

Web3270

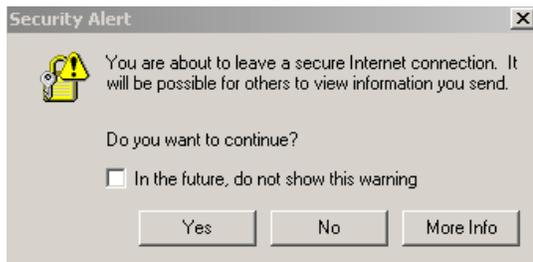
ERC users can now access the NS mainframe from links provided on the ERC web site. This functionality is powered by WebConnect, a software product from OpenConnect, Inc. and attempts to address the needs of many ERC users to be able to access the mainframe via the web.

WebConnect works by downloading a Java applet to the users' web browser. The applet looks and works like a mainframe terminal session. Keep in mind that depending on the speed of your connection, it could take several minutes for the applet to download.

Here are some highlights of what may occur when you attempt to access the mainframe using WebConnect for the first time (You may or may not get these depending on how your browser is set up):

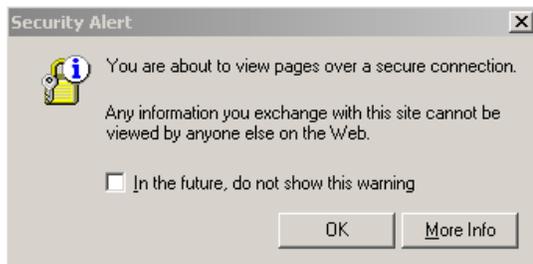
- A security alert window will say "You are about to leave a secure connection".

Action: Click "OK".



- A security alert window will say "You are about to view pages over a secure connection".

Action: Click "OK".



- A browser will open containing "Checking Java Virtual Machine". You can close this browser later after WebConnect has completed launching and the mainframe screen is visible.

- A dialog box like the one below will ask if you want to trust the signed applet.
Action: Click on Always at the bottom of the box.



- The browser with "Checking Java Virtual Machine" will change to "Please wait - loading WebConnect...". You can close this browser later after WebConnect has completed launching and the mainframe screen is visible.
- A browser box like the one below will open at the lower right hand corner of the screen. This is necessary for the operation of the application. If you close this box, WebConnect will close also.



Mainframe Problems and Solutions

Below is a list of the solutions for the most common problems when trying to access the mainframe through the Employee Resource Center. Please try these prior to placing a call to the helpdesk. The solutions are listed in the order we suggest they be tried. If you are trying to access the mainframe via Safari on a Mac, skip directly to [step 12](#).

1. Bypass Pop-up Blockers

For most browsers except Internet Explorer version 7, hold down the CTRL key while clicking the mainframe link.

For Internet Explorer version 7, hold down both the CTRL and ALT keys while clicking the mainframe link.

2. Add the Employee Resource Center URL to Pop-up blocker Exceptions List

For Internet Explorer version 7 (or version 6 under Windows XP Service Pack 2)

Click **Tools**, then **Internet Options**

Click the **Privacy** tab, then **Settings** under **Pop-up Blocker**

Under **Address of Website to Allow** key https://*.nscorp.com, then click **Add**, then **Close**, then **OK**

For Firefox or Netscape

Click **Tools**, then **Options**

Click the **Content** icon, then click **Exceptions** to the right of **Block Pop-up Windows**

Under **Address of Web Site** key www2.nscorp.com and click **Allow**.

Under **Address of Web Site** key erc2.nscorp.com and click **Allow**.

Under **Address of Web Site** key wcpool.nscorp.com and click **Allow**.

For instructions on how to add the ERC to other pop-up blocker exception lists, please read our [pop-up blocker help file](#).

3. Add the Employee Resource Center URL to Trusted Sites

For Internet Explorer

Click **Tools**, then **Internet Options**

Click the **Security** tab

Click the **Trusted Sites** icon (green check mark), then click **Sites**

Under **Add This Website to the Zone** key <https://erc2.nscorp.com> and click **Add**.

Under **Add This Website to the Zone** key <https://www2.nscorp.com> and click **Add**.

Under **Add This Website to the Zone** key <https://wcpool.nscorp.com> and click **Add**.

Click **Close**, then **OK**.

4. Delete Temporary Internet Files

For Internet Explorer version 7

Click **Tools**, then **Internet Options**

On the **General** tab, click **Delete**, then **Delete Files**.

Click **Yes**, then **Close**, then **OK**.

For Internet Explorer version 6

Click **Tools**, then **Internet Options**

On the **General** tab, click **Delete Files**.
Click **OK** twice.

For Firefox or Netscape

Click **Tools**, then **Clear Private Data**
Ensure **Cache** is checked, and click **Clear Private Data Now**

5. Upgrade Java Runtime Environment

You must have Java Runtime Environment version 1.41 or above installed for WebConnect to work properly. Click this link to go to the Java website to download the latest version:

http://java.com/en/download/download_the_latest.jsp

Click the **Free Java Download** button, then click the **Download Now** button.

Follow the on-screen instructions for downloading and installing the software.

After installation is complete, please restart your computer.

6. Disable Any Additional Pop-up Blockers

Google and Yahoo toolbars contain two of the most common pop-up blockers. Antivirus companies such as Norton and McAfee sometimes install their own pop-up blocking software and internet providers such as BellSouth, Earthlink, Wal-Mart, Comcast, Verizon, PeoplePC, and NetZero often install their own pop-up blocking software as well. For detailed instructions on how to disable the most common pop-up blockers, please see our [pop-up blocker help file](#). Consult your user manual for instructions on disabling any pop-up blockers not covered in this file.

7. Ensure the Security Level is not set too high

For Internet Explorer version 7

Click **Tools**, then **Internet Options**

Click the **Security** tab

Adjust the slider in the **Security Level For This Zone** to **Medium-High**

For Internet Explorer version 6

Click **Tools**, then **Internet Options**

Click the **Security** tab

Click the **Default Level** button to adjust the security level to the appropriate level

8. Check your PC clock.

If you are receiving a Security Certificate or Expired Certificate error, you should check the date set in your computer. Many people don't notice if the date is wrong as long as the time is correct. You should be able to adjust the date and time by double-clicking the time in the lower-right corner of your screen.

9. Apply Windows Updates

Ensure your Windows installation is up-to-date by using the Microsoft Windows Update utility. Go to <http://windowsupdate.microsoft.com> to apply these updates.

10. Cannot Print From WebConnect after Java Runtime Environment update

Contact the helpdesk at (404)529-1527 to obtain a patch to correct this problem.

11. In Internet Explorer, disable JRE as Webconnect will run using only ActiveX.

In situations where all of the above steps have not fixed the problem, the problem may be with a corrupted Java Runtime Environment. If you are running Internet Explorer, Microsoft has included a version of Java that runs using ActiveX (other browsers do not have this feature). To force Internet Explorer to use this version of Java, the Sun version of Java must be disabled. To do

this, open Internet Explorer and click on the **Tools** menu. Next, select **Internet Options**, then click the **Advanced** tab. Scroll down the list until you see the **Java(Sun)** section, and uncheck the **Use JRE 1.x for <applet>** item. Click **OK** to save your settings, then restart Internet Explorer for the changes to take effect. If you do not see a **Java(Sun)** section under the **Advanced** tab, you have not installed the Java Runtime Environment. Please go back to step 5 to install it.

12. Accessing the Webconnect via Safari on a Mac

- Open Safari 4
- Select the **Preferences** option from the Safari menu (Or press **Command +**)
- Select the **Advanced Pane**
- Check the **Display developer menu in the menu bar** option
- Log into the ERC
- Select **Developer Menu -> User Agent -> Internet Explorer 8**
- Click on **Mainframe**
 - You will get the new tab with the mainframe window that says **Don't close this**.
- Select **Developer Menu -> User Agent -> Internet Explorer 8**
- Close the new tab that opened up
- Click on Mainframe on the ERC window
- Wait for the pop up that asks to allow the applet to have unrestricted access and click **Always allow**

13. If all else fails

If you have tried the previous steps and are still unable to connect to the mainframe, click on the Basic Session link located under ERC Home, Mainframe Access. Please be aware that the connection will be slower, and you will not be able to set personal preferences. This connection is a work around until you are able to configure your PC to use the other mainframe links on the ERC.