

Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am

To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer or press “refresh” on your keyboard by clicking CTRL+F5

Potential Issue	Description	Potential Solution
<p>1) Browser Upgrade - IE Compatibility Mode</p>	<p>New version of Document Direct will not work with IE 8. Users need to upgrade to preferably IE 11 but may also use IE 9.</p> <p>For instructions, to check the version of Internet Explorer: http://whatversion.net/internet-explorer</p> <p>Some users may experience issues accessing PHRST or FSF after the upgrade to IE 11. If PHRST or FSF users are affected by an upgrade to IE 11, compatibility view settings can be modified to include “state.de.us” and “delaware.gov”.</p>	<p>Ensure https://docdir.dti.state.de.us Delaware.gov and state.de.us all have been added as a trusted site with Internet Explorer (IE).</p> <p>Instructions to update compatibility view settings.</p> <p>If you experience any issues accessing PHRST or FSF after your browser has been upgraded to Internet Explorer (IE) 11, please follow the steps below to update your compatibility view settings.</p> <ol style="list-style-type: none"> Click on the gear in the top right corner of your IE 11 window and select “Compatibility View Settings”  <ol style="list-style-type: none"> Under “Add this website:” type in state.de.us and click “Add” (The “Add” button will be greyed out until you’ve typed in the value)  <ol style="list-style-type: none"> Now type in delaware.gov and click “Add”  <ol style="list-style-type: none"> Click “Close” and you’re finished.
<p>2) Java Update – users need the latest version</p>	<p>User may need to install update to Java</p> <p>If updating Java is not possible, see the workaround (#8) below</p>	<p>Shut down java, update, and restart computer after install.</p>

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>

For instructions, to check the Java version: <https://www.java.com/verify>

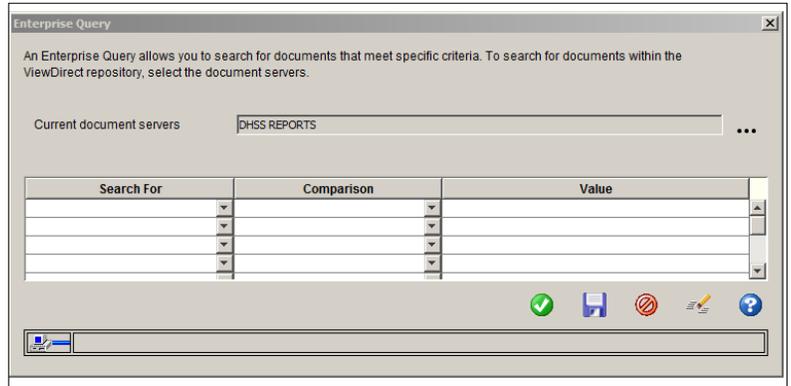
Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am

**To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer
or press “refresh” on your keyboard by clicking CTRL+F5**

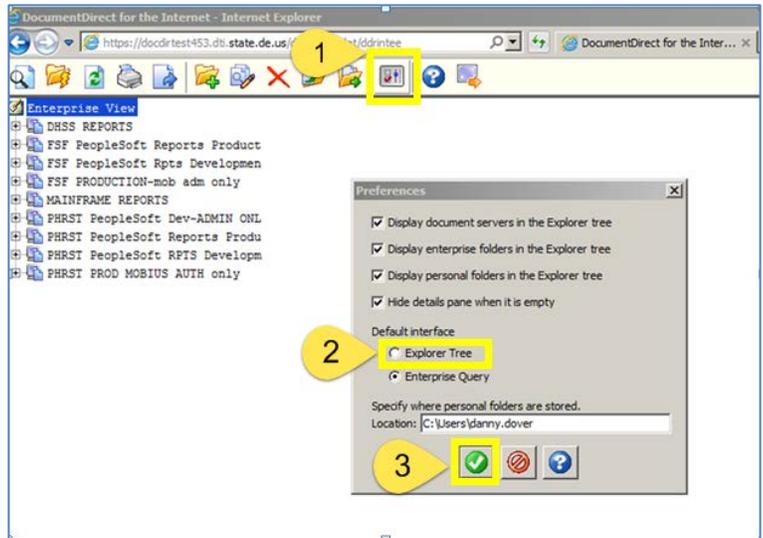
3) IE Browser
Pop-Up
Window

Enterprise Query Dialog
Box shows up even before
logging in.

Process to eliminate the query dialog box shown here:



- Step 1 – Click on the Preferences Button
- Step 2 – Change the Default Interface to Explorer Tree
- Step 3 – Confirm by Clicking Checkmark



For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>
For instructions, to check the Java version: <https://www.java.com/verify>

**Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am**

**To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer
or press “refresh” on your keyboard by clicking CTRL+F5**

<p>4) Potential Issue: Grey / Blank screen upon logging into Document Direct for the Internet</p>	<p>Potential Solution: Complete a browser refresh (F5, Ctrl F5 or Refresh Icon). Workaround (#8) below, may also help.</p>	<p>Description: Users see the following...</p>  <p><i>F5 or Ctrl F5:</i> F5 may give you the same page even if the content is changed, because from cache. But Ctrl - F5 forces a cache refresh, and will guarantee that changed, you will get the new content.</p> <p><i>Refresh Icon:</i></p>  <p>Additionally, may have to click thru a message regarding ‘leaving’ or ‘staying’ on the page (select ‘leave’.) and do a refresh again and should come up, normally.</p>
<p>5) Prompt To Install .Cab File When Attempting To Print</p>	<p>Error/prompt to install “ddiprintengine.cab” when attempting to print from Document Direct for the Internet, as shown in the screen shot to the right</p>	<p>For the agencies, where DTI provides the desktop support for, we have pushed out the fix for this, to the PCs.</p> <p>For non-ITC agencies, the fix is to copy a current version of ddiprintengine.dll to the local PC and run the command regsvr32 (path)\ddiprintengine.dll /s in admin command prompt. We can’t make a script for anyone to use because it has to be custom for their source and destination. To ensure you have the correct version, install it on one pc and get it from c:\windows\downloaded program files. The cab file extracts a dll and inf of the same name.</p>

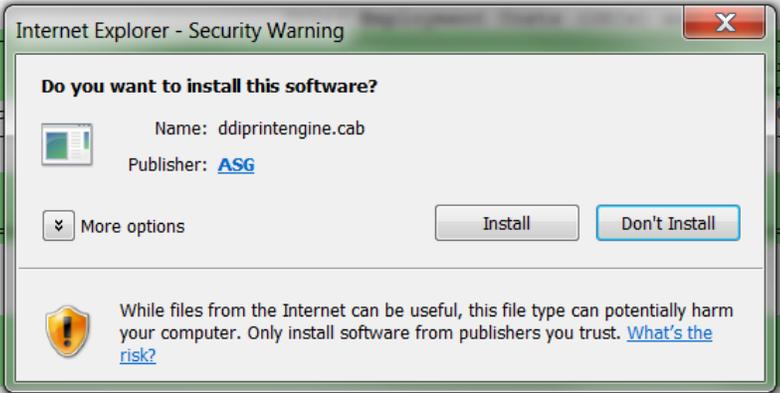
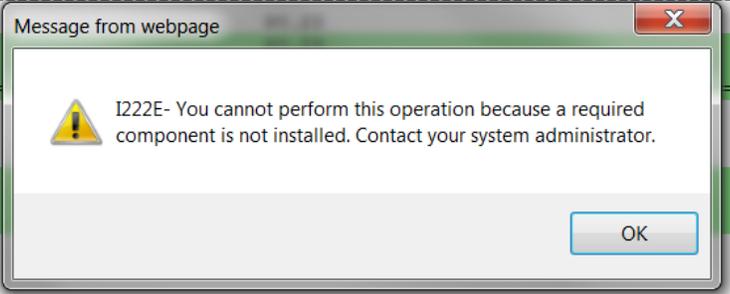
For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>

For instructions, to check the Java version: <https://www.java.com/verify>

**Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am**

**To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer
or press “refresh” on your keyboard by clicking CTRL+F5**

		 <p>If you have administrator rights to your computer, simply click “install”, for this onetime install.</p> <p>If you click Install, and receive this error message, this means that you do not have administrator rights on your computer, and that you will need to contact your local Technical Support Desk or personnel, to “run as administrator. Again, this is a one time, per computer install. We regret the inconvenience.</p> 
6) Windows 8.1		<p>With Windows 8.1 there are 2 IE browsers. They need to be in “desktop” for Document direct to work. If they use the “Modern” app, they will see an error stating Java is needed even though they have it installed.</p>

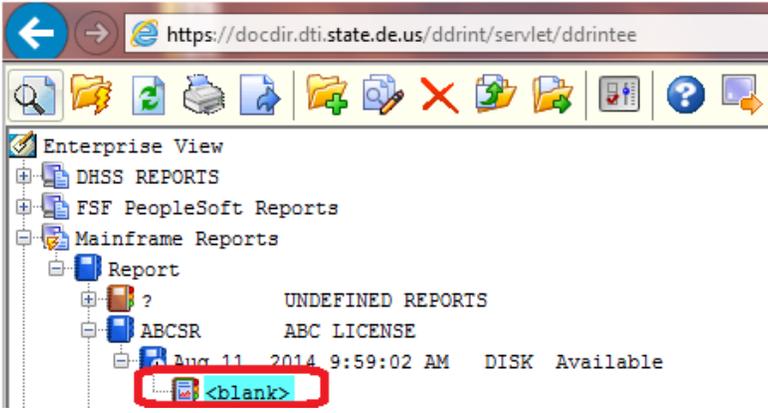
For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>

For instructions, to check the Java version: <https://www.java.com/verify>

Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am

To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer or press “refresh” on your keyboard by clicking CTRL+F5

<p>7) Blank (listed next to report)</p>		 <p>Reports that say “Blank” (as shown above) are normal. This means the report is not sectioned (which is normal). Simply click on the report and it should display.</p>
<p>8) Unable to update Java – because an older version is needed for another application/ website to work</p>	<p>This is an option were computers where you are not able to upgrade the Java client on the desktop higher than 6.X</p>	<p>The Java applets in Document Direct for the Internet v4.6.0 won’t work with Java 6.x. (Java 8.x is the current version). There’s been a change in the way Oracle requires java applets to be signed, and DDRINT v4.6 uses “the new way”.</p> <p>A possible work-around: an operational mode that does not use Java applets. Some of the advanced features of Document Direct for the Internet are not available in this mode, but browse, search, and document viewing are all supported.</p> <p>Upon accessing the normal Document Direct for the Internet link/url, simply remove the "ee" from the end and re-launch</p> <p>This will remove the Java features such as Filter by Line / Filter by fields</p> <p>We would be remiss if we did not remind you that Java 6 has not had public updates for quite a while now, and 6.30 (released 12/2011) isn’t even the final public update. There are numerous known security vulnerabilities in the Java version you are running. These are especially dangerous if the individuals using the down-level Java versions have internet access from the same browser.</p>

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>

For instructions, to check the Java version: <https://www.java.com/verify>

Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am

To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer or press “refresh” on your keyboard by clicking CTRL+F5

<p>9) Change Password</p>	<p>Functionality (Keys icon) for password changes lost with the upgrade</p>	<p>Issue: Upgrade resulted in loss of functionality for changing a user password with the “keys” icon when using Document Direct for the Internet (DDRINT) with mainframe authentication.</p>  <p>Resolution: ASG recommended displaying the “Change Password” option during the login process. The change has been successful in test. The “keys” option has been removed and users will have the option to change their password at the login screen.</p> <ol style="list-style-type: none"> When a user accesses the DDRINT environment and selects a destination, they are prompted for their password. At this juncture, they can proceed to change the password.  <ol style="list-style-type: none"> Clicking on “Change Password” will render the fields required for a user to change their password.  <p>NOTE: This applies only to agencies using Mainframe</p>
---------------------------	---	--

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>

For instructions, to check the Java version: <https://www.java.com/verify>

Document Direct for the Internet
Frequently Asked Questions / Concerns
Information Current as of 04/22/2015 8:00am

To ensure you are viewing the latest version of this Job Aid, “refresh” Internet Explorer or press “refresh” on your keyboard by clicking CTRL+F5

		Authentication to access Document Direct. Users who have forgotten their mainframe password should follow their normal procedure for resetting passwords by contacting their ACF2 Admin: http://iso.state.de.us/pdfs/ACF2Admins.pdf). This does not apply to FSF and PHRST users. FSF/PHRST will continue to reset their password thru their help desk or their security team.
--	--	---

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer:
<http://whatversion.net/internet-explorer>

For instructions, to check the Java version:
<https://www.java.com/verify>

*** END ***

For further assistance, email DTI_ServiceDesk@state.de.us - who will ask for your Internet Explorer version and the version of Java running on your PC.

For instructions, to check the version of Internet Explorer: <http://whatversion.net/internet-explorer>
For instructions, to check the Java version: <https://www.java.com/verify>