

Pop-Up Blockers and PDFs

If you click on the link or button to display or print an order, invoice, etc and the screen flashes and the pdf does not open, then you probably have an active Pop-up Blocker preventing you from opening the pdf. This month's newsletter will show how to disable the most common pop-up blocker that we have run into with our customers. We will also look at Adobe Reader preferences to make sure that you have the viewer set to Display in Browser.

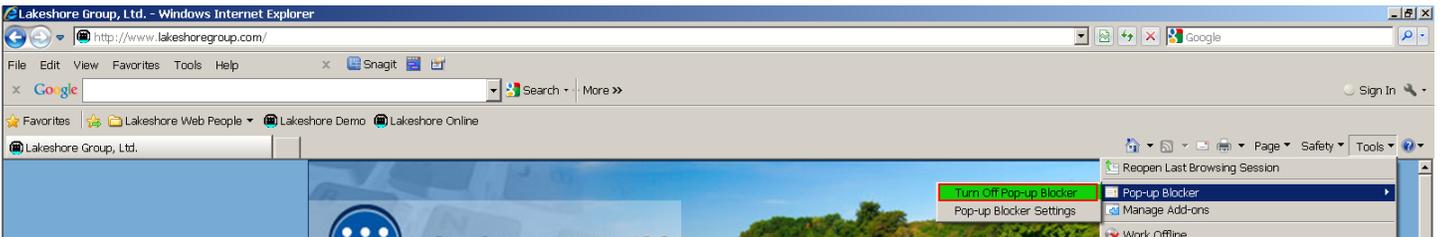
WEB BROWSER POP-UP BLOCKERS

“I never installed a pop-up blocker or toolbar,” you say. Well, often when you install other programs like Adobe Reader and many others, tool bars are an optional part of the install. To prevent this, it is best to look at the custom install options instead of using their normal install, so you get to pick and choose what you are installing. Also, most web browsers have built-in pop-up blockers that need to be told to allow certain web addresses to have pop-ups or they need to be turned off.

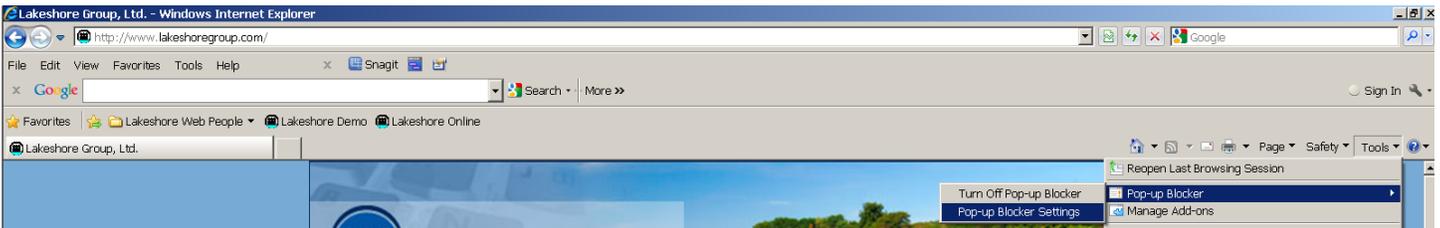
With pop-up blockers, you have 2 choices on how you want them to work. If you want to be able to have pop-ups blocked on other websites, but be able to view pop-ups in Lakeshore, then you will want to add Lakeshore's web address to the allowed list for the pop-up blocker. The other option is to just turn off the pop-up blocker completely. I will show you both options.

INTERNET EXPLORER has a built in Pop-up Blocker. To access the pop-up blocker, go to Tools then Pop-up Blocker.

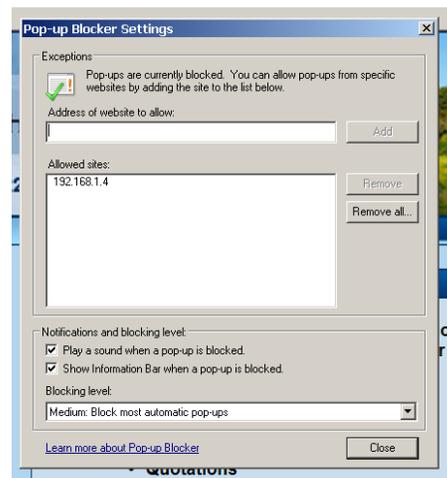
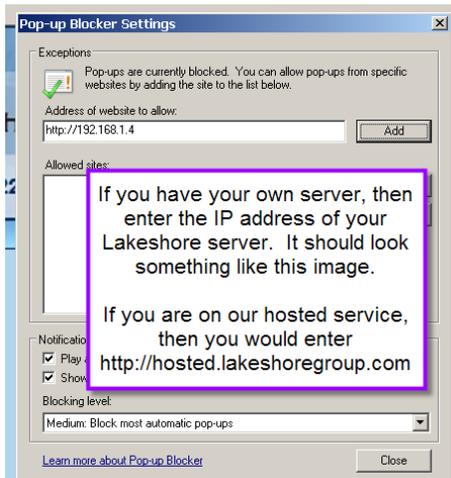
If you want to turn off the Pop-up Blocker, then click Turn Off Pop-up Blocker.



If you want to use the pop-up blocker, then you need to tell the program to allow the Lakeshore site. Do this by going to Tools then Pop-up Blocker, then select Pop-up Blocker Settings



Enter your server's address in the box, then click Add. Once you have clicked Add, the address will appear in the bottom box. Once done, click Close.



The examples above are for Internet Explorer 8. If you have Windows 7 and Internet Explorer 9, the process is a bit different. Click on the gear on the right side of the screen, then click on Internet Options. Go to the Privacy tab and check or un-check the box for Turn On Pop-up Blocker. If you want the pop-up blocker on, then click the settings button to add the server address.

MOZILLA FIREFOX also has a built-in pop-up blocker.

If you want to turn off the pop-up blocker, (A) go to Options, then click Options. If you have the menu bar on, (B) then go to Tools and select Options.

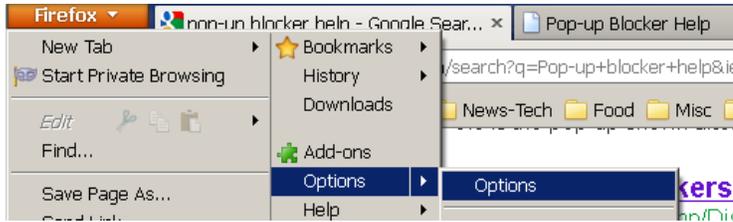
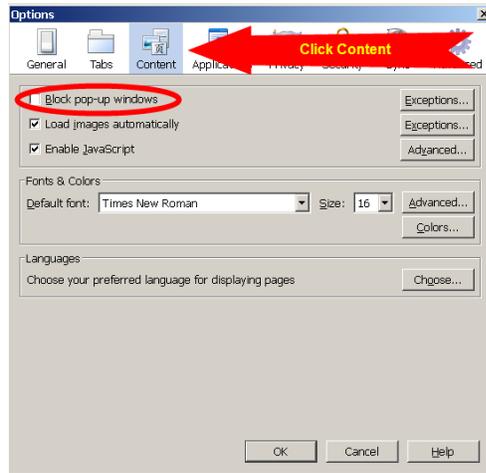


Illustration A: Firefox w/ Tabs on Top and Menu bar off

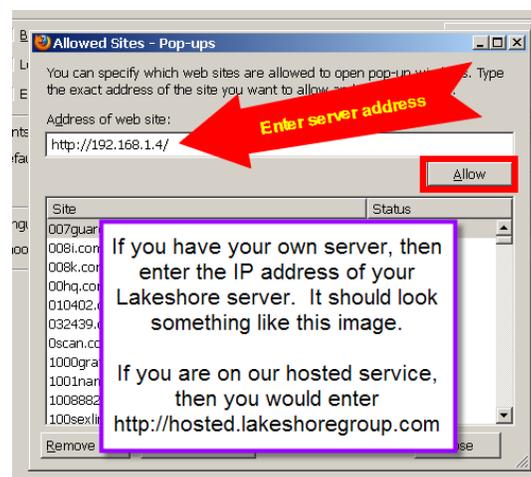
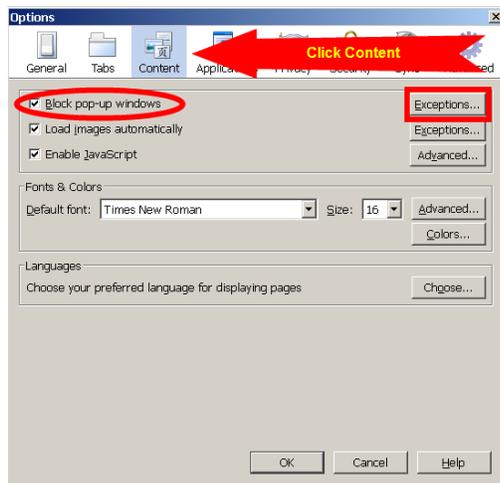


Illustration B: Firefox w/ Menu bar on

Once you have clicked on Options, another window opens. Click on Content at the top, then un-check "Block pop-up windows".



To have the pop-up blocker on and allow pop-ups from Lakeshore, do the same as above, but check the box for "Block pop-up windows" then click the Exceptions button. Enter your server's address in the web address field and click Allow.



Most if not all web browsers have pop-up blockers and a similar method for turning them off or allowing certain sites to have pop-ups.

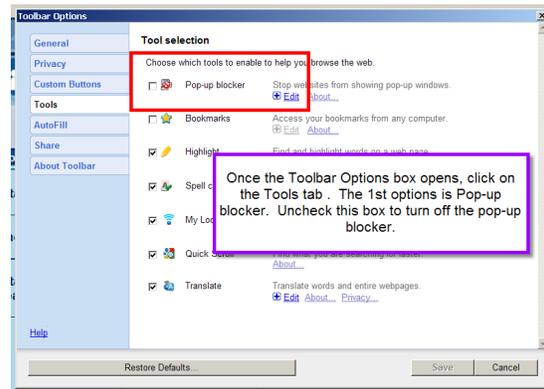
TOOLBARS Toolbars are add-ons to your web browser that offer additional functionality. They can be extremely useful, but they can also be the cause of many problems. Many of the toolbars on the market have pop-up blockers as a part of their package. If you choose to install the toolbars, then you need to set the options for the pop-up blockers. The process will be similar to setting the options on the web browsers given above.

Google Toolbar is offered free from Google and is very often part of the install of other packages. If you do not want the toolbar at all, you can go to the Windows Control Panel, open Add/Remove Programs (Windows 7 it is on Programs and Features). Select Google Toolbar then click Remove.

To turn off the pop-up blocker, you will click on the wrench at the far right of the toolbar and click on options.



Once the Toolbar Options dialogue box opens click on the Tools tab, then un-check the Pop-up blocker box, then click Save.



If you want to keep the Pop-up Blocker functioning, but need to allow Lakeshore to have pop-ups, open your browser, type in the address for your Lakeshore server in the address bar. If you have the Pop-up Blocker button on your toolbar, (A) then you can hold down the CTRL key and click on the icon. This will permanently add the site to your sites that are allowed pop-ups. If the icon is not there, (B) click on More, then scroll down to Pop-ups and select Always allow pop-ups from this site.

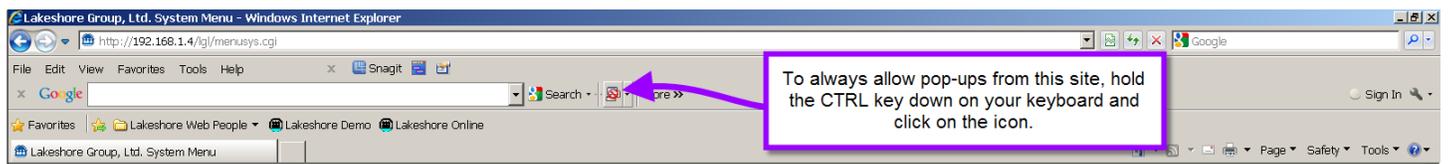


Illustration A: Google Toolbar with Pop-up Blocker Icon showing

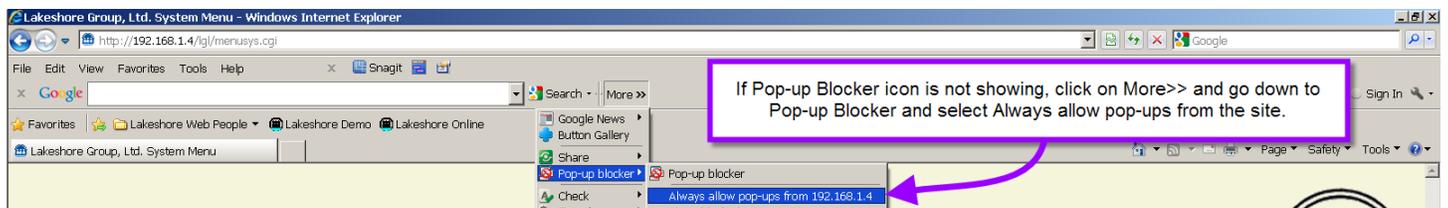


Illustration B: Google Toolbar without Pop-up Blocker Icon showing

Another way to permanently disable the Google Toolbar is to click the X to the left of the word Google (C). This opens a window that asks if you want to hide the toolbar or disable it permanently. Select permanently and click OK. Another window (D) opens asking if you want to disable other features. Select the ones you want disabled then click Disable. If you decide that you want to use it again,

you can go into Manage Add-ons under the Tools menu and enable it again.

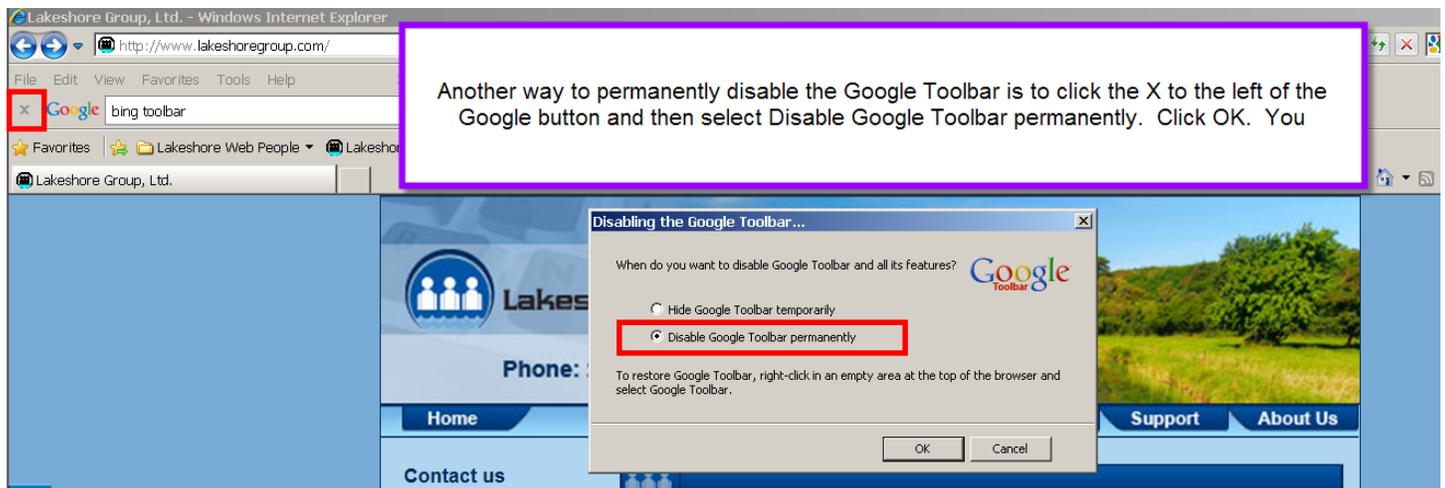


Illustration C

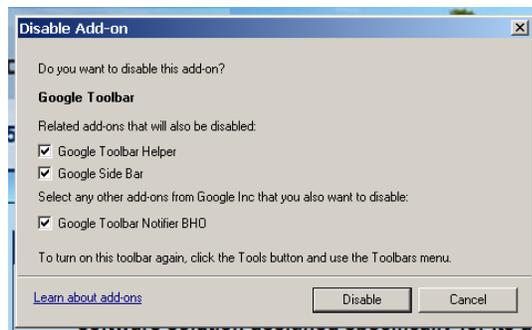


Illustration D

OTHER TOOLBARS There are many other toolbars out there. Some have pop-up blockers and some do not. If they do, they will work similar to the Google Toolbar in how to allow pop-ups or to remove the toolbar. Below is a link to a website that offers directions on several of the older toolbars out there.

https://www.virtualhrcenter.com/popup_blockers.htm

DISPLAYING PDFS IN THE BROWSER

Most people are using Adobe Reader to view the pdfs that are generated by Lakeshore. In order to view the pdf in the browser, you will need to set Adobe Reader preferences to allow for this.

Open your Adobe Reader. From the (E) Edit menu, select Preferences. A window opens (F) with a list of options on the left. Click on Internet then check the box for Display in Browser. Click OK and you are done.

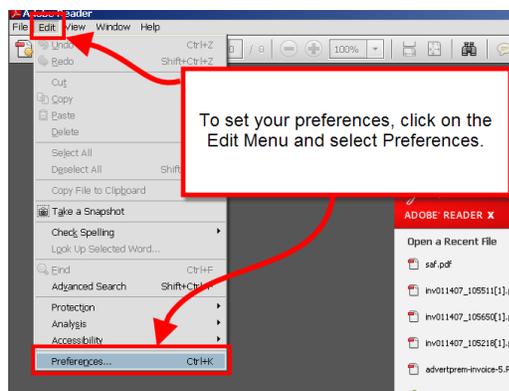


Illustration F



Illustration E