

Warning Message about Internet Explorer Enhanced Security

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Q. If Agvance is running on a server with Internet Explorer as the default browser and Internet Explorer's Enhanced Security Configuration is enabled, then the following error message will display when adding or editing a customer, field, ship to address, or tank, if the correct web address is not added to the list of trusted sites.



Another symptom of this issue happens when trying to run the Geocode utility from *Hub / Setup / Geocode Agvance Data*. Instead of a map appearing, there is a blank white box.

A. Use the following steps (for Internet Explorer version 8) to add *http://dev.virtualearth.net/* to the list of trusted sites:

1. Open Internet Explorer on the server where the program is located.
2. Go to *Tools / Internet Options*.
3. On the *Security* tab, select the *Trusted Sites* icon.
4. Choose **Sites**.
5. Type *http://dev.virtualearth.net* and select **Add**.
6. Close the *Internet Options* window and close Internet Explorer.
7. In the case where Agvance is accessed through Terminal Services, log out of all remote desktop sessions (including remote apps that point to the server) and log back in for the changes to take effect. Closing out of a remote app by selecting the **X** at the top of the screen disconnects the session, but does not log off the user. It

may be necessary to involve a hardware person if access is not available to the server desktop to log off a remote app session.