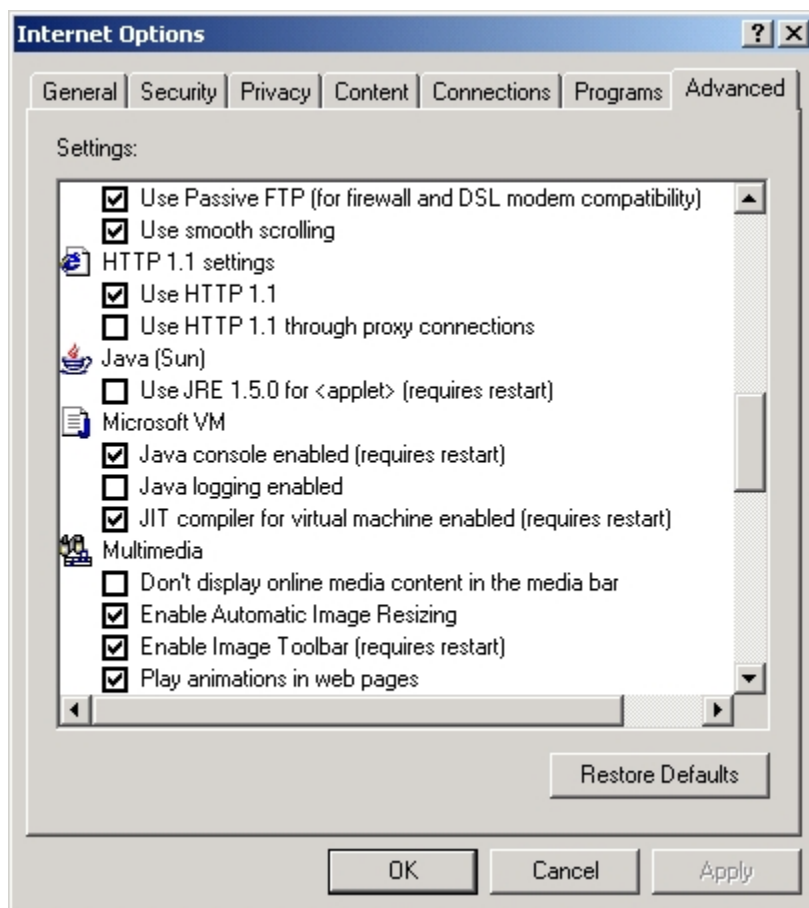
Run the Test Browser utility. If the Temporary directory is not C:\temp, click the CHANGE DIR button, and type in "Temp" then click ENTER.



## Configure the default Java environment:

From the Advanced Internet Properties, locate your Java options. You will have Java (Sun), Microsoft VM, both of these or neither.

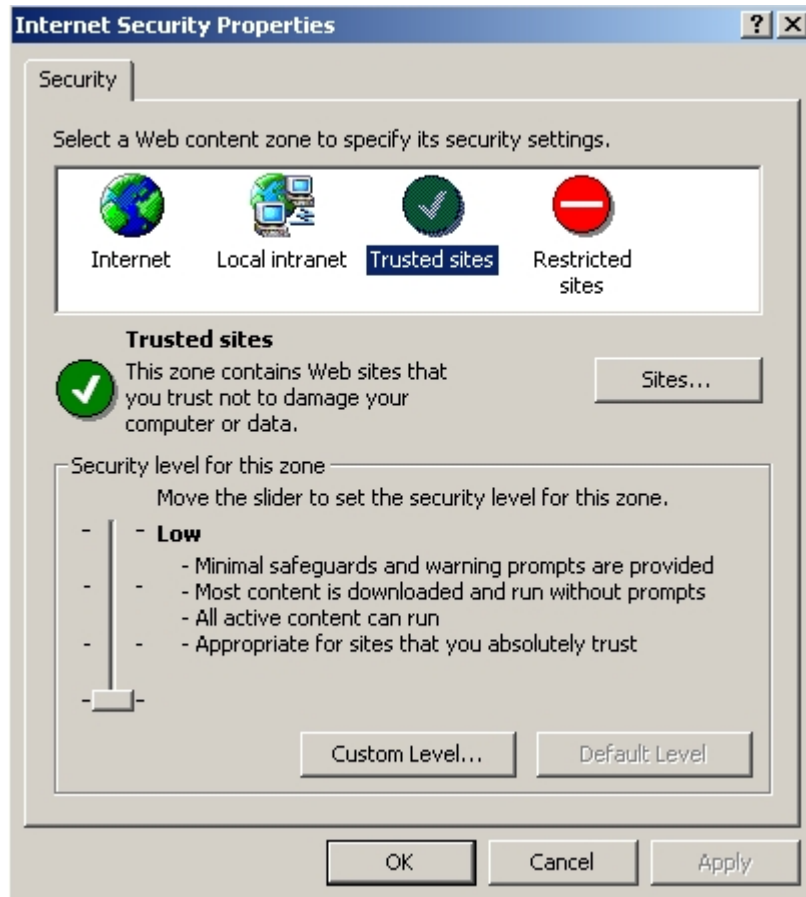
- If you do not have Sun Java or the Microsoft VM, click here to download the Microsoft VM – [DOWNLOAD MICROSOFT JAVA](http://www.linktivity.com/home/java/msjavx86.exe) (or go to <http://www.linktivity.com/home/java/msjavx86.exe>).
- If you have the Microsoft VM and do not have Sun Java, you are all done; click OK.
- If you have Sun Java 1.4.x or higher, and not the Microsoft VM, you are done; click OK. If you have a version of Sun Java older than 1.4, please uninstall it and replace it with the current version: [DOWNLOAD SUN JAVA](http://www.linktivity.com/java/j2re-1_4_2_03-windows-i586-p-iftw.exe) (or go to [http://www.linktivity.com/java/j2re-1\\_4\\_2\\_03-windows-i586-p-iftw.exe](http://www.linktivity.com/java/j2re-1_4_2_03-windows-i586-p-iftw.exe)).
- If both Sun and Microsoft VM – disable (uncheck) Sun Java, and click OK.



If you followed these steps from within Internet Explorer, you must exit all of your browser windows and restart Internet Explorer before joining a Linktivity session.

## Add the Linktivity server to your Trusted sites list.

First, from the security tab, select "Trusted sites."



Next, click on the Sites button. That will give you the following dialog:



Enter the address of your Linktivity server, and click on Add. You may need to uncheck the box at the bottom where it says “Require server verification (https:) for all sites in this zone”.