

Technical issues that may be experienced and their possible solutions

<u>Issue</u>	<u>Possible Solution</u>
Orange, yellow, green, and blue search tabs will not load at the top of the screen after clicking “Proceed to Database”	You may need to download the java applet. The applet can be downloaded at the following link: <u>Download Java Software</u>
Orange, yellow, green, and blue search tabs will not load at the top of the screen after clicking “Proceed to Database” even though you have installed the java applet	If you are behind a firewall, it may block the java applet from loading. Verify that ports 4899 and 4900 are open in the firewall, as these are the ports the applet uses. If you are on a company network please see your network administrator for assistance.
Difficulty exporting search results	You may have a popup blocker enabled. To override the popup blocker: <ol style="list-style-type: none">1. Hold down the CTRL key on the keyboard.2. Click with your left mouse button on the “Export to...” button. You might also try disabling your popup blocker and restarting your web browser. Some antivirus software provides popup blockers as well. You should be able to turn this off with out disabling your security.
If none of the solutions above resolve your issue please email technical support at <u>webmaster@aogc.state.ar.us</u>	