

ADASTAR Settings

Overview

Andesa's ADASTAR Services – as of the writing of this reference – only supports access for Microsoft's **Internet Explorer (IE) version 8 or later**.

To access ADASTAR you will need:

- To add <https://adastar.andesaservices.com> to your IE Compatibility View settings
- IE's Enhanced Protected Mode disabled (IE 10 or later)
- For IE version 8, the 32-bit version
- To install the correct version of Office Web Components (OWC)

Note: Always check with your Systems Administrator before making changes to your browser settings, or installing any component.

Add ADASTAR to your Compatibility View Settings

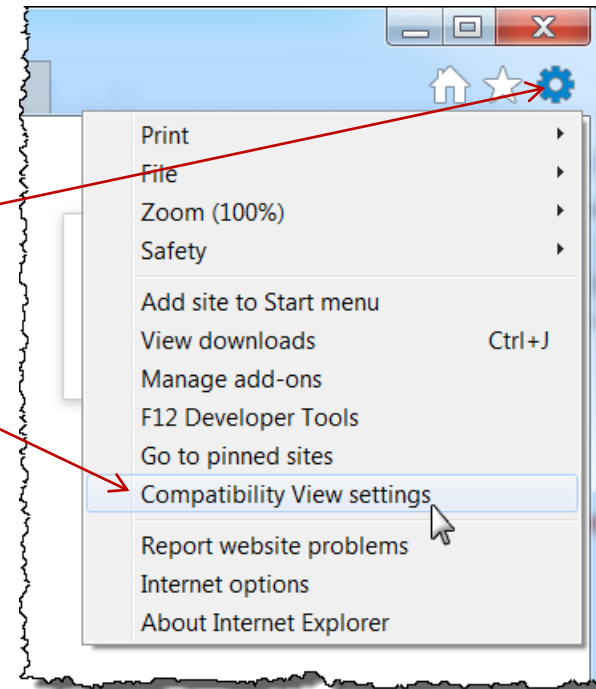
Ensure your browser's Compatibility View settings have been configured.

Open the browser's Tools menu, and select the *Compatibility View settings* item.

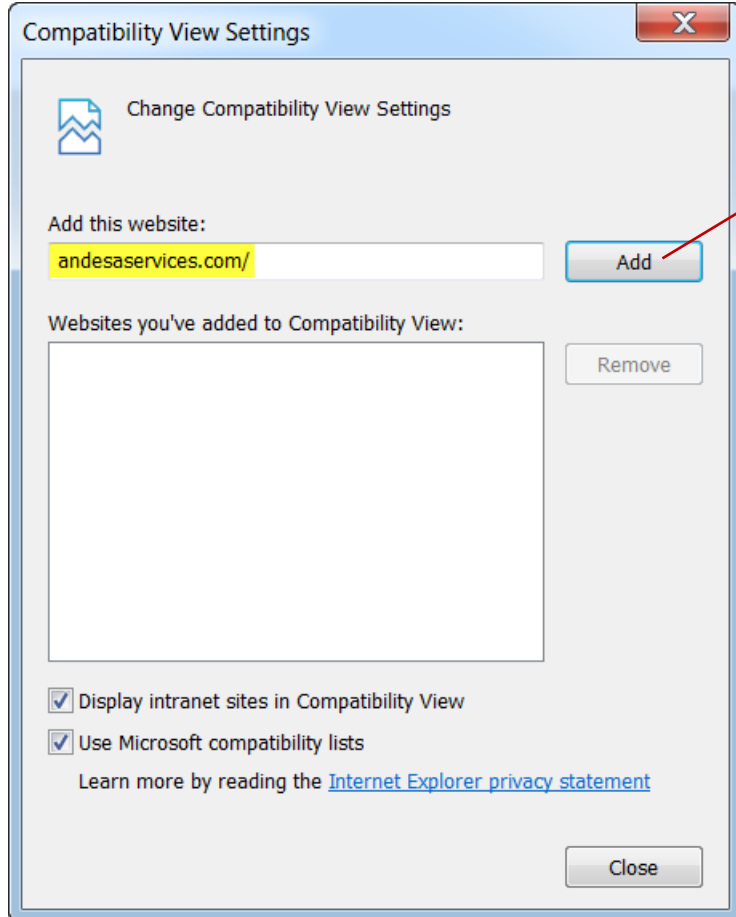
Note: Compatibility View must be enabled prior to user login.

Open the **Tools** menu

Select Compatibility View settings



In the *Compatibility View Settings* window, enter the site's domain name in the *Add this website:* text field, and click the **Add** button.



Click the **Add** button

Note: In most environments, IE automatically populates the *Add this website:* text field with the current site's domain if it is not already listed in the *Compatibility View* list.

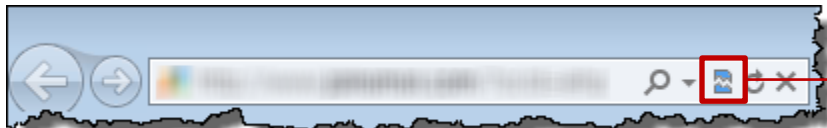
Once *andesaservices.com* is added to the Compatibility View list, click **Close**.

Compatibility View in IE9

In IE version 9, in addition to the *Compatibility View* list, a “page” icon is displayed on the browser’s address bar to indicate a site’s compatibility status. You can click the icon to turn on a page’s *Compatibility View*.



Click the icon to turn on *Compatibility View* in IE9

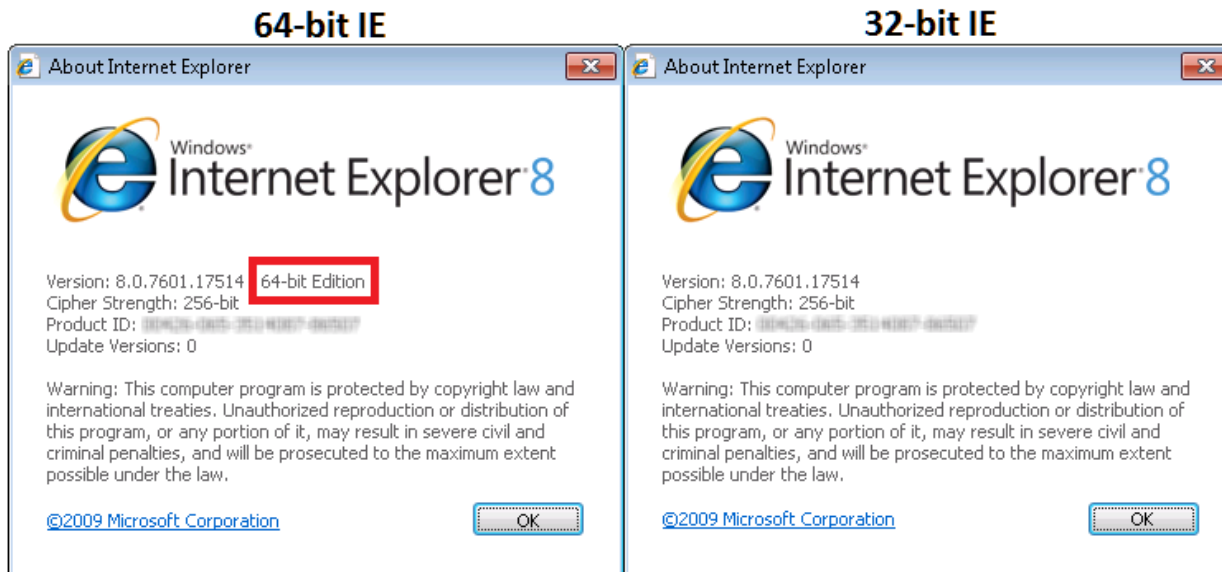


When active, the icon is a solid color

IE8 32-bit Versions

If you are using IE8, verify the 32-bit version is installed – ADASTAR will NOT perform optimally on earlier 64-bit browser platforms.

Open the Tools menu and select the *About Internet Explorer* Item. If the 64-bit version is installed, the phrase *64-bit Edition* is displayed.

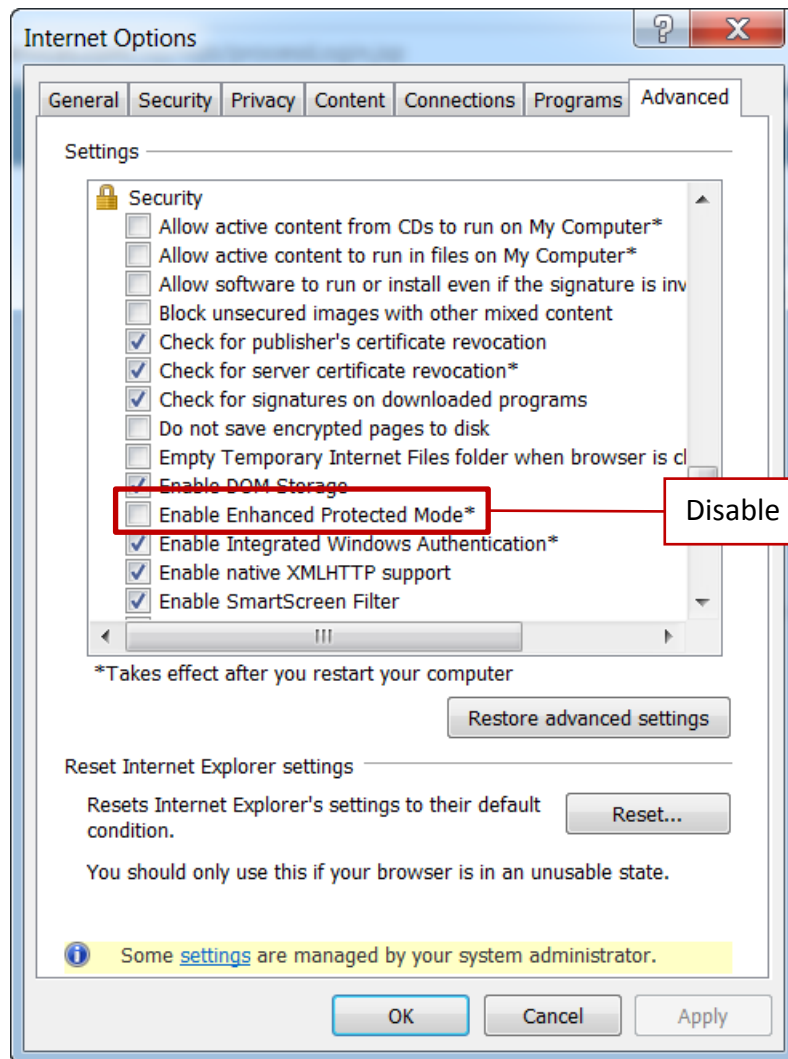


Disable Enhanced Protected Mode – IE10 and Later

Enhanced Protected Mode is a Microsoft security feature that was first introduced in Windows 8. When enabled, add-ons (toolbars, plug-ins, and extensions) are only allowed to be loaded when they are compatible with *Enhanced Protected Mode*.

In IE versions 10 and later *Enhanced Protected Mode* must be disabled to access ADASTAR.

Open the *Internet Options* menu, click the *Advanced* tab, uncheck the *Enable Enhanced Protected Mode** item (found under *Security*). Click **OK**.



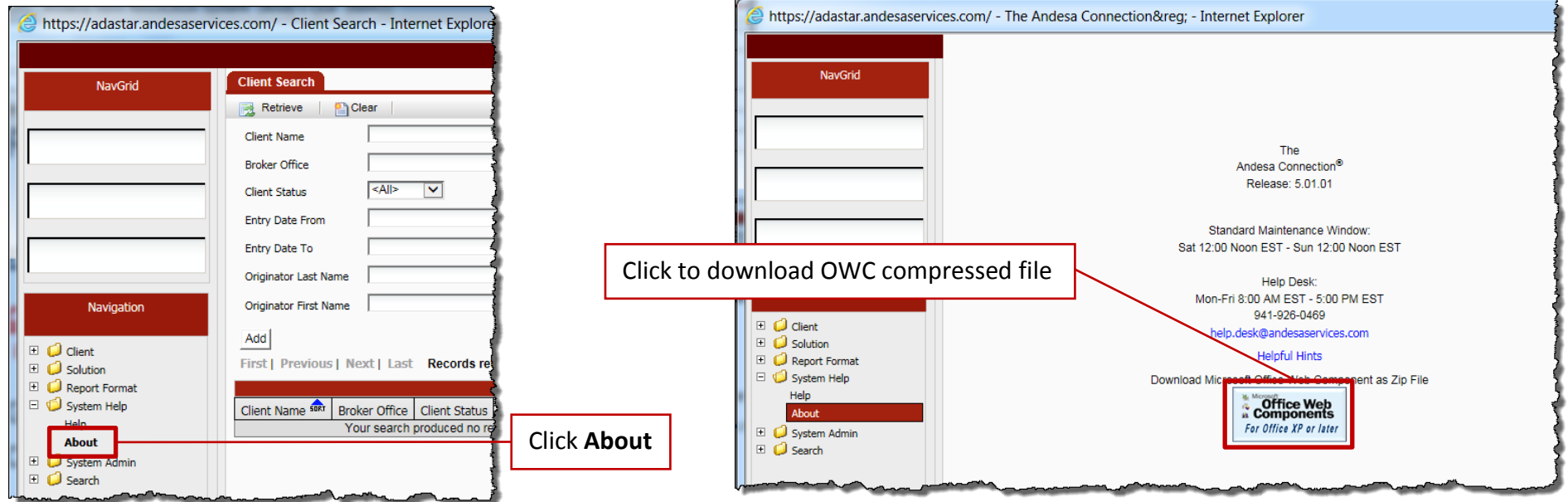
Disable - uncheck if checked – the *Enable Enhanced Protected Mode** item

Note: Always check with your Systems Administrator before making changes to your browser settings.

Office Web Components

Office Web Components (OWC) for Office XP or later must be installed to use ADASTAR.

In ADASTAR, go to the System Help folder on the navigation tree, and click the **About** link. On the *About* page, select an OWC download option – compressed or executable file.



Contact

For additional assistance, please contact the Andesa Services Help Desk:

- Monday – Friday, 8:00 a.m. – 5:00 p.m. Eastern U.S. Time
- (941) 926-0469
- Help.Desk@AndesaServices.com