Technical Navigation Frequently Asked Questions

Each question I answer correctly, the test says it is incorrect. This is a problem caused by any of the following:

1. You have an older version of a browser and need to upgrade.:
Internet Explorer
FireFox
Chrome
Safari

2. You have AVG Virus Protection on your computer.

AVG Anti-Virus is a software package for the removal and prevention of computer viruses. AVG Anti-Virus is not without its faults including not working correctly with other programs like spyware removers and certain browsers.

AVG Anti-Virus's "website scanning tool" is useful for preventing access to dangerous sites, but it has a conflict with Mozilla Firefox. AVG Anti-Virus prevents you from opening some websites written in ASP.NET and running JavaScript. This problem is specific to Firefox. To solve this problem, update to the latest version of AVG Anti-Virus. Then update the "AVG Security Toolbar" by clicking on the arrow next to the AVG icon in the AVG toolbar in Firefox; then select "Update."

You can also temporarily disable the AVG while taking your test.

- First, double click on the AVG icon on your desktop.
- Then at the top select Tools
- Then go to Advanced Settings
- Scroll down and select Temporarily Disable AVG Protection, the time period needed and
select OK

3. You have spybot, and other software on your computer that is incompatible and that is interfering with the function of the page. We suggest that you temporarily **disable the spybot.**

4. You have a phishing filter software. The Phishing Filter in Internet Explorer 7 is a feature designed to help warn you if certain websites appear to be stealing your personal information. In certain situations, the Phishing Filter in IE7 can cause problems so disabling the feature can be a valuable troubleshooting step. Here's How to disable it:

- Open Internet Explorer 7.
- From the Internet Explorer 7 command bar, choose Tools, then Phishing Filter, and finally Phishing Filter Settings.
- In the Internet Options window that appears, locate the large Settings text area and scroll all the way to the bottom and locate the Phishing Filter options.
- Under Phishing Filter, choose the Disable Phishing Filter radio button option.
- Click OK on the Internet Options window.
- Close Internet Explorer 7.
- If you were troubleshooting an issue, repeat whatever steps caused your problem to see if disabling the Phishing Filter in Internet Explorer 7 has corrected it.

McAfee Virus Protection has a known bug with users who have their Anti-Phishing component turned on and this known bug causes many applications to malfunction. IE7 already has anti-phishing filters and thus the McAfee version isn't necessary.

The solution is to recommend that McAfee Anti-Phishing system be turned off. To resolve this issue, try the following to disable the McAfee AntiPhishing filter:

- Open Internet Explorer
- Click Extra (This procedure is different for Vista: you need to go into the "Internet and Network" tab and turn off the anti-phishing filter from there.)
- Go to the McAfee AntiPhishing filter

- Disable the AntiPhishing
- Uninstall McAfee Spam Killer, reboot the PC

To disable a browser toolbar or add-on in Internet Explorer:

- In Internet Explorer, choose Tools > Manage Add-ons.
- Click to select the desired toolbar or add-on (you may want to focus on newly added ones) and click Disable, then click Disable again. Then click Close.
- Open a new instance of Internet Explorer and log in to the CECA testing site to see if everything is working properly. If so, you've found the problem.
- Repeat the process until you find the problem plug-in.

To disable a browser toolbar or add-on in Firefox:

- Open Firefox.
- From the Tools menu select Add-ons.
- Click to select the desired add-on or toolbar extension (you may want to focus on newly added ones) and click Disable.
- Click Restart Firefox.
- Open a new instance of Firefox and log in to QBO to make sure everything is working properly. If so, you've found the problem.
- Repeat the process until you find the problem plug-in.

To disable a browser add-on in Chrome: (called "extensions" in Chrome)

- Open Chrome.
- In the address bar, type: "chrome://extensions" Once you do this, a page with the list of the Chrome extensions that are installed are displayed.
- Click Disable next to the desired add-on or extension (you may want to focus on newly added ones).
- Click the x in the upper right corner to close Chrome.

To disable browser add-ons in Safari: (called Plug-ins in Safari)

- Launch Safari.
- From the Safari menu, select Preferences.
- Click the Security tab.
- Uncheck Enable Plug-Ins.
- Click OK.

If you find that these steps fix the problem, one of your plug-ins is probably at fault. Unfortunately, finding which one is the culprit is a process of trial and error; if the problem just started occurring then it's probably the last one you installed.

You'll now need to reverse the above process and re-check Enable Plug-Ins before you go through your plug-ins one by one to find which one is at fault by going through the following process.

Here's how to delete a problem plug-in:

- Launch Safari and make sure you have re-enabled your plug-ins using the reverse of the above process.
- From the Help menu, select Installed Plug-ins.
- A page will display listing all the plug-ins that are currently installed.
- Navigate to the folder where the suspected plug-in is installed (usually /Library/Internet Plug-Ins or /yourname/Library/Internet Plug-Ins)
- Drag the plug-in file to /Library/Deleted Plug-Ins. If you don't have this folder already, you can create it.
- Close and relaunch Safari
- Log into your account area at CECA to check if everything works OK. You can delete the problem plug-in file by dragging it to the trash.