

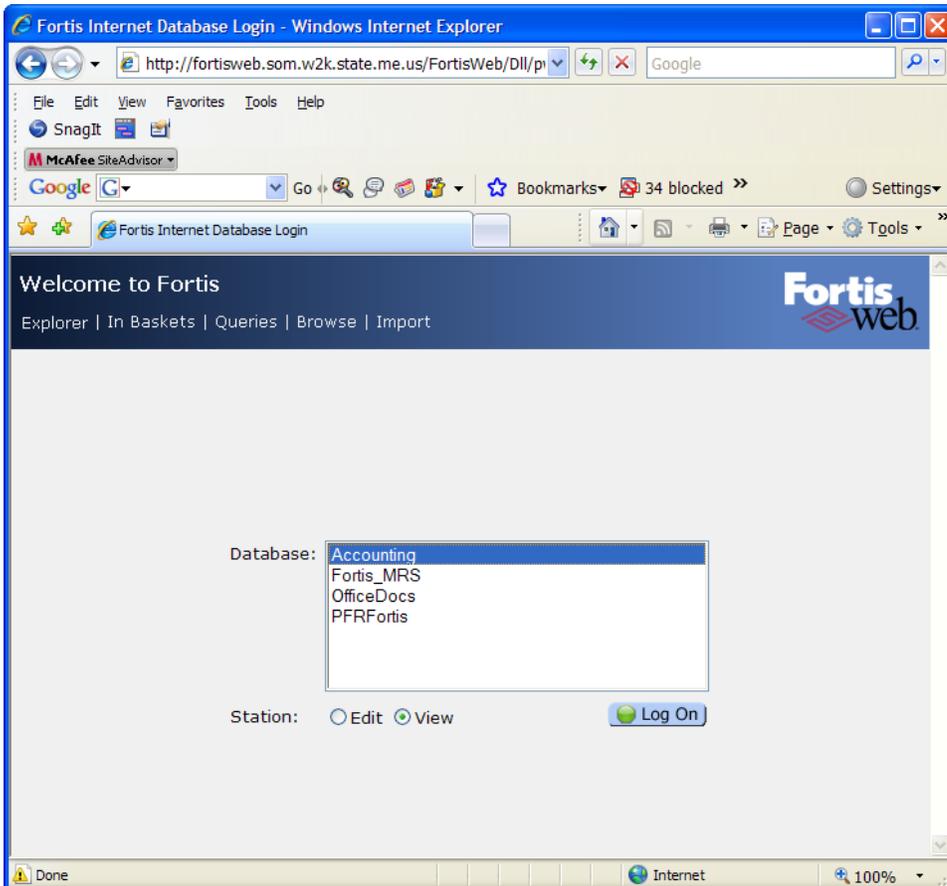
## FORTIS TROUBLESHOOTING

Internet Settings for Fortis Web with LDAP turned on

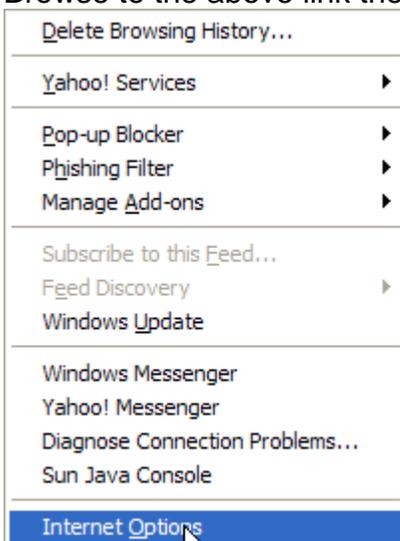
You must change settings in Internet Explorer for Fortis Web to work properly. Below is the screen shots of the changes you'll have to make.

(Note: these screen shots are based on IE 7, IE 6 may look slightly different)

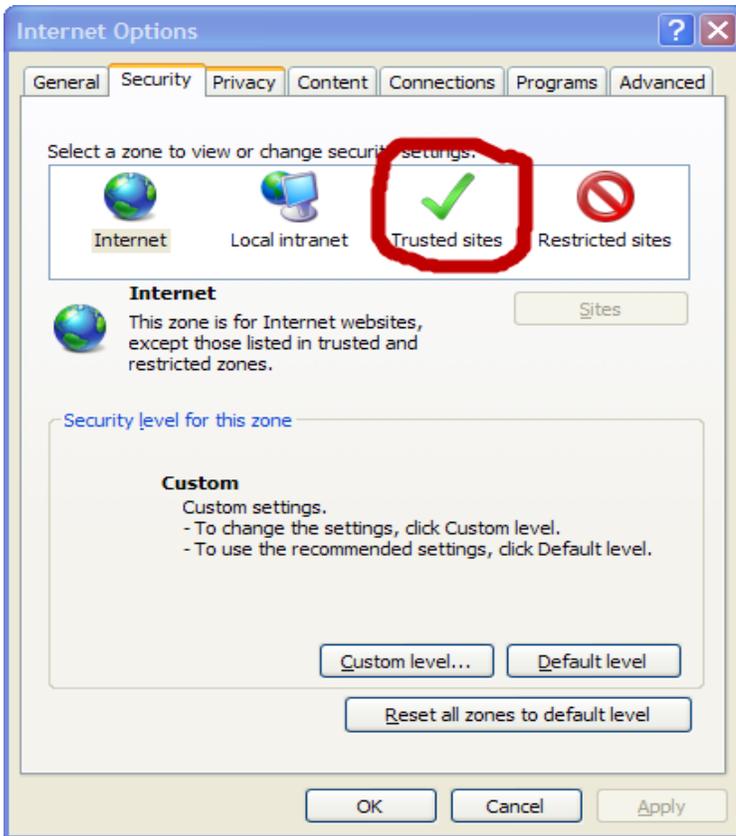
First add [HTTP://FORTISWEB.SOM.W2K.STATE.ME.US/FORTISWEB](http://fortisweb.som.w2k.state.me.us/FortisWeb) to your Trusted Sites.



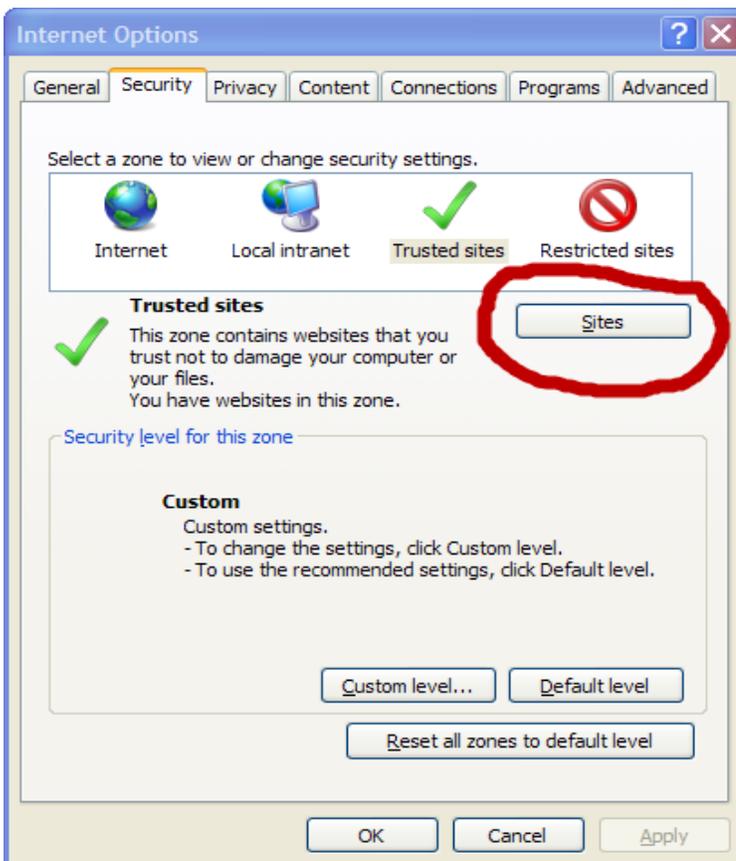
Browse to the above link then click on Tools – Internet Options



At this screen click on the Security Tab and then the Trusted Sites Icon

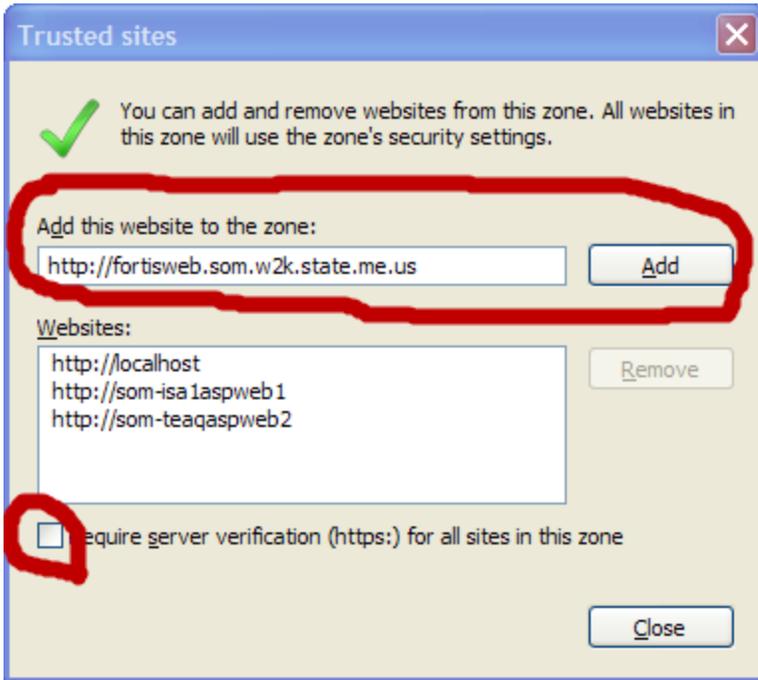


Next click on the Sites button



Type in <http://fortisweb.som.w2k.state.me.us/fortisweb> and click the Add button.

Note: be sure to have the check box next to Require server verification (https) for all sites in this zone unchecked.



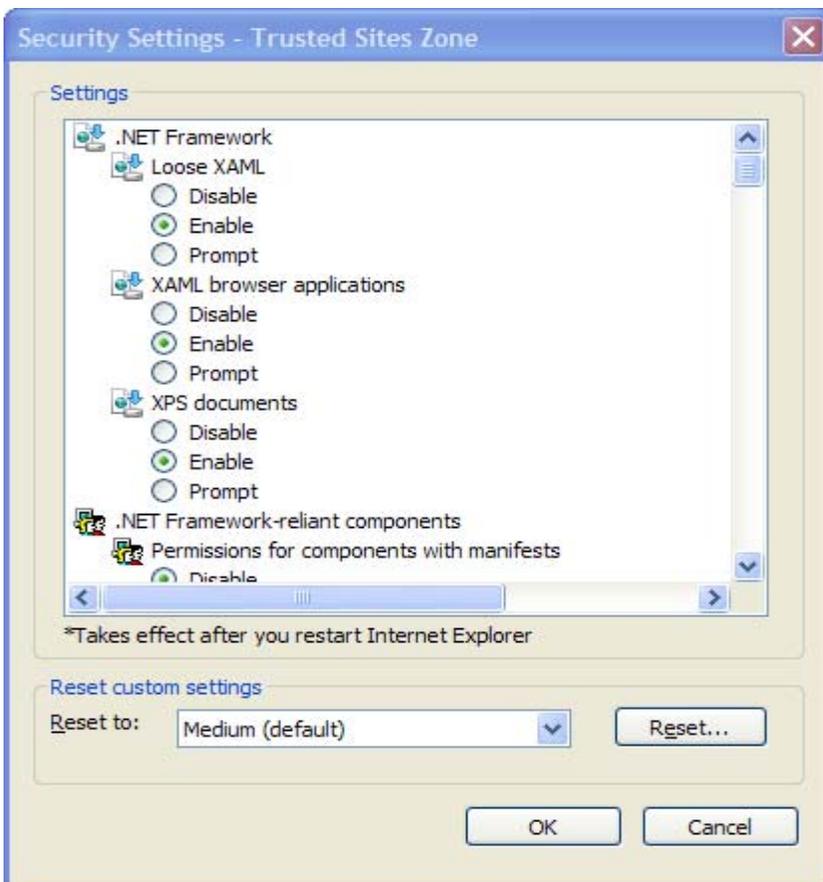
Next click close.

The second step is to enable ActiveX properties. These may change back to the defaults with Microsoft Updates or if your system administrator has set computer policies that differ from the settings we are about to change. Which basically means that after a Microsoft Update you may have to reset these settings. If it is a group policy you'll have to work with your system administrator to have them changed.

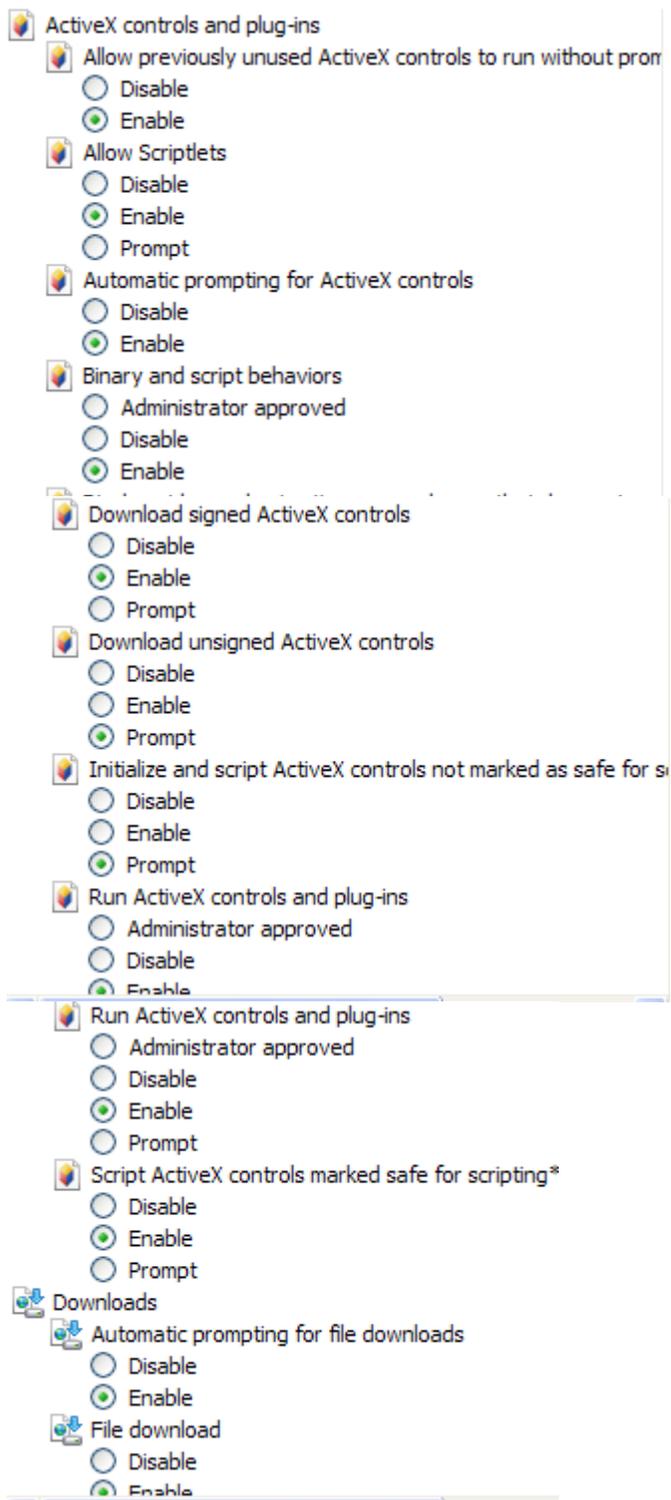
Making sure you are still clicked on Trusted Sites, click on the Custom Level Button



A screen similar to this will pop up



Scroll down the list and enable any an all ActiveX properties



You should now be able to go to FortisWeb and either have your Network Name already populated or you will have your Username and Password Prompt if you are not in the SOM Domain.