

# **Diagnosing and Removing Pop-Up Blockers**

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## **What is a pop-up blocker?**

Pop-up blockers are designed to eliminate the automatic appearance of additional windows when you are in a web environment. Although this capability may be useful for stopping unwanted advertising pages when you are browsing the internet, if you currently use a pop-up blocker you will not be able to access all windows available in RailConnect because RailConnect uses pop-up windows as part of its application functionality.

If you find that you cannot access all of the windows or functions available in RailConnect, you should first determine whether you have a pop-up blocker activated on your system. If you do have an active pop-up blocker, you should take steps to either turn it off or instruct it to allow pop-ups from the RailConnect system.

## How can I tell if I am using a pop-up blocker?

If you notice that some RailConnect functions do not respond when you try to access them, your pop-up blocker is probably active and blocking those windows. To determine whether a pop-up blocker is active on your computer, go to the *Support* section of the [www.railcarmqt.com](http://www.railcarmqt.com) website (click the *Support* link at the bottom of the RailConnect sign-in window or go to the website and click on the *Support* tab). Click on the *Diagnostics* link on the left side of the main Support window. The *RailConnect Diagnostics* window appears:

The screenshot shows the RailConnect Diagnostics interface. At the top, a message states: "This utility will check your computer to make sure it is capable with the RailConnect software suite. If you have any questions/comments about hardware or software requirements, please email [support@railcarmqt.com](mailto:support@railcarmqt.com)". Below this is a table of test results:

Test	Result	Status	Download
Operating System	Windows XP	✓	
Browser	Microsoft Internet Explorer	✓	
Browser Version	6.0	✓	
Pop Up Blocker	Not blocking	✓	
Adobe Acrobat	Version 6.0 installed	✓	<a href="#">Test</a>
Crystal Viewer 8	Installed	✓	<a href="#">Test</a>
Crystal Viewer 10	Installed	✓	<a href="#">Test</a>

Below the table is a "Recommended" section listing minimum system requirements:

- Microsoft Windows 2000 or higher
- Microsoft Internet Explorer 6.0 or higher
- Adobe Acrobat Reader 6.0 or higher
- Crystal Viewer 10.0 is not supported under Windows 98

At the bottom, there is an "Email Results" section with fields for "From:", "To:", and "RailConnect User ID:", and a "Email Results" button.

The *Pop-Up Blocker* row on the *Diagnostics* window will indicate the status of your pop-up blocker:

- If **Not Blocking** appears in green next to a green ✓, no pop-up blocker is enabled. If you do not have a pop up blocker enabled on your computer and RailConnect functions still do not appear when accessed, please contact RMI support.

Pop Up Blocker    Not blocking



- If **Blocking** appears in red next to a red X, a pop-up blocker is enabled on your computer (see example on the right). If your pop-up blocker is enabled, you must turn it off to take advantage of all available RailConnect functionality. The following instructions indicate how to disable some of the most common pop-up blockers.

Pop Up Blocker    Blocking



## **How can I disable my pop-up blocker?**

Most pop-up blockers can be disabled in three ways:

1. You can override most pop-up blockers on a one-time basis by pressing the **Ctrl** key as you make your selection.
2. You can instruct your blocker to allow pop-ups only from certain sites (such as [www.railcarmgt.com](http://www.railcarmgt.com)).
3. You can turn the pop-up blocker off entirely.

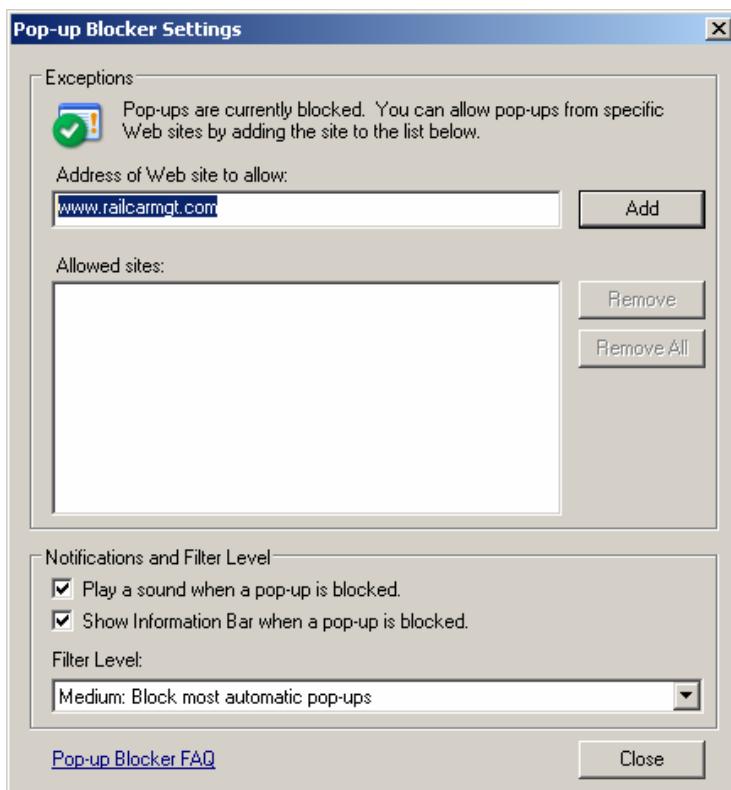
The following instructions explain how to take the second or third action when using some of the most common pop-up blockers: Internet Explorer, Google, and Yahoo. If you have a different pop-up blocker, please consult the help documentation for that product. If you disable all pop-up blockers on your system and still have problems accessing RailConnect screens and functions, please contact RMI Support.

## Internet Explorer

- To instruct the Internet Explorer pop-up blocker to allow pop-ups only on RailConnect, click the **Tools** button on the Explorer toolbar, then select **Pop-up Blocker**, then **Pop-up Blocker Settings**.



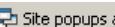
Enter [www.railcarmgt.com](http://www.railcarmgt.com) in the *Address of Web Site to Allow* field, then click the **Add** button.

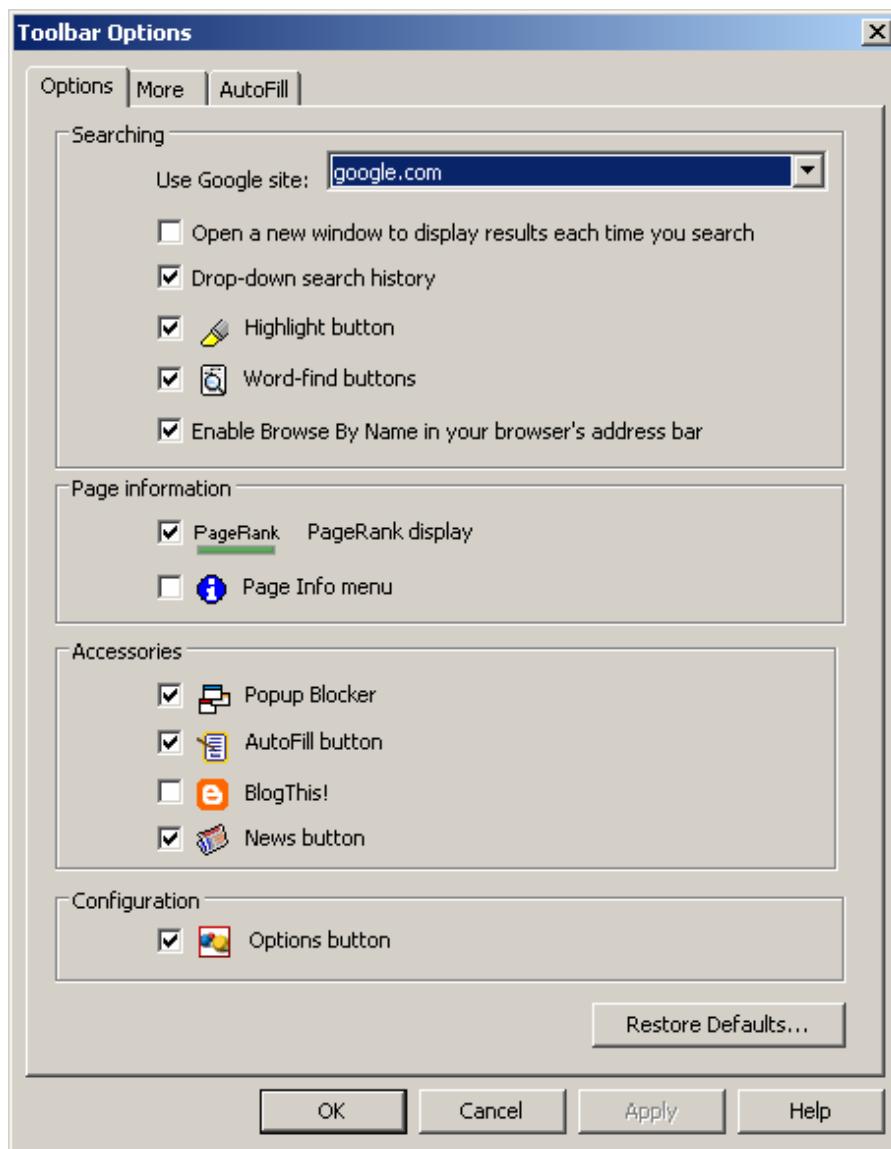


- To completely disable the Internet Explorer pop-up blocker, click the **Tools** button on the Explorer toolbar, select **Pop-up Blocker**, then **Turn Off Pop-up Blocker**. The blocker will be disabled.



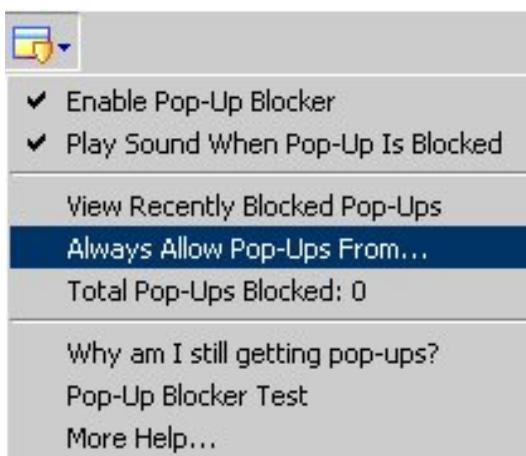
## Google

- To instruct the Google pop-up blocker to allow pop-ups only on RailConnect, go to [www.railccarmgt.com](http://www.railccarmgt.com), then click the pop-up blocker button  2410 blocked on the Google toolbar. The pop-up blocker button will then change, indicating  Site popups allowed.
- To completely disable the Google pop-up blocker, click the **Options** button on the Google toolbar, then click the **Popup Blocker** box in the Accessories area to remove the X. You must then click either the **Apply** or **OK** button to make the change.

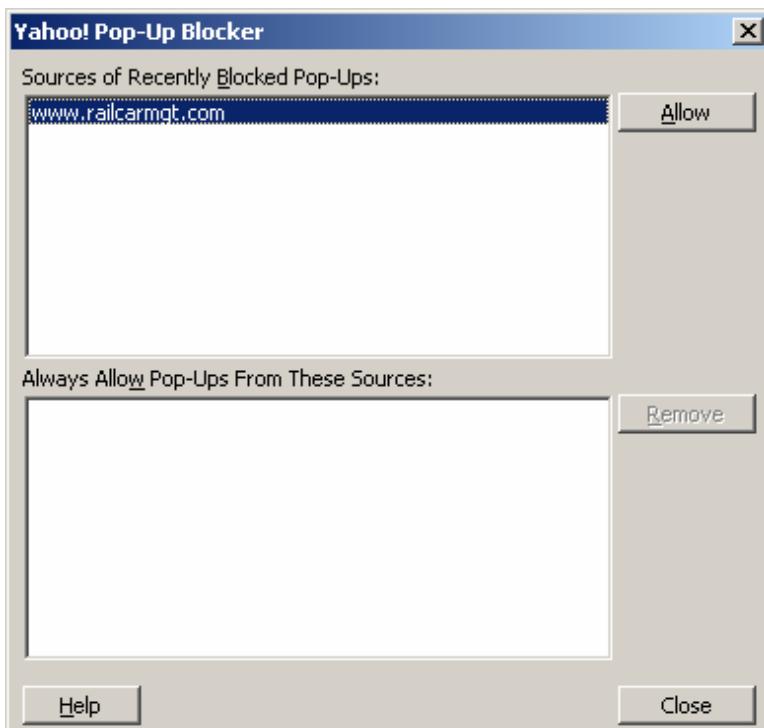


## Yahoo

- To instruct the Yahoo pop-up blocker to allow pop-ups only on RailConnect, click the  button on the Yahoo toolbar, then select **Always Allow Pop-Ups From....**



If pop-ups have been blocked from RailConnect, it will appear in the *Sources of Recently Blocked Pop-ups* area. Highlight the [www.railcarmgt.com](http://www.railcarmgt.com) address and click the **Allow** button to move it into the *Always Allow Pop-ups From These Sources* area.



- To completely disable the Yahoo pop-up blocker, click the  button on the Yahoo toolbar, then select **Enable Pop-up Blocker**. The check mark will disappear next to the selection, and the pop-up blocker will be disabled.

