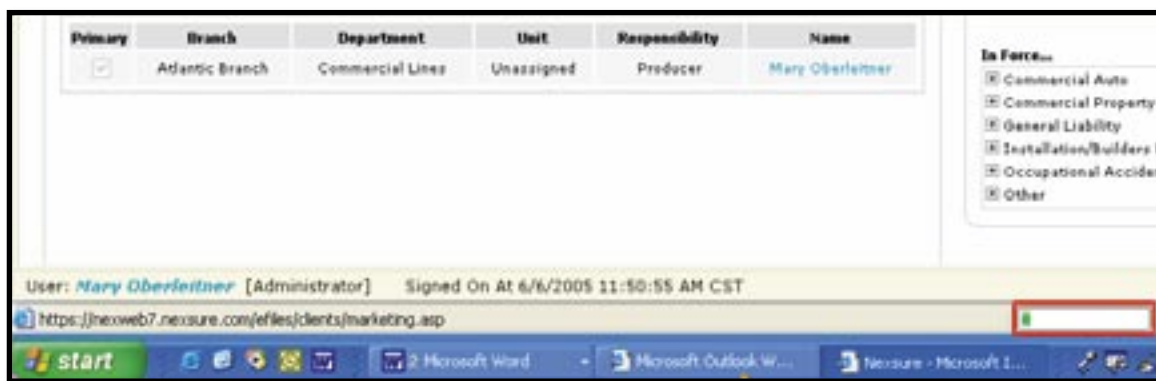# nexsure®

TIPS AND FACTS

Issue 5

IN THIS ISSUE

- ✖ Why Browsing in Nexsure Differs from Other Internet Sites
- ✖ Clearing Temporary Internet Files
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Why Browsing in Nexsure Differs from Other Internet Sites

Nexsure is an Internet based Management System and will have some of the same characteristics as any Internet site has. With that being said, it is important to know what the differences are.

1. Since Nexsure is a Management tool, this means that data is being passed to and from the server via the Internet with each save and refresh. When data is being moved back and forth to the server this will slow the refreshing of screens. Nexsure does not notify you each time data is being transmitted with popup screens but instead uses the Internet progress indicator located on the status bar.

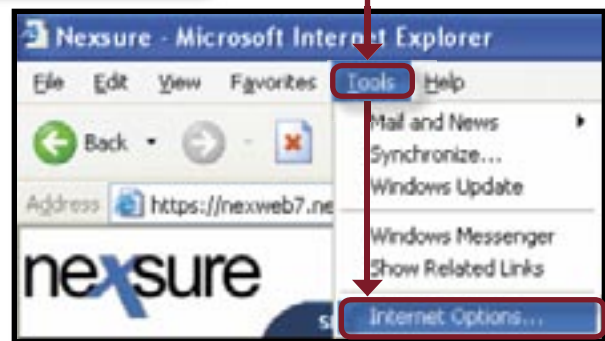XDimensional Technologies

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2. Typically users are accustomed to navigating with the **Back** and **Forward** buttons in Internet Explorer, but with Nexsure it is important not to use these navigation tools. If used, it is possible that a Page Expired message will be returned. The navigation buttons are blocked in this way to keep from duplicating a record that may have just been added. Nexsure always has a way within the program to navigate, eliminating the need to use the Internet Explorer navigation buttons.

Clearing Temporary Internet Files

Web browsers store content from previously viewed sites in their Temporary Internet Files folder. This allows the browser to load a previously viewed page from a site without reloading it. When using Nexsure it is important to clear these files periodically to make sure the new screen information is shown rather than the old. To delete the Temporary Internet Files, perform the following steps:

1. In Microsoft® Internet Explorer, go to the **Tools** menu and select **Internet Options**

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Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Home page
You can change which page to use for your home page.
Address: http://www.xdti.com/
[Use Current] [Use Default] [Use Blank]

Temporary Internet files
Pages you view on the Internet are stored in a special folder for quick viewing later.
[Delete Cookies...] [Delete Files...] [Settings...]

2. Click Delete Files

History
The History folder contains links to pages you've visited, for quick access to recently viewed pages.
Days to keep pages in history: 20 [Clear History]

[Colors...] [Fonts...] [Languages...] [Accessibility...]

[OK] [Cancel] [Apply]

3. Check the Delete all offline content box

Delete all files in the Temporary Internet Files
You can also delete all your offline content stored locally.
☑ Delete all offline content

4. Click OK

[OK] [Cancel]

Wait for the process to complete. When the hourglass is no longer present, the process is complete.

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Clearing Local Desktop Temporary Files

Sometimes it is necessary to clear the Temp file directory on your local desktop. Temporary files are stored in the Temp file directory and may be inadvertently accessed when attempting to access a newer file with the same name. To clear the Temp files directory, follow the steps below:
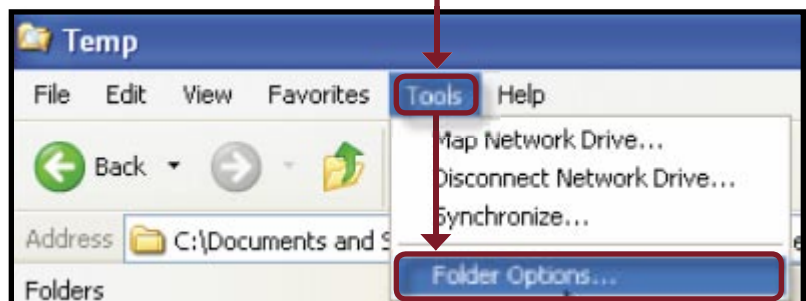
1. *Close all open applications

2. Right-click the **Start** menu

3. Click on **Explore**
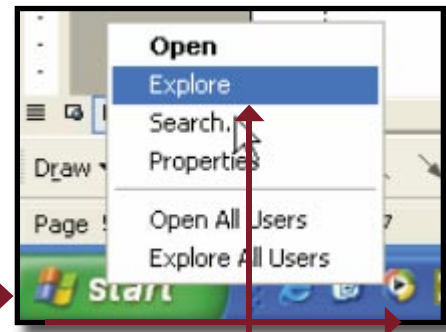
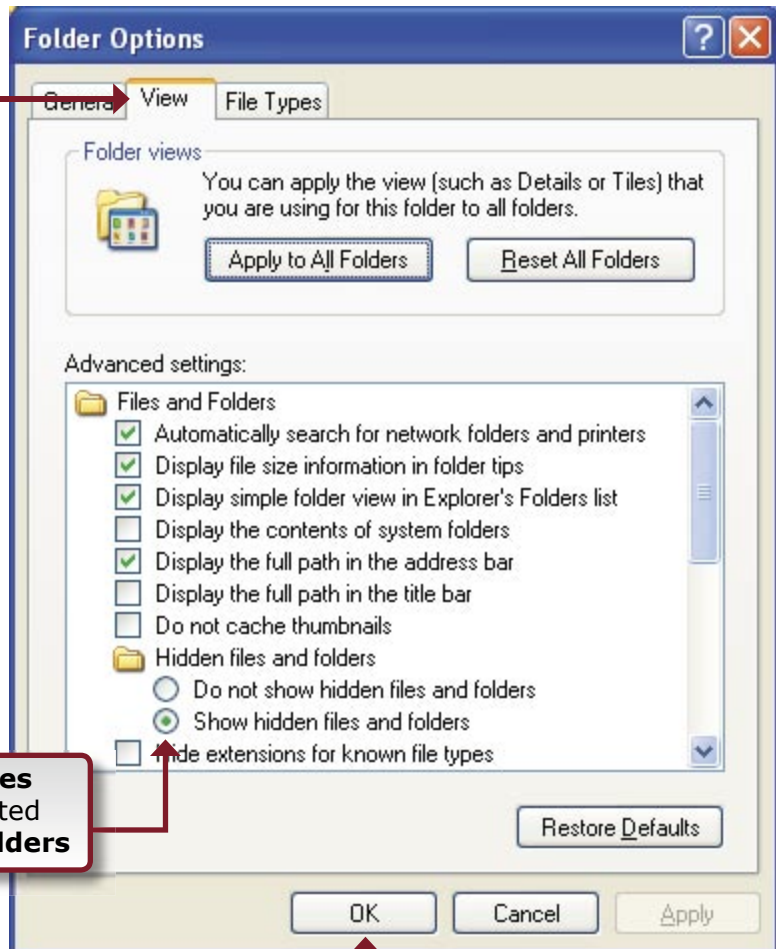

4. Verify that hidden files can be viewed.

    a. Go to the **Tools** menu and select **Folder Options**

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b. Click the View tab

Folder Options

General | View | File Types

Folder views

You can apply the view (such as Details or Tiles) that you are using for this folder to all folders.

Apply to All Folders   Reset All Folders

Advanced settings:

Files and Folders
- ☑ Automatically search for network folders and printers
- ☑ Display file size information in folder tips
- ☑ Display simple folder view in Explorer's Folders list
- ☐ Display the contents of system folders
- ☑ Display the full path in the address bar
- ☐ Display the full path in the title bar
- ☐ Do not cache thumbnails
- Hidden files and folders
  - ○ Do not show hidden files and folders
  - ⦿ Show hidden files and folders
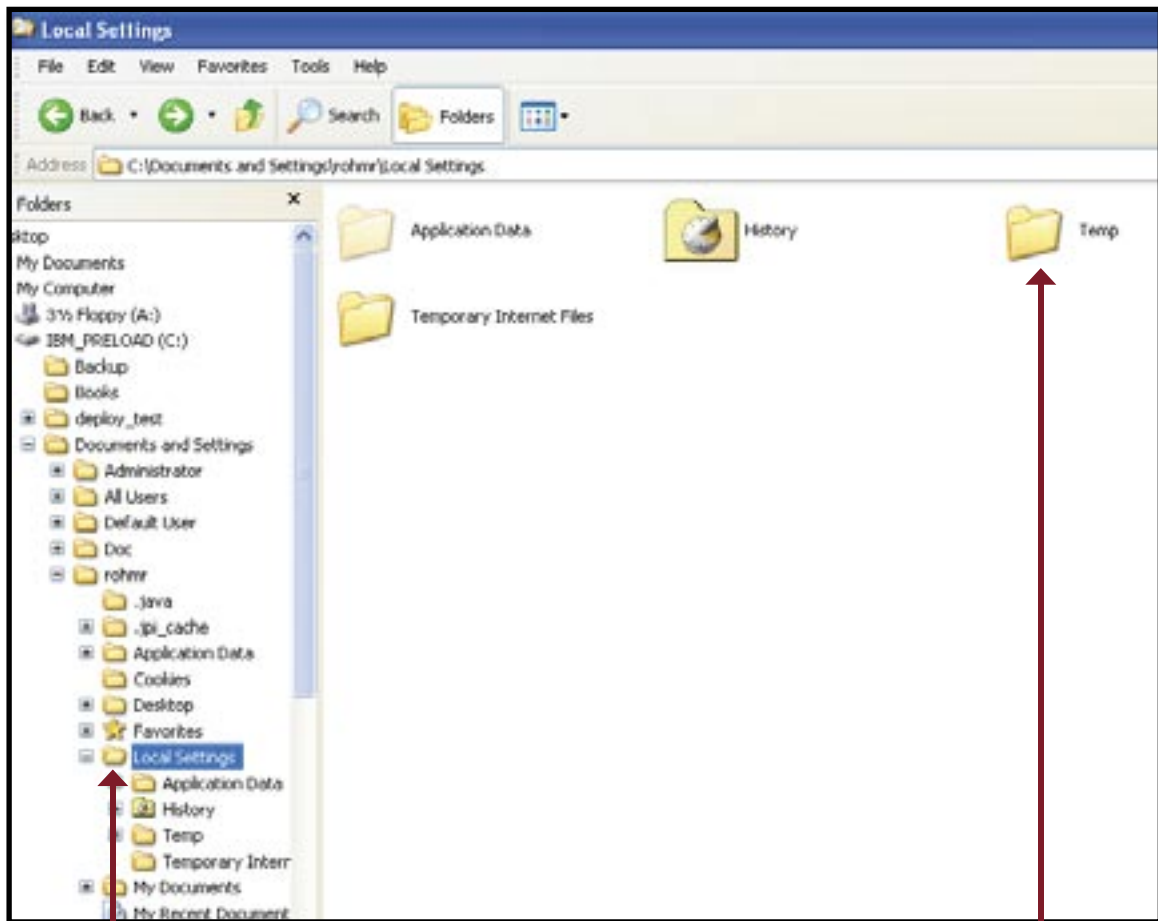- ☐ Hide extensions for known file types

Restore Defaults

OK   Cancel   Apply

c. Verify the Show hidden files and folders option is selected under Hidden files and folders

d. Click OK to close the window

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TIPS AND FACTS

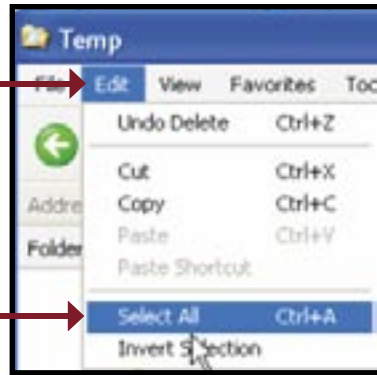The Windows Explorer view should be displayed.

5. Click on the **Local Settings** folder

6. Double-click the **Temp** folder
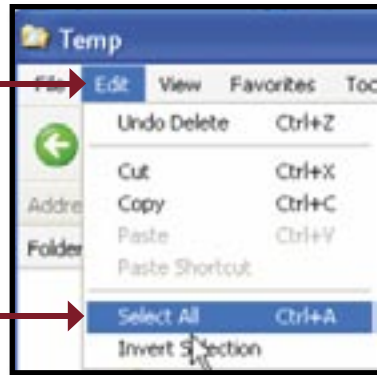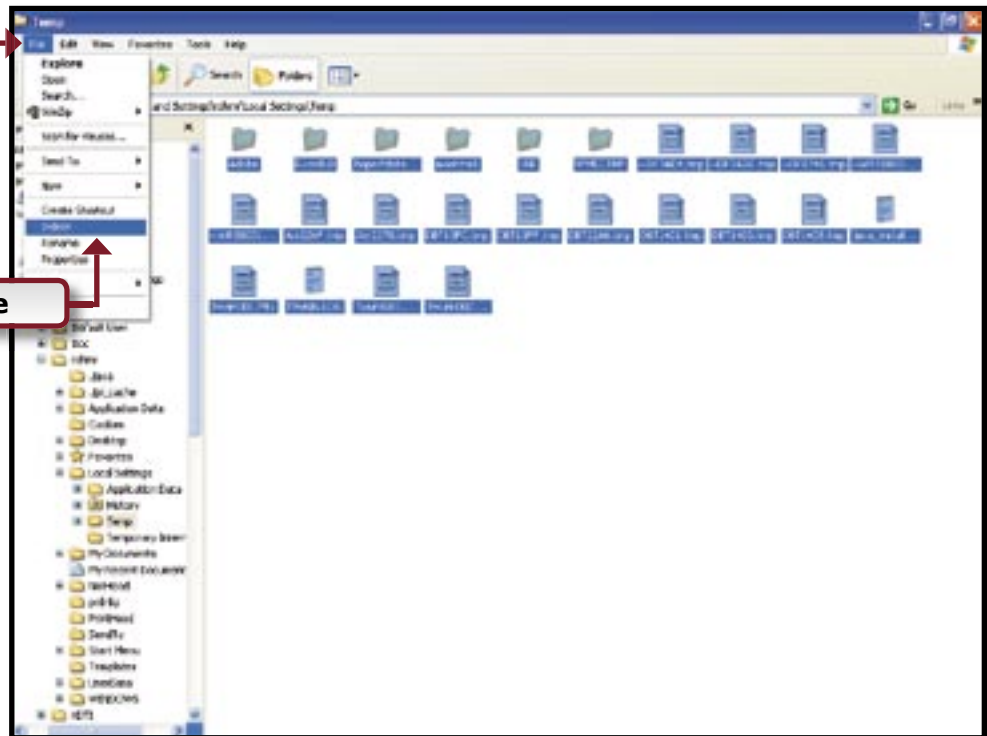
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TIPS AND FACTS

7. Click **Edit**
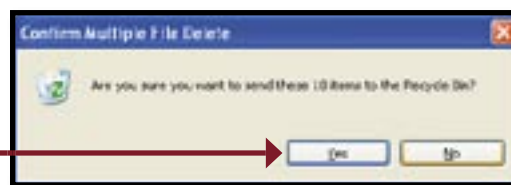
8. Click **Select All**

9. Click **File**

10. Click **Delete**

11. Click **Yes**

TIPS AND FACTS

Windows® XP Service Pack 2 Settings

Windows® XP Users with Service Pack 2: In order for Nexsure to run properly with Windows® XP Service Pack 2, some components are required. If these components have not been installed correctly, you may experience the following issues:

- Downloads not functioning properly
- Batch Printing not functioning properly
- Components not being downloaded
- Being logged out when trying to do any of the above functions
- Pop-ups not displaying
- E-services not functioning properly
- Third party pop-up blocker installed (must be turned off or added to accept list for Nexsure® to work properly)

1. Close all open applications

2. Launch Microsoft® Internet Explorer

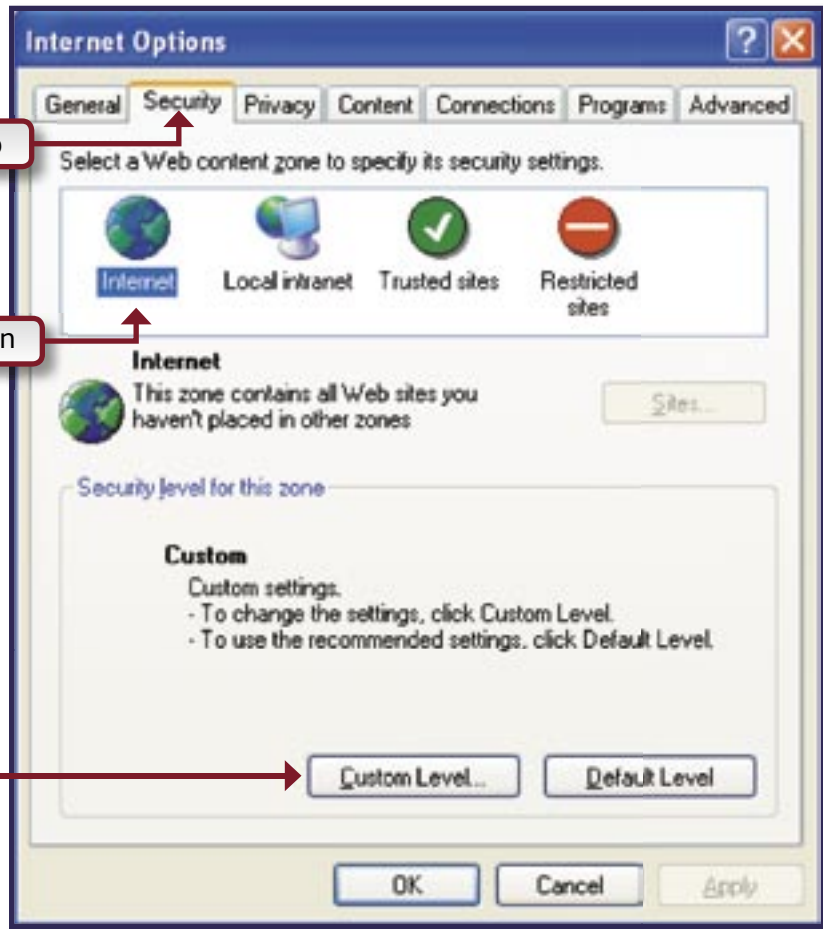3. From the **Tools** menu, select **Internet Options**
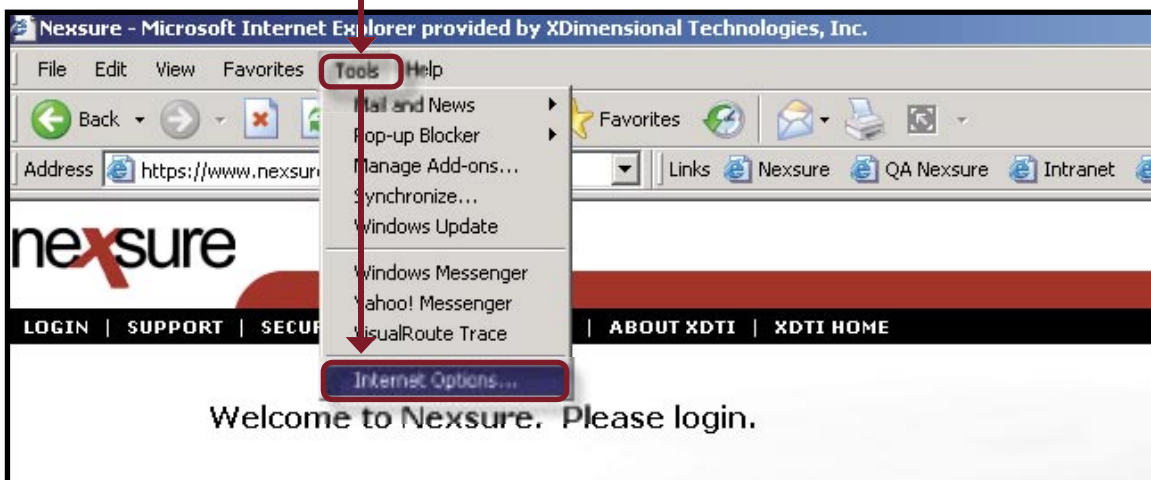
TIPS AND FACTS

The window will default to the General tab, click on the Security tab.

Security Tab:
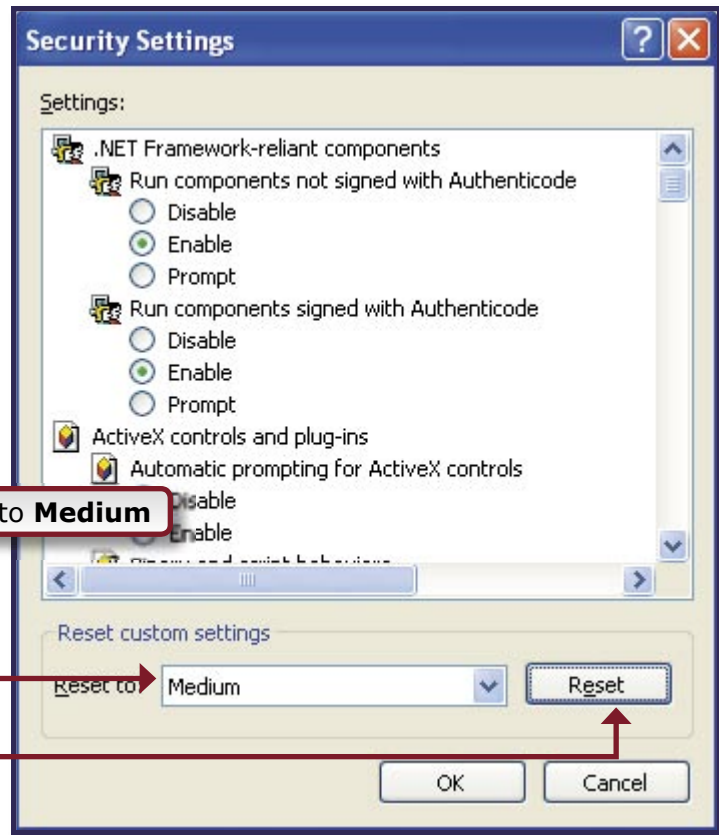
1. Click on the **Security** tab

2. Click on the **Internet** icon
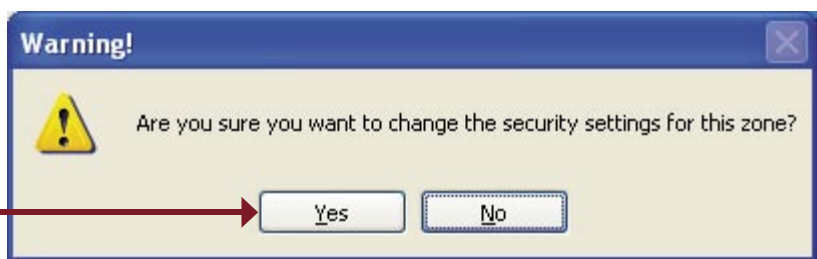
3. Click **Custom Level**

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4. Ensure the custom setting is set to **Medium**

5. Click the **Reset** button

6. Click **Yes**

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TIPS AND FACTS

7. In the Settings list, set *Automatic prompting for ActiveX controls* and *Automatic prompting for file downloads* to **Enable**.

ActiveX controls and plug-ins
Automatic prompting for ActiveX controls
○ Disable
⦿ Enable

Downloads
Automatic prompting for file downloads
○ Disable
⦿ Enable

Reset custom settings

Reset to: Medium   Reset

8. Click **OK**

OK   Cancel

Warning!

⚠ Are you sure you want to change the security settings for this zone?

9. Click **Yes**

Yes   No
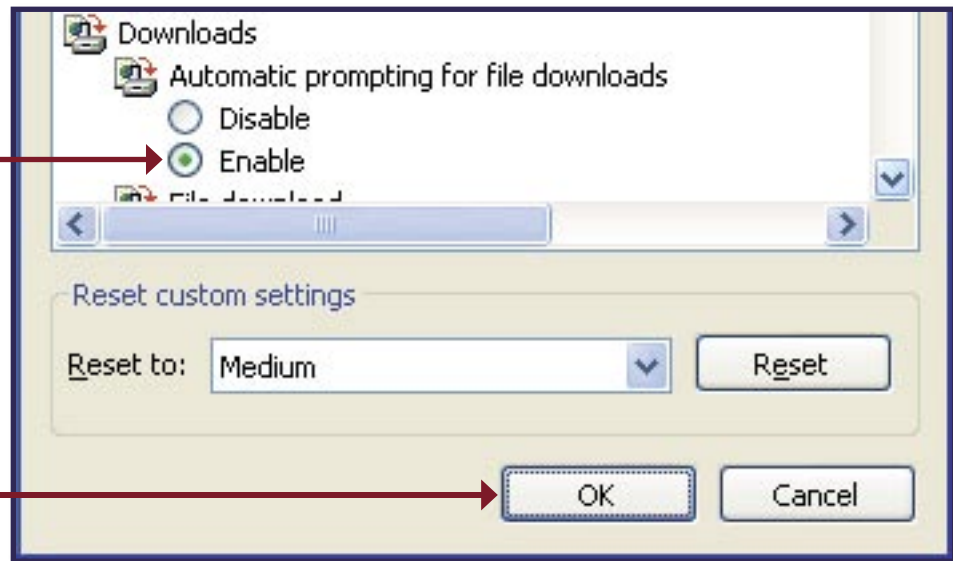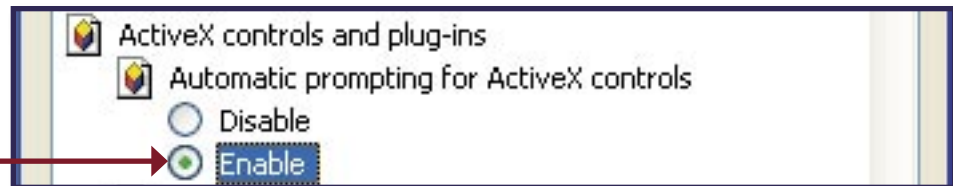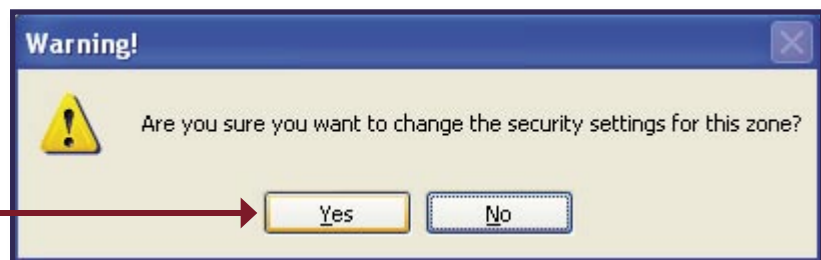
TIPS AND FACTS

10. Click on the **Trusted Sites** icon

11. Click the **Sites** button

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TIPS AND FACTS

Trusted sites

You can add and remove Web sites from this zone. All Web sites in this zone will use the zone's security settings.

Add this Web site to the zone:

nexsure.com [Add]

12. Enter **nexsure.com**

Web sites:

[Remove]

☐ Require server verification (https:) for all sites in this zone
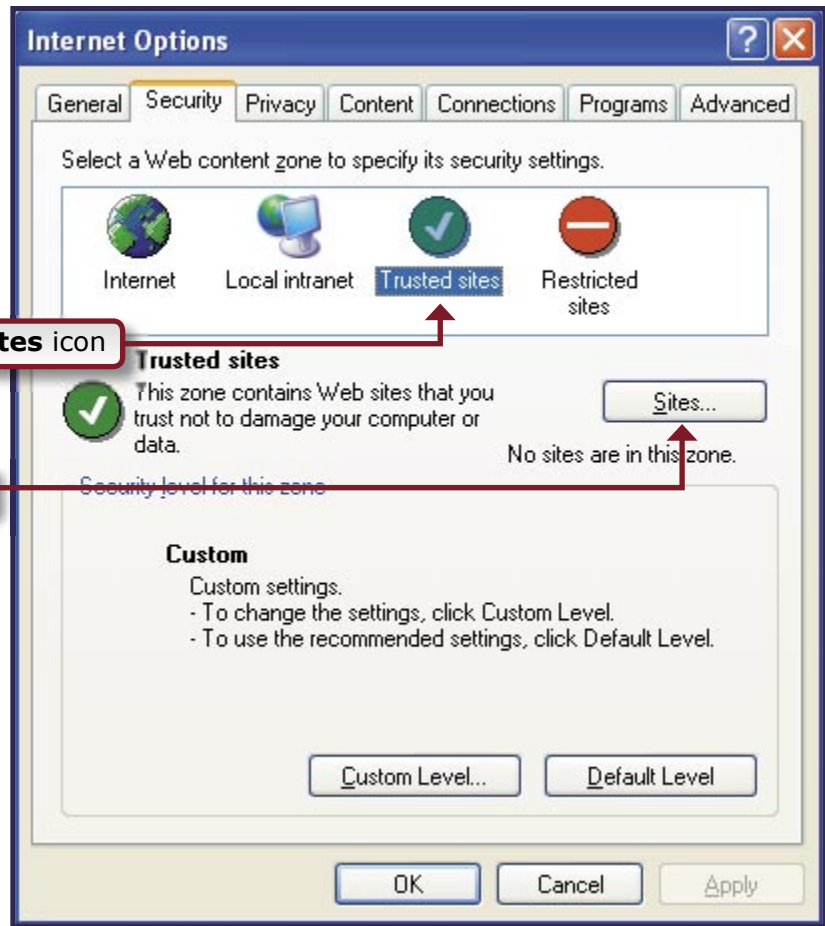
13. Uncheck the **Require server verification** box

[OK] [Cancel]

14. Click the **Add** button

nexsure.com will move down below to the Web sites window.

Trusted sites

You can add and remove Web sites from this zone. All Web sites in this zone will use the zone's security settings.

Add this Web site to the zone:

[ ] [Add]

Web sites:

nexsure.com [Remove]

☐ Require server verification (https:) for all sites in this zone

15. Click **OK**

[OK] [Cancel]

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Privacy Tab:

1. Click on the **Privacy** tab
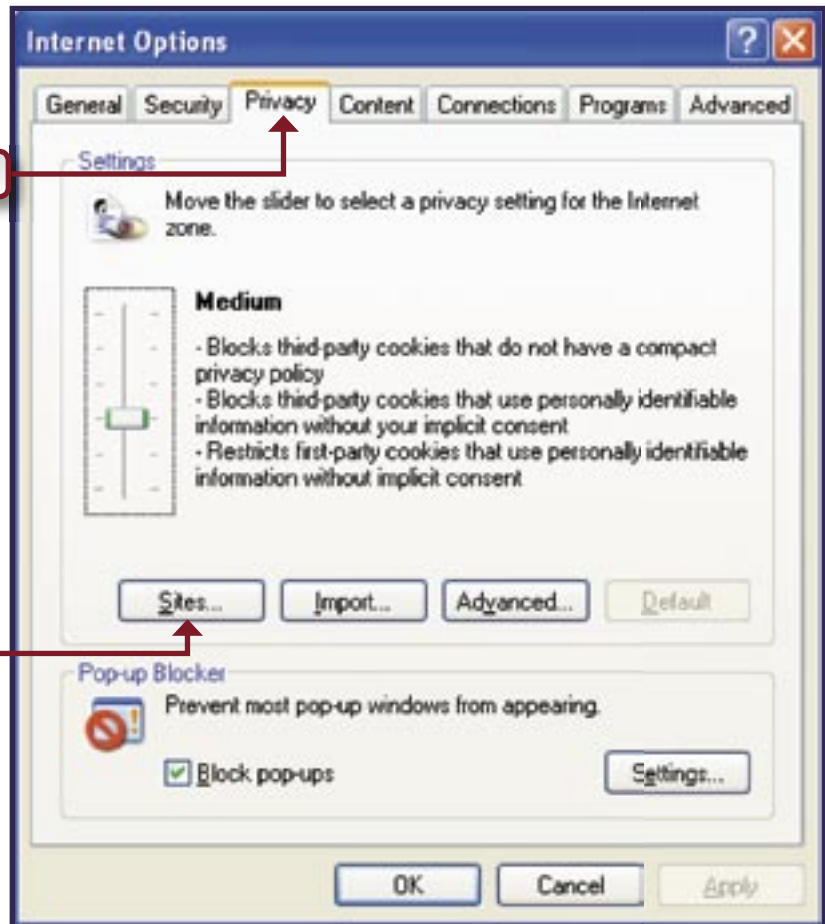
2. Click the **Sites** button

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3. Type **nexsure.com**

Per Site Privacy Actions

Manage Sites

You can specify which Web sites are always or never allowed to use cookies, regardless of their privacy policy.

Type the exact address of the Web site you want to manage, and then click Allow or Block.

To remove a site from the list of managed sites, select the name of the Web site and click the Remove button.

Address of Web site:

nexsure.com

[Block]

[Allow]

4. Click the **Allow** button

Managed Web sites:

Domain	Setting

[Remove]

[Remove All]

[OK]

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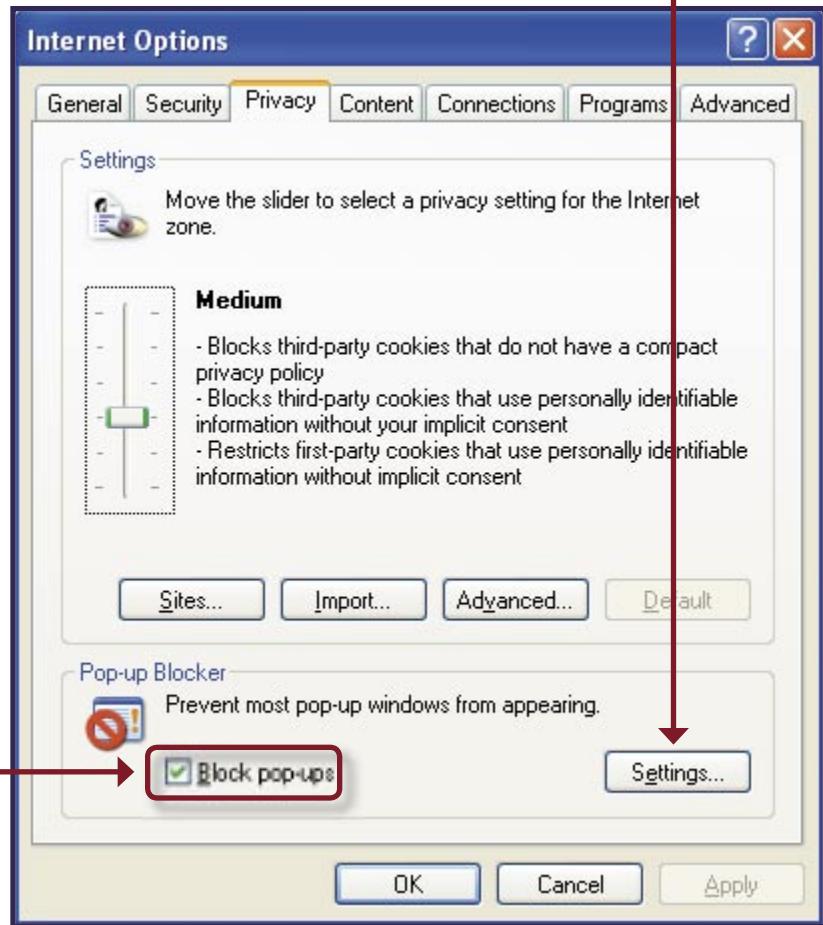**nexsure.com** will be added to the Managed Web sites and set to Always Allow

5. Click **OK**

TIPS AND FACTS

If the Block pop-ups box is checked, click on the **Settings** button

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Enter **nexsure.com**

Click **Add**

Make sure the above settings are set correctly on your machine.
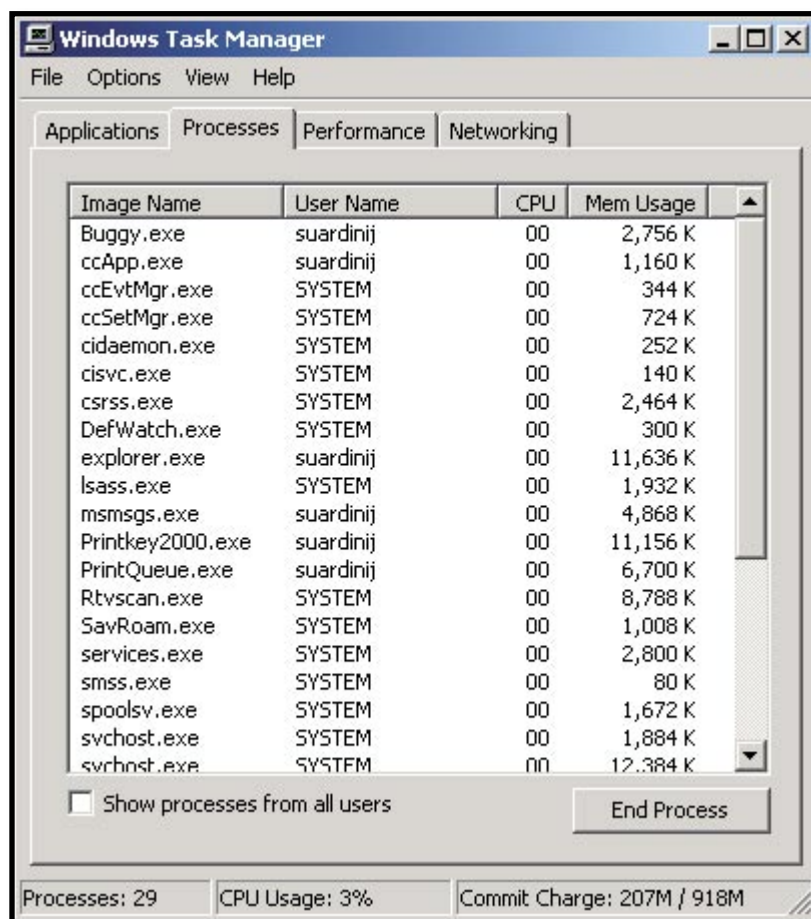
Click the **Close** button

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Removing Webupdate.Control and XDUpload.Upload

If experiencing OI or download issues, e-services not working properly, or for an initial setup of a new workstation, perform all of the previous steps in this document and perform the following steps for removing the Webupdate.Control and XDUpload.Upload components.

***IMPORTANT:** First make sure to close all programs. Check Windows Task Manager Processes to make sure all Office programs are closed and not just minimized. This would include Outlook, Word and Excel. Also make sure Adobe® Reader® is not running as a process. This can be done by holding down **Ctrl-Alt-Del** and clicking the **Task Manager** button. Once the window appears, click on the **Processes** tab.

Image Name	User Name	CPU	Mem Usage
Buggy.exe	suardinij	00	2,756 K
ccApp.exe	suardinij	00	1,160 K
ccEvtMgr.exe	SYSTEM	00	344 K
ccSetMgr.exe	SYSTEM	00	724 K
cidaemon.exe	SYSTEM	00	252 K
cisvc.exe	SYSTEM	00	140 K
csrss.exe	SYSTEM	00	2,464 K
DefWatch.exe	SYSTEM	00	300 K
explorer.exe	suardinij	00	11,636 K
lsass.exe	SYSTEM	00	1,932 K
msmsgs.exe	suardinij	00	4,868 K
Printkey2000.exe	suardinij	00	11,156 K
PrintQueue.exe	suardinij	00	6,700 K
Rtvscan.exe	SYSTEM	00	8,788 K
SavRoam.exe	SYSTEM	00	1,008 K
services.exe	SYSTEM	00	2,800 K
smss.exe	SYSTEM	00	80 K
spoolsv.exe	SYSTEM	00	1,672 K
svchost.exe	SYSTEM	00	1,884 K
svchost.exe	SYSTEM	00	12,384 K

Windows Task Manager — File Options View Help. Tabs: Applications, Processes, Performance, Networking. ☐ Show processes from all users. End Process.

Processes: 29 | CPU Usage: 3% | Commit Charge: 207M / 918M

Verify **OUTLOOK.EXE**, **EXCEL.EXE**, **WINWORD.EXE** and **AcroRd32.exe** are NOT running. If any of these items are running, highlight the item(s) and click **End Process**.
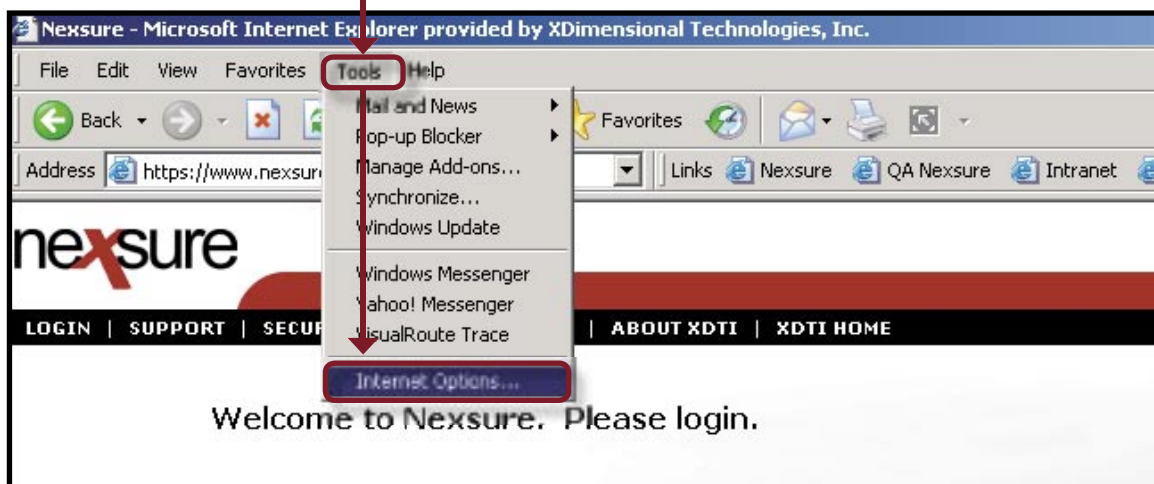
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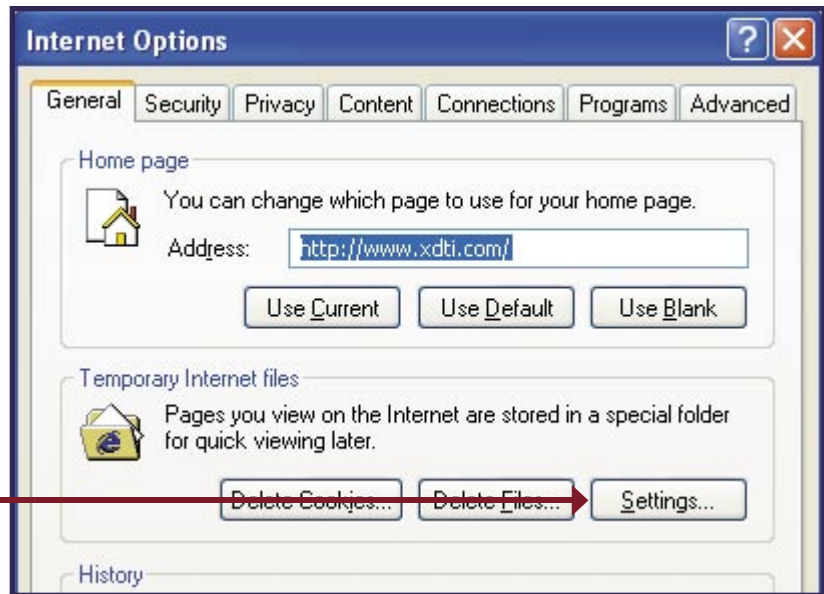1. Close all open applications

2. Launch Microsoft® Internet Explorer
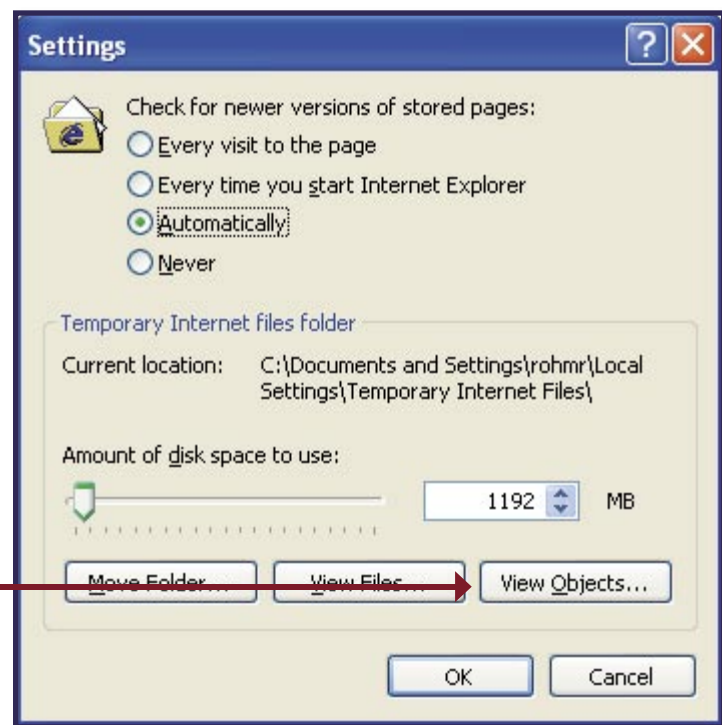

3. From the **Tools** menu, select **Internet Options**

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Internet Options

General | Security | Privacy | Content | Connections | Programs | Advanced

Home page

You can change which page to use for your home page.

Address: http://www.xdti.com/

Use Current | Use Default | Use Blank

Temporary Internet files

Pages you view on the Internet are stored in a special folder for quick viewing later.

Delete Cookies... | Delete Files... | Settings...

History

4. Click Settings

Settings

Check for newer versions of stored pages:
- ○ Every visit to the page
- ○ Every time you start Internet Explorer
- ● Automatically
- ○ Never

Temporary Internet files folder

Current location: C:\Documents and Settings\rohmr\Local Settings\Temporary Internet Files\

Amount of disk space to use:

1192 MB

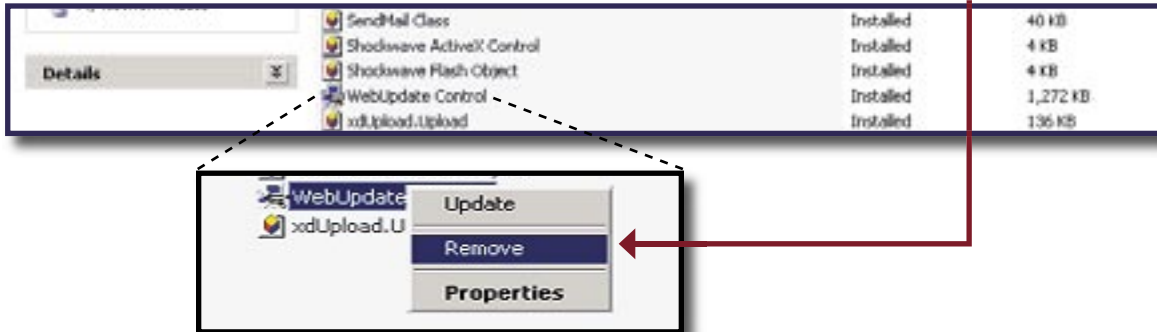Move Folder... | View Files... | View Objects...

OK | Cancel

5. Click View Objects

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6. Right-click and remove **WebUpdate Control** and **xdUpload.Upload**.

NOTE: One or both of these components may not appear in this list.

	SendMail Class	Installed	40 KB
Details	Shockwave ActiveX Control	Installed	4 KB
	Shockwave Flash Object	Installed	4 KB
	WebUpdate Control	Installed	1,272 KB
	xdUpload.Upload	Installed	136 KB

WebUpdate	Update
xdUpload.U	**Remove**
	Properties

Open Microsoft® Internet Explorer and log into Nexsure.

Click on **Setup**

Click on **Document Templates**

After a few moments you will see the Document Templates summary screen. This process loads the WebUpdate Control. Click on the **Home** link

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Click on **Interface**

Click on **Import Files**

After a few moments the Exchange Manager will be displayed. Once this occurs, the *XdUpload. Upload* will have been loaded.