

Yardi Voyager Internet Browser Configuration and Troubleshooting Guide



[Corporate Website](#)

[Client Central](#)

v_cor_bcg_rev_c

Documentation and Online Help

Published by

Yardi Systems, Inc.

430 South Fairview Avenue

Santa Barbara, CA 93117

© 2016 by Yardi Systems, Inc. All rights reserved.

This product or document is protected by copyright, trademark and other intellectual property laws. Use of the product or document is subject to the terms and conditions of an authorized Yardi Systems, Inc. software license or other agreement including, but not limited to, restrictions on its use, copying, disclosure, distribution and decompilation. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS PROVIDED BY YARDI SYSTEMS FOR PORTIONS OF ANY YARDI SYSTEMS PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION. No part of this product or document may be disclosed or reproduced in any form by any means without the prior written authorization of Yardi Systems, Inc. This product or document contains proprietary information about software processes, algorithms, and data models which is Confidential Information, and constitutes trade secrets, and which is intended for utilization solely in connection with Yardi software licensees' use of Yardi software and for no other purpose.

The inclusion of any references to third-party products and services in this documentation does not imply endorsement by Yardi Systems of such products or services or the third party, or an affiliation between Yardi Systems and such third party. Yardi Systems is not responsible for, and does not control, any third-party products and services including, without limitation, the compatibility, performance, content, trustworthiness, legality, or any other aspect of such products and services.

RESTRICTED RIGHTS: This documentation is a "Commercial Item" consisting of "Computer Software Documentation," as those terms are defined in Federal Acquisition Regulation 48 C.F.R. 2.101. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, U.S. government end users acquire this documentation with only the rights specified in the corresponding license.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

TRADEMARKS

Yardi®, Yardi Systems, Inc., the Yardi logo, Beacon, CHECKscan, COLLECTplus, CONDOCafé, Conductor, ENERGYplus, Enterprise, Executive Dashboard, Genesis, HOUSINGCafé®, Insight, Orion®, PAYplus, PAYscan, Point2®, Procure to Pay, PROCUREplus, PropertyShark®, rCash®, RENTCafé®, RENTmaximizer, SENIORCafé, Sentinel, SiteStuff®, VendorCafe®, VisualHOMES®, Voyager®, Yardi Energy Solutions®, Yardi® Commercial LeasingPad, Yardi® Concierge, Yardi® Corporate LeasingPad, Yardi® CRM, Yardi® Marketplace, Yardi® Military LeasingPad, Yardi® MILITARYCafé, Yardi® Portal, Yardi® Report Runner, Yardi® Service Manager, Yardi® Student LeasingPad, Yardi® STUDENTCafé, Yardi® Task Runner, yCheck, and yXfer are trademarks or registered trademarks of Yardi Systems, Inc. in the United States and may be protected as trademarks in other countries.

All third-party trademarks are the property of their respective owners.

YARDI SYSTEMS, INC. HAS ATTEMPTED TO ENSURE THE ACCURACY AND QUALITY OF THE CONTENT DESCRIBED IN THIS PRODUCT OR DOCUMENT; HOWEVER, IT IS PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTY OF ANY KIND. TO THE EXTENT PERMITTED BY APPLICABLE LAW, YARDI DISCLAIMS ALL IMPLIED WARRANTIES WITH RESPECT TO THIS DOCUMENT AND THE PROCEDURES AND TECHNIQUES IT DESCRIBES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR INTENDED PURPOSE, TITLE, NON-INFRINGEMENT, COURSE OF DEALING OR COURSE OF PERFORMANCE. YARDI MAKES NO WARRANTY THAT (i) THE INFORMATION AND MATERIAL HEREIN WILL MEET YOUR REQUIREMENTS, OR (ii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE INFORMATION AND MATERIALS HEREIN WILL BE ACCURATE OR RELIABLE. YARDI, ITS SUPPLIERS OR ANY THIRD PARTY MENTIONED IN THIS PRODUCT OR DOCUMENT DISCLAIM AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, SHALL NOT BE LIABLE FOR, ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES RESULTING FROM THE USE OF THIS DOCUMENT.

v_cor_bcg_rev_c

Document Changes

The following table lists the plug-in versions documented in each manual revision. To determine which plug-in versions you use, select **Administration > About**. If a manual documents multiple plug-ins, use the manual revision associated with the most recent plug-in version you use.

A number following the revision letter indicates changes since the previous revision are non-substantive: style, pagination, and so on. Thus, revision a.1 contains the same substantive material as revision a.

Publication Date	Document Revision	Newly Documented Software	Other Substantive Changes
March 16 2016	c		
January 19 2016	b		Microsoft Internet Explorer chapter revised and divided into two chapters for configuration and troubleshooting.
December 16 2015	a		

Contents

Introduction	vii
About the Yardi Voyager Internet Browser Configuration and Troubleshooting Guide.....	vii
Notes.....	viii
Help.....	viii
Chapter 1: Chrome Configuration for Voyager	1
Chrome Configuration Overview.....	1
Chrome Pop-Up Configuration for Voyager	1
Chapter 2: Firefox Configuration for Voyager	3
Firefox Configuration Overview.....	3
Firefox Pop-Up Configuration for Voyager	3
Chapter 3: Internet Explorer Configuration for Voyager	7
Internet Explorer Configuration Overview.....	7
Internet Explorer Configuration for Voyager.....	7
Chapter 4: Internet Explorer Troubleshooting	15
Internet Explorer Troubleshooting Overview.....	15
Troubleshooting and Resetting Internet Explorer Procedures	16
Index	25

Introduction

About the Yardi Voyager Internet Browser Configuration and Troubleshooting Guide

The *Yardi Voyager Internet Browser Configuration and Troubleshooting Guide* describes how to configure Internet browsers so users can access Yardi Voyager over Internet and intranet connections. It also provides troubleshooting guidelines for Microsoft Internet Explorer. You must configure Internet browser user settings to ensure proper Voyager operation and secure data communication.

Your system or website administrator configures browsers and manages the security settings. Configuration and security settings affect the appearance and operation of Voyager and determine the options that are available to users. Most Voyager screens and menu paths described in this document are for a standard implementation with the recommended security settings. The screens and descriptions may not match those that you see when you use Voyager with Google Chrome, Mozilla Firefox, and Internet Explorer.

This manual includes specific information for Google Chrome version 47.0.2526.73 m and Mozilla Firefox version 42.0, as well as Microsoft Internet Explorer versions 10 and 11 on Microsoft Windows 10, 8.1, 8, and 7, when used with Voyager 7S.



The Internet browser settings in this procedure apply specifically to client computers that connect to Voyager websites. If these client computers are also used to access websites other than Voyager, it is the responsibility of your system or website administrator to determine the applicability of the recommended Internet browser configuration settings for the proper security level and stable operation on these sites.

Internet browser configuration settings in this document are the best available at the time of publication, but are subject to change. For more information about Internet browser settings and Internet/intranet security policies for your organization, contact your system or website administrator.

You can find the latest documentation on Yardi [Client Central](https://clientcentral.yardi.com):

<https://clientcentral.yardi.com>

If you need help determining your logon name and password, contact Yardi technical support.

Notes



An information note provides background information. For example, it may explain how changes made in one screen affect data that appears in another screen.



A caution note explains how to avoid a potential problem, or indicates that a process will cause irreversible changes to your data.



A tip describes a way to get more from your software. For example, it may explain an alternative way to perform a task.

Help

Most Voyager screens have a **Help** button for quick access to information about using the screen.

CHAPTER 1

Chrome Configuration for Voyager

In this chapter:

Chrome Configuration Overview	1
Chrome Pop-Up Configuration for Voyager	1

This chapter describes how to configure Google Chrome for use with Yardi Voyager on client computers. These procedures are intended for system, network, and website administrators, and advanced computer users.


Chrome Configuration Overview

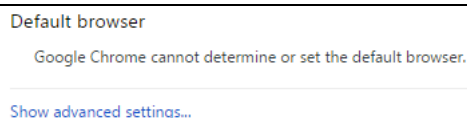
These procedures provide instructions for configuring Google Chrome for secure access and proper operation of Voyager over an Internet or intranet connection.

Chrome Pop-Up Configuration for Voyager

This section describes how to configure Google Chrome pop-up settings for Voyager on client computers.

To configure Chrome pop-up settings for Voyager on client computers

- 1 Log on to the client computer with the credentials for the Voyager authorized user.
- 2 Start Chrome.
- 3 Click the **Menu** button .
- 4 Click **Settings**. The **Settings** screen appears.
- 5 At the bottom of the **Settings** screen, click **Show advanced settings...**

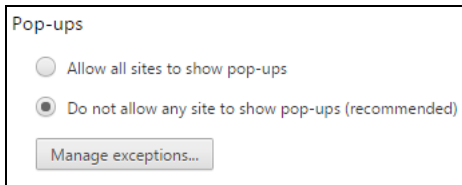


Default browser
 Google Chrome cannot determine or set the default browser.
 Show advanced settings...

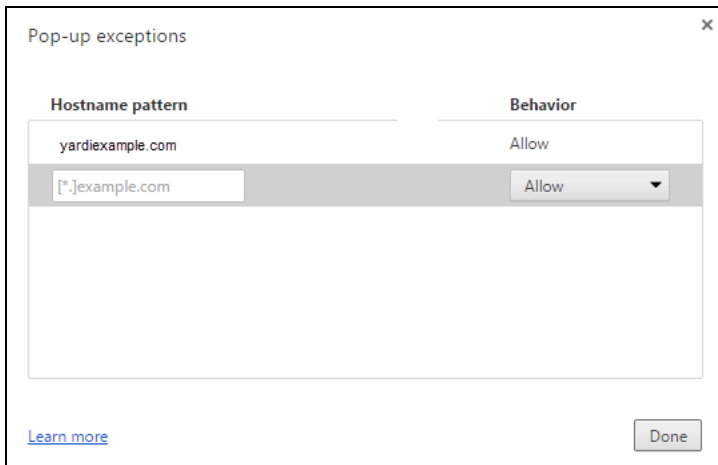
2 | Chapter 1: Chrome Configuration for Voyager

6 Under Privacy, click **Content settings...** The **Content settings** screens appears.

7 Under Pop-ups, click **Do not allow any site to show pop-ups (recommended)**.



8 Click the **Manage exceptions...** button. The **Pop-up exceptions** screen appears.



9 Enter your Yardi Voyager host name and click **Done**.

CHAPTER 2

Firefox Configuration for Voyager

In this chapter:

Firefox Configuration Overview	3
Firefox Pop-Up Configuration for Voyager	3

This chapter describes how to configure Mozilla Firefox for use with Yardi Voyager on client computers. These procedures are intended for system, network, and website administrators, and advanced computer users.

Firefox Configuration Overview

These procedures provide instructions for configuring Mozilla Firefox for secure access and proper operation of Voyager over an Internet or intranet connection.

Firefox Pop-Up Configuration for Voyager

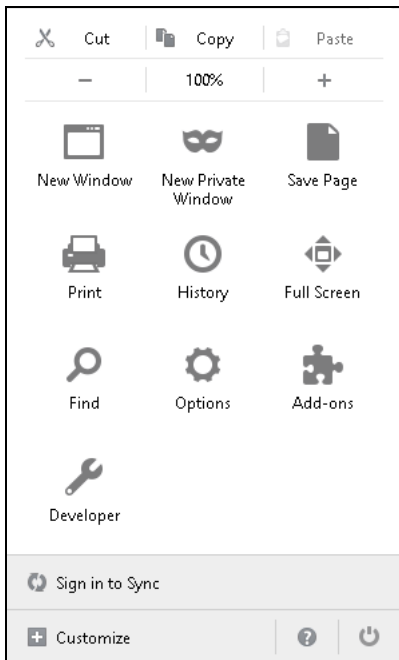
This section describes how to configure Mozilla Firefox pop-up settings for Voyager on client computers.

To configure Firefox pop-up setting for Voyager on client computers

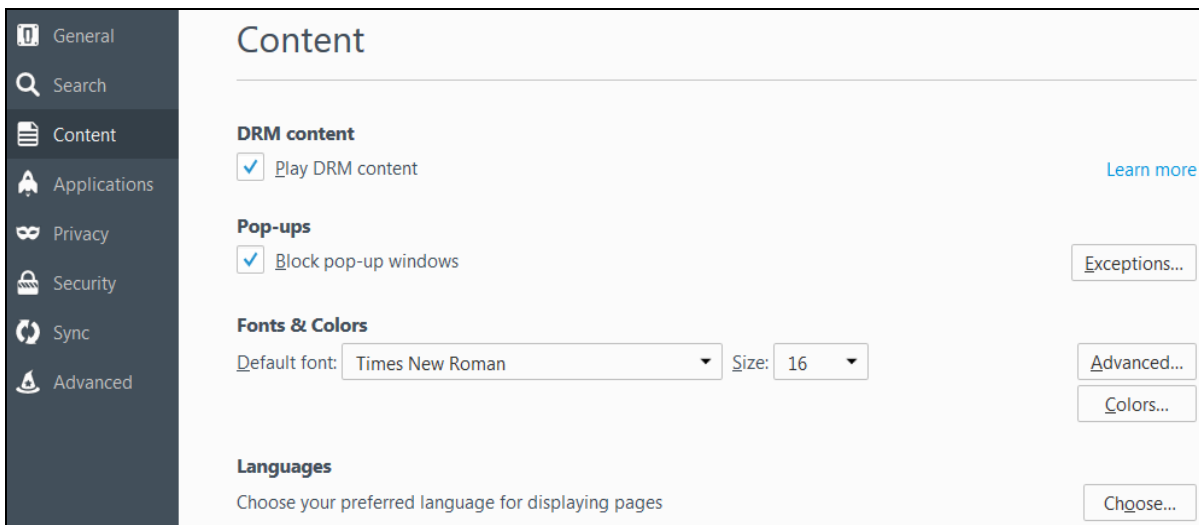
- 1 Log on to the client computer with the credentials for the Voyager authorized user.
- 2 Start Firefox.

4 | Chapter 2: Firefox Configuration for Voyager

3 Click the **Menu** button  and select **Options**.



4 On the side menu, click **Content**. The **Content** screen appears.



- Under Pop-ups, click **Block pop-up windows** then click **Exceptions**. The **Allowed Site - Pop-ups** screen appears.

Allowed Sites - Pop-ups [X]

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website:

Allow

Site	Status
------	--------

Remove Site Remove All Sites

Cancel Save Changes

- Enter your Yardi Voyager website URL in the **Address of website:** field.

Allowed Sites - Pop-ups [X]

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website:

Allow

Site	Status
------	--------

Remove Site Remove All Sites

Cancel Save Changes

- Click **Allow**.
- Click **Save Changes**.

CHAPTER 3

Internet Explorer Configuration for Voyager

In this chapter:

Internet Explorer Configuration Overview	7
Internet Explorer Configuration for Voyager	7

This chapter describes how to configure Microsoft Internet Explorer for Yardi Voyager on client computers. These procedures are intended for system, network, and website administrators as well as advanced computer users.

Internet Explorer Configuration Overview

These are procedures for configuring Microsoft Internet Explorer for secure access and proper operation of Voyager over an Internet or intranet connection.

For the best available security and Voyager compatibility, you should upgrade client computers to the latest Internet Explorer version for your Microsoft Windows operating system:

- **Windows 8.1** Internet Explorer 11 (Desktop version, not ModernUI/Metro interface)
- **Windows 8** Internet Explorer 11 (Desktop version, not ModernUI/Metro interface)
- **Windows 7** Internet Explorer 11

Internet Explorer Configuration for Voyager

This section describes how to configure Microsoft Internet Explorer browser settings for Voyager on client computers.

You must configure Internet Explorer on each of your client computers so that authorized users can securely and efficiently access Voyager websites. You will modify settings for web and browser security, privacy, content, data caching, and filtering.



These procedures show screen graphics from Internet Explorer 11. Any variations between IE11 and other current IE versions are noted in procedural steps and field descriptions.

In some organizations, system-administration policies can automatically configure and control client-computer browser settings. In these cases, the message “Some settings are managed by your system administrator” appears at the bottom of the affected **Internet Options** tab. For more information, contact your system or website administrator.


To configure Internet Explorer for Voyager on client computers

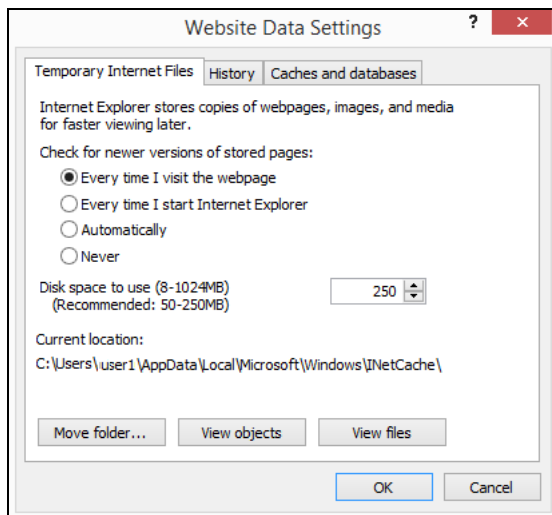
- 1 Log on to the client computer with the credentials for the Voyager authorized user.
- 2 Start Internet Explorer.



For Internet Explorer 11 on Windows 8.1, or Internet Explorer 11 or 10 on Windows 8, open the browser *Desktop* version, not the *Modern UI/Metro* version. For more information, see the documentation for your Windows product.

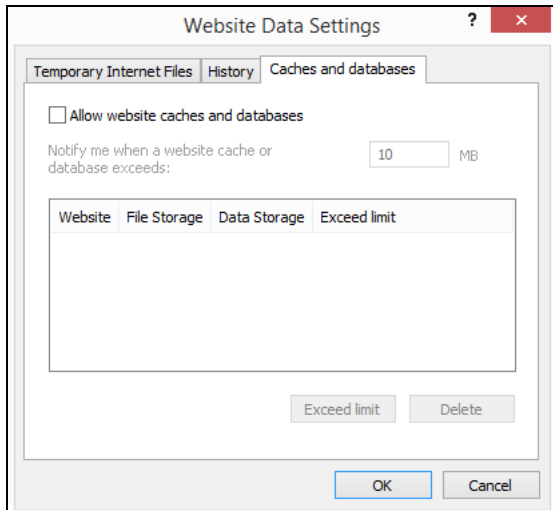
3 Configure **Temporary Internet Files** and **History** settings:

- a Click the tools button  and select **Internet options**. The **Internet Options** screen appears, displaying the **General** tab.
- b On the **General** tab, in the **Browsing history** section, click **Settings**. The **Website Data Settings** screen appears, displaying the **Temporary Internet Files** tab.



- c In the **Check for newer versions of stored pages** field, select **Every time I visit the webpage**.
 - d Click **OK**.
- ### 4 Configure **Caches and databases** settings:

- a On the **Website Data Settings** screen, click the **Caches and databases** tab.

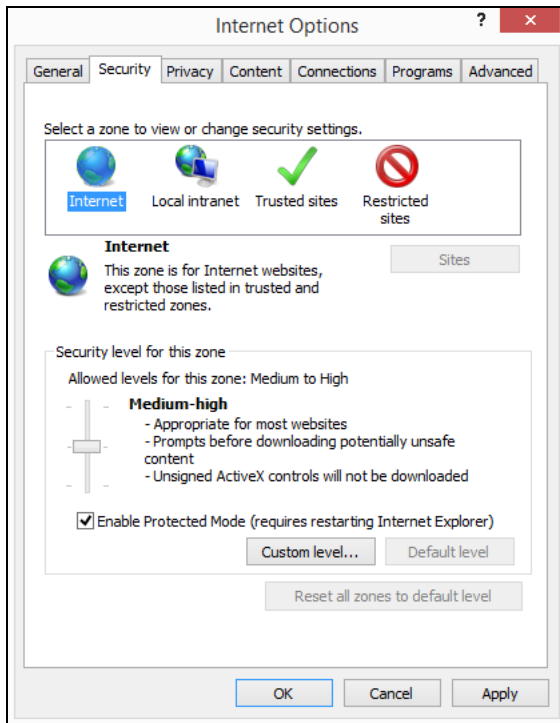


- b Clear the **Allow website caches and databases** check box.

- c Click **OK**.

5 Configure security for the **Trusted sites** zone:

- a On the **Internet Options** screen, click the **Security** tab. The current security settings for the **Internet Zone** appear.



Browser security for websites is controlled by settings in the Trusted sites zone. Security settings for the Internet zone (including the **Enable Protected Mode** option) should be determined by the web security policies and practices in your organization.

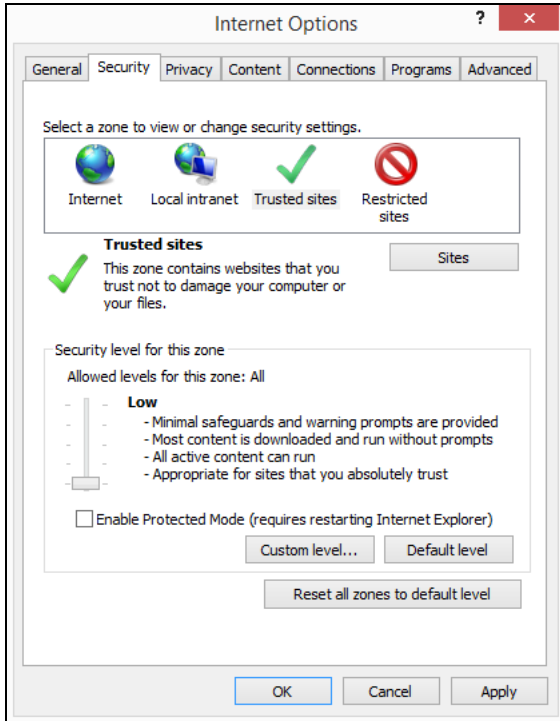
If you use a local intranet connection to access the Voyager web server, or you need to specify any other trusted or restricted sites, contact your system or website administrator for any custom zone-security settings.



The security-level slider may not be available on this tab. In this case, click the **Default Level** button (if it is available) to temporarily reset security for the zone.

These security options may be unavailable if your organization sets global administrative policies for browser security

b Select the **Trusted sites** zone.

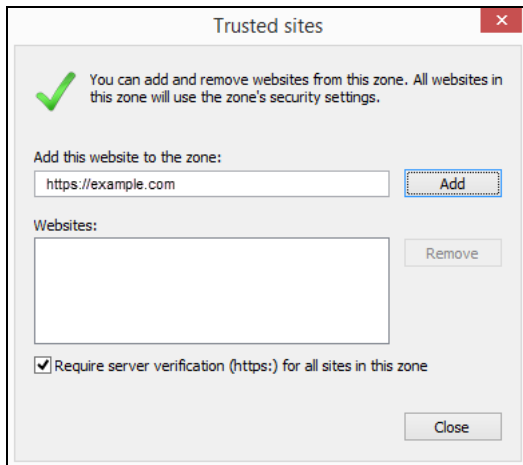


c Configure the following settings:

Security level for this zone	Set the slider to Low . NOTE This also disables the Pop-up Blocker and SmartScreen filter for all websites that you add to this zone.
Enable Protected Mode	Clear the check box to turn off Protected Mode for this zone.

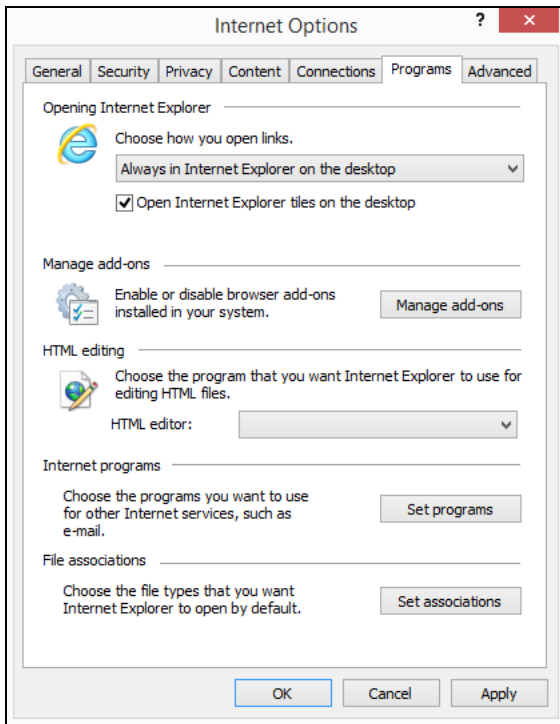
6 Add Voyager to **Trusted sites**:

- a Click **Sites**. The **Trusted sites** screen appears.



- b In the **Add this website to the zone** field, add the URL address for the Voyager website that you want to access from this client-computer browser.
- c Click **Add**. The trusted Voyager website appears in the **Websites** field.
- d Repeat this procedure in order to add to the **Trusted sites** zone all other applicable Voyager websites in your organization, business unit, or area that are approved for the authorized user on this client computer.
- e Click **Close**.

- 7 On a Windows 8/8.1 platform: Configure web links so that they always open in the Internet Explorer browser's Desktop version (not Modern/Metro version):
 - a On the **Internet Options** screen, click the **Programs** tab.



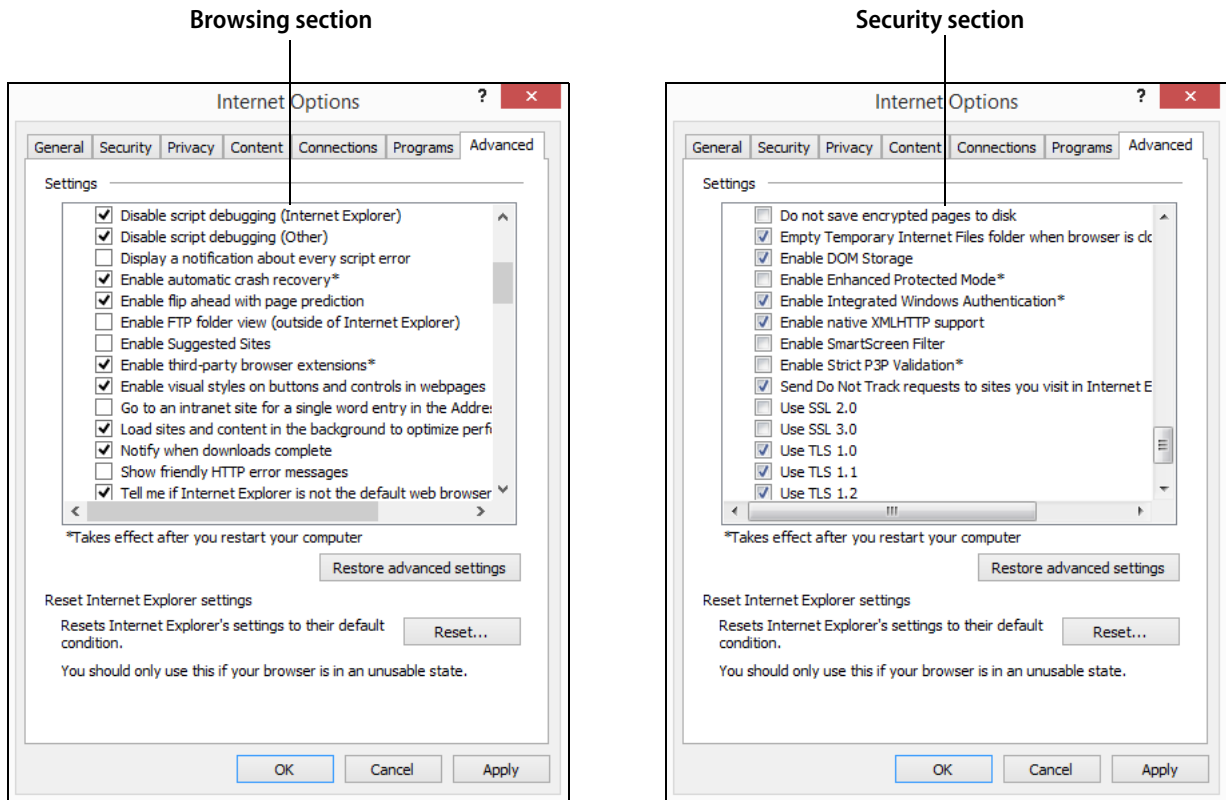
- b In the **Opening Internet Explorer** section, configure the following settings:

Choose how you open links	Select Always in Internet Explorer on the desktop .
Open Internet Explorer tiles on the desktop	Select the check box to turn on this feature.

- c Click **OK**.

8 Configure **Advanced** settings:

a Select the **Advanced** tab.



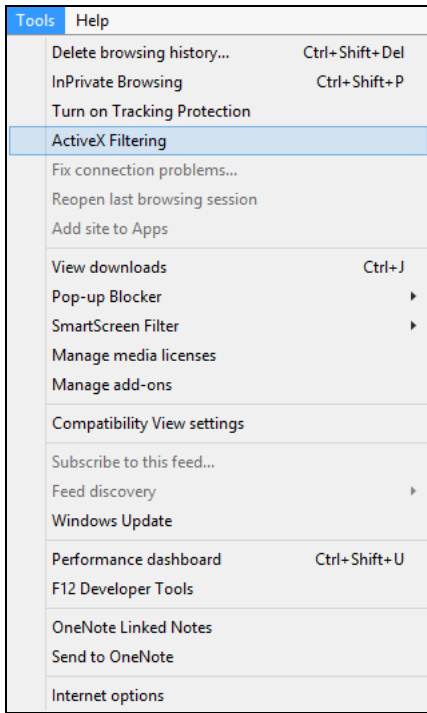
b Configure the following settings:

Browsing section	
Show friendly HTTP error messages	Clear this check box.
Security section	
Enable Enhanced Protected Mode	Clear this check box to turn off Enhanced Protected Mode. NOTE Typically, this setting appears only for 64-bit operating systems.
Use SSL 3.0	Clear this check box.
Use TLS 1.0	Select this check box.
Use TLS 1.1	Select this check box.
Use TLS 1.2	Select this check box.

c Click **OK**.

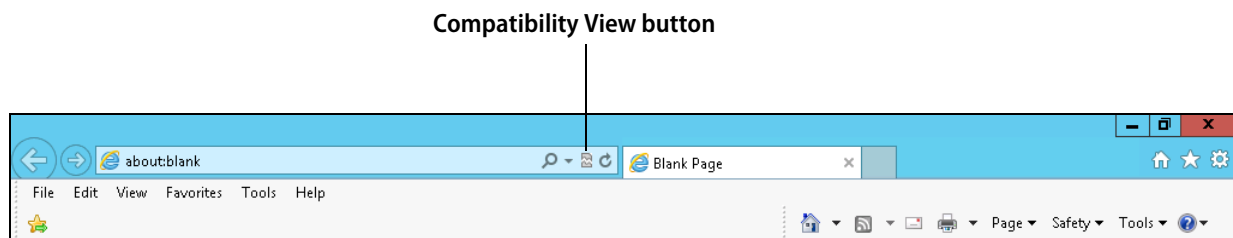
9 Disable **ActiveX Filtering**:

a From the top menu, select **Tools**:



b Clear the **ActiveX Filtering** option, if selected.

10 In Internet Explorer 10, ensure that the **Compatibility View** button is *not selected* on the Internet Explorer address bar. (Typically, this button appears in IE10 when a website has compatibility issues. If the button is not available, select **Tools** > **Compatibility View settings** to verify the status of this setting.)



CHAPTER 4

Internet Explorer Troubleshooting

In this chapter:

Internet Explorer Troubleshooting Overview.....	15
Troubleshooting and Resetting Internet Explorer Procedures.....	16

This chapter describes how to troubleshoot Microsoft Internet Explorer for Yardi Voyager. These procedures are intended for system, network, and website administrators as well as advanced computer users.

Internet Explorer Troubleshooting Overview

These procedures describe how to troubleshoot conflicts and Voyager operational issues in Microsoft Internet Explorer. They also include procedures for restoring and resetting browser configuration settings.



For Internet Explorer troubleshooting and resetting, consult with your system or website administrator or Yardi technical support. Resetting Internet Explorer configuration is not reversible, and all the previous configuration settings will be lost.

You should use this procedure only if your browser is in an unstable or unusable state, or you are having Voyager problems, caused by Internet Explorer, that cannot be resolved using other methods.

Alternative solutions can include modifying user-security and communications settings for Voyager software and web servers, operating systems, or reconfiguring only specific Internet Explorer settings, add-ons, or Internet utilities.

Troubleshooting and Resetting Internet Explorer Procedures

Certain Internet Explorer add-ons may cause conflicts with Voyager; for example, utilities and web-application add-ons such as Skype, web accelerators, SmartScreen filtering, pop-up blockers, tracking protection, ActiveX filtering, controls, extensions, and external-content toolbars. Some of the more aggressive Internet-security add-ons, including anti-virus, anti-malware, personal firewalls, and anti-spyware, can also block Voyager operations. You may need to reconfigure some of these components (or the associated Internet Explorer settings) to resolve any issues. Incorrect or corrupted configuration settings can also adversely affect browser operations when client computers are connected to Voyager.

If your administrator or Yardi technical support has determined that your Internet Explorer browser has Voyager operational issues due to conflicts with certain add-ons or corrupted configuration settings, you can perform one or more of the following procedures:

- Clear the browser cache.
- Disable Internet Explorer add-ons, controls, extensions, external-content toolbars, and utilities.
- Restore Internet Explorer Advanced Settings to default values.
- Completely reset Internet Explorer configuration to default values, including personal settings.

Internet Explorer configuration reset

Depending on your Internet Explorer version, resetting Internet Explorer configuration will return the following to their default values:

- Web browser settings
- Security settings
- Privacy settings
- Advanced options
- Tabbed-browsing settings
- Pop-up blocker settings
- Internet Explorer add-ons and extensions
- Third-party and external-content toolbars
- Browser utilities

If you also select the **Delete Personal Settings** option, it will reset all browser personal settings to default values, including home page, search providers, and web accelerators. This option will also delete:

- Saved passwords

- Stored form data
- Temporary Internet files
- Website history
- Web search history
- Cookies
- ActiveX filtering data
- Tracking-protection data
- URL address history
- Menu extensions
- InPrivate filtering data
- Recently-used lists
- Stored website data
- Cached information (including website-related databases)



This procedure also disables Internet Explorer add-ons, extensions, controls, third-party and external-content toolbars, and browser utilities.

It will disable web applications and utilities such as Java, Apple QuickTime, media players (for example, Winamp, RealPlayer), Skype/VoIP, and Crystal Decisions. It can also affect security settings that can disable some browser applications not listed on client computers that are not exclusively dedicated to Voyager.

The **Delete Personal Settings** option will delete stored website passwords and form data. You should record any browser-stored passwords and form data before you perform this procedure.

This section includes the following procedures:

To troubleshoot Internet Explorer conflicts and Voyager operational issues	17
To disable Internet Explorer add-ons.....	19
To restore Internet Explorer Advanced Settings to default values	21
To reset Internet Explorer configuration.....	22

To troubleshoot Internet Explorer conflicts and Voyager operational issues

- 1 Ensure that you have correctly configured all Internet Explorer settings, in accordance with the preceding chapter of this document.
- 2 Rather than globally resetting browser configuration, you can try to reset specific settings, or delete your browsing history.

- 3 If possible, open the Voyager website in Internet Explorer on another client computer to determine if the problem is caused by Voyager configuration or client-computer Internet/intranet connections to the web server. You can also try to access Voyager from the Firefox or Chrome browsers to determine if the issue is Microsoft Internet Explorer.
- 4 For Voyager display issues, ensure that your video display driver is the correct type and most current version. Verify that it is set to the recommended screen resolution of 1024 x 768, minimum.
- 5 Verify that your Internet connection, corporate/personal firewall, and network are operating correctly and permitting access to the applicable servers, ports, and users.
- 6 Ensure that your security utilities have the latest updates.
- 7 Perform a full anti-virus/anti-malware scan of the client computer to determine if the issues you are experiencing are caused by an infection.
- 8 If you have determined that the computer workstation is free of infections (and if permitted by your system/network administration policies), you can temporarily disable *for testing only* one or more of your Internet-security utilities (anti-virus, anti-spyware, anti-malware, or local firewall). This can help identify whether these applications are blocking Voyager operations in Internet Explorer.
- 9 Start Internet Explorer without add-ons, controls, extensions, or utilities:.



This will also disable Crystal Reports and Yardi Systems add-ons. If you need to troubleshoot Crystal Reports, you must first enable all Crystal Decisions extensions. You should also enable all Yardi add-ons, such as YsiNetClient.

a Open a command prompt (**Run > cmd**), type **ieexplore -extoff**, and then press Enter.

b If this method resolves the Voyager operational issues:

Restart Internet Explorer normally, with all add-ons enabled.

Review and disable one-by-one your Internet Explorer add-ons, controls, extensions, or utilities until you find the conflicting item.

Either permanently disable or update the add-on.

10 If the issues still exist, perform the procedure in “To restore Internet Explorer Advanced Settings to default values” on page 21. This procedure will sometimes correct conditions caused by incorrect or corrupted advanced-configuration settings.

11 You can also try testing in Windows Safe Mode, if you can gain network and Internet/Intranet access and connections in this mode.

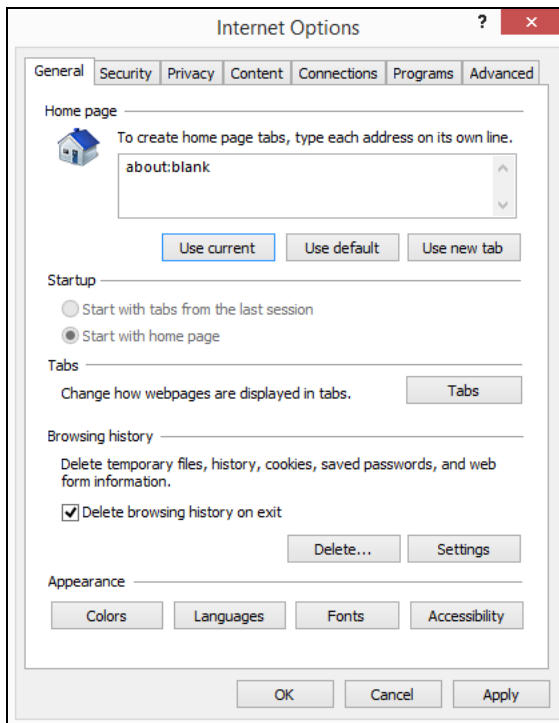


Voyager printing functions are not available in Windows Safe Mode.

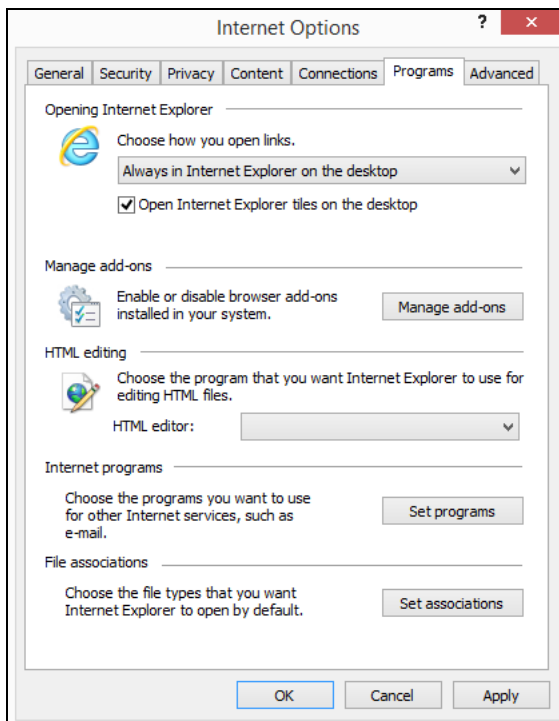
12 If you cannot resolve browser issues with these standard troubleshooting procedures, you can perform the procedures in “To reset Internet Explorer configuration” on page 22.

To disable Internet Explorer add-ons

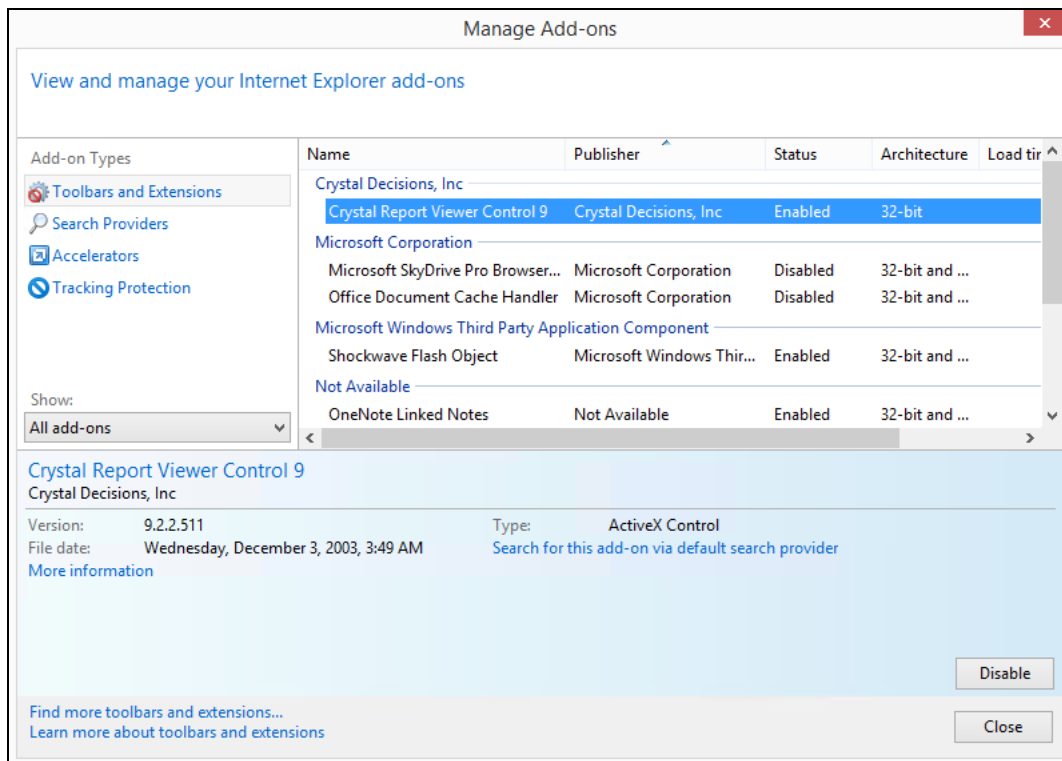
- 1 From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



- 2 Click the **Programs** tab.



3 Click **Manage add-ons**. The **Manage Add-ons** screen appears.



4 From the **Add-on Types** list, select **Toolbars and Extensions**.

5 In the **Show** field, select **All add-ons**. The table shows all Internet Explorer add-ons, controls, extensions, third-party and external-content toolbars, and utilities that have been installed.

6 Select an add-on to view details and modify status.

7 If you want to disable the add-on, click **Disable** in the details section on the bottom of the screen.

8 In the same manner, disable any other Internet Explorer add-ons that you suspect may be causing conflicts with Voyager.



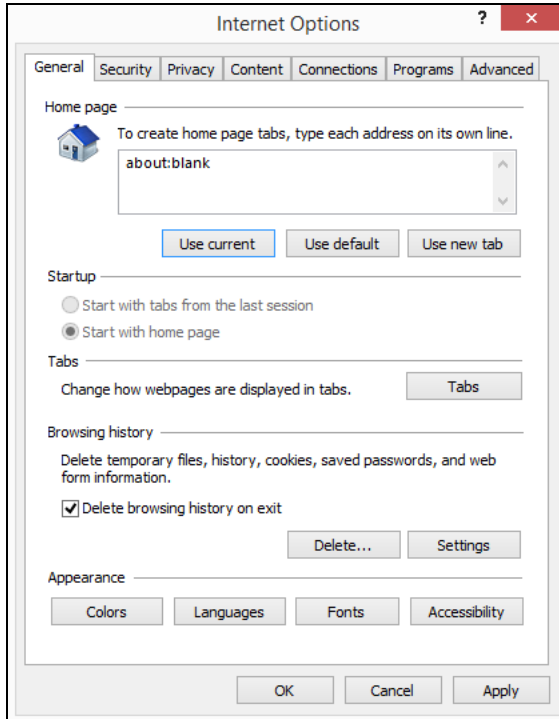
If you need to troubleshoot Crystal Reports, you must leave enabled all Crystal Decisions extensions. You should also leave enabled all Yardi add-ons that apply to your Voyager operations, such as YsiNetClient.

9 If disabling an add-on fixes the issue, you can click **Enable** to restart any other disabled items that are not causing Voyager issues.

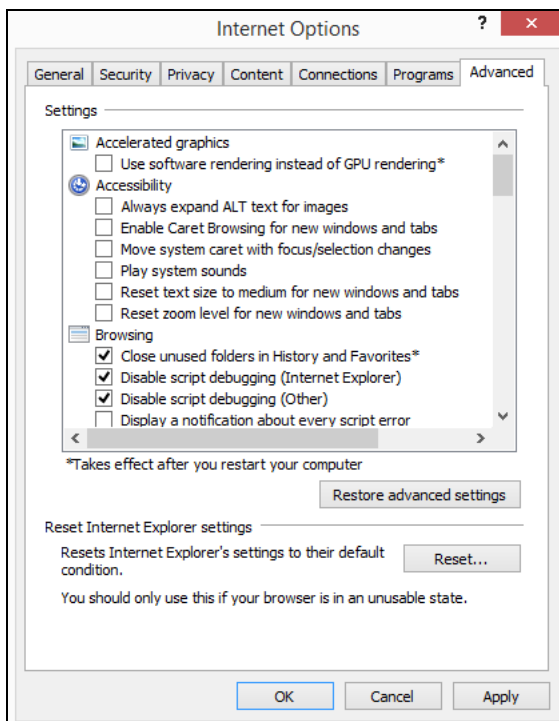
10 Click **Close**.

To restore Internet Explorer Advanced Settings to default values

- 1 Start Internet Explorer on the client computer.
- 2 From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



- 3 Click the **Advanced** tab.



4 In the **Settings** section, click **Restore advanced settings**.

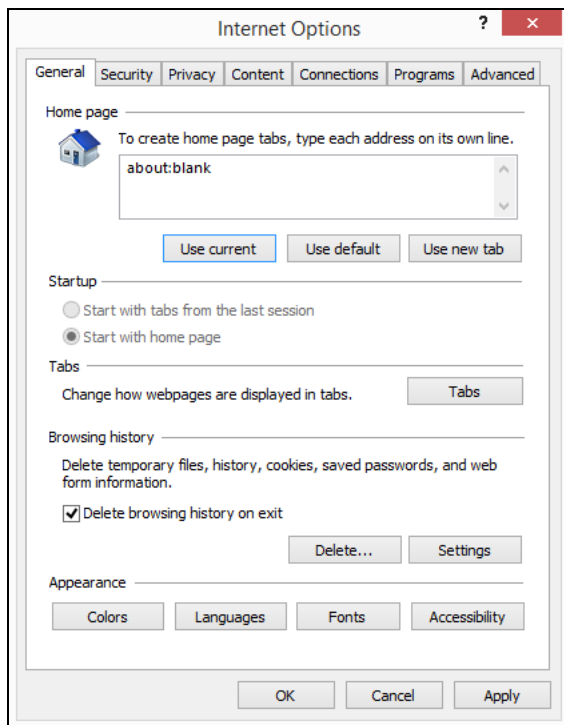
This restores all advanced settings in the list to their default values.

5 Test Voyager in your browser to determine if this procedure has resolved the issues.

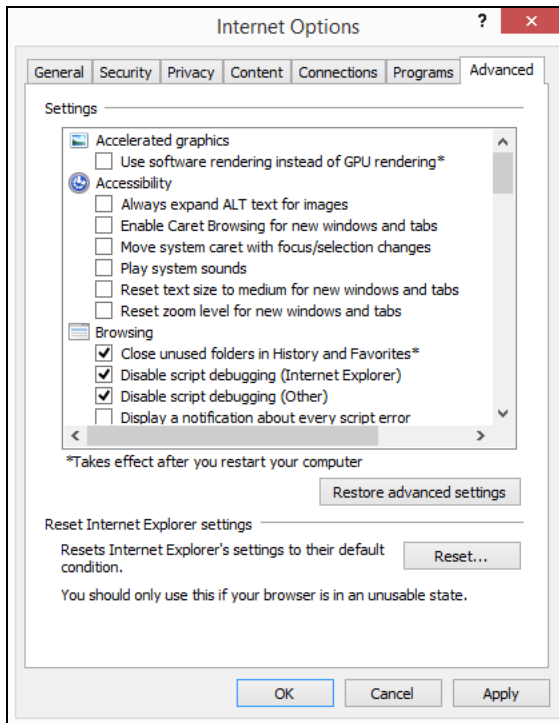
If not, you can perform a full reset of Internet Explorer configuration, per “To reset Internet Explorer configuration” on page 22.

To reset Internet Explorer configuration

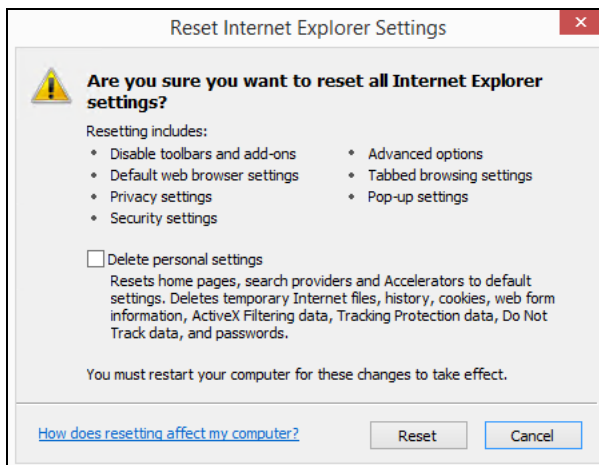
- 1** Start Internet Explorer on the client computer.
- 2** From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



3 Click the **Advanced** tab.



4 In the **Reset Internet Explorer settings** section, click **Reset**. The **Reset Internet Explorer Settings** confirmation screen appears.



5 Carefully read the screen warnings and instructions.



Before you perform this procedure, make sure that you have reviewed all the effects of this operation listed in "Internet Explorer configuration reset" on page 16.

6 If you have determined that your browser configuration or conflict issues are caused by any personal settings, select the **Delete personal settings** check box. Carefully review all items on the screen list that will be affected by this option.

- 7 Click **Reset**. The **Reset Internet Explorer Settings** screen appears, displaying the status of the operation.

This restores all Internet Explorer settings to their default values that existed when you first installed the application. This will also disable all browser add-ons, controls, utilities, external-content toolbars, and extensions.

- 8 After the operation completes, click **Close**.

- 9 Test Voyager in your browser to determine if this procedure has resolved the issues.

If not, contact your system or website administrator, or Yardi technical support for further troubleshooting-support options.

- 10 After you complete this procedure, you must repeat all the Internet Explorer configuration procedures in this document.

If you discovered that any of the recommended settings caused the Voyager issue, you can leave them at the default values.

- 11 You may also need to selectively enable any deactivated add-ons. For Voyager, this may include Crystal Decisions and all Yardi Systems web components like YsiNetClient.

Index

A

- ActiveX Filtering, disabling, 14
- add-ons, Internet Explorer
 - disabling, 19
 - troubleshooting, 17
- Advanced settings, 13
 - Internet Explorer, restoring defaults, 21

C

- Caches and databases settings, 8
- caution symbol, viii
- Compatibility View settings, 14
- configuration, Internet Explorer, resetting default, 22
- conflicts, Internet Explorer, troubleshooting, 17

I

- information symbol, viii
- Internet Explorer
 - add-ons
 - disabling, 19
 - troubleshooting, 19
 - Advanced settings, restoring defaults, 21
 - configuration, resetting default, 22
 - troubleshooting, 16
 - add-ons, 16
 - conflicts, 16
 - Voyager operation, 16

N

- notes
 - caution, viii
 - information, viii
 - tip, viii

O

- operation, Voyager, troubleshooting, 17
- overview, 7, 15

S

- settings
 - ActiveX Filtering, disabling, 14
 - Advanced, 13
 - Caches and databases, 8
 - Compatibility View, 14
 - Temporary Internet Files and History, 8
 - Trusted sites zone, 9
 - Voyager, adding, 10

T

- Temporary Internet Files and History settings, 8
- tip symbol, viii
- troubleshooting, Internet Explorer, 16
 - add-ons, 17
 - conflicts, 17
 - Voyager operation, 17
- Trusted sites zone settings, 9
 - Voyager, adding, 10

V

- Voyager
 - conflicts, troubleshooting, 17
 - operation, troubleshooting, 17
 - troubleshooting, Internet Explorer, 16
 - Trusted sites zone, adding, 10

W

- Windows 8/8.1
 - web links, opening in Desktop browser version, 12

