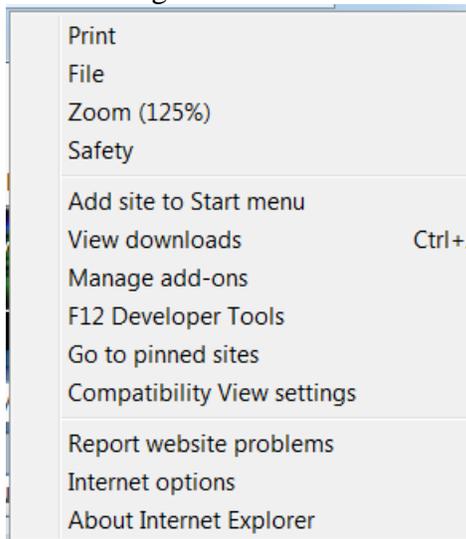


IE Settings for using the Commonwealth Technology Portfolio (CTP)

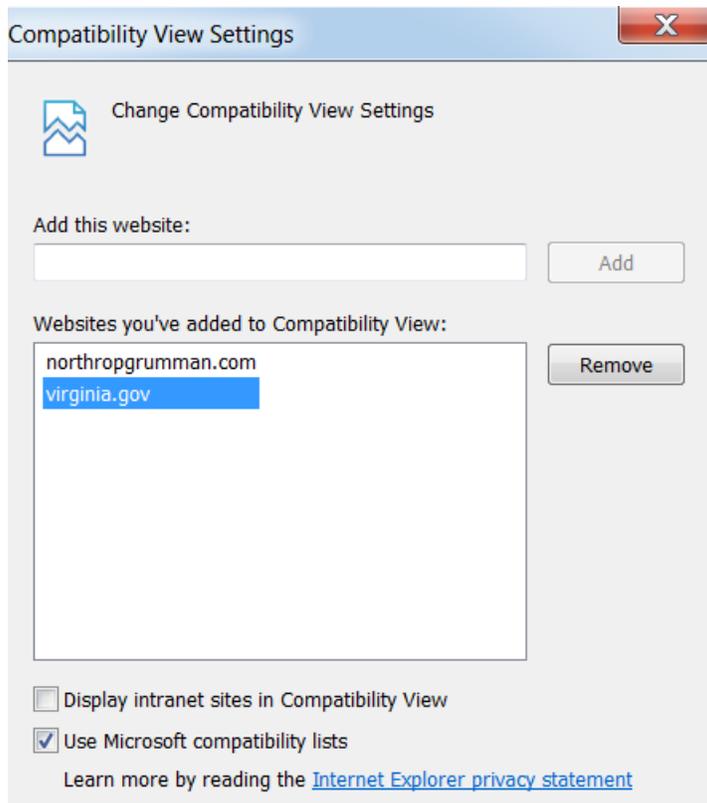
The application runs with IE 11 in native mode.

To turn off compatibility mode: Click on IE settings (Gear icon) Choose Compatibility View settings



Click on virginia.gov. Choose “Remove”

Ensure “Display intranet sites in Compatibility View” is unchecked. Close the window.

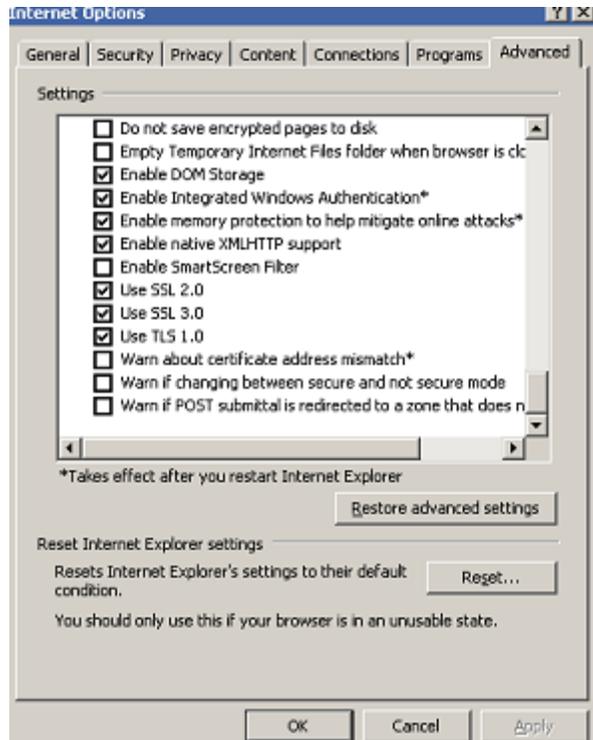


CTP is compatible with Windows 7, 8, and 10 with IE11 and Google Chrome browsers, as well as Mac OS X 10.11 (El Capitan) with Safari browser and Surface Pro with Microsoft Edge browser. No other special settings are required- but make sure pop-ups are allowed for the application.

Other issues?

CTP screen will not load

- a. If the system hangs, i.e. does not load after login, there is a default IE setting requiring reset. You must be using IE 11 (No Compatibility mode) or Google Chrome
2. In IE Tools, Internet Options, Advanced tab -- Security, the setting "Enable native XMLHTTP support" must be checked. If you can, recheck this setting. Those that had this setting have no issue. If you cannot check this setting, contact VCCC for remote desktop support.

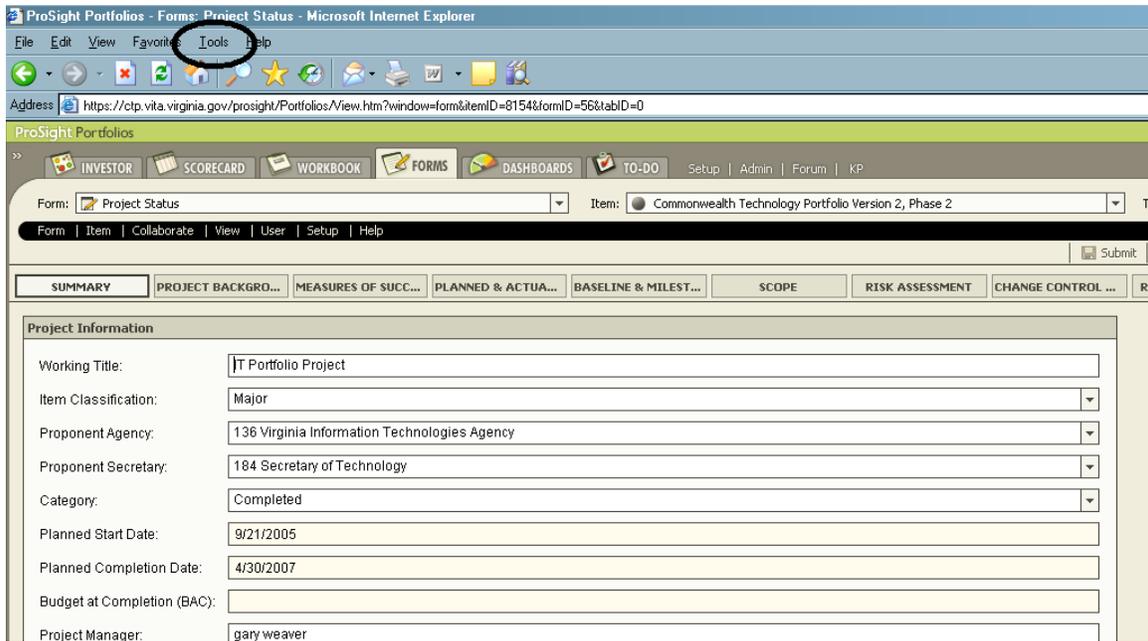


CTP Screen is Frozen:

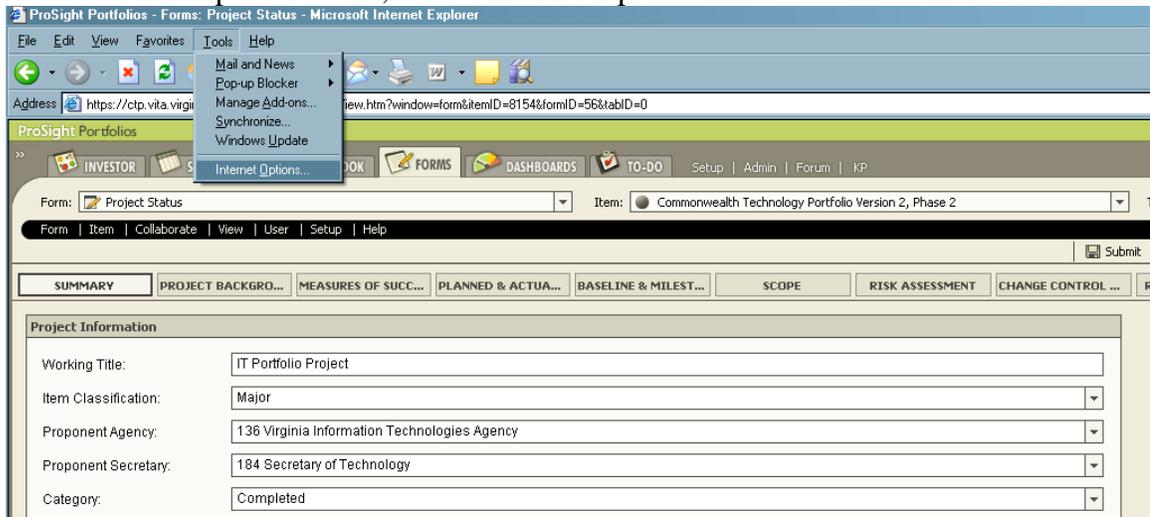
Screen Resolution (ZOOM) must be at 100%

II. How to set IE Tools Setting for Trusted Site in Intranet Zone

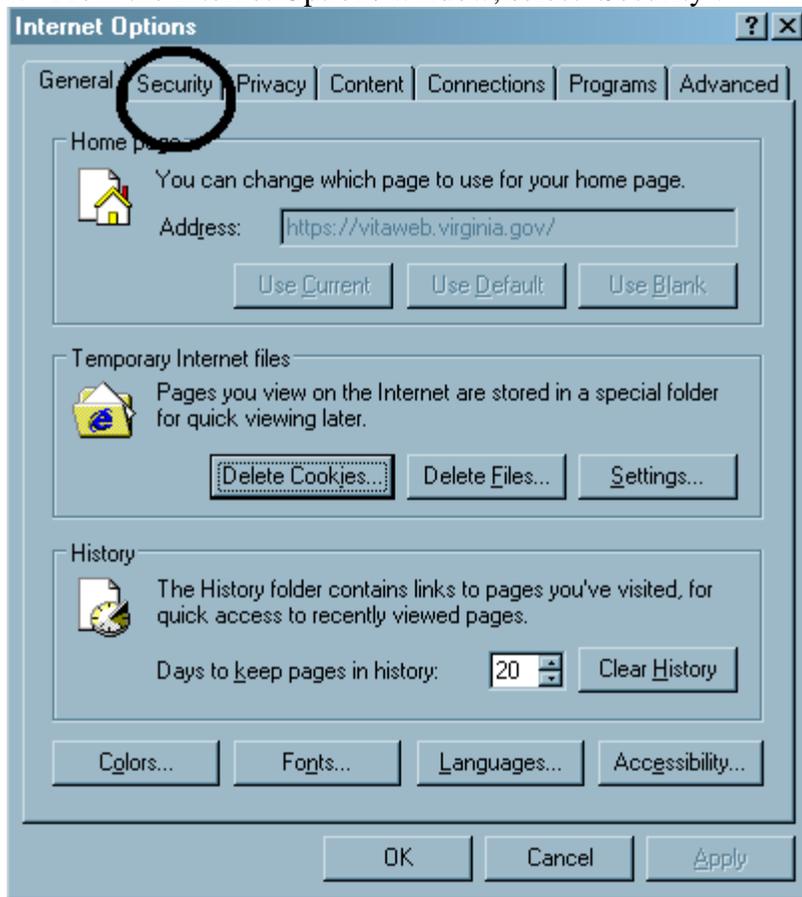
1. If you cannot login to CTP, or get a error box stating you are not configured for single sign on, you need to correct your IE trusted site settings.
2. From the IE toolbar, select 'Tools'. (You can be in any Internet site)



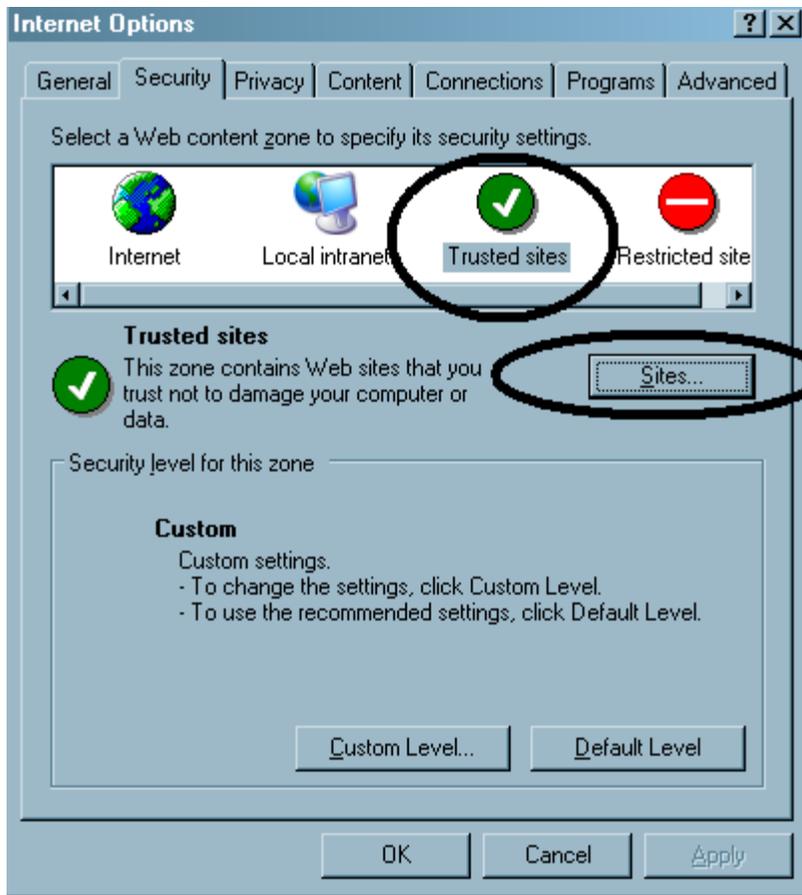
3. From the dropdown menu, select 'Internet Options'.



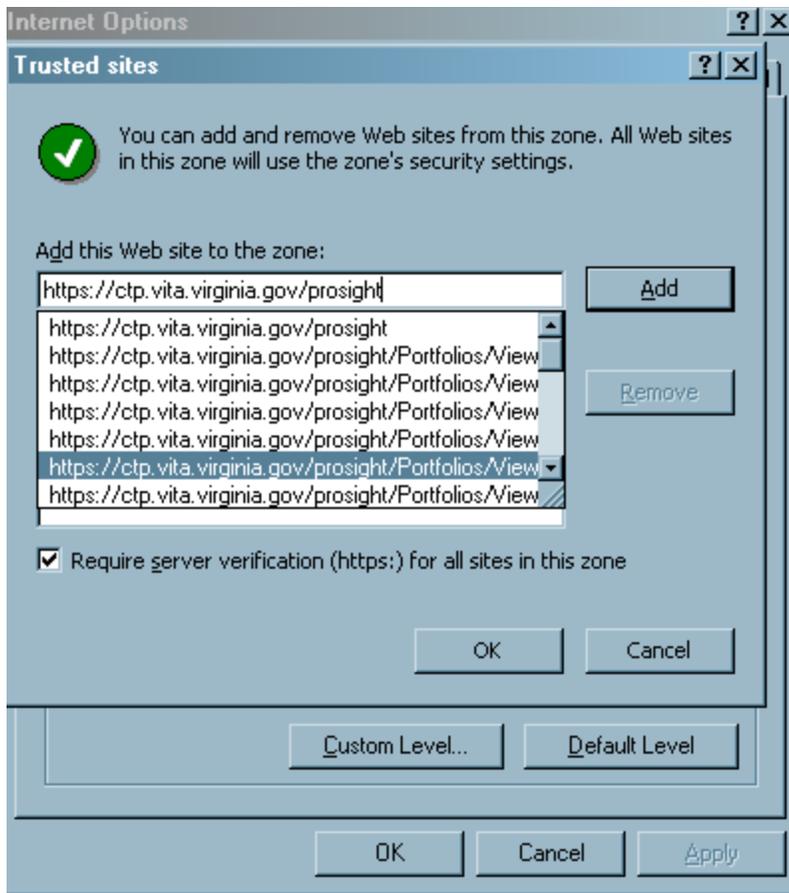
4. From the Internet Options window, select 'Security'.



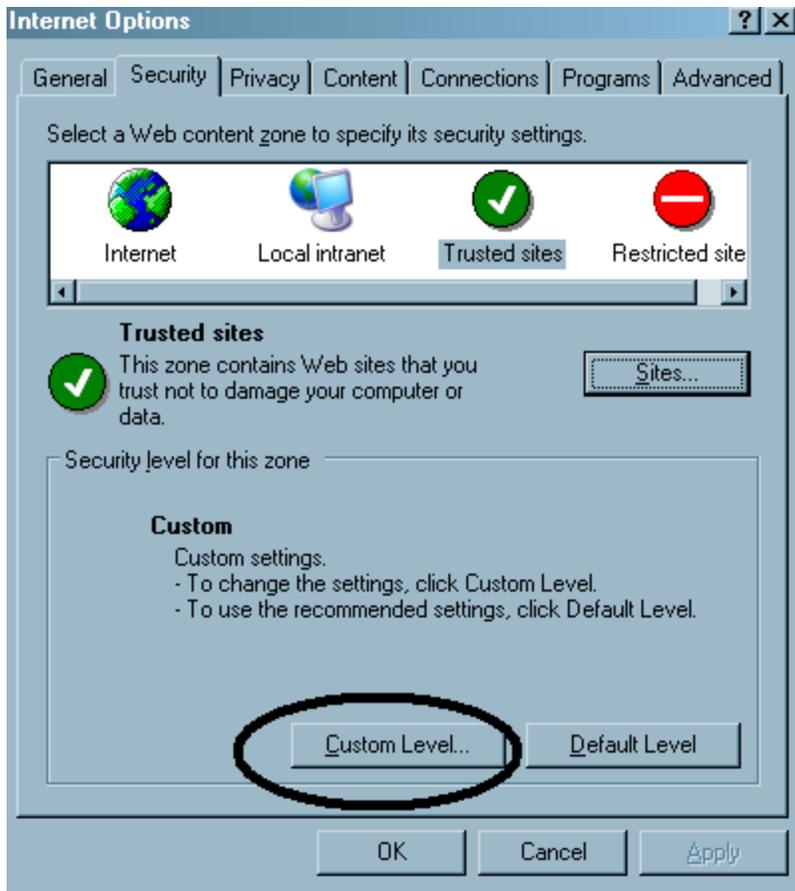
5. Select 'Trusted Sites' and 'Sites'.



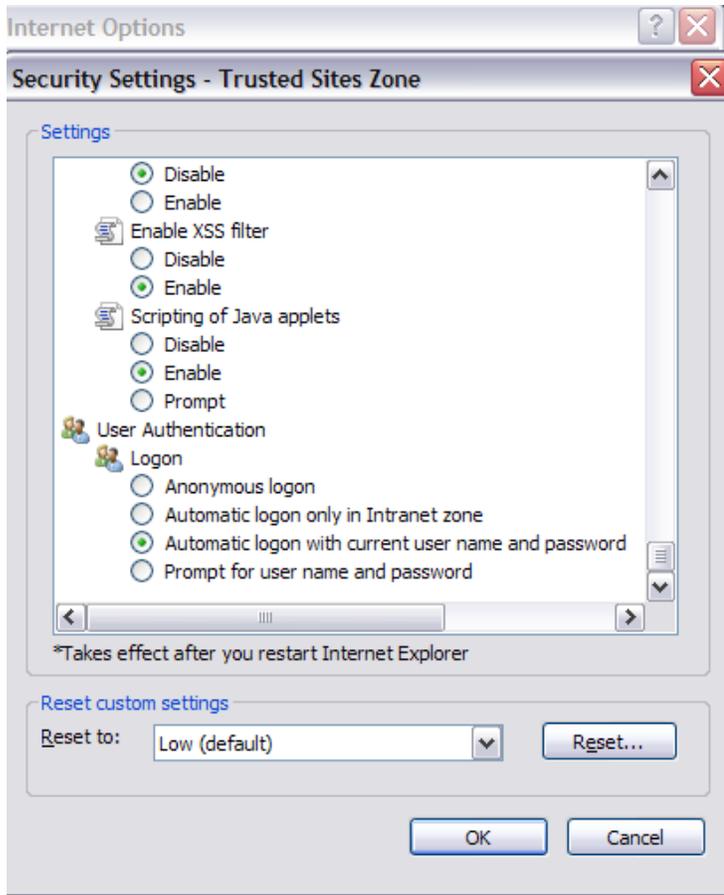
6. In the text box, type in the website <https://ctp.vita.virginia.gov/prosight>
7. Select 'Add'. Ensure the checkbox is checked for "Requires server verification (https) for all sites in this zone".
8. Select 'OK'.



9. Internet Options window reappears. Select 'Custom Level'

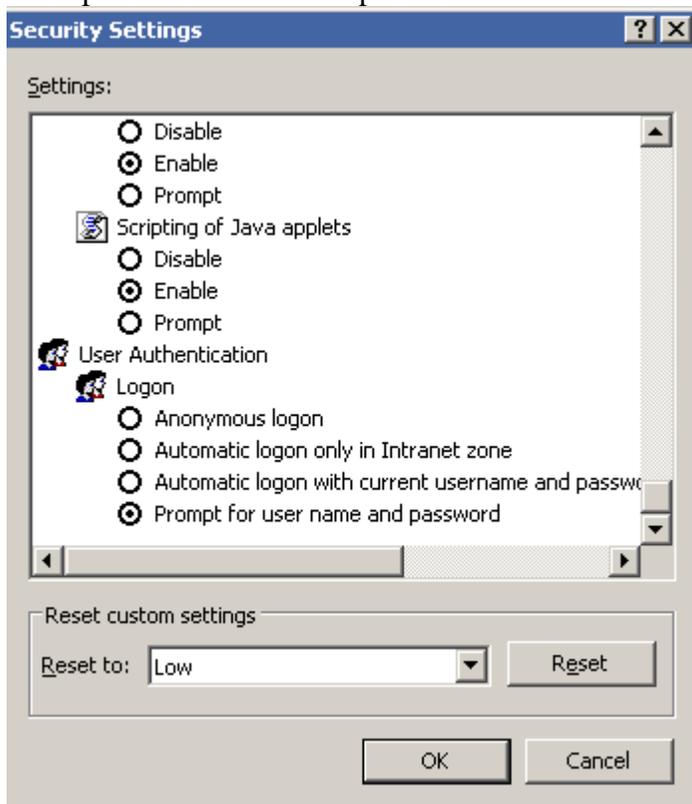


10. For transformed Agencies (Use COV as their desktop login) You may set the User Authentication to Automatic logon with current user and password – this will allow your COV login data to be passed directly and automatically open the application.

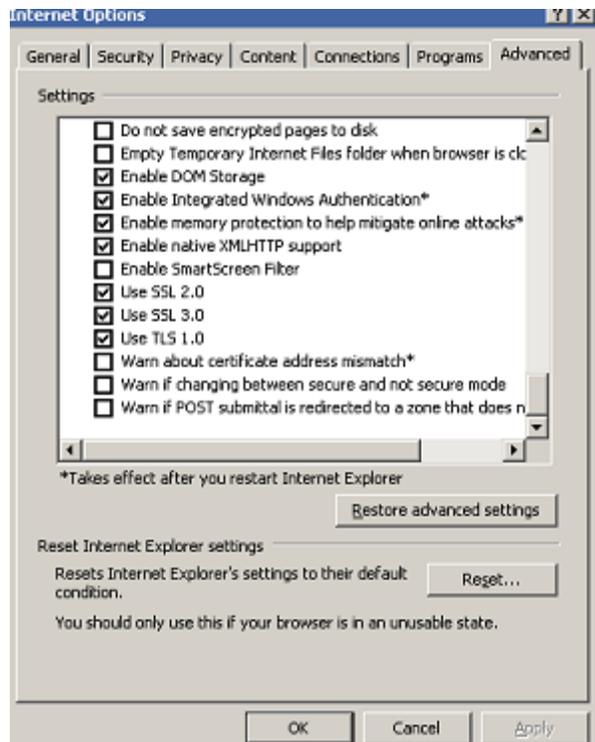


11. For non-transformed Agencies (You do not use COV login for desktop/agency network access) Choose “Prompt for user name and password”. This will allow the COV network login screen to appear; once COV login is complete, the network will pass your credentials and the application will automatically open.

Security Settings window appears. Scroll to the bottom of the window. Select ‘Prompt for User name and password’.



12. Select ‘OK’.
13. The Internet Options window reappears.
14. In IE Tools, Internet Options, Advanced tab -- Security, the setting “Enable native XMLHTTP support” must be checked. If not checked the user gets a “Waiting” message in the bottom left corner of the Internet Explorer window; the application does not open.



15. Select 'OK'.

16. The Internet Options window reappears. Select 'OK'. The window closes.

III. Tips for making CTP work in Internet Explorer. .

IE toolbar: Tools; Internet Options, then choose **Security** tab; **Custom Level** button

1. Downloads – Automatic Prompting for file downloads **Enable** (this allows export)
2. Mixed Content – Display mixed content **Enable** (this gets rid of that annoying IE secure/non secure site warning box)
3. Websites in less privileged web content zone can navigate into this zone **Enable** (this allows web portal access to public VITA web sites)
4. Allow Programmatic clipboard access **Enable** (this gets rid of that annoying IE warning box on clipboard access)
17. IE toolbar: Tools, Pop-up blocker Settings, add <https://ctp.vita.virginia.gov/prosight/> to the allowed sites. (this allows print box to appear)