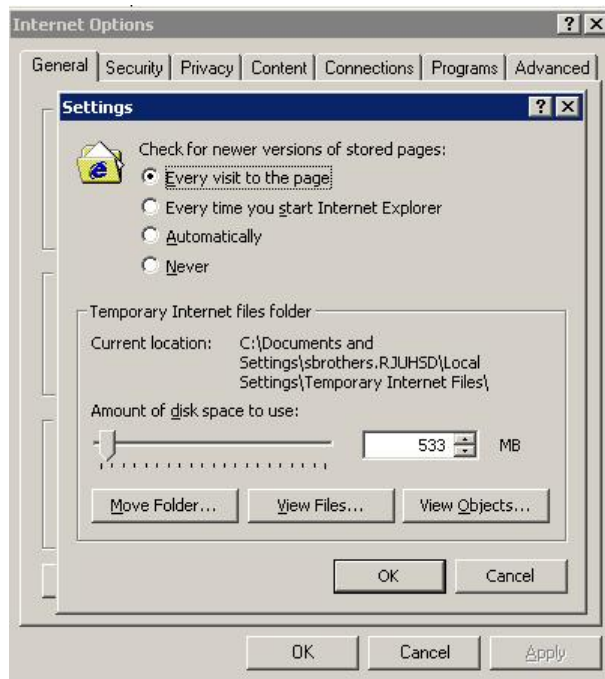


Troubleshooting HomeLink Internet Browser Problems

Equipment	If you have a reasonably new PC, you should be OK. If you're running something ancient, you may have trouble.
Browser	Microsoft Internet Explorer 6, Service Pack 1 is the most recent browser release, and includes patches for some security problems. You can follow this link for a free download, or just go to Microsoft.com and through the download section until you find it. Older versions, or other browsers, could cause problems. We have had reports of inactive link problems with Mozilla, for example. http://www.microsoft.com/downloads/details.aspx?FamilyID=1e1550cb-5e5d-48f5-b02b-20b602228de6&DisplayLang=en
Virus Protection	Viruses can interfere with HomeLink. We strongly recommend subscribing to virus protection, such as Symantec's Norton antivirus, available at http://www.symantec.com . This software/subscription is not free, but virus threats are too numerous and serious to ignore.
Spyware	Every time we have seen erratic performance, the problem computer has had a bad case of spyware infestation. Both Spybot and Ad-Aware have free spyware removal tools for home use. You should install one of these and update it and run it regularly. Ad-Aware: http://www.lavasoftusa.com/support/download/ Spybot: http://www.safer-networking.org/en/download/index.html

Browser Settings



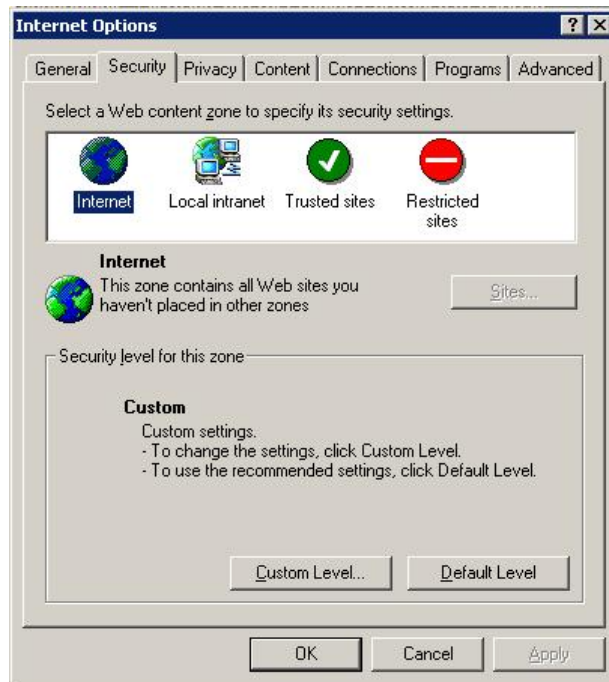
In your Explorer menu, go to Tools and then down to Internet Options. In the Temporary Internet Files category, go to Settings.

Set your browser to Check for newer versions of stored pages → Every visit to the page.

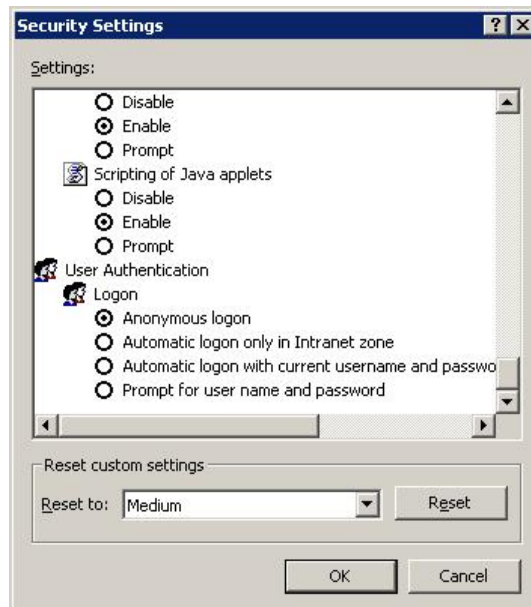
Make sure your Amount of disk space to use is at least 533 MB.

There is NO need to delete your cookies, or your significant other's favorite files, etc.

While you are in your Internet Options, there's one more thing to check. Click the Security tab, and then the button at the bottom of the screen that says Custom Level.



This screen comes up. Scroll all the way down to the bottom, and you will see User Authentication and Logon. Make sure Anonymous Logon is selected, as shown below. If you start getting asked for a network password, the problem is that this setting isn't correct.



Windows Updates

We recommend downloading and installing all critical patches for your Windows operating system as they are released. Go to <http://www.microsoft.com/>, and then look in the left hand column under Product Resources for the Windows Update link.