

# Yardi Voyager Microsoft Internet Explorer *Browser Configuration Guide*



[Corporate Website](#)

[Client Central](#)

v\_cor\_iex\_rev\_c

## Documentation and Online Help

Published by

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v\_cor\_jex\_rev\_c

## Document Changes

The following table lists the plug-in versions documented in each manual revision. To determine which plug-in versions you use, select **Administration > About**. If a manual documents multiple plug-ins, use the manual revision associated with the most recent plug-in version you use.

To see which build and plug-in versions your Voyager system runs, select **Administration > About**.

Document Part Number	Software Documented
v_cor_iex_rev_c	Voyager 70.8 Core Plug-in 4.0
	Voyager 70.6 Service Pack 7.16
	Voyager 60.08.22 Service Pack 19.1



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# Introduction

## About Yardi Voyager Microsoft Internet Explorer Browser Configuration

With the *Yardi Voyager Microsoft Internet Explorer Browser Configuration Guide*, you can set up client computer browsers to access Voyager web servers. You must carefully configure specific Internet Explorer user settings to ensure proper Voyager operation and secure data communications.

This manual includes information specific to Microsoft Internet Explorer versions 10 and 11 on Microsoft Windows 8.1, 8, and 7, when used with Voyager versions 60.8, 70.6, and 7S.

## About the Documentation

This document describes how to configure Internet Explorer settings so that users can access Yardi Voyager over Internet and intranet connections, both for self-hosted and Yardi SaaS/ASP-hosted systems.

Your system or website administrator configures Internet Explorer and manages the security settings. Configuration and security settings affect the appearance and operation of Voyager in Internet Explorer and determine the options that are available to users. Most screens and menu paths described in this document are for a standard implementation with the recommended security settings. The screens and descriptions may not match those that you see when you use Voyager with Internet Explorer.

You can find the latest documentation on Yardi [Client Central](#):

<https://support.yardi.com/Voyager7SProductManualList.asp>

If you need help determining your logon name and password, contact Yardi technical support.

## Notes



An information note provides background information. For example, it may explain how changes made in one screen affect data that appears in another screen.



A caution note explains how to avoid a potential problem, or indicates that a process will cause irreversible changes to your data.



A tip describes a way to get more from your software. For example, it may explain an alternative way to perform a task.

# Microsoft Internet Explorer Configuration for Voyager

## In this document:

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This document describes how to configure the Microsoft Internet Explorer browser for use with Yardi Voyager on client computers. These procedures are intended for system, network, and website administrators, and advanced computer users.



Internet Explorer browser settings can affect Internet/intranet security and Voyager performance and stability. You must carefully configure and verify these settings to ensure proper security and stable operation of Voyager on client computers.

The Internet Explorer settings in this procedure apply specifically to client computers that connect to Voyager websites, either Yardi Cloud Services SaaS-hosted or Voyager self-hosted (Internet/intranet). If these same client computers in your organization are also used to access websites other than Voyager, it is the responsibility of your system or website administrator to determine the applicability of the recommended Internet Explorer configuration settings for the proper security level and stable operation on these other sites.

Internet Explorer configuration settings in this document are the best available at the time of publication, but are subject to change. For more information about web browser settings and Internet/intranet security policies for your organization, contact your system or website administrator.

## Microsoft Internet Explorer Configuration for Voyager Overview

Voyager is a web-based application that you can access from Internet browsers on client computers. These procedures provide instructions for configuring Microsoft Internet Explorer for secure access and proper operation of Voyager over an Internet or intranet connection.

## 2 | Microsoft Internet Explorer Configuration for Voyager

For the best available security and Voyager compatibility, you should upgrade client computers to the latest Internet Explorer version for your Microsoft Windows operating system:

- **Windows 8.1** Internet Explorer 11 (32-bit; Desktop version, not ModernUI/Metro interface)
- **Windows 8** Internet Explorer 10 or 11 (32-bit; Desktop version, not ModernUI/Metro interface)
- **Windows 7** Internet Explorer 10 or 11 (32-bit)



Although Internet Explorer 9 (on Windows 7) will operate with all current versions of Voyager, Yardi recommends updating to Internet Explorer 10 or 11, for enhanced security and stability. IE9 screen graphics are not shown in this document.

*Internet Explorer 8 is an obsolete browser application available only on Windows XP, which is no longer supported by Microsoft. For more information, contact Yardi technical support.*

## Internet Explorer Configuration for Voyager

This section describes how to configure Microsoft Internet Explorer browser settings for Voyager on client computers.



This procedure shows screen graphics from Internet Explorer 11, which is available for all current Windows versions. Any variations between IE11 and other current IE versions are noted in procedural steps and field descriptions.

In some organizations, system-administration policies can automatically configure and control client-computer web-browser settings. In these cases, the message “Some settings are managed by your system administrator” appears at the bottom of the affected **Internet Options** tab. For more information, contact your system or website administrator.

## Configuring Internet Explorer for Voyager on Client Computers

You must configure Internet Explorer on each of your client computers so that authorized users can securely and efficiently access Voyager websites and log on to their databases. You will modify settings for web and browser security, privacy, content, data caching, application-display compatibility, filtering, and Compatibility View.

### To configure Internet Explorer for Voyager on client computers

- 1 Log on to the client computer with the credentials for the Voyager authorized user.
- 2 Start Internet Explorer.



For Internet Explorer 11 on Windows 8.1, or Internet Explorer 11 or 10 on Windows 8: Open the browser *Desktop* version, not the *Modern UI/Metro* version. For more information, see the documentation for your Windows product.

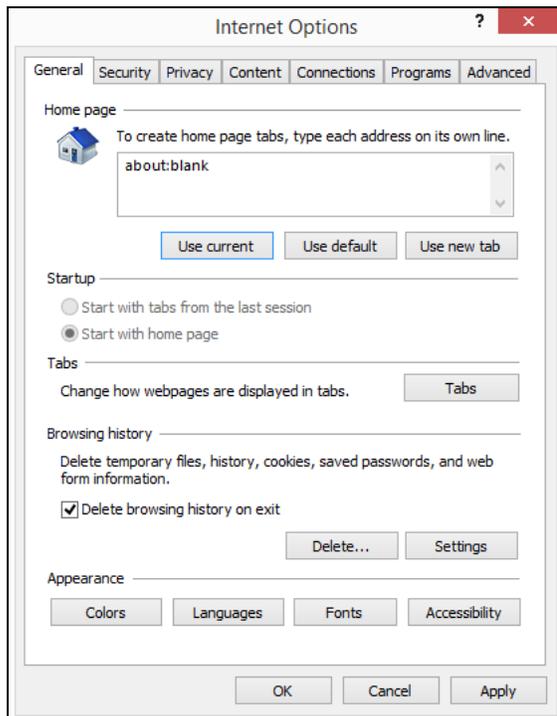
3 Right-click the Internet Explorer title bar and turn on the following screen elements:

- **Menu bar**
- **Command bar**
- **Status bar**

The **Favorites bar** is optional.

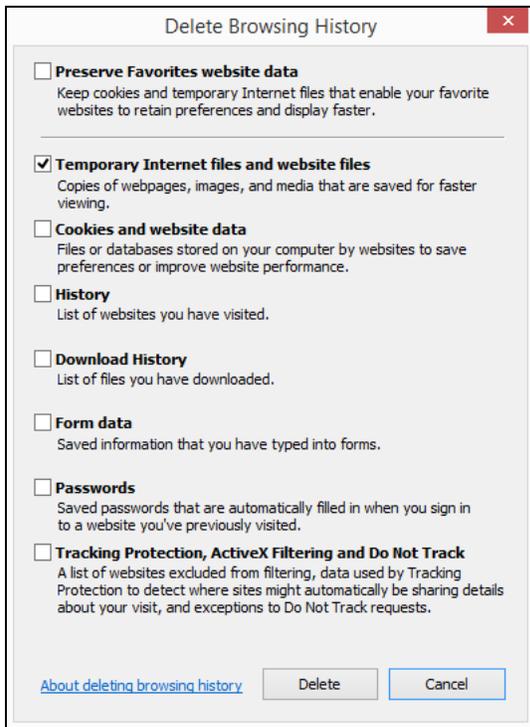
4 Configure **Browsing history** settings:

- From the top menu, select **Tools > Internet options**. The **Internet Options** screen appears, displaying the **General** tab.



## 4 | Microsoft Internet Explorer Configuration for Voyager

**b** In the **Browsing history** section, click **Delete**. The **Delete Browsing History** screen appears.



**c** Select the **Temporary Internet files and website files** check box.



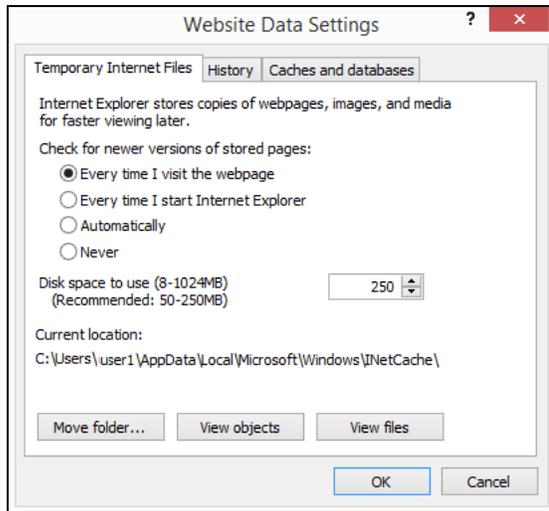
The remaining browsing-history items on the screen can affect your browser's security and operation. For more information about Internet, intranet, and web browser security policies in your organization, contact your system or website administrator.

For Voyager setup and troubleshooting purposes, Yardi technical support may direct you to modify some of these other browsing-history items. For more information, contact Yardi technical support.

**d** Click **Delete**.

## 5 Configure **Temporary Internet Files** and **History** settings:

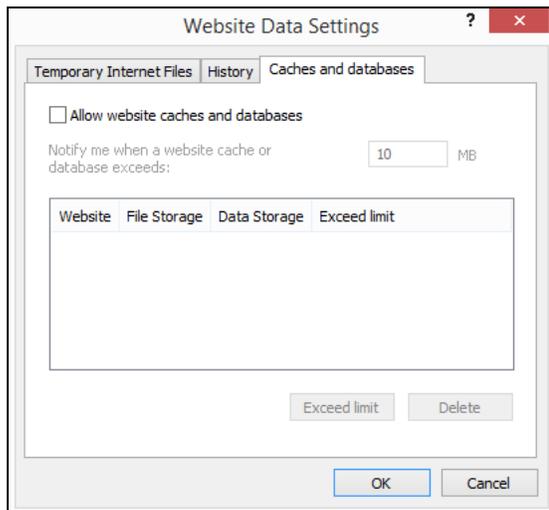
- a On the **General** tab, in the **Browsing history** section, click **Settings**. The **Website Data Settings** screen appears, displaying the **Temporary Internet Files** tab.



- b In the **Check for newer versions of stored pages** field, select **Every time I visit the webpage**.
- c Click **OK**.

## 6 Configure **Caches and databases** settings:

- a On the **Website Data Settings** screen, click the **Caches and databases** tab.



- b Clear the **Allow website caches and databases** check box.
- c Click **OK**.

## 6 | Microsoft Internet Explorer Configuration for Voyager

### 7 Configure security for the **Trusted sites** zone:



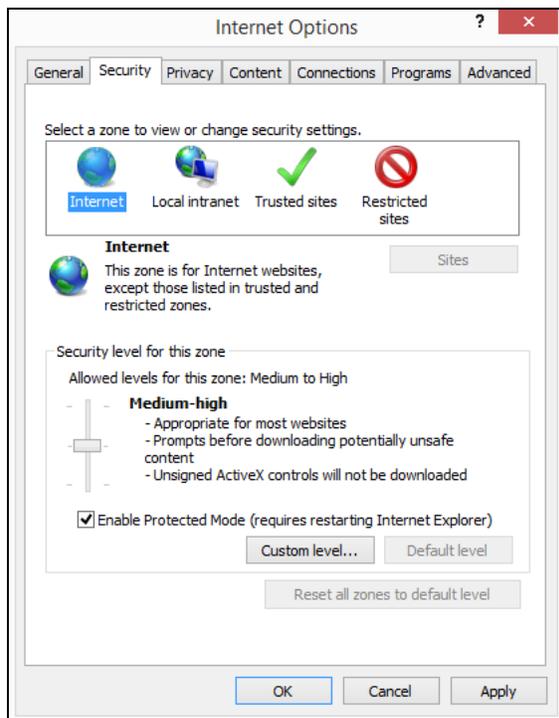
If a browser plug-in or website has already modified your Internet Explorer settings, the security-level slider may not be available on this tab. In this case, click the **Default Level** button (if available) to temporarily reset security for the zone.

These security options can also be unavailable if your organization sets global administrative policies for browser security.

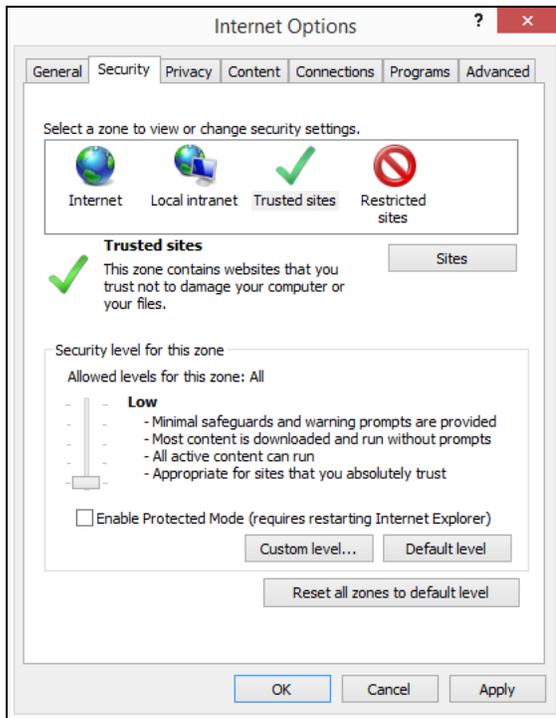
Browser security for Voyager websites is controlled by settings in the **Trusted sites** zone. Security settings for the **Internet** zone (including the **Enable Protected Mode** option) should be determined by the web security policies and practices in your organization.

If you use a local intranet connection to access the Voyager web server, or you need to specify any other trusted or restricted sites, contact your system or website administrator for any custom zone-security settings.

- a On the **Internet Options** screen, click the **Security** tab. Current security settings for the **Internet Zone** appear.



**b** Select the **Trusted sites** zone.

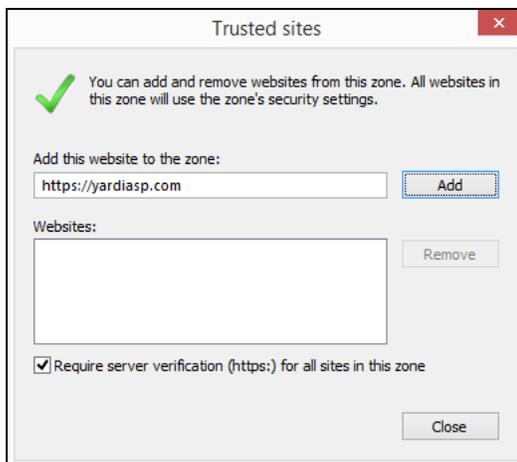


**c** Configure the following settings:

<b>Security level for this zone</b>	Set the slider to <b>Low</b> . <b>NOTE</b> This also disables the Pop-up Blocker and SmartScreen filter for all websites that you add to this zone.
<b>Enable Protected Mode</b>	Clear the check box to turn off Protected Mode for this zone.

**8** Add Voyager to **Trusted sites**:

**a** Click **Sites**. The **Trusted sites** screen appears.



## 8 | Microsoft Internet Explorer Configuration for Voyager

- b** In the **Add this website to the zone** field, type the top-level URL address of the Voyager website that you want to access from this client-computer browser. All web share names (*aliases*) that you add under this website will be included in the **Trusted sites** zone. Add only Voyager websites that the user is permitted to access from this client computer.
- c** Click **Add**. The trusted Voyager website appears in the **Websites** field.
- d** If you are using Secure Sockets Layer (SSL) protocol with a web server security certificate, select the **Require server verification (https:) for all sites in this zone** check box.



For enhanced security, Yardi recommends that you install SSL certificates on all self-hosted Voyager web servers. For more information, see "Secure Sockets Layer Security and Web Server Certificates" in the *Voyager Core Installation and Administration Guide*. This applies only to Voyager self-hosted installations.

- e** Repeat this procedure, as needed, to add to the **Trusted sites** zone all other applicable Voyager websites in your organization, business unit, or area that are approved for the authorized user on this client computer.

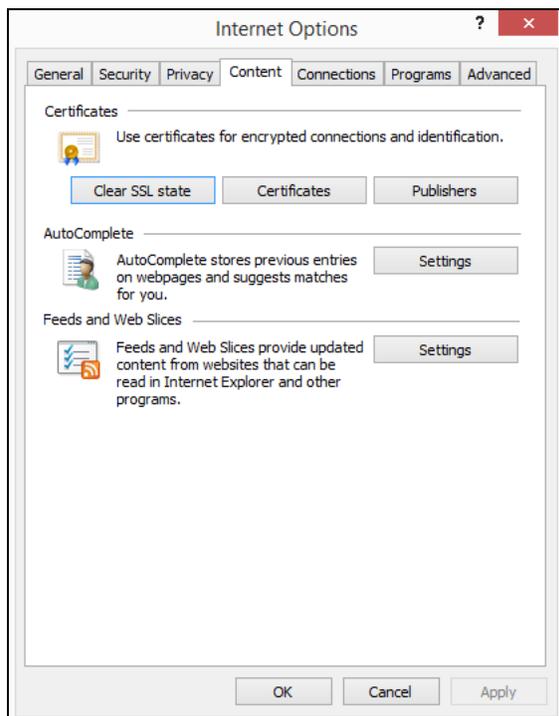


**Privacy** tab settings only affect the **Internet** zone. Security settings for this zone should be determined by the web security policies and practices in your organization. For more information, contact your system or website administrator.

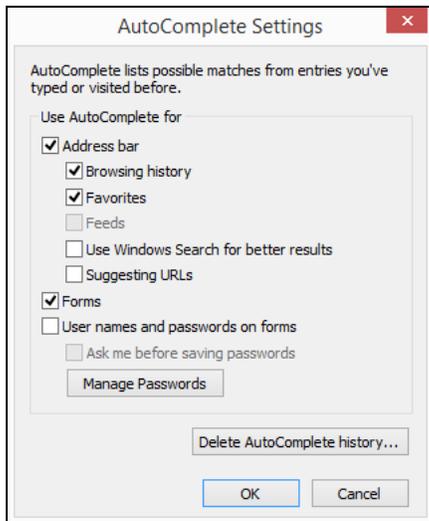
- f** Click **Close**.

## 9 Configure **AutoComplete** settings:

- a** On the **Internet Options** screen, click the **Content** tab.



- b** In the **AutoComplete** section, click **Settings**. The **AutoComplete Settings** screen appears.



- c** Select the following check boxes:



These options permit the browser to use data from previously cached website information. They can affect web, browser, network, and client-computer security. For more information about Internet and intranet security policies in your organization, contact your system or website administrator.

#### **Address bar**

#### **Browsing history**

#### **Favorites**

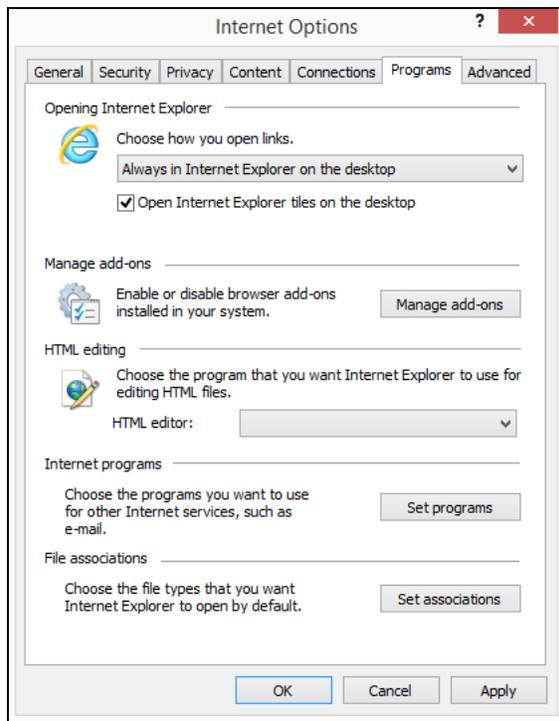
#### **Forms**

- d** Click **OK**.

## 10 | Microsoft Internet Explorer Configuration for Voyager

**10** On a Windows 8/8.1 platform: Configure web links so that they always open in the Internet Explorer browser's Desktop version (not Modern/Metro version):

**a** On the **Internet Options** screen, click the **Programs** tab.



**b** In the **Opening Internet Explorer** section, configure the following settings:

---

**Choose how you open links**      Select **Always in Internet Explorer on the desktop**.

---

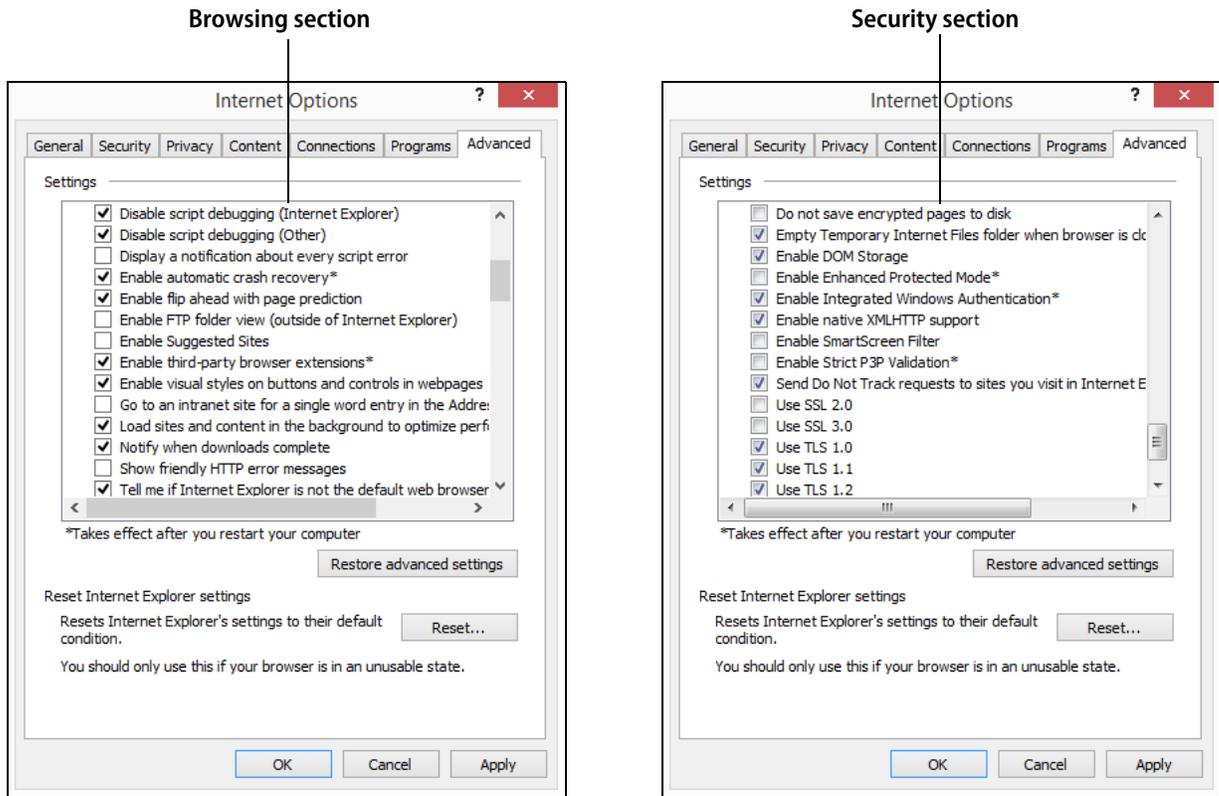
**Open Internet Explorer tiles on the desktop**      Select the check box to turn on this feature.

---

**c** Click **OK**.

**11** Configure **Advanced** settings:

- a Select the **Advanced** tab.



- b Configure the following settings:

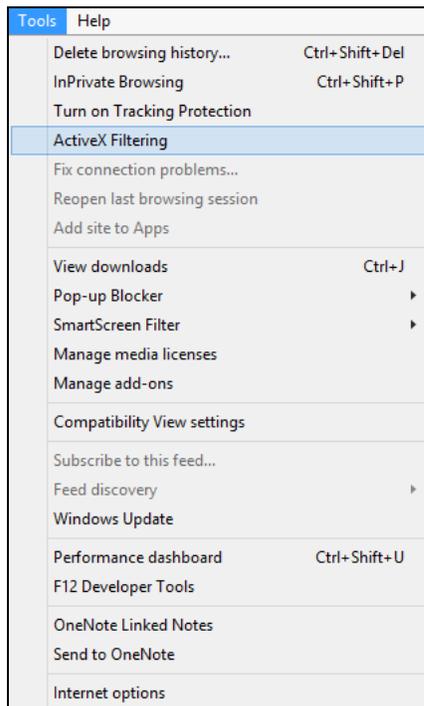
Browsing section	
Reuse Windows for launching shortcuts (when tabbed browsing is off) (Internet Explorer 10)	Clear this check box.
Show friendly HTTP error messages	Clear this check box.
Security section	
Enable Enhanced Protected Mode	Clear this check box to turn off Enhanced Protected Mode. <b>NOTE</b> Typically, this setting appears only for 64-bit operating systems.
Use SSL 3.0	Clear this check box.
Use TLS 1.0	Select this check box.
Use TLS 1.1	Select this check box.
Use TLS 1.2	Select this check box.

## 12 | Microsoft Internet Explorer Configuration for Voyager

- c Leave the remaining Internet Explorer advanced settings at the default values, as applicable for the web and network security policies in your organization.
- d Click **OK**.

### 12 Disable **ActiveX Filtering**:

- a From the top menu, select **Tools**:



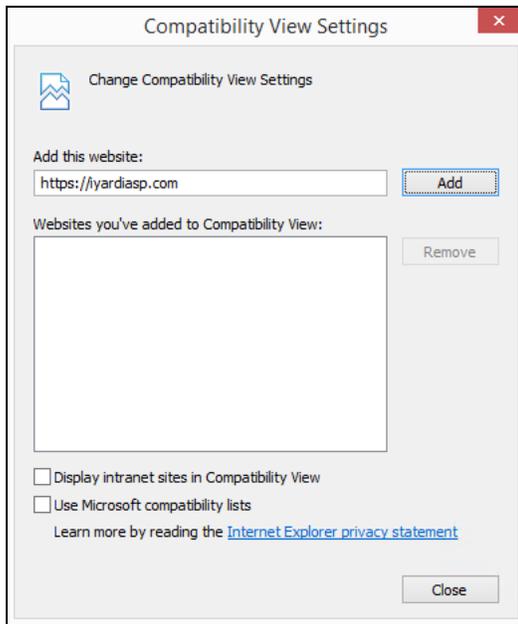
- b Clear the **ActiveX Filtering** option, if selected.

### 13 For Voyager version 6.0 and 70.6 websites: Turn on Internet Explorer Compatibility View for all applicable websites:



For Voyager version 75, Compatibility View must be *turned off* or menus and screens may not display properly. Typically, Internet Explorer 11 automatically disables this mode when it senses a web page that requires it in order to display properly.

- a From the **Tools** menu, select **Compatibility View settings**.

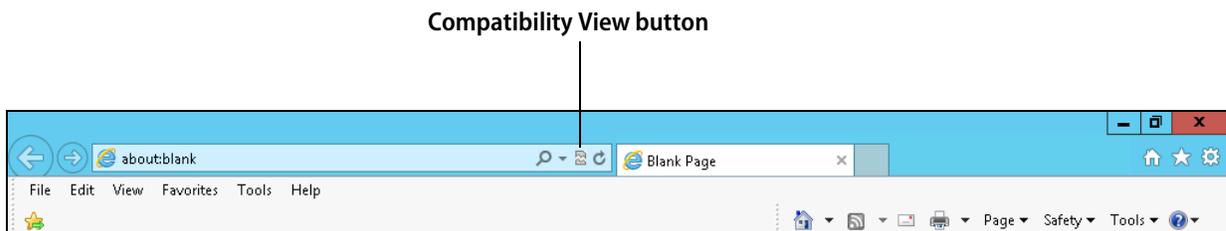


- b In the **Add this website** field, type the top-level URL address of the Voyager 6.0 Or 70.6 website that you added to **Trusted sites**. All web share names (*aliases*) that you add under this website will be displayed in Internet Explorer Compatibility View.
- c Click **Add**. The Voyager website appears in the **Websites you've added to Compatibility View** field.
- d Configure the following settings:

<b>Display intranet sites in Compatibility View</b>	Clear this check box.
<b>Use Microsoft compatibility lists</b>	Clear this check box.

- e Repeat this procedure, as needed, to activate Compatibility View for all other applicable Voyager 6.0 or 70.6 websites in your organization, business unit, or area.

- 14 In Internet Explorer 10, for Voyager 7S websites: Ensure that the **Compatibility View** button is *not selected* on the Internet Explorer address bar. (Typically, this button appears in IE10 when a website has compatibility issues. If the button is not available, select **Tools > Compatibility View settings** to verify the status of this setting.)



**15** Configure Internet Explorer settings for all other Voyager client computers in your organization, group, area, or business unit, as needed, per “Configuring Internet Explorer for Voyager on Client Computers” on page 2.



Before users can connect to a self-hosted Voyager website and log on to a database, administrators must first configure Internet Information Services (IIS) on the web server and create, set up, and configure one or more Voyager databases.

For Yardi SaaS clients, Yardi Cloud Services will create and set up Voyager servers and databases for you.

For more information, contact your system or website administrator, or Yardi technical support.

## Troubleshooting and Resetting Procedures

This section describes how to troubleshoot conflicts and Voyager operational issues in Microsoft Internet Explorer. It also includes procedures for restoring and resetting browser configuration settings, if needed.



For Internet Explorer troubleshooting and resetting, you should consult with your system or website administrator, or Yardi technical support. Resetting Internet Explorer configuration is not reversible. After a reset, all the previous configuration settings will be lost and cannot be recovered.

You should use this procedure only if your browser is in an unstable or unusable state, or you are having Voyager problems, caused by Internet Explorer, that cannot be resolved using other methods.

Alternative solutions can include modifying user-security and communications settings for Voyager software and web servers, operating systems, or reconfiguring only specific Internet Explorer settings, add-ons, or Internet utilities.

## Troubleshooting and Resetting Internet Explorer Configuration

Certain Internet Explorer add-ons may cause conflicts with Voyager; for example, utilities and web-application add-ons such as Skype, web accelerators, SmartScreen filtering, pop-up blockers, tracking protection, ActiveX filtering, controls, extensions, and external-content toolbars. Some of the more aggressive Internet-security add-ons, including anti-virus, anti-malware, personal firewalls, and anti-spyware, can also block Voyager operations. You may need to reconfigure some of these components (or the associated Internet Explorer settings) to resolve any issues. Incorrect or corrupted configuration settings can also adversely affect browser operations when client computers are connected to Voyager.

If your administrator or Yardi technical support has determined that your Internet Explorer browser has Voyager operational issues due to conflicts with certain add-ons or corrupted configuration settings, you can perform one or more of the following procedures:

- Disable Internet Explorer add-ons, controls, extensions, external-content toolbars, and utilities.
- Restore Internet Explorer Advanced Settings to default values.
- Completely reset Internet Explorer configuration to default values, including personal settings.

## Internet Explorer configuration reset

Depending on your Internet Explorer version, resetting Internet Explorer configuration will return the following to their default values:



This procedure also disables Internet Explorer add-ons, extensions, controls, third-party and external-content toolbars, and browser utilities.

This will also disable web applications and utilities such as Java, Apple QuickTime, media players (for example, Winamp, RealPlayer), Skype/VoIP, and Crystal Decisions. It can also affect security settings that can disable some other browser applications not listed, on those client computers that are not exclusively dedicated to Voyager.

The **Delete Personal Settings** option will delete stored website passwords and form data.

*You should record any browser-stored passwords and form data before you perform this procedure.*

- Web browser settings
- Security settings
- Privacy settings
- Advanced options
- Tabbed-browsing settings
- Pop-up blocker settings
- Internet Explorer add-ons and extensions
- Third-party and external-content toolbars
- Browser utilities

If you also select the **Delete Personal Settings** option, it will reset to default values all browser personal settings, including home page, search providers, and web accelerators. This option will also delete:

- Saved passwords
- Stored form data
- Temporary Internet files
- Website history
- Web search history
- Cookies
- ActiveX filtering data
- Tracking-protection data
- URL address history

- Menu extensions
- InPrivate filtering data
- Recently-used lists
- Stored website data
- Cached information (including website-related databases)

**This section includes the following procedures:**

To troubleshoot Internet Explorer conflicts and Voyager operational issues .....16  
To disable Internet Explorer add-ons .....18  
To restore Internet Explorer Advanced Settings to default values .....20  
To reset Internet Explorer configuration .....22

**To troubleshoot Internet Explorer conflicts and Voyager operational issues**

- 1 Before completely resetting Internet Explorer configuration, you should first try alternative methods, as identified following.
- 2 Ensure that you have correctly configured all Internet Explorer settings, in accordance with the preceding sections of this document.
- 3 Ensure that the browser issues are not caused by an incorrectly configured or defective Voyager web server, Voyager system software installation, setup, operational issues, or network or Internet communications or security problems. Verify that your Internet connection, corporate/personal firewall, and network are operating correctly and permitting access to the applicable servers, ports, and users.
- 4 Rather than globally resetting browser configuration, you can first try to reset specific settings, or delete your browsing history.
- 5 If possible, open the Voyager website in Internet Explorer on another client computer to determine if the problem is caused by Voyager configuration or client-computer Internet/intranet connections to the web server.
- 6 For Voyager 7S: You can also access this Voyager system version from a Firefox or Chrome browser, to determine if the issue is exclusive to Microsoft Internet Explorer or the IE browser version that is installed on the client computer.
- 7 Try accessing the Voyager website from a different version of the Internet Explorer browser.

- 8 For Voyager display issues, ensure that your video display driver is the correct type and most current version. Verify that it is set to the recommended screen resolution of 1024 x 768, minimum (though 800 x 600 may be acceptable on some monitors). Also, ensure that your color quality is set to at least 16-bit. Also verify that IE Compatibility View is active for Voyager 6.0 and 70.6, and turned off for Voyager 7S. For more information, see the step "For Voyager version 6.0 and 70.6 websites: Turn on Internet Explorer Compatibility View for all applicable websites:" on page 12.
- 9 If your browser is having issues downloading components or utilities from the Voyager web server (for example, YSI.Net Client or Crystal Reports Viewer), verify the settings for your firewall, anti-virus, and user-security addresses and ports to ensure that the web server and client computer are permitted to download the associated file types. For more information, contact Yardi technical support.
- 10 Ensure that your security utilities have the latest updates.
- 11 Perform a full anti-virus/anti-malware scan of the client computer to determine if the issues you are experiencing are caused by any infections.
- 12 If you have determined that the computer workstation is free of infections (and if permitted by your system/network administration policies), you can temporarily disable *for testing only* one or more of your Internet-security utilities (anti-virus, anti-spyware, anti-malware, or local firewall). This can help identify whether these applications are blocking Voyager operations in Internet Explorer.



Client computer workstation and self-hosted web-server security is the responsibility of the user and organization. Yardi Systems is not responsible or legally liable for security or data issues due to improper or incorrect setup or activation of your organization's client-server, Internet, intranet, or local security applications, components, and hardware.

- a Before disabling any client computer Internet-security utilities, ensure that your Voyager web server (for self-hosted installations) has the proper security installed and activated, and that you have added the server to the **Trusted sites** zone (for all installations). For more information about configuring trusted sites, see the preceding setup procedures in this document.
- b If an Internet-security utility is causing Voyager communications or operational issues, you should first try to reconfigure the security settings to permit Voyager operations in Internet Explorer.



After you complete these tests, make sure to correctly enable all Internet and local security utilities on the client computer, including firewalls, anti-virus, anti-malware, and anti-spyware applications and components.

- 13 Start Internet Explorer without add-ons, controls, extensions, or utilities:



This will also disable Crystal Reports and Yardi Systems add-ons. If you need to troubleshoot Crystal Reports, you must first enable all Crystal Decisions extensions. You should also enable all Yardi add-ons, such as YsiNetClient.

- a Open a command prompt (**Run > cmd**), type **ieexplore -extoff**, and then press Enter.

## 18 | Microsoft Internet Explorer Configuration for Voyager

### b If this method resolves the Voyager operational issues:

Restart Internet Explorer normally, with all add-ons enabled.

Review and disable one-by-one your Internet Explorer add-ons, controls, extensions, or utilities until you find the conflicting item.

Either permanently disable or update the add-on, as applicable.

**14** If the issues still exist, perform the procedure in “To restore Internet Explorer Advanced Settings to default values” on page 20. This procedure will sometimes correct conditions caused by incorrect or corrupted advanced-configuration settings.

**15** You can also try testing in Windows Safe Mode, if you can gain network and Internet/Intranet access and connections in this mode.

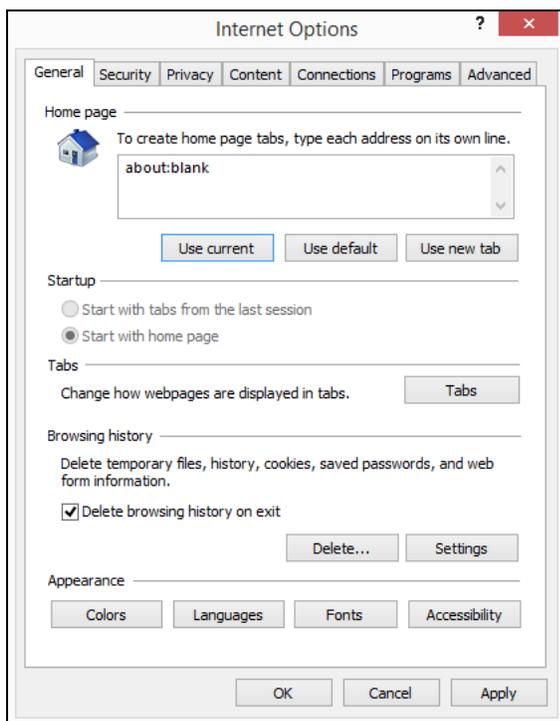


Voyager printing functions are not available in Windows Safe Mode.

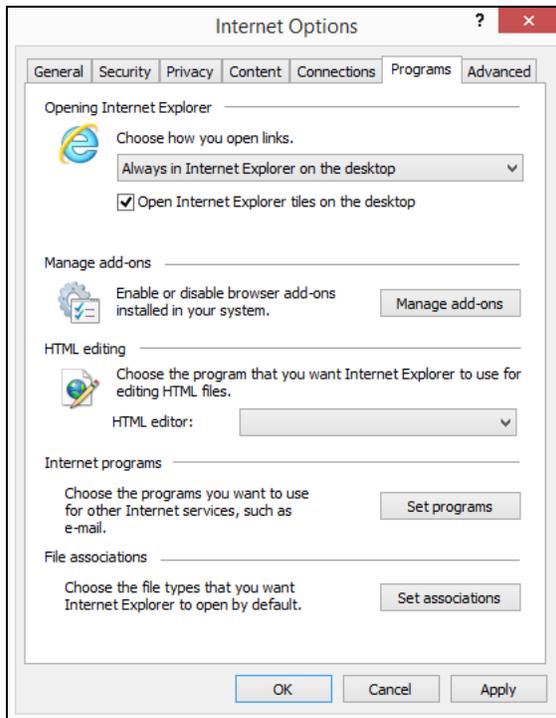
**16** If you still cannot resolve browser issues by the use of these standard troubleshooting procedures, you can perform the procedures in “To reset Internet Explorer configuration” on page 22.

### To disable Internet Explorer add-ons

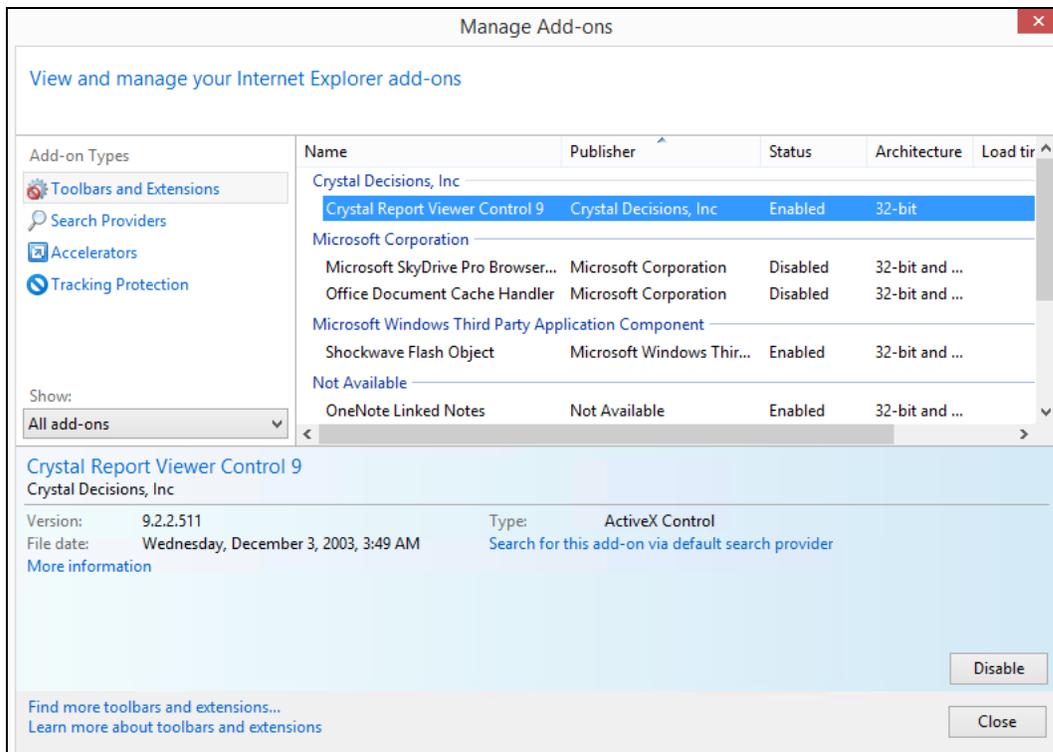
**1** From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



2 Click the **Programs** tab.



3 Click **Manage add-ons**. The **Manage Add-ons** screen appears.



4 From the **Add-on Types** list, select **Toolbars and Extensions**.

## 20 | Microsoft Internet Explorer Configuration for Voyager

- 5 In the **Show** field, select **All add-ons**. The table shows all Internet Explorer add-ons, controls, extensions, third-party and external-content toolbars, and utilities that have been installed.
- 6 Select an add-on to view details and modify status.
- 7 If you want to disable the add-on, click **Disable** in the details section on the bottom of the screen.
- 8 In the same manner, disable any other Internet Explorer add-ons that you suspect may be causing conflicts with Voyager.

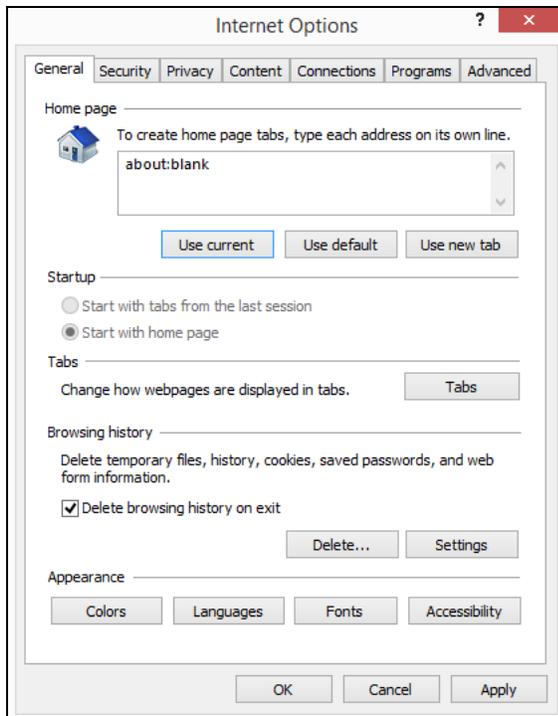


If you need to troubleshoot Crystal Reports, you must leave enabled all Crystal Decisions extensions. You should also leave enabled all Yardi add-ons that apply to your Voyager operations, such as YsiNetClient.

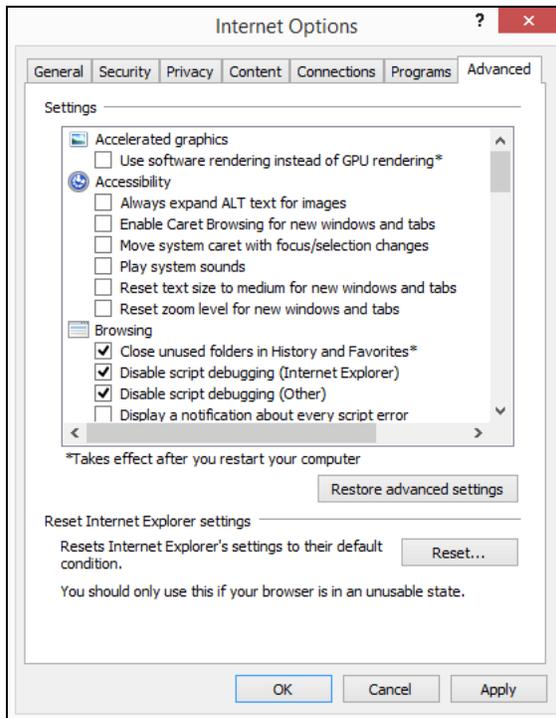
- 9 If disabling an add-on fixes the issue, you can click **Enable** to restart any other disabled items that are not causing Voyager issues.
- 10 Click **Close**.

### To restore Internet Explorer Advanced Settings to default values

- 1 Start Internet Explorer on the client computer.
- 2 From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



**3** Click the **Advanced** tab.



**4** In the **Settings** section, click **Restore advanced settings**.

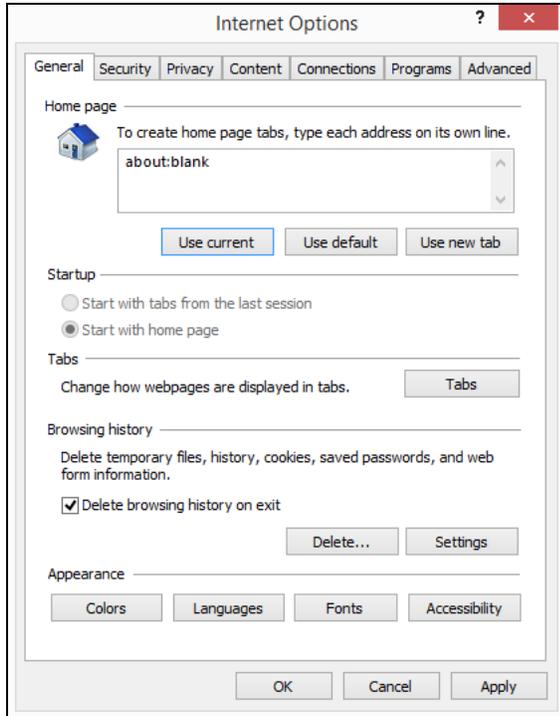
This restores all advanced settings in the list to their default values.

**5** Test Voyager in your browser to determine if this procedure has resolved the issues.

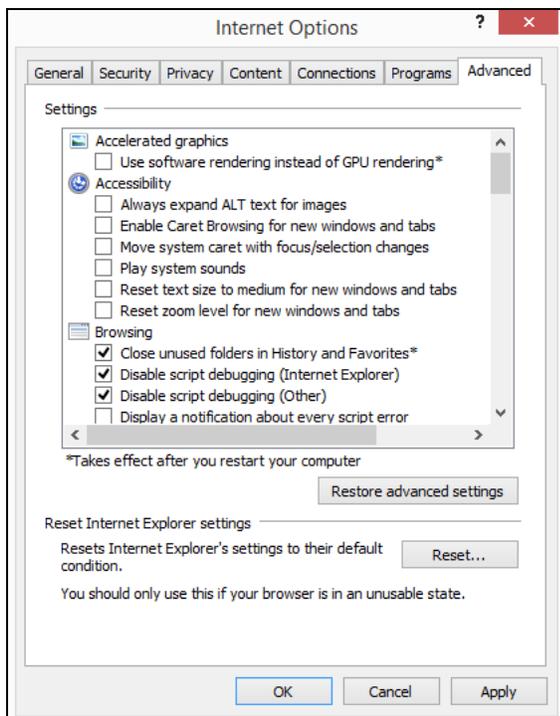
If not, you can perform a full reset of Internet Explorer configuration, per "To reset Internet Explorer configuration" on page 22.

### To reset Internet Explorer configuration

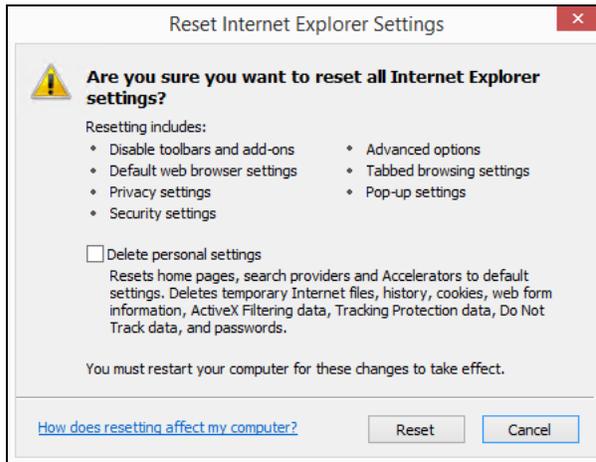
- 1 Start Internet Explorer on the client computer.
- 2 From the top menu, select **Tools > Internet Options**. The **Internet Options** screen appears, displaying the **General** tab.



- 3 Click the **Advanced** tab.



- 4 In the **Reset Internet Explorer settings** section, click **Reset**. The **Reset Internet Explorer Settings** confirmation screen appears.



- 5 Carefully read the screen warnings and instructions.



Before you perform this procedure, make sure that you have reviewed all the effects of this operation listed in “Internet Explorer configuration reset” on page 15.

- 6 If you have determined that your browser configuration or conflict issues are caused by any personal settings, select the **Delete personal settings** check box. Carefully review all items on the screen list that will be affected by this option.
- 7 Click **Reset**. The **Reset Internet Explorer Settings** screen appears, displaying the status of the operation.

This restores all Internet Explorer settings to their default values that existed when you first installed the application. This will also disable all browser add-ons, controls, utilities, external-content toolbars, and extensions.

- 8 After the operation completes, click **Close**.
- 9 Test Voyager in your browser to determine if this procedure has resolved the issues.

If not, contact your system or website administrator, or Yardi technical support for further troubleshooting-support options.

- 10 After you complete this procedure, you must repeat all Internet Explorer configuration procedures to change to the recommended settings, according to the preceding instructions in this document.

If you discovered that any of the recommended settings caused the Voyager issue, you can leave them at the default values, as applicable.

- 11 You may also need to selectively enable any deactivated add-ons. For Voyager, this may include Crystal Decisions and all Yardi Systems web components, like YsiNetClient.



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