

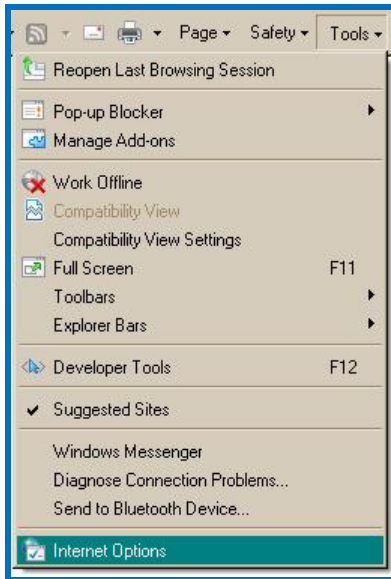
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<b>WebTRAN Trouble Shooting Guide for Internet Explorer 8.0</b>	Date: 03/23/2010	
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**Maximizing WebTRAN Performance**

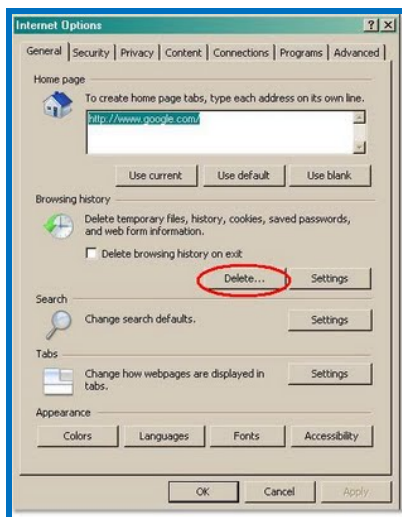
Try the steps below in order to maximize the performance of the WebTRAN application on your machine. These steps will allow your computer to have more room to store temporary Internet Webpages. Once the folder gets filled up, Internet Explorer has a hard time running more intensive applications such as WebTRAN. Increasing the size of the folder and clearing what is already there will allow Internet Explorer more space to store the files it needs for WebTRAN to run as fast as possible.

**NOTE:** Toolbars in Internet Explorer can show differently when a document is open as an Acrobat .pdf within the browser. If you have trouble finding the toolbars, try printing this document and following the instructions below with only the browser home page showing.

**Step 1)** Go to "Internet Options" under the "Tools" menu.

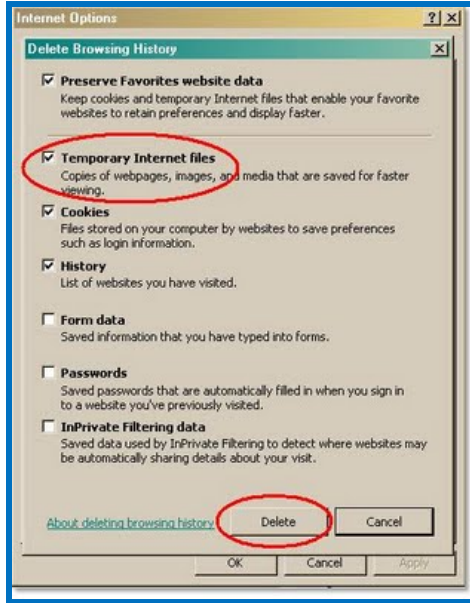


**Step 2)** From the popup, click "Delete" in the "Browsing History" section.

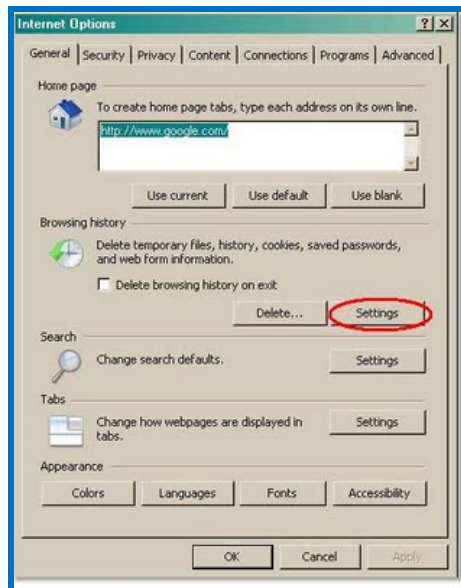


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**Step 3)** Make sure “Temporary Internet Files” are checked and then click “Delete.” The process may take a few moments to complete.

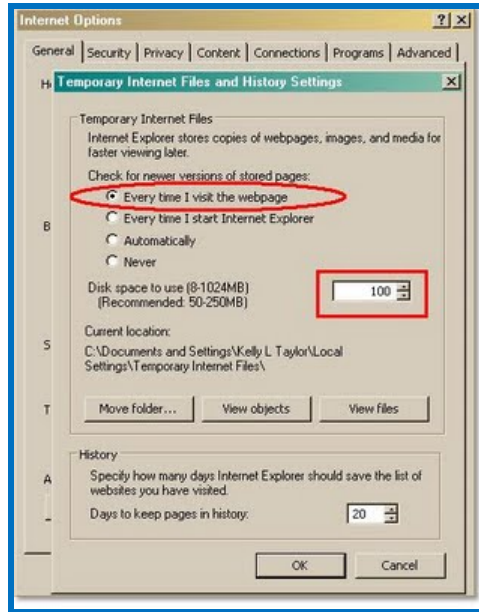


**Step 4)** Click “Settings”. This button is also located in the “Browsing History” section.



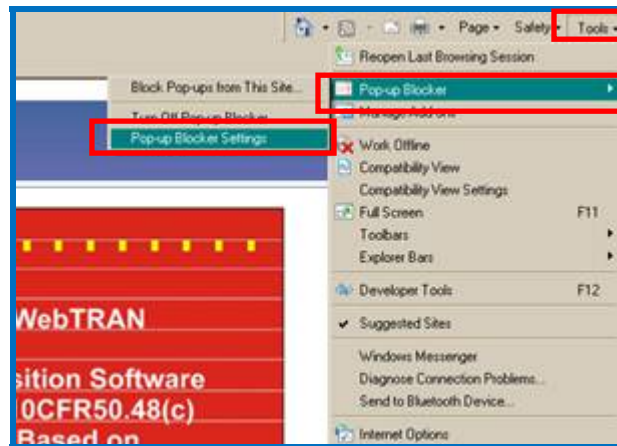
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**Step 5)** Increase the amount of Disk Space to use under the “Temporary Internet Files” section. The suggested size is at least 100 MB. While you’re here, it’s a good opportunity to ensure your browser refreshes each time you go to the webpage, so that caching does not give you out of date information. Select "Check for newer versions every time I visit the webpage."



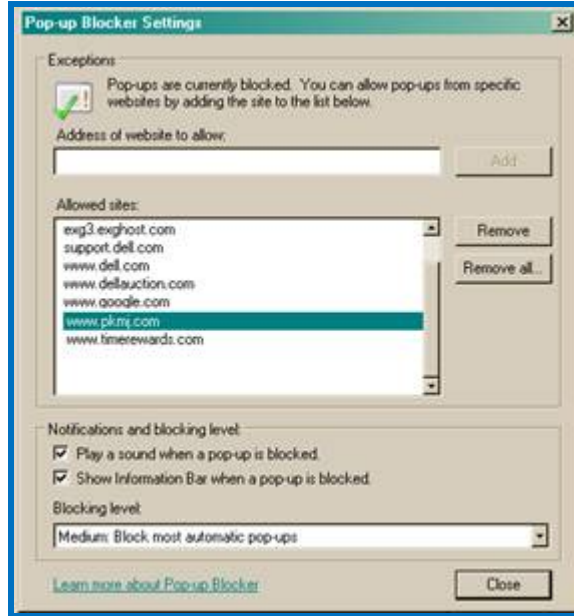
**Step 6)** Click OK on all open popups to save your changes.

**Step 7)** Go to Tools - Pop-Up Blocker - Pop-Up Blocker Settings



**Step 8)** Type [www.pkmj.com](http://www.pkmj.com) for Address of website to allow, and click Add.

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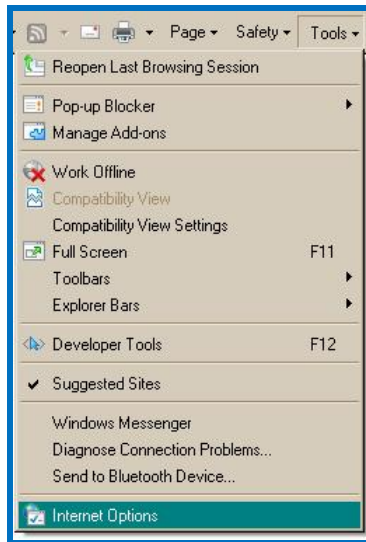
**Step 9)** Then click Close.

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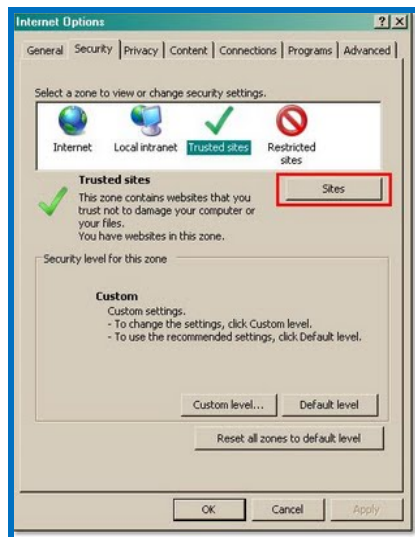
## Security Settings

If you are continually having connection issues when working in the WebTRAN application (whether you always seem to be getting disconnected, frequently see an error page, have the browser continually refresh without displaying data, or show a record window that frequently does not populate all fields), these steps will help you add www.pkmj.com to your Trusted Sites list. Adding this website as a Trusted Site bypasses some local security settings which can alleviate error messages during navigation of the WebTRAN application.

**Step 1)** Go to "Internet Options" under the "Tools" menu.

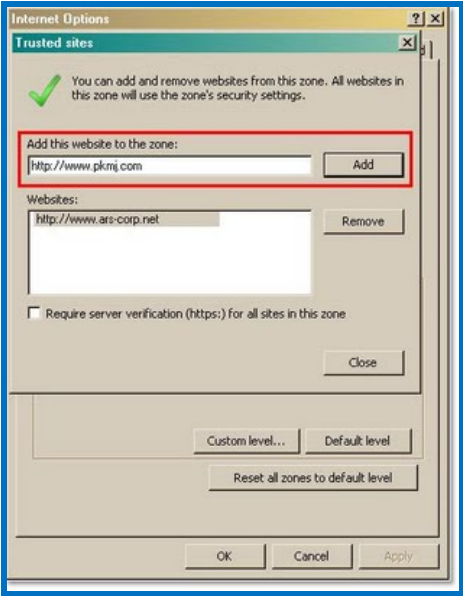


**Step 2)** From the popup, choose the "Security" tab. Highlight "Trusted Sites", and then click the "Sites" button.



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**Step 3)** Verify that the checkbox next to “Require server verification...” is **not checked**. Then, in the “Add” box, type in “http://www.pkmj.com/” and click “Add”.



**Step 4)** Click OK on all open popups to save your changes.