

Tax and Revenue Administration Client Self Service (TRACS)

Troubleshooting Technical Issues

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I. Introduction

If you are experiencing errors when trying to login to TRACS, it is likely that there is an issue with the technical set up of your computer.

To use TRACS you will need:

1. a browser that is capable of supporting 128-bit encryption.
2. to change the default cache settings if using Microsoft Internet Explorer
3. cookies enabled on your browser settings.
4. Java Script enabled on your browser settings.

Please Note: The instructions for the settings below are specific to Microsoft Internet Explorer version 6.0 for Windows and Mozilla Firefox version 1.5 for Windows; there may be some variation in the steps or the windows seen in different browser versions.

II. Browser Security

Only clients with browsers that use 128-bit Secure Sockets Layer (SSL) 3.0 encryption can use this service. If your browser does not have 128-bit SSL 3.0 encryption, you can either download a complete browser package or upgrade the one you have.

Although other Web browsers may also function, TRACS has been with tested on:

- Microsoft Windows with Internet Explorer version 6.x.
- Microsoft Windows with Mozilla Firefox version 1.x.

If you still encounter problems with the supported browsers, you may need to modify your Cookies settings and/or JavaScript.

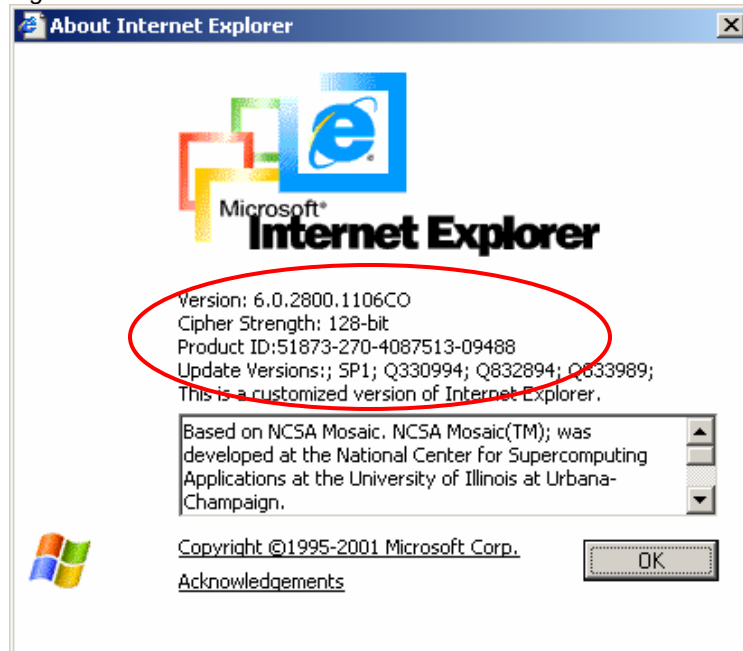
Instructions on how to check the security settings of your browser are provided below.

Internet Explorer

To check the security settings in Microsoft Internet Explorer:

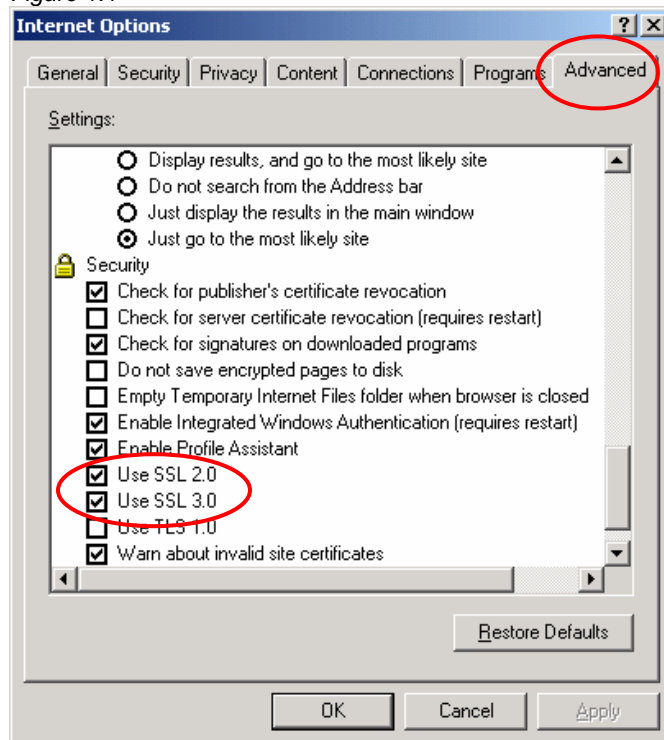
1. Click on **Help**, and then select **About Internet Explorer**.
2. Under the version number, your Cipher Strength (*Figure 1.0*) should read 128-bit.

Figure 1.0



3. Click on **Tools** then on **Internet Options** and select the **Advanced** tab.
4. Scroll down to the **Security** heading.
5. For this site to work properly, **SSL 2.0** and **SSL 3.0** (Figure 1.1) must be enabled.
6. Click on **OK**.

Figure 1.1

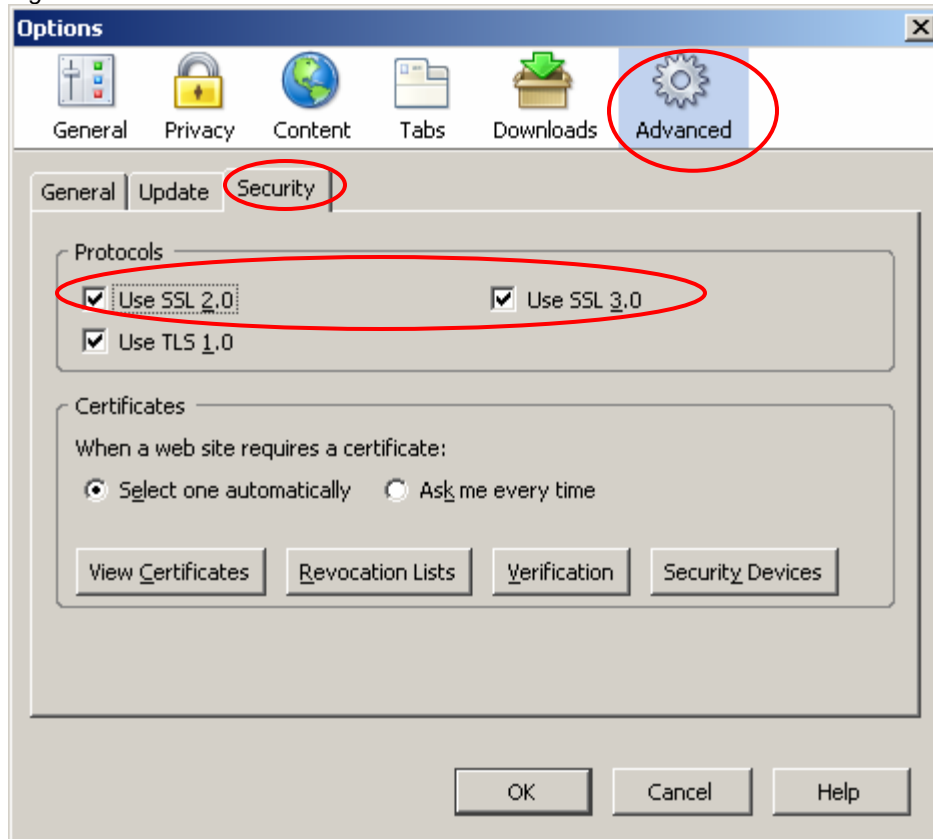


Mozilla Firefox

To check your security settings in Mozilla Firefox:

1. Click on **Tools**, and then select **Options**.
2. Click on **Advanced**, and then select the **Security** tab.
3. For this site to work properly, **SSL 2.0 & SSL 3.0** (Figure 1.2) must be enabled.
4. Click on **OK**.

Figure 1.2



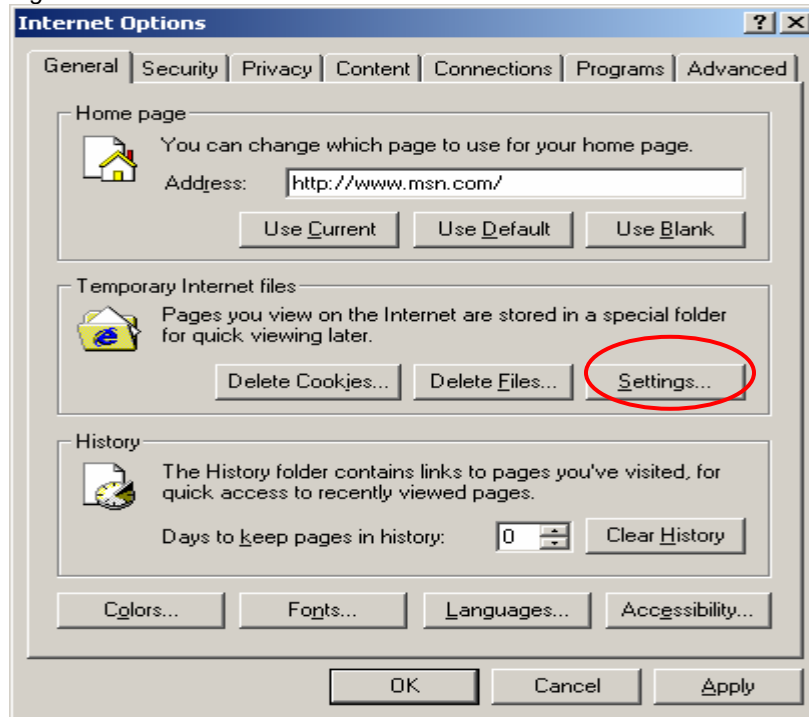
III. Cache Settings

This web site has dynamic pages where the content can change frequently. You need to set your cache to ensure you are not viewing old pages that your browser has saved to your computer.

If you are using Microsoft Internet Explorer, you will need to change the standard cache settings. To revise the cache settings in Microsoft Internet Explorer:

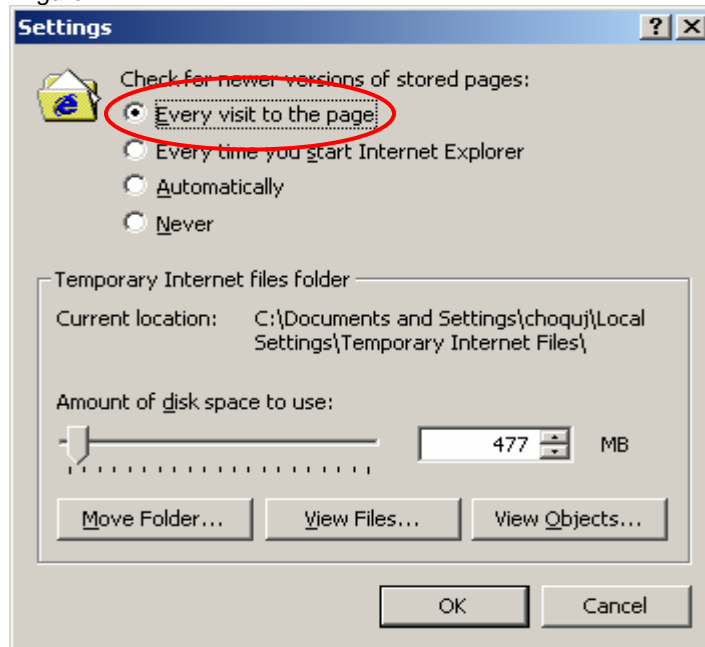
1. Click on **Tools**, then select **Internet Options**, then click on **Settings** (Figure 1.3) in the middle section called Temporary Internet files.

Figure 1.3



2. Select **Every visit to the page** (Figure 1.4) and click on **OK**, then click **OK** in the Internet Options window (Figure 1.3).

Figure 1.4



Note that this setting does not apply to Mozilla Firefox.

IV. Cookies

A cookie is a small amount of information that a web site copies onto the hard drive of your computer. This web site uses session cookies, first party cookies and third party cookies, which are stored in your computer's memory until you shut down your browser on your computer. These cookies are required for this site to function properly.

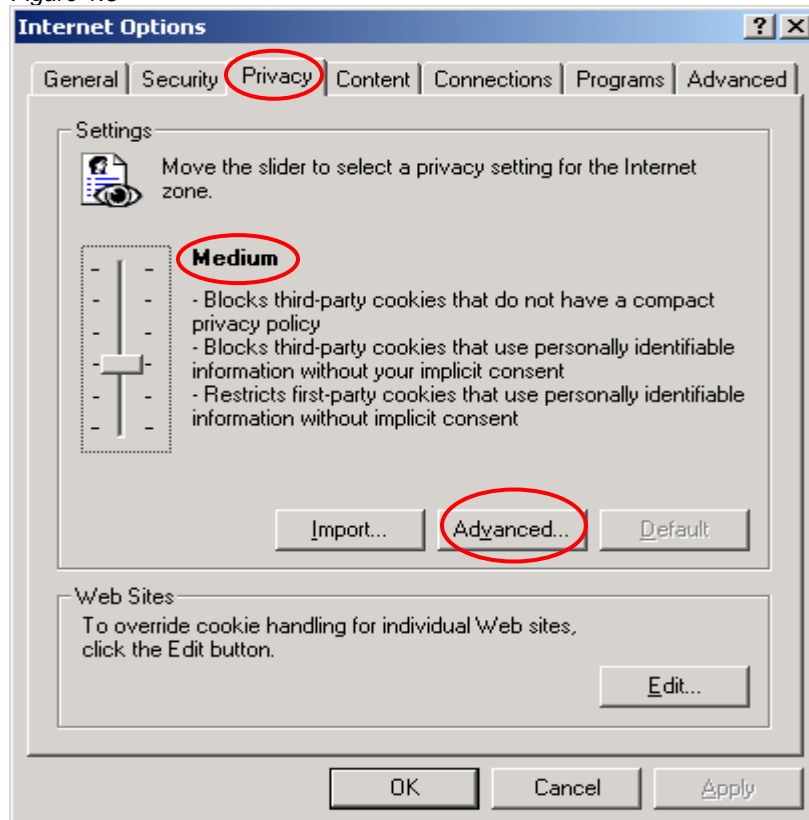
Instructions on how to enable cookies are provided below.

Internet Explorer

To set cookies in Microsoft Internet Explorer:

1. Click on **Tools**, then select **Internet Options**, then select the **Privacy** tab.
2. For this site to work properly, please ensure that either:
 - a. The privacy setting is set to Medium
 - i. Move the slider to the **Medium** setting (*Figure 1.5*).
 - ii. Click on **OK**.

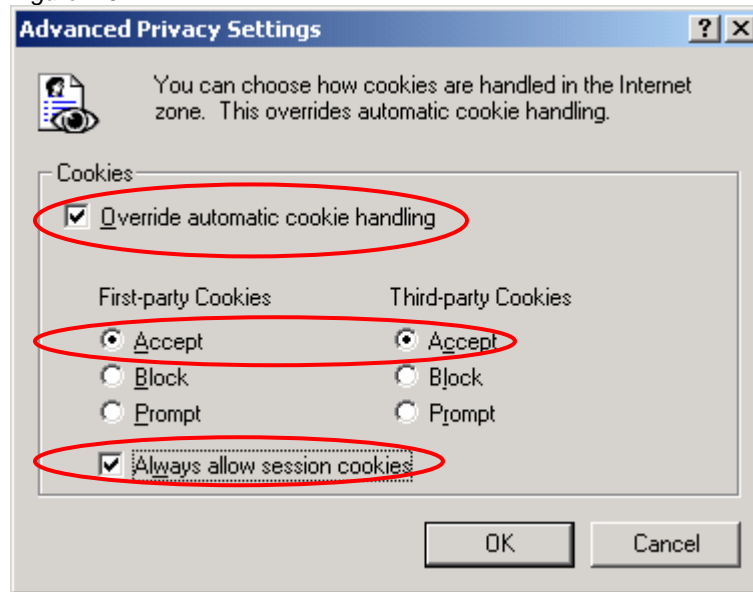
Figure 1.5



OR

- b. First-party / Third-party and session cookies are enabled
 - i. Click **Advanced** (Figure 1.5)
 - ii. Click to **Override automatic cookie handling** (Figure 1.6)
 - iii. **Accept** First-party Cookies and Third-party Cookies
 - iv. Select **Always allow session cookies**.
 - v. Click on **OK** in the Advanced Privacy window, and then click on **OK** in the Privacy window (Figure 1.5).

Figure 1.6

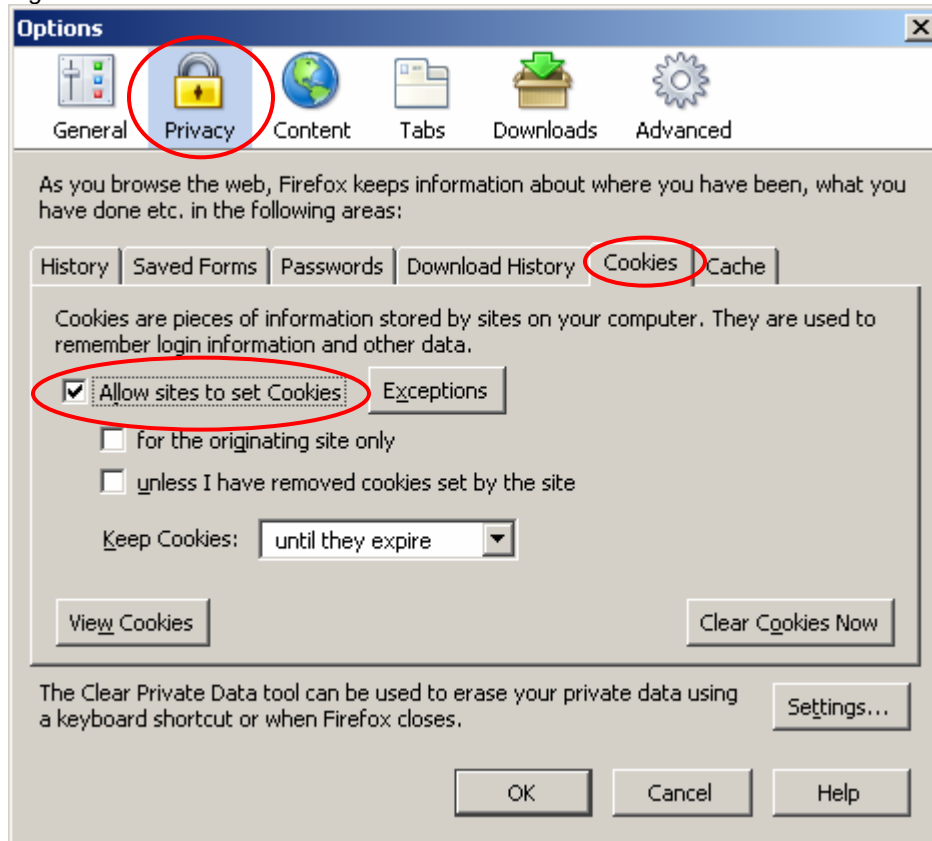


Mozilla Firefox

To set cookies in Mozilla Firefox:

1. Click on **Tools**, then select **Options**, and then select **Privacy**.
2. Click on the **Cookies** tab.
3. For this site to work properly **Allow sites to set cookies** (Figure 1.7) must be enabled.
4. Click on **OK**.

Figure 1.7



V. JavaScript

This web site uses JavaScript and your browser settings must allow JavaScript code to be executed. If you have disabled JavaScript then you will not be able to use this site.

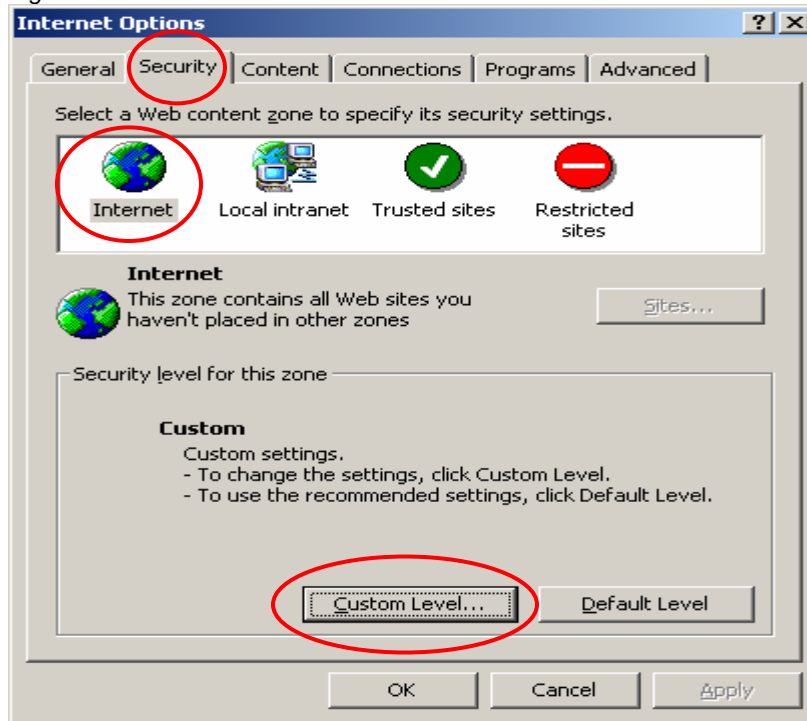
Instructions on how to enable Javascript, are provided below.

Internet Explorer

To enable JavaScript in Internet Explorer:

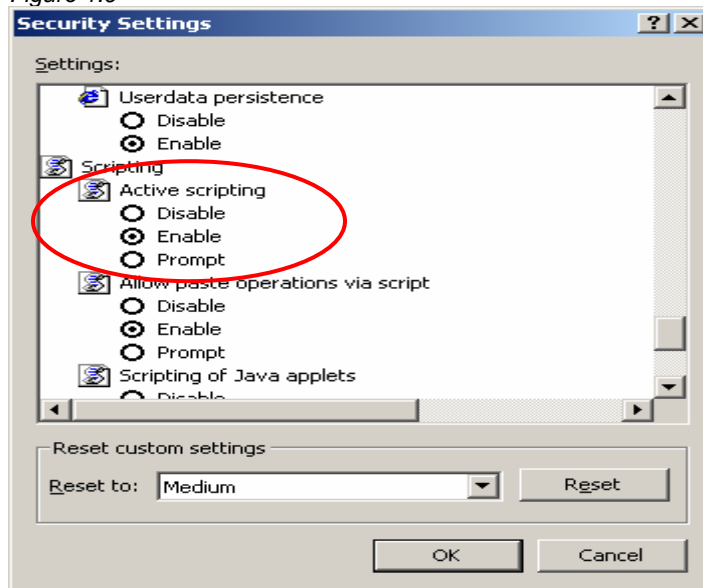
1. Click on **Tools** and select **Internet Options**
2. Click on the **Security** tab, then select **Internet** and finally click on **Custom Level** (Figure 1.8).

Figure 1.8



3. Scroll down to the **Scripting** heading.
4. For this site to work properly **Active scripting** (Figure 1.9) must be enabled.

Figure 1.9



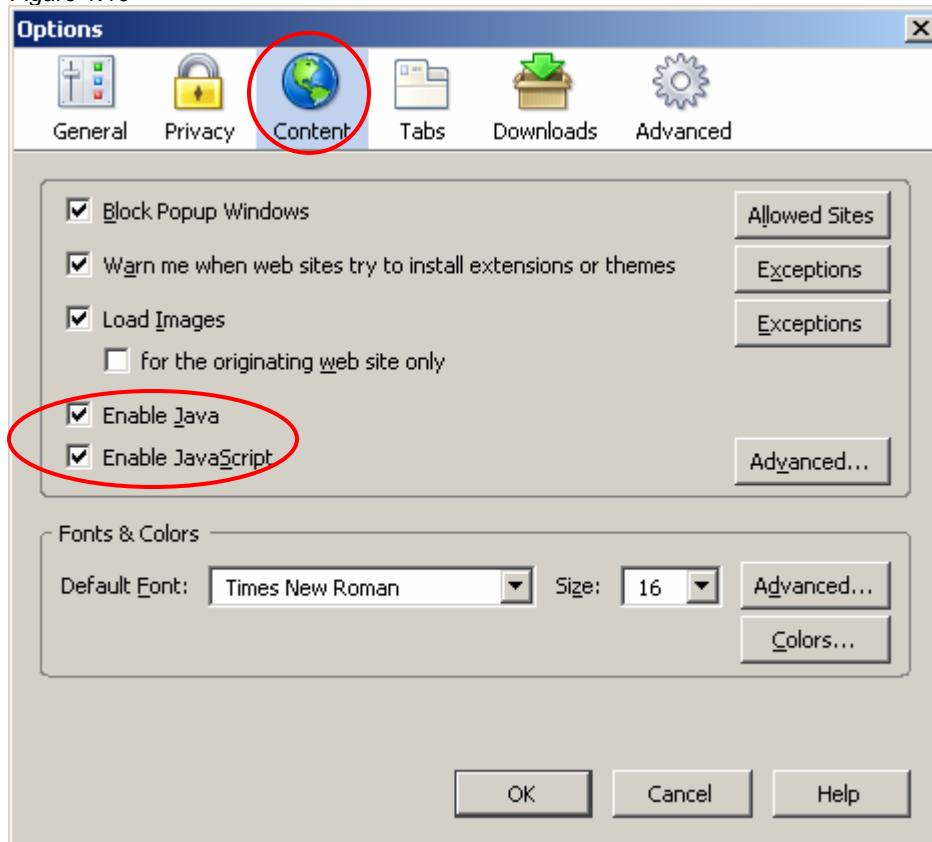
5. Click on **OK** in the Security Settings window (Figure 1.9), and then click on **OK** in the Internet Options window (Figure 1.8).

Mozilla Firefox

To enable JavaScript in Mozilla Firefox:

1. Click on **Tools**, then select **Options**, then select **Content**.
2. For this site to work properly, ensure **Enable JavaScript** (Figure 1.10) is checked.
3. Click **OK**.

Figure 1.10



VI. Assistance

If you require further assistance with your technical issues, please contact Alberta Finance at (780) 427 – 9424 or, if calling long distance within Alberta, dial 310-0000 then enter (780) 427-9424.