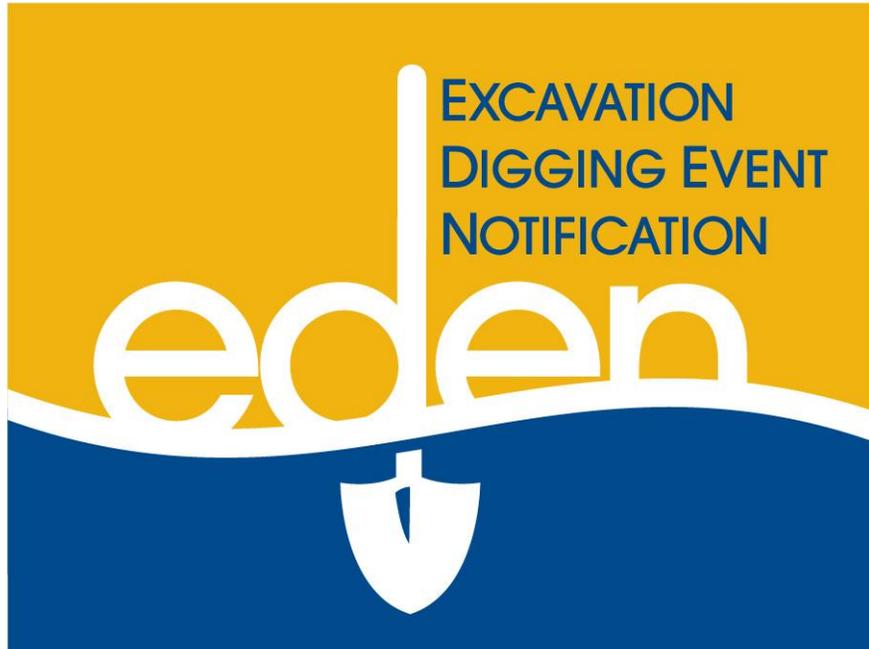




Know what's below.
Call before you dig.



Technical Support

Georgia 811 FDFN

December 18, 2014



[Browser Requirements](#)



- ❖ Currently EDEN only “supports” Internet Explorer - versions 6, 7, 8, 9, and 10.
- ❖ Compatibility View must be turned on for the GAUPC.com domain. (See below on how to turn on the Compatibility View)
- ❖ All browser pop-up blockers (IE, Yahoo, Google, etc...) must be set to allow pop-ups from EDEN.GAUPC.com.
 - See below for steps to change IE pop-up blocker settings
 - If you have other tool bars (i.e. Yahoo, Google, etc.) you will need to turn off the pop-up blocker there as well.

Common Problems / Solutions

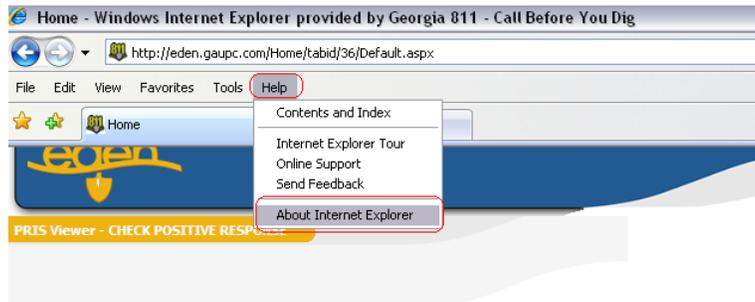
- ❖ *Here are a few common problem calls and solutions.*
- **Problem:** When I click submit the system just refreshes but does NOT give me a request number.
 - **Solution:** The pop-up blocker will block the pop-up box that displays the request number. See: Pop-up Blocker Settings to fix this issue.
- **Problem:** The map is extremely slow or the map throws up a pop-up box asking for a username and password.
 - **Solution:** This happens when one of the map servers go down. Select Refresh on the web browser (or select the F5 key on their keyboard). *Please contact the Member Services Dept. so that the map servers can be reset.*
- **Problem:** I am unable to select the grids manually or received an error when Submit was selected that states “Must Create a Valid Dig site”. My save button shows busy and just freezes.
 - **Solution:** Set the Compatibility View Setting. See: Compatibility View below.
- **Problem:** I am trying to save my dig site on the map but the save button shows busy and just freezes.
 - **Solution:** Set the Compatibility View Settings. See: Compatibility View below.
- **Problem:** My map goes to McIntyre instead of the location I entered for the ticket.
 - **Solution:** Select the Initial Center and Scale Tool  at the top of the map.
- **Problem:** I receive an error message when I am returning *FROM* the map.
 - **Solution 1:** Check to see if you chose Overhead or Both in the Overhead/Underground drop down. If so, make sure that you select the Begin and End date of the overhead protection *BEFORE* going to the map.
 - **Solution 2:** If the above is not the case you may need to turn off Content Advisor under Internet Options in IE. See: Disable Content Advisor below.
- **Problem:** I no longer have the EDEN options at the top of the page.
 - **Solution:** Set the Compatibility View Setting. See: Compatibility View below.
- **Problem:** The page looks “jumbled” and I am unable to select information from the drop down fields.
 - **Solution:** Check and set the Compatibility View Settings and the Encoding. See: Compatibility View and Encoding below.
- **Problem:** My drop downs aren’t working.
 - **Solution:** Check and set the Compatibility View Settings. See: Compatibility View below.
- **Problem:** I get a Dialog Box that pops up when I select Submit.
 - **Solution:** Select Refresh on the web browser (or select the F5 key on their keyboard). If issue continues, contact Member Services Department.

Technical Support Continued



Internet Explorer Version

1. Open Internet Explorer.
2. Select Tools Menu.
3. Select About Internet Explorer.



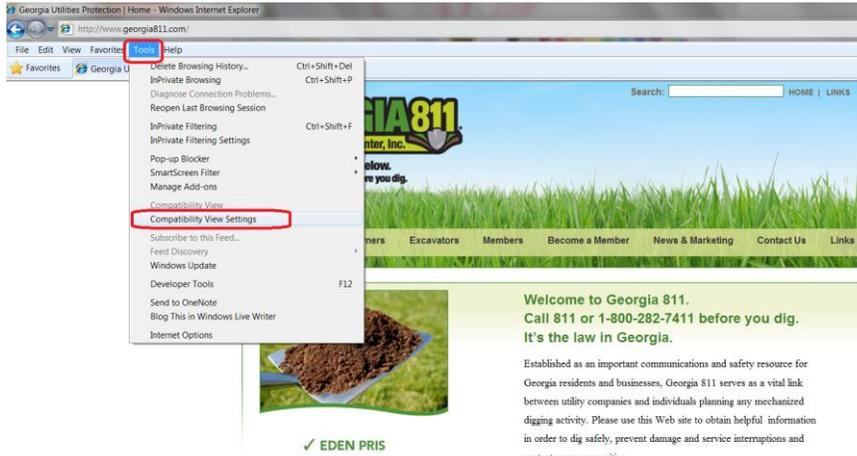
4. The version will then be shown on the pop-up box. (i.e. this one is Version 7).



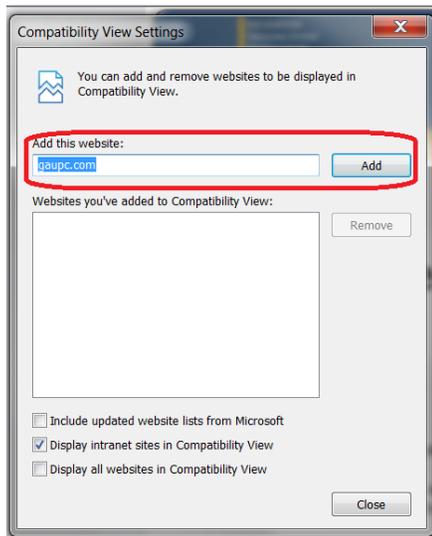


Turn on Compatibility View in Internet Explorer

1. Open Internet Explorer.
2. Select the Tools Menu
3. Select Compatibility View Settings.



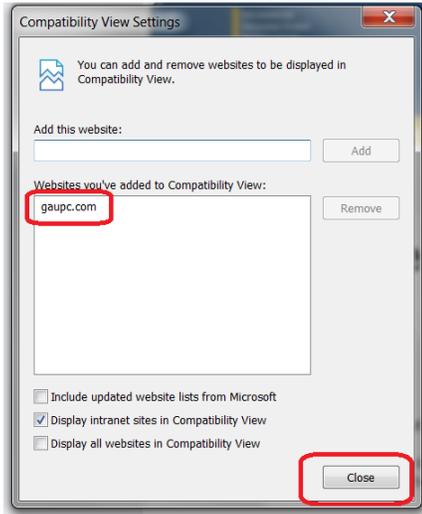
4. Enter GAUPC.com into the Add this website field
5. Select the Add button.



Technical Support Continued

Turn on Compatibility View in IE Continued

6. Now, you should see GAUPC.COM in the Websites you've added to Compatibility View list.
7. Select the **Close** button.

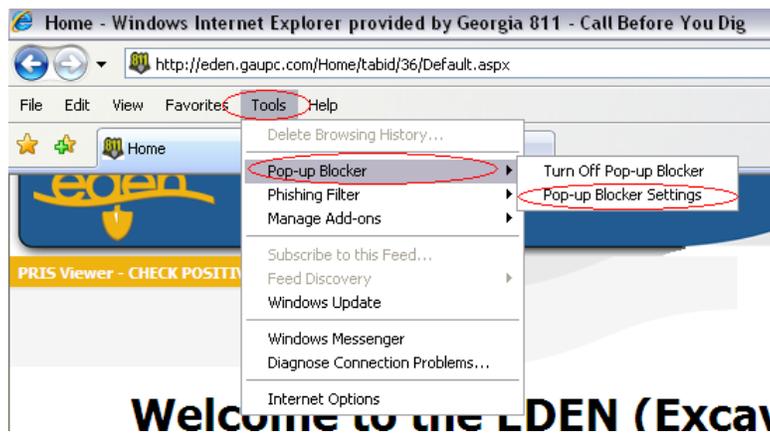


8. Internet Explorer will then refresh its own page.

Pop-up Blocker Settings

❖ How to set IE to allow pop-ups from EDEN.GAUPC.com

1. Open Internet Explorer.
2. Select Tools Menu.
3. Scroll over Pop-up Blocker.
4. Select Pop-up Blocker Settings.

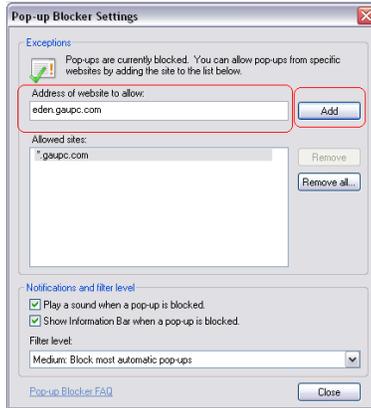




Technical Support Continued

Pop-up Blocker Settings Continued

5. Type eden.gaupc.com into the Address of website to allow field.
6. Select Add.

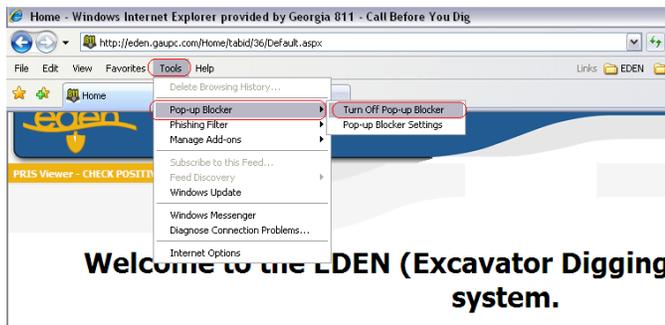


7. You will now see the website in the Allowed Sites list
8. Select Close.



❖ How to turn off IE pop-up blocker

1. Open Internet Explorer.
2. Select Tools Menu.
3. Select Pop-up Blocker.
4. Select Turn off Pop-up Blocker.



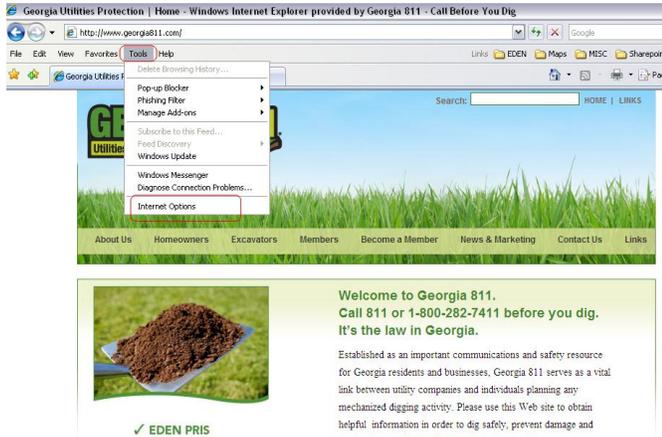


Technical Support Continued

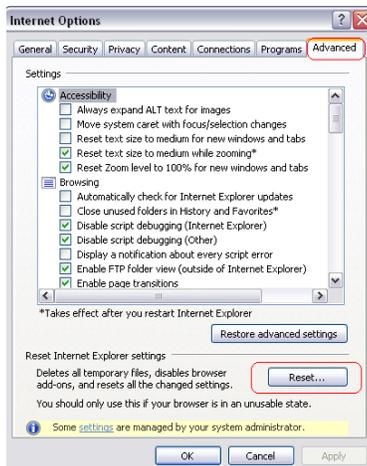
Reset Internet Explorer 7 and 8 Settings

❖ If the caller has IE 6, suggest that they upgrade to IE 7 or IE 8.

1. Open Internet Explorer.
2. Go to the Tools Menu.
3. Select Internet Options.



4. Select the Advanced Tab on Internet Option pop-up box.
5. Select Reset ... button.



6. Select Reset on the Reset Internet Explorer Settings pop-up box.



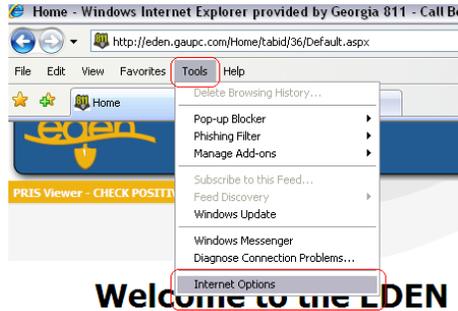
7. You will now need to close and reopen Internet Explorer.



Technical Support Continued

Reset Security Zones

1. Open Internet Explorer.
2. Select Tools Menu.
3. Select Internet Options.



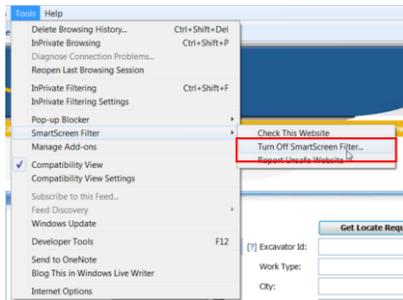
4. Select the Security Tab.
5. Select the Reset all Zones to Default Level.



Technical Support Continued

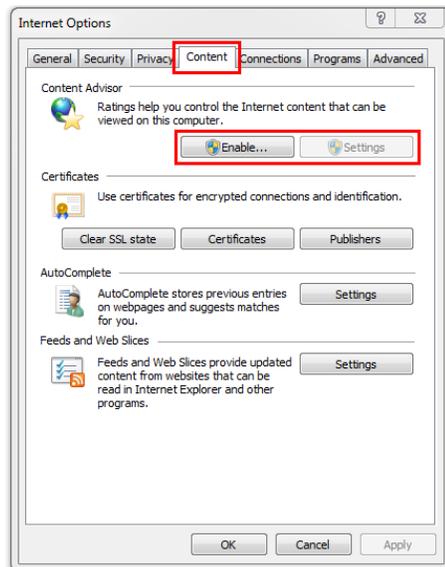
Turn off Smart Screen Filter

1. Open Internet Explorer.
2. Select Tools Menu.
3. Scroll over to Smart Screen Filter.
4. Select Turn off Smart Screen Filter.



Disable Content Advisor

1. Open Internet Explorer.
2. Select Tools Menu.
3. Select Internet Options.
4. Select Content Tab
5. Make sure Content Advisor is disabled. (It will show Enable, if it is currently disabled.)



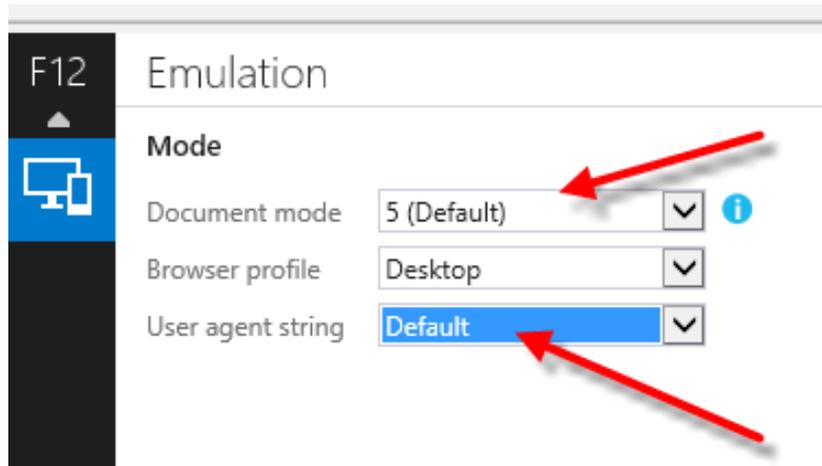
6. Click OK.

Technical Support Continued

Internet Explorer 11 Settings

- **F12: Document Mode and Agent String Setting**

1. Select F12
2. Select the icon that looks like a computer monitor and a phone on left
3. Ensure the Document mode is set to “5”
4. Ensure the User Agent String to “Default”



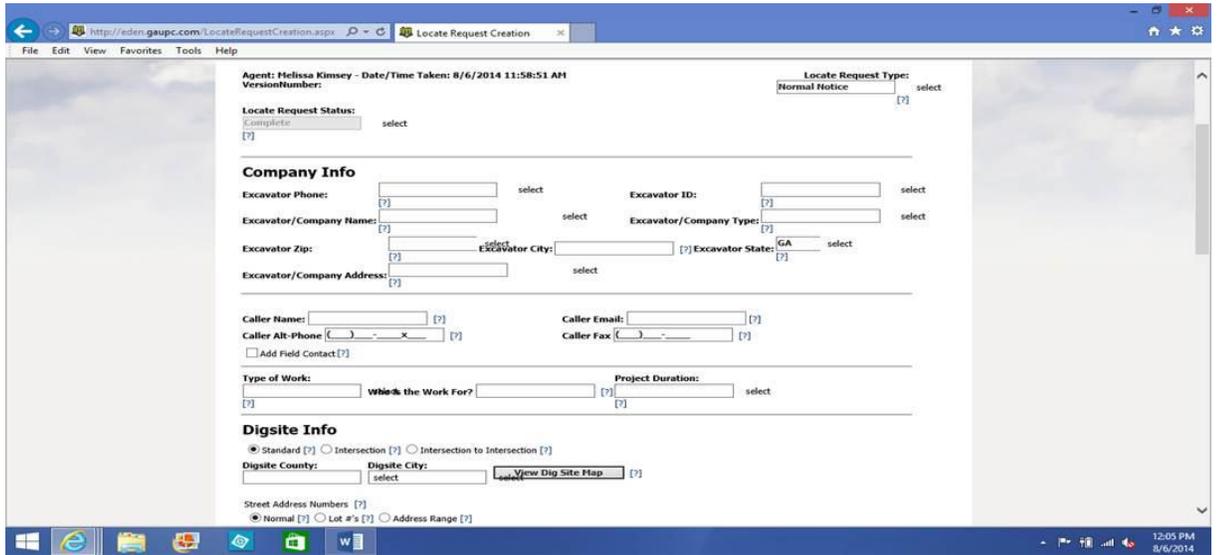


Technical Support Continued

- **Encoding**

(Note: Use this when your screen looks “jumbled” and you are unable to select from the drop downs. See Example 1)

Example 1:



1. Select View from the Menu bar
2. Hover mouse over Encoding
3. Select Auto-Select

