CougarTrack Troubleshooting - Firefox

If you are having difficulty accessing pages in CougarTrack, please read through the following information and make any applicable changes to your computer.

Set Columbia College as a Trusted Site and set security settings to the default level.

To add Columbia College sites to your list of trusted Web sites in Firefox, and set the default security level for Trusted Sites, do the following:

- Open Firefox

- Click on Firefox, Options, then Options (see image below)

- Click the Security icon, then Exceptions... (see image below)
• Under the heading **Address of web site**: type the following entry exactly as shown below, then click **Allow**.

  https://*.ccis.edu  *(See image below)*

  *(Note the "s" after http in the addresses listed above.)*

• Click **Close**, and then click **OK** to close the **Options** dialog box.
Check to make sure that Cookies are enabled.

To enable Cookies:

- Open Firefox
- From the Tools menu, select Options.
- Select the Privacy icon.
- Make sure the “Accept cookies from sites” and “Accept third-party cookies” boxes are checked.
- Click Exceptions...
  
  (See image below)
- Under **Address of web site**: type the following entry exactly as shown below and then click Allow.

  
  *.ccis.edu*  *(See image below)*
Click **Close**, and then click **OK** to close the **Options** dialog box.

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**Check to make sure that Java is enabled.**

Java is an advanced programming environment that allows you to run additional software inside your web browser. By default, Java is generally enabled, but you can easily verify it by following these steps:

- Open Firefox
- From the **Tools** menu, select **Options**
- Click the **Content** icon.
• Make sure the "Enable JavaScript" and "Enable Java" boxes are checked
  (See image below)

• Click OK to close the Options dialog box.

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**Set to allow pop-up windows from Columbia College websites.**

Several legitimate webpages on Columbia College websites contain pop-up windows. To change Pop-up Blocker settings follow these steps:
• Open Firefox

• On the **Tools** menu, select **Options**

• Click the **Content** icon and then click the **Exceptions**… button across from **Block pop-up windows**.

(See image below)

![Firefox Options window](image.jpg)

• Under **Address of web site**: type the following entry exactly as shown below and then click **Allow**.

  
  *ccis.edu*  
  (See image below)
Click Close, and then click OK to close the Options dialog box.

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Make sure JavaScript is enabled in your browser

Many important features of our website require JavaScript to be enabled. Read instructions on enabling JavaScript in a variety of browsers.

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Check the configuration of your personal firewall.

If you are using a third-party Internet security, firewall, or cookie blocking program, contact the manufacturer of the program for information about how to enable scripting, ActiveX controls, cookies, Java applets, and HTTP referral information.
Note: Certain versions of Norton Anti-Virus have an integrated firewall, which is turned on by default when you install the product.

Make sure your computer is free of viruses and spyware.
There are several viruses and spyware that cause the internet browsers to fail when accessing secure sites. Though Columbia College’s Technology Solutions Center service level agreement limits our ability to work on personal laptops, we are able offer assistance and alternatives for resolving issues. Below is some general information that you may follow at your own discretion.

**Viruses:** Use virus protection software such as Norton Antivirus or AVG, or Microsoft Security Essentials. Note that you must also update your virus definitions, usually on a weekly basis in order to keep your virus protection up-to-date.

**Malware:** Ensure malware protection (such as Malwarebytes) is installed and ran on a regular basis.

If you have problems accessing a website using Internet Explorer, try another internet browser such as Mozilla Firefox or Google Chrome.