

# **PSI Core Internet Browser FAQ**

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**INTERNET EXPLORER****Q1. What are the Internet Explorer versions tested?**

The tested versions for Internet Explorer are IE 6.0 update version SP2, IE 7.0 update version 0. Users are encouraged to use the tested version to access PSI.

**Q2. What are the browser settings that I need to configure when accessing e-services?**

Cookies have to be enabled in the browser's settings when accessing e-Services.

Steps to enable cookies are:

- Click on "Tools"
- Select "Internet Options"
- Select "Privacy"
- Click on "Advanced"
- Set cookies as shown below, and click "OK"



Users are encouraged to set "Every time I visit the webpage" in the "Browsing History" setting. This ensures that your browser will always show you the fresh Web page rather than the cached copy. The procedures are detailed below:

- Click on "Tools"
- Select "Internet Options"
- Select "General"
- Click on "Settings" at "Browsing History"
- Select "Every time I visit the webpage" and click "OK"

**Q3. How to enable cookies for PSI URL only?**

To enable cookies for PSI URL:

- Click on "Tools"
- Select "Internet Options"
- Select "Privacy"
- Click on "Sites"
- Type in PSI URL (<https://www.psi.gov.sg>) and click "Allow"
- Click "OK"

**Q4. How to activate JavaScript?**

If your e-Service makes use of JavaScript language for client side scripting, you need to enable active scripting/java scripting on the browser setting. Steps to turn on scripting are:

- Click on "Tools"
- Select "Internet Options"
- Select "Security" tab
- Click on "Custom Level"
- Scroll further below to the "Scripting" option, and select "Enable" for "Active scripting".
- Click "OK"

**Q5. I encountered "Internet Explorer cannot display the webpage" error when accessing PSI production URL (<https://www.psi.gov.sg>) and other websites with HTTPS. What should I do?**

You need to activate Secure Sockets Layer (SSL):

- Click on "Tools"
- Select "Internet Options"
- Select "Advanced" tab
- Scroll to the "Security" section and check settings for SSL 2.0, SSL 3.0, TLS 1.0.
- Click "Apply"
- Click "OK"

**Q6. What should I do if I can't see the PSI Receipt page / NETS Transaction pages?**

Internet Explorer 7 has a built-in pop-up blocker. If your pop-up blocker is enabled, please add PSI and NETS URL to your list of allowed sites in the pop-up blocker settings. Otherwise, the relevant transaction pages may not be displayed, or your transaction request may not be completed. Here is how to add allowed sites in the pop-up blocker settings:

- Click on "Tools"
- Select "Internet Options"
- Select "Privacy" tab
- Click on "Settings" of the Pop-up Blocker.
- Type in PSI URL (<https://www.psi.gov.sg>) and click "Add"
- Click "Close"
- Click "OK"

If you are paying using eNETS Credit, AMEX or eNETS Debit, please refer to "Important" notes of the Payment Mode Selection Page for the NETS URL to be added.

**Q7. My local image (<IMG SRC="file://...." >) cannot be displayed in Internet Explorer 7. What should I do?**



Internet Explorer 7 disallowed display of local file by default. Steps to enable display of local file are:

- Click on "Tools"
- Select "Internet Options"
- Select "Security" tab
- Select "Trusted sites"
- Click on "Sites"
- Type in PSI URL (<https://www.psi.gov.sg>) and click "Add"
- Click "OK"

**OTHER INTERNET BROWSERS****Q8. What are the other internet browsers tested?**

The tested versions for other internet browsers are Mozilla Firefox version 2.0.0.6 and Opera version 9.2.3. Users are encouraged to use the tested version to access PSi.

**Q9. What should I do if Java is not detected in Mozilla Firefox?**

PSi eService Generator requires Java plugin, if Java is not detected, the eService Generator will not be able to load. Please refer to the workaround below from Mozilla:

**Workaround if Java is not detected – Advanced**

(source: <http://kb.mozillazine.org/Java>)

On most systems, the Java plugin files will be detected via plugin scanning if the required registry entry exists (see above) and the currently-installed versions of the Java plugins will appear in the about:plugins listing. There may be some cases where Java is not detected unless the Java "np<\*>.dll" plugin files are copied from the Java application directory "bin" folder (e.g., from C:\Program Files\Java\j2re<version>\bin\ to your Mozilla browser's installation directory plugins folder (e.g., to C:\Program Files\Mozilla Firefox\plugins). This should be done only as a last resort, as each time Java is updated the outdated plugin files must be removed and the newer versions copied over. Important: If copying the Java plugin files to the browser plugins folder does not activate Java after restarting the browser, remove them.

**Q10. I can't see the "submit" button of the "Migration Inbox - Endorse Application" page in Mozilla Firefox. What should I do?**

The "submit" button is a java applet, it will not display if the java plug-in is not detected. This could be due to some configuration issue in the Mozilla Firefox. If you are installing Mozilla Firefox by upgrading from the older version of Mozilla Firefox, try to uninstall the Mozilla Firefox application, delete the installed folder (e.g., C:\Program Files\Mozilla Firefox), and re-install the newer version of Mozilla Firefox.