

**1. When I click "next", I do not manage to access the following screen.**

*a) Check the version of your browser*

In the first instance, check the version number of the browser you are using. To do this open your browser, select the menu entitled "Help" menu and then select "About ...". A new dialogue box appears which gives you details of the version of the browser you are using. If you have a version older than version 4.00 of Netscape or Microsoft Internet Explorer, we strongly advise you to get a more recent version. You can download the last versions from the [Netscape](#) and [Microsoft](#) sites (they are free!).

*b) Check the configuration of your computer*

A certain number of parameters can be changed in your browser. Our site is dynamic, that is to say you can consult a database online. We have been informed of problems with "cookies". A cookie is a small file about text configuration which our server sends to your computer and which is automatically saved on your disk. It is not dangerous and it enables us to manage your connection and the navigation between the different pages of this site. Your browser (and your organisation's Internet server) must be configured to accept cookies. To check whether it is:

For Netscape:

- \* In the menu bar at the top of the screen, select 'Edit'
- \* Another menu will appear, select 'Preferences': a window opens
- \* Select 'Advanced'
- \* In the bar entitled 'Cookies', select the option 'Accept all cookies'

For Internet Explorer:

- \* In the menu bar at the top of the screen, choose 'Tools'
- \* Another menu will appear, select 'Internet Options': a window opens
- \* Select the tab 'Security'
- \* In the window which opens, click on the button 'Custom level'
- \* In the list, scroll towards the bottom and select the option 'Authorise cookies that are stored on your computer'

*c) Check whether your browser accepts Java scripts*

For Netscape:

- \* In the menu bar at the top of the screen select 'Edit'
- \* Another menu appears, select 'Preferences': a window opens
- \* Select 'Advanced'
- \* In the top box, select the option 'Authorise Javascript'

For Internet Explorer:

- \* In the menu bar at the top of the screen select 'Tools'
- \* Another menu will appear, select 'Internet Options': a window opens
- \* Select the tab 'Security'
- \* In the window which appears, click on the button 'Custom level'
- \* Scroll down the list and select the option 'Active scripts' and enable it

## ***Erasmus University Charter - Known technical issues***

### *d) Check how your computer connects to the Internet*

Do you use a network to connect to Internet? If this is the case, it is possible that you pass via a Proxy server to reach our site. We have had reports of problems with this type of connection but have now found a solution to it. However, if you still have problems connecting, please send us a message using the feedback button and we will get back to you as soon as possible.

**2. There is a problem with the Print option of EUC Charter when used through Internet Explorer 7. When the user clicks on it, instead of having an embedded PDF file displayed in the browser window, the window remains blank. This problem arises because the PDF file is sent through https and IE7 is sometimes configured not to allow the saving of encrypted pages to disk. Since IE needs to have the file temporarily saved before it is opened with Acrobat Reader, this stops the process of displaying it.**

So, if this problem arises, the steps to correct it are the following:

- 1) From the Internet Explorer "Tools" menu, select "Internet Options".
- 2) Click on the "Advanced" tab.
- 3) Make sure that the "Do not save encrypted pages to disk" setting (see image below) is NOT checked.
- 4) Click OK.

