

Cerulli Webcasts: Logging in Browser Troubleshooting

(Updated September 2009)

Thank you for participating in a Cerulli Associates Webcast. If you are logged into the presentation and do not see the PowerPoint slides, you might be experiencing browser difficulties. Below are troubleshooting suggestions.

Important Notes:

1. All Cerulli Associates' Webinars are optimized for use with Internet Explorer 7.0 (or higher) and Firefox.
2. Browsers **require Javascript to be enabled**.
3. If you are using Internet Explorer 6.0, you may encounter problems. Follow steps below to enable Javascript. Close and then re-open your browser.
4. Similar directions are provided for FireFox, Safari and Opera browsers.

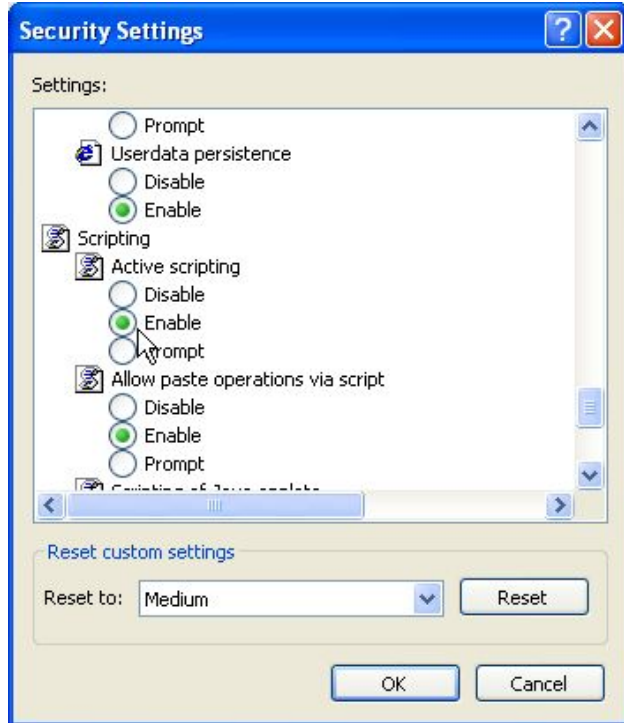
For further assistance, please contact Karina Rousseau at Krousseau@cerulli.com or 617-437-1098 x122.

Directions for Enabling Javascript in Your Browser

Internet Explorer 6.0

(Download IE 7.0: <http://www.microsoft.com/windows/downloads/ie/getitnow.mspx>)

1. Click on the Tools menu and select Internet Options.
2. Click on the Security tab.
3. Click on Custom Level.



4. Scroll down until you see section labeled "Scripting".
5. Under "Active Scripting", select Enable and click OK.

Mozilla Firefox (All versions)

(Download Firefox here: <http://www.mozilla.com/en-US/firefox/all.html>)

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Content' from the top navigation or in some versions Choose 'Web Features' from the left navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

Apple Safari (All versions)

(Download Safari here: <http://support.apple.com/downloads/#internet>)

1. Select 'Safari' or 'Edit' from the top menu
2. Choose 'Preferences'
3. Choose 'Security'
4. Select the checkbox next to 'Enable JavaScript'

Opera Browser (All versions)

(Download Opera here: <http://www.opera.com/download/>)

1. Open Opera.
2. On the Tools menu, click Preferences (or in most recent versions, click Quick Preferences and check enable Java and enable Javascript).
3. Click Content in the Preferences list. (Fig. 1)
4. Check the box next to Enable JavaScript.
5. Click the JavaScript Options button to open the JavaScript Options box. (Fig. 2)
6. Check the boxes that you want to allow.
7. Click OK.
8. Click OK.