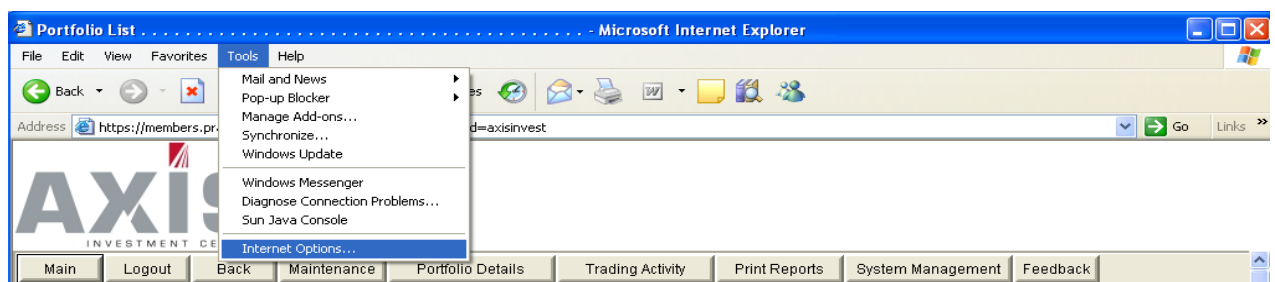


Problems logging into AIMS or downloading reports

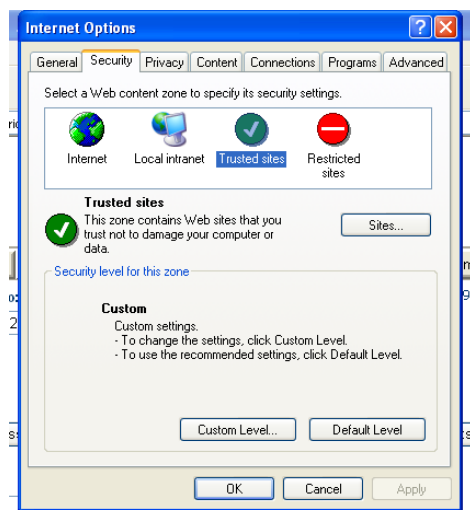
Recently, some users may have experienced difficulties logging into AIMS or downloading reports and spreadsheets. The cause is most likely due to the latest security enhancement to Windows XP - Service Pack 2.

We have taken advice and all affected users need to take the following action.

- Log into Internet Explorer
- Select **Tools**
- Select **Internet Options**



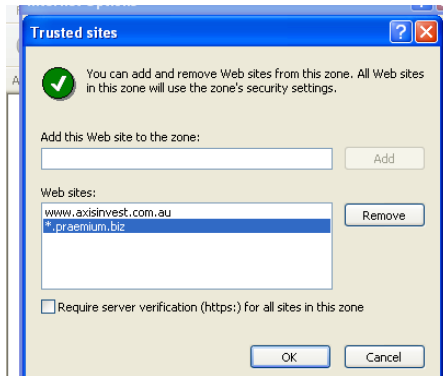
In the screen that displays, select **Security**. In the next screen, click the **Trusted Sites** icon and then click the Sites button



In the next screen to display, make sure that the box for "Require server verification....." is not ticked.

In the "Web sites....." box, enter the following, *.praemium.biz. Click Add. Then in the "Web sites....." box enter the following, www.axisinvest.com.au. Click Add.

The site should display as below. Click the OK button.



Additionally, users who use the new Pop-Up Blocker functionality will also need to add the website – (*.praeium.biz) – to their Pop-up Blocker settings.

Select Tools from the internet menu bar, Pop- up Blocker and Pop-up blocker Settings



In the screen that displays, add the website and ensure that the filter level is set to low. Click the Close button



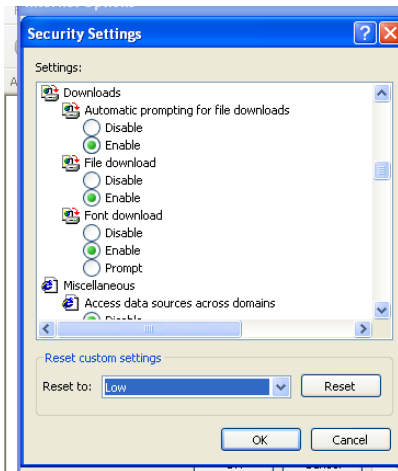
If problems still exist

For most users, making the above changes has fixed issues relating to logging on or downloading reports. However in some circumstances further action needs to be taken.

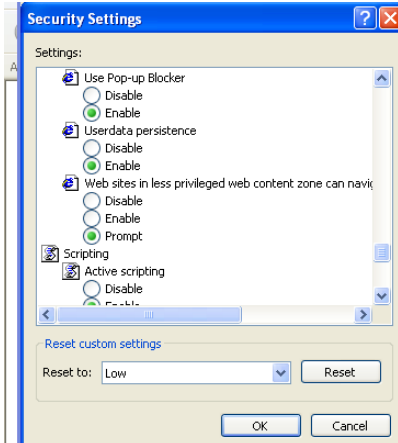
If problems still exist with downloading reports, please check the following:

Click on Internet Options -> Security tab ->Trusted Sites, then click on the Custom Level button.

Locate the Downloads section and enable all the options as shown:



Locate the Miscellaneous section and make sure the pop-up blocker is enabled as shown:



Click the OK button to save the settings. Close any Internet Explorer windows that are open before logging back on.

If problems still exist logging on to AIMS, it may be that Cookies are being blocked. To enable cookie handling, do the following:

Click on Internet Options -> Privacy tab, then click on the Advanced button. Click the Override automatic cookie handling checkbox, then click on Accept first party cookies and Accept third party cookies as shown:



Click the OK button to save your settings.

Google & Yahoo Tool Bars

You may still have problems printing if you have installed a Google or Yahoo Tool Bar. The pop up blocker setting for these applications will also need to be set correctly.

Yahoo

For the Yahoo toolbar, click on the icon to the right of the 'Search' button which appears as a blue and yellow square.

If a tick appears against 'Enable Pop-Up Blocker', click on the tick to remove it. This will disable the blocker.

Google

With the Google tool bar you need to click on the button which shows the number of pop-ups blocked. Click this button to allow pop ups for this site. The button redisplay 'PopupsOK'.

If problems with downloading still exist you may need to consult further with your IT specialist. Microsoft also has some trouble shooting tips ('How to troubleshoot problems accessing secure web pages with Internet Explorer 6 Service Pack 2') located at <http://support.microsoft.com/default.aspx?scid=kb:en-us;870700#XSLTH3139121122120121120120>