

## 14-0032-EN-What does it mean if I get this message when...

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Cause: Either Javascript or cookies or both have been disabled or blocked in the browser.

Corrective Action: Enable Javascript (but leave all other settings unchanged)

Steps:

1. Open Internet Explorer.
2. Go to the menu bar at the top of the screen and select Tools, Internet Options.
3. Within the Internet Options box, select the Security tab.
4. Click on the Trusted Sites icon and then click on the Sites&hellip; button.
5. Under Add this Web site to the zone: enter <https://127.0.0.1:49152/>
6. Uncheck the box next to the words Require server verification (https) for all sites in this zone.
7. Click on OK, OK.

It's also possible to receive this error message if the program has been idle for too long. If this is the case, try to open a document or return to a search template and try another search.

If the steps above fail to correct the problem, follow the steps below:

1. Right-click on the Internet Explorer shortcut on your desktop and select Properties from the menu that appears.
2. Select the Privacy tab from the box that appears on your screen.
3. Click on the Advanced button.
4. Click on the checkbox to place a checkmark next to Override automatic cookie handling.
5. Under First Party Cookies select Accept.
6. Under Third Party Cookies select Block.
7. Click on OK, OK.