INTERNET EXPLORER 7

DTS issues with Internet Explorer 7

1. Requests DBSign install when DBSign is already installed

Users have been experiencing issues when logging in to DTS. After clicking the green login button, **LOGIN TO DTS** , it prompts the user to install DBSign. This is because an ActiveX control is not installed. If prompting to install ActiveX controls is enabled, a message similar to below appears.
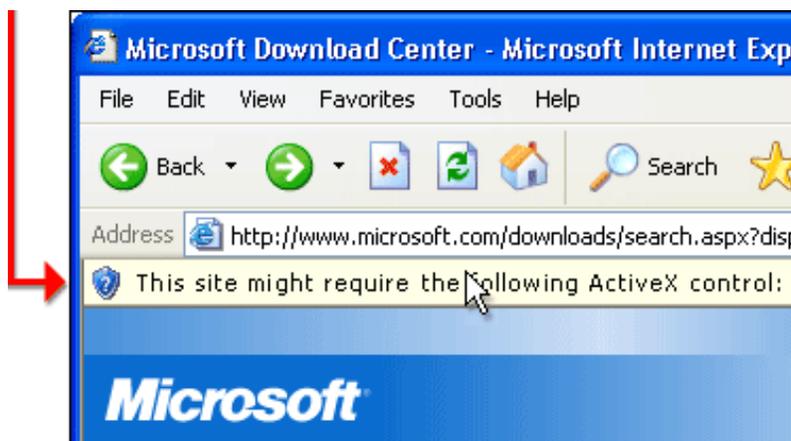
If not, go to Tools>Internet Options>Security, ensure the Internet zone is created and click Custom Level.
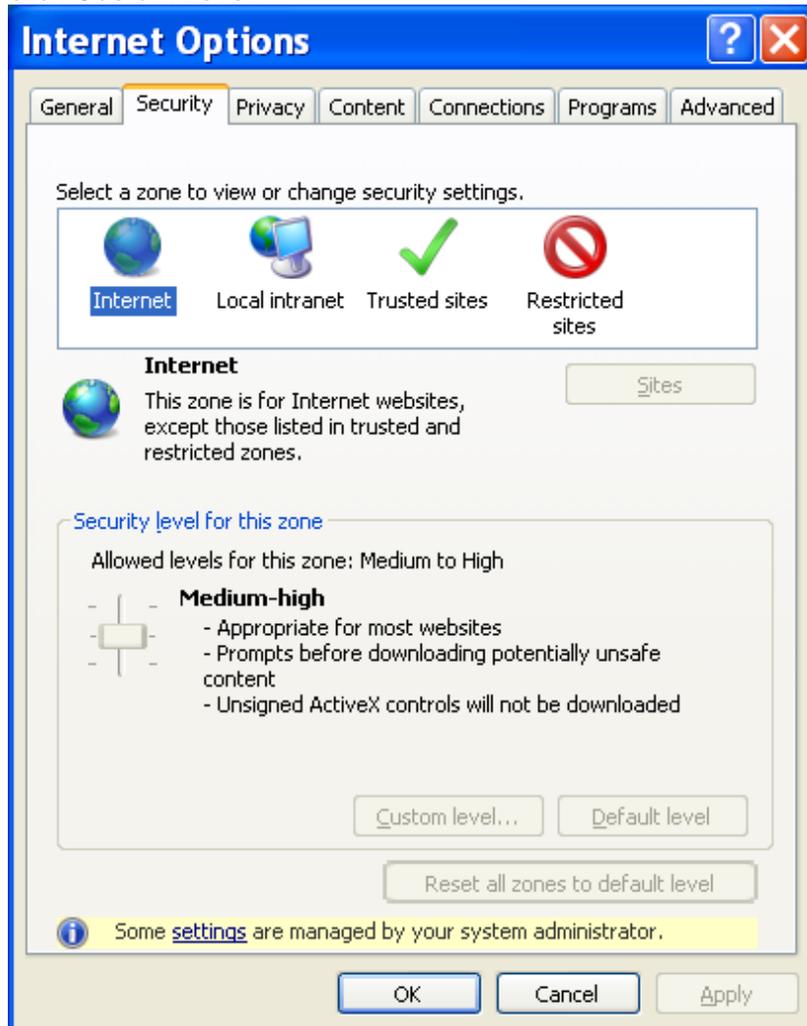
*For Microsoft Vista users, there will be a check box near the security level bar about keeping workstation in "protected" mode. Uncheck that box.

Set Automatic prompting for ActiveX controls is set to Enabled. Click OK after changing and close out of Internet Options.
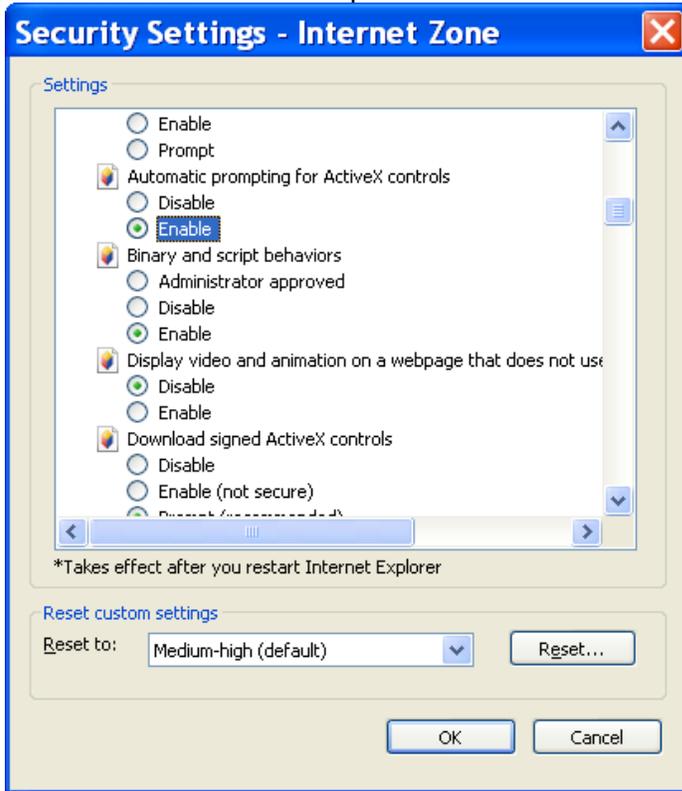
Log in to DTS, and the prompt to install the ActiveX control will appear.

2. Tabbed browsing with DTS

Go to Tools>Internet Options. Under Tabs, select Settings. Since DTS is a pop-up, ensure When a pop-up is encountered: is set to Always open pop-ups in a new tab. If it is not set, DTS will open multiple windows.
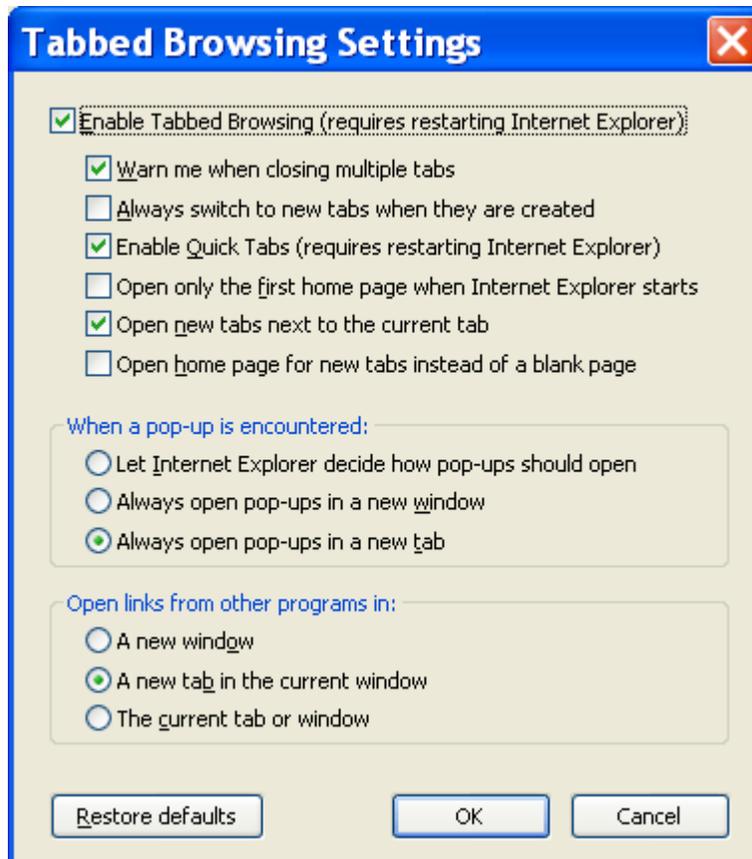
3. Warning when opening new tab or window

I have not found a way to stop this window from appearing when opening anything from the menu on the welcome page. Click Yes.

4. Pup-up blocker settings
To get DTS to work with IE7, the following pop-up blocker setting must be set at Tools>Pop-up Blocker>Pop-up Blocker Settings.
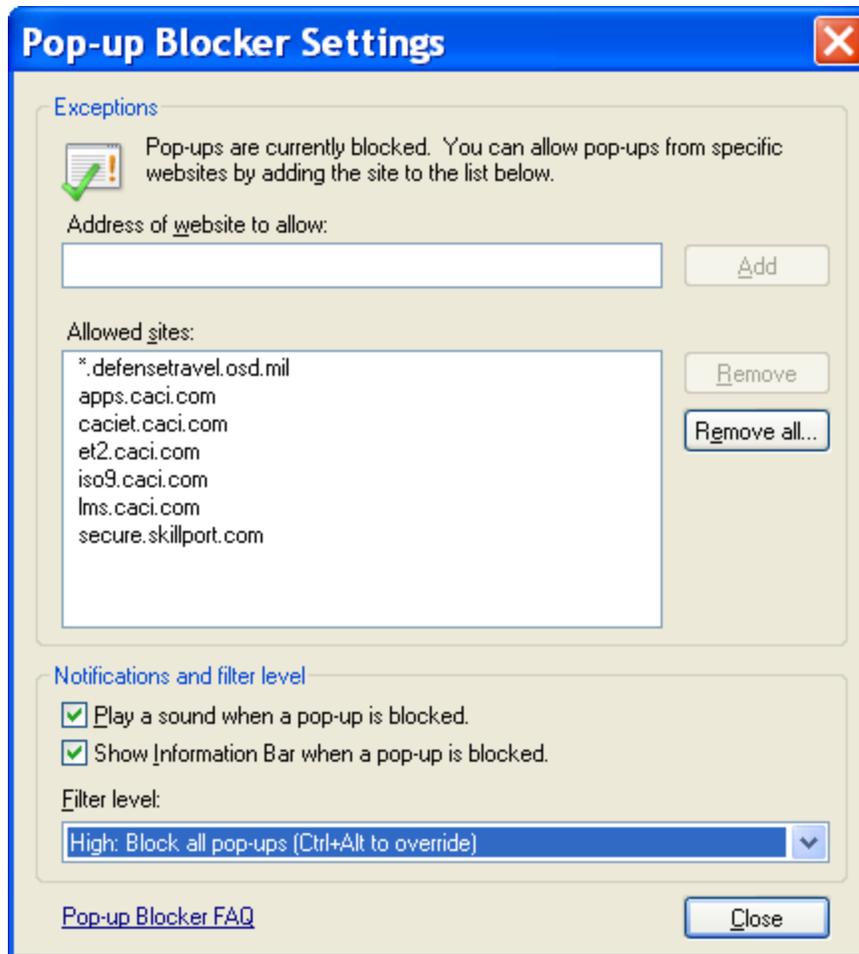
Crtl + Alt override pops in IE7. Ensure *.defensetravel.osd.mil is set as an allowed site. The Filter level can be set to High if DTS is set in the allowed list. It will also work with Low, which allows pop-ups from secure sites.

4a. Toolbar Pup-up Blockers
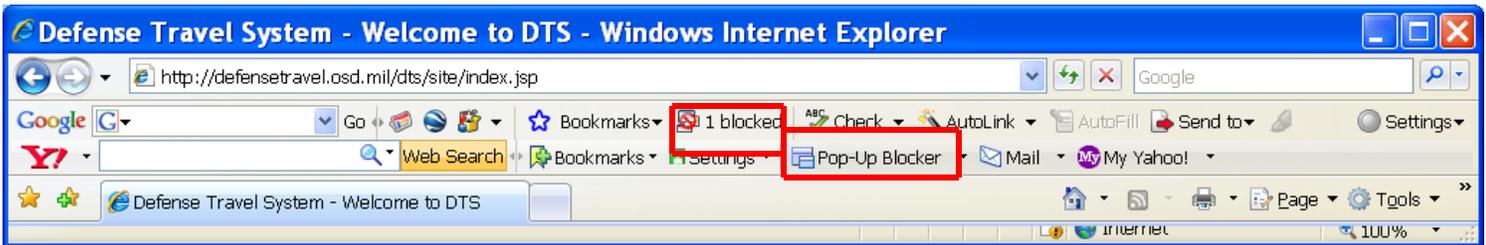
The red box shows that pop-ups are on. If you click the button, it will turn pop-ups off.