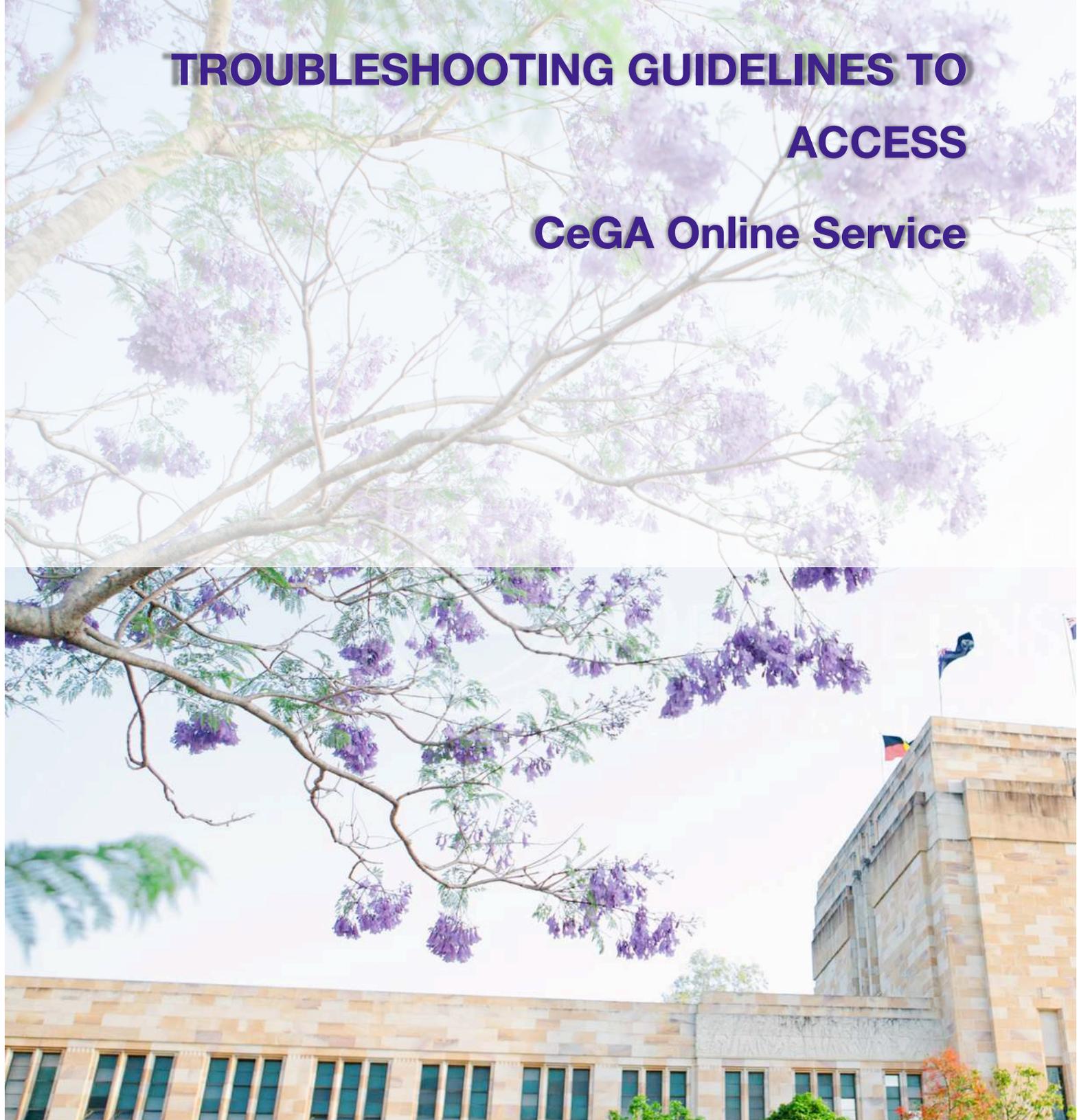




THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA



TROUBLESHOOTING GUIDELINES TO ACCESS CeGA Online Service





Version Control

Version	Date	Description	Author
1.0	06-Jul-2015	Create document	Kenneth Fung
1.1	24-Jul-2015	Update common issues	Kenneth Fung
1.2	24-Sep-2015	Update common issues	Kenneth Fung
1.3	03-May-2016	Correct typos	Kenneth Fung



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Introduction

Standard web browsers installed on corporate computers are under restrictive settings that may prevent users from accessing or downloading forbidden contents according to their local I.T. security policies. Those security measures may also affect the user experience while the user is accessing the legitimate website. The troubleshooting guidelines aim to assist the user identifying and resolving basic technical issues on accessing CeGA Online Service.



Compatibility test page

Queensland Health have been rolling out new operating system like Windows 7 that may equip with built-in web browser like Internet Explorer (Version 10 as of writing) and open source web browser like Mozilla Firefox. The initial settings in those browsers may be too restrictive so the user should open the compatibility test page via CeGA website to get some ideas about any missing plugin or adjustment required.

To open the compatibility test page, please visit the front page of CeGA service website and scroll down to the bottom of the page in order to locate a hyperlink for browser compatibility check:

***By using this database you acknowledge and agree to the following:**

You are the actual, authorized¹ individual in the account credentials you have used to log in and have signed up for CeGA Online.

You will not copy, print or otherwise extract any patient data from CeGA Online other than official reports under your care for the purposes of providing care.

You are aware that CeGA Online monitors and logs all user activity on the site. This information can be used to detect, abuse of data or breach of confidentiality is subject to disciplinary action and/or legal prosecution.

¹Authorized users are those persons who are employees of organisations that have a contract to use CeGA Online for training in the use of the InterRAI assessment tool and the CeGA Online assessment system. All users are required to read and agree to the terms and conditions in conjunction with the entire agreement between the user and CeGA Online. Where there is a conflict, the terms and conditions of the CeGA Online assessment system shall prevail.

Please click [here](#) for browser compatibility check.



This page was generated at Wednesday 01st of July 2015 14:25:35 (GMT +10:00).



Common Issues

A list of common issues found with possible solutions on the web browser as follows:

Issue #	Description and resolution
#1	<p>Missing PDF viewer plugin</p> <p>Install PDF viewer via the following URL: https://get.adobe.com/reader/</p>
#2	<p>Disabled built-in feature of JavaScript Engine</p> <p>Re-enable JavaScript Engine: (Internet Explorer)</p> <ol style="list-style-type: none">1. On the Tools menu, click Internet Options, and then click the Security tab.2. Click the Internet zone.3. If you do not have to customize your Internet security settings, click Default Level. Then do step 4 <i>If you have to customize your Internet security settings, follow these steps:</i><ol style="list-style-type: none">a. Click Custom Level.b. In the Security Settings – Internet Zone dialog box, click Enable for Active Scripting in the Scripting section.4. Click the Back button to return to the previous page, and then click the Refresh button to run scripts. <p>(Firefox)</p> <p>By default, Firefox enables the use of JavaScript and requires no additional installation.</p> <p>Note To allow and block JavaScript on certain domains you can install privacy extensions such as:</p> <ul style="list-style-type: none"><i>NoScript: Allows JavaScript and other content to run only on websites of your choice.</i><i>Ghostery: Allows you to block scripts from companies that you don't</i>



trust.

For more information please refer to mozilla support web page:
<https://support.mozilla.org/en-US/kb/javascript-settings-for-interactive-web-pages>

(Safari)

1. In the Edit drop-down menu at the top of the window, select Preferences...
2. Select the Security icon/tab at the top on the window.
3. Then, check the Enable JavaScript checkbox.
4. Close the window to save your changes.
5. Finally, Refresh your browser.

(Chrome)

1. Select Customize and control Google Chrome (the icon with 3 stacked horizontal lines) to the right of the address bar.
2. From the drop-down menu, select Settings.
3. At the bottom of the page, click Show advanced settings....
4. Under Privacy, select the Content settings... button.
5. Finally, under the JavaScript heading, select the Allow all sites to run JavaScript radio button.

#3 Restricted security settings for untrusted websites

Add CeGA website to the list of trusted websites:

1. Open Internet Explorer by clicking the Start button Picture of the Start button. In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Navigate to the website that you want to add to a specific security zone.
3. Click the Tools menu item, and then click Internet Options.
4. Click the Security tab, and then click a security zone (Local intranet, Trusted sites, or Restricted sites).
5. Click Sites.
6. If you clicked Local intranet in step 4, click Advanced.
7. The website should be shown in the Add this website to the zone field. Click Add.
If the site is not a secure site (HTTPS), clear the Require server verification (https:) for all sites in this zone check box.
8. Click Close, and then click OK (or click OK twice if you clicked Local



	intranet in step 4).
#4	Ad-blocker settings to prevent new pop-up window
	Unblock new pop-up window on CeGA website: <ol style="list-style-type: none">1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.2. Tap or click the Tools menu item, and then tap or click Internet options.3. On the Privacy tab, under Pop-up Blocker, select or clear the Turn on Pop-up Blocker check box, and then tap or click OK.
#5	Firefox opens, but only gives a white/grey screen and does not do anything further
	<p>It could be problem with an embedded Intel graphics cards like HD3000 with an old driver present on your computer. It happens on legacy computer upgraded to newer version of Windows operating system whereas old drivers are installed.</p> <p>Here would be a link to update the driver based on the operating system, which in turn should also address the issue of black/grey screen on Firefox: https://downloadcenter.intel.com/search?keyword=HD3000</p> <p><i>Note: Similar problem with Intel chipset motherboard can be fixed via changing keyword content to your selected model of on-board graphic card in the hyperlink, i.e.,</i> https://downloadcenter.intel.com/search?keyword=XXXX</p>
#6	Depending on the version of Internet Explorer installed, the warning message may be displayed as follows: "This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"
	To eliminate that from warning you each time, you need to edit the security settings in your browser, with the following steps: <ol style="list-style-type: none">1. In Internet Explorer, click the Tools button, and then click Internet Options.2. Click the Security tab, and then click the Custom Level button.3. In the Security Settings dialog box, scroll to the Display mixed content setting in the Miscellaneous section, and then click Enable. Normally this will be at Prompt.4. Click OK in the Security Settings dialog box, and then click OK to exit Internet Options and restart Internet Explorer.
#7	For Internet Explorer version 11, user may encounter incompatibility issue



while accessing CeGA website. Problems include from non-responsiveness and abnormal screen layout.

Internet Explorer version 11 has a compatibility feature called Enterprise Mode that can be enabled through registry setting at system level. This may require an intervention of your local system administrators so you may contact them for help.

Steps to change system registry as follows:

1. Close Internet Explorer
2. In Local Group Policy Editor, perform the following steps:
 - a. For Windows 8 user
 - i. To launch the local group policy editor, press **Windows Key + R**, type **gpedit.msc** into the Run dialog, and press Enter.
 - ii. Navigate to User Configuration > Administrative Templates > Windows Components > Internet Explorer
 - iii. Scroll down and locate the “**Let users turn on and use Enterprise Mode from the Tools menu**” option. Double-click it, set it to Enabled, and users will be able to enable Enterprise Mode manually.
 - b. For Windows 7 user
 - i. Press **Windows Key + R** keys on your keyboard, the "Run" dialog will appear. Type **regedit** without quotes and press Enter.
 - ii. Navigate to the registry key like **HKEY_CURRENT_USER\Software\Policies\Microsoft\Internet Explorer\Main\EnterpriseMode**.
 - iii. Create a new empty string value called **Enabled**.
 - iv. Sign out and sign in back.

Steps to activate Enterprise Mode on Internet Explorer version 11:

1. With Enterprise Mode enabled in system registry, you can tap the Alt key in Internet Explorer
2. Navigate to CeGA website in Internet Explorer.
3. Clicking the Tools menu, and selecting Enterprise Mode to toggle Enterprise Mode for the current website.

Note: If you have just enabled the group policy setting, you have to close and re-open Internet Explorer before this option will appear in the Tools menu.



#8 [Upload] button on File Archive interface does not respond on clicking for Internet Explorer.

ActiveX feature may be turned off on Internet Explorer.

Please make sure the URL of CeGA website like <https://cegaonline.uq.edu.au> is added to Trusted sites list on Internet Explorer.

Steps to add URL of CeGA website to Trusted sites list as follows:

1. Click “Tools” on menu toolbar.
2. Click menu item “internet options” to open up Window “Internet Options”.
3. Select Security tab.
4. Select Trusted sites under Section “Web content zone”.
5. Click [Sites] button to open up the window for Trusted sites.
6. Type in the desired URL into the field under “Add this Web site to the zone:” and click [Add] button
7. Click [OK] button in Window “Trusted sites” to confirm the settings.
8. Click [OK] button in Window “Internet Options” to exit.

Steps to allow ActiveX component for uploading as follows:

1. Click “Tools” on menu toolbar.
2. Click menu item “internet options” to open up Window “Internet Options”.
3. Select Security tab.
4. Select Trusted sites under Section “Web content zone”.
5. Click [Custom level] button to open up Window “Security Settings”.
6. Find item "Initialize and script active x controls is not marked safe for scripting" and select the radio button enabled.
7. Click [OK] button in Window “Security Settings” to confirm the settings.
8. Click [OK] button in Window “Internet Options” to exit.

URLs of CeGA websites

CeGA service website has been divided into the versions for Queensland Health network and non-Queensland Health network. Users should clearly identify their local computer network, i.e., QH network or non-QH network, in order to access the correct URL of CeGA service website. It is recommended that users should contact their local network administrator to acquire this information if in doubt.

The list of CeGA service URLs is shown below:

Service	Network	URL
Acute Care	QH	http://metro0816.sth.health.qld.gov.au/cega
	Non-QH	https://cegaonline.uq.edu.au/cega
Residential Aged Care	QH	N/A
	Non-QH	https://cegaonline.uq.edu.au/ceganh

Please note that secure protocol HTTPS is not required for QH network due to its nature of trusted environment.



Troubleshooting with portable web browser

On the compatibility test page, there is a hyperlink to let user download the troubleshooting tool to test against CeGA website in case no local administrator is available for help or no immediate solution is available to solve the browser's issue on the computer.

This tool contains a portable version of Firefox web browser and doesn't require complete installation to work on the computer.

Please follow the instructions to download and open this tool:

1. Open plugin test page from CeGA website.
2. Scroll down to the section called Troubleshooting and find the hyperlink call "a portable version of web browser".

Troubleshooting

For troubleshooting and testing purposes on Windows platform, please find here [a portable version of web browser](#) which requires no installation.

Instructions to open this tool after downloading the zip file:

- Double click the downloaded file named **FirefoxPortableESR_31.7.0_English.paf.zip** to extract the executable **FirefoxPortableESR_31.7.0_English.paf.exe**.
- Double click the executable file to extract the folder containing the portable web browser to the desired location.
- Please find the extracted folder named **FirefoxPortableESR** on the computer.
- Once the folder is extracted successfully, you may clean up the files like **FirefoxPortableESR_31.7.0_English.paf.zip** and **FirefoxPortableESR_31.7.0_English.paf.exe**.
- Within the folder named **FirefoxPortableESR**, open up the portable web browser by doubling click on the file **FirefoxPortable.exe**.
- To start troubleshooting, please visit CeGA website via the portable web browser by entering the correct URL into the address bar.

3. Click on the hyperlink to download a .zip file like FirefoxPortableESR_XXXX_English.paf.zip onto Desktop.
4. Open the .zip file by double clicking it and find .exe file like FirefoxPortableESR_XXXX_English.paf.exe.
5. Double click the FirefoxPortableESR_XXXX_English.paf.exe file to start and follow the wizards to start decompression onto Desktop. A



new folder like “FirefoxPortableESR” should be created after the decompression is finished.

6. Find the FirefoxPortable.exe file inside the new folder and double click on it to bring up the portable version of Firefox for testing by entering correct URL of CeGA website into the address bar.

Note: User may keep this new folder for further use until the problem of the web browser on the affected computer is resolved. Meanwhile, the following files can then be safely removed from Windows Desktop:

- FirefoxPortableESR_XXXX_English.paf.zip
- FirefoxPortableESR_XXXX_English.paf.exe



END