**CougarTrack Troubleshooting - Internet Explorer 9**

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 Internet Explorer 9 and set the default security level for Trusted Sites, do the following:

- Open Internet Explorer
- Click on the **Gear** icon in the top-right, then **Internet Options** *(see image below)*

  ![Internet Options](image)

- Click the **Security** tab. Under the heading **Security level for this zone**, make sure it is set to **low**.
- If it is not set to low, click the **default level** button. The setting will change to **low** which is the default level for trusted sites. *(see image below)*
Next, highlight the **Trusted Sites** icon (if it isn't already), then click the **Sites** button.

Under the heading **Add this Web site to the zone** type the following entry exactly as shown below, then click the **Add** button.

**https://*.ccis.edu**  (See image below)
Click the OK button, then click OK again to close the Internet Options dialog box.

Check to make sure that Cookies are enabled.
To enable Cookies:

- Open Internet Explorer
- Click on the Gear icon in the top-right, then Internet Options. The Internet Options dialog box appears.
- Select the Privacy tab
- In the Settings section, click Advanced
- In the Cookies section, select Override automatic cookie handling

(Note the "s" after http in the addresses listed above.)
Under **First-party Cookies**, select the appropriate option

Under **Third-party Cookies**, select the appropriate option

To allow session cookies, select **Always allow session cookies**

*Note: Session cookies will be deleted once you close Internet Explorer.*

Click OK

When finished, click OK.

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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 Internet Explorer
- Click on the **Gear** icon in the top-right, then **Internet Options**.
- Click the **Security** tab.
- In the Security level for this zone section, click **Custom Level**
- Locate **Active Scripting** in the Scripting section

*(See image below)*
Under **Active Scripting**, select **Enable**.

Click **OK**. Your changes have now been saved.

Click **OK** again.

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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.

With Windows Vista and 7, Internet Explorer allows you to prevent most pop-up windows from appearing over pages you want to view while you're using the Internet.

To change Pop-up Blocker settings follow these steps:

- Open Internet Explorer
- Click on the **Gear** icon in the top-right, then **Internet Options**.
- Click the **Privacy** tab, and select **Settings** under the Pop-up blocker section (see below)

![Internet Options settings window](image)

- Under the heading **Address of Web site to allow** type the following entry exactly as shown below, then click the **Add** button.

  ```
  *.ccis.edu  (See image below)
  ```
• Click **Close**

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**Make sure JavaScript is enabled in your browser**
Many important features of our website require JavaScript to be enabled. Click [here](#) for 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.*

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**Make sure your computer is free of viruses and spyware.**
There are several viruses and spyware that cause the Internet Explorer browser 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.