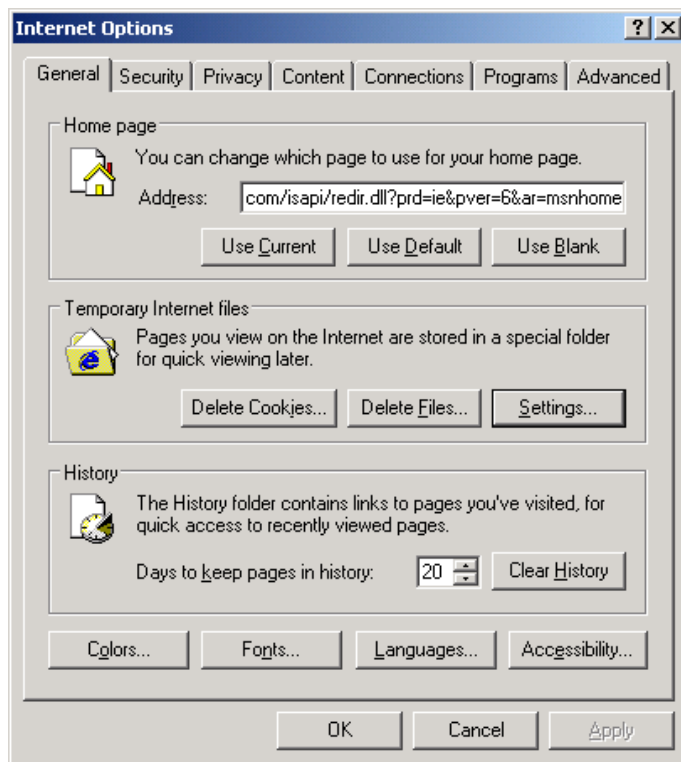


## Internet Explorer Configuration

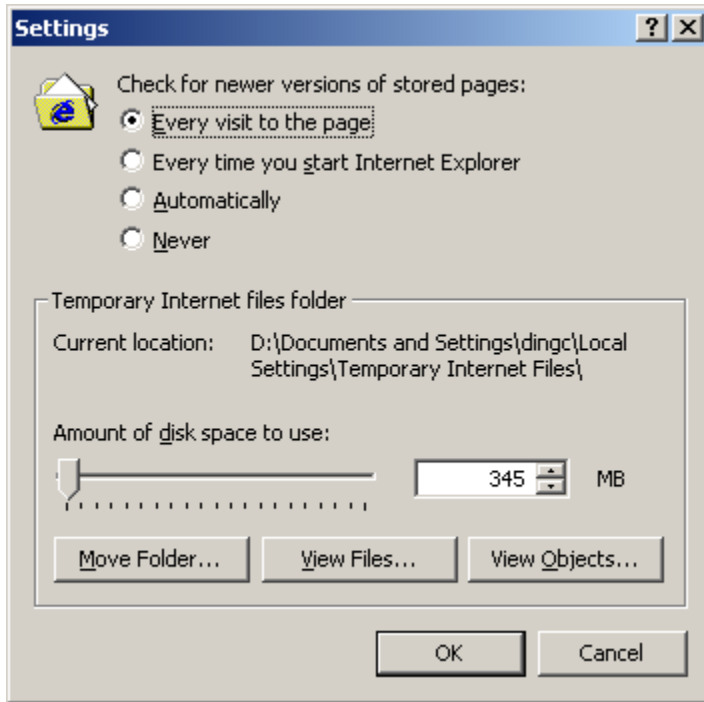
*Internet Explorer 4.x and 5.0x are no longer supported by PJM. If you have Internet Explorer 4.x or 5.0x, it is required to upgrade to Internet 5.5x or higher for PJM support of any eSuite/eTool applications.*

### Configuring Internet Explorer 5.5x, 6.x

1. Select **Tools** → **Internet Options** from the menu bar
2. On the "General" tab, select "**Settings...**" in the "**Temporary Internet Files**" section.



3. Under “Check for newer version of stored pages”, select the option for “**Every visit to the page**”.

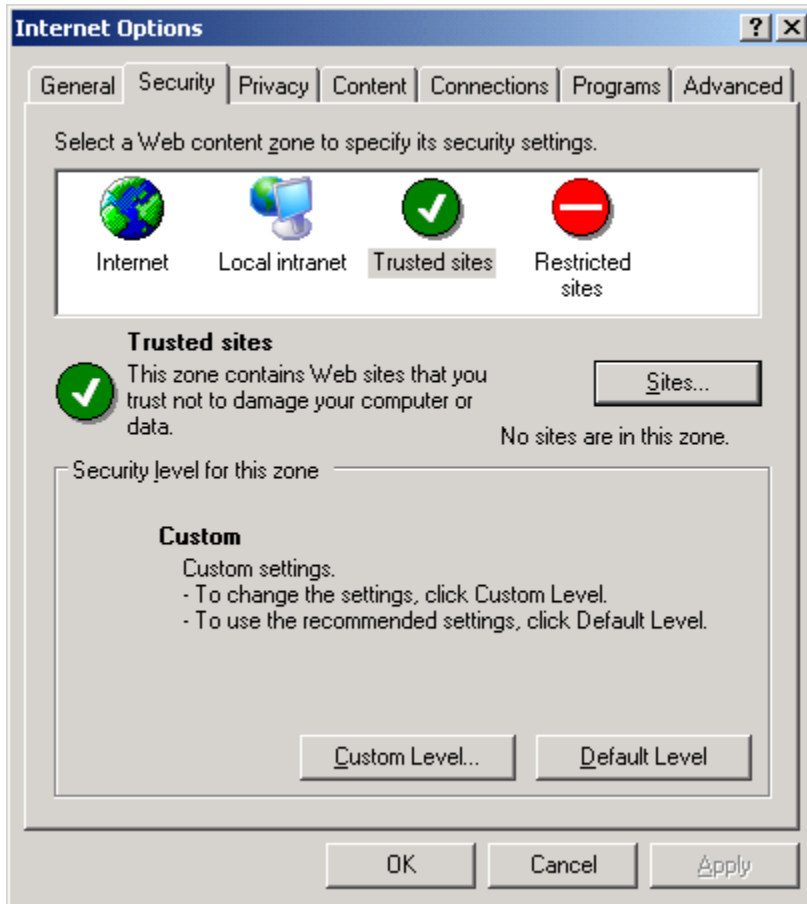


4. Under “Amount of disk space to use”, enter **100 or higher**.

5. Click “**OK**” to return to the “Internet Options” window.

6. Switch to the “**Security**” tab.

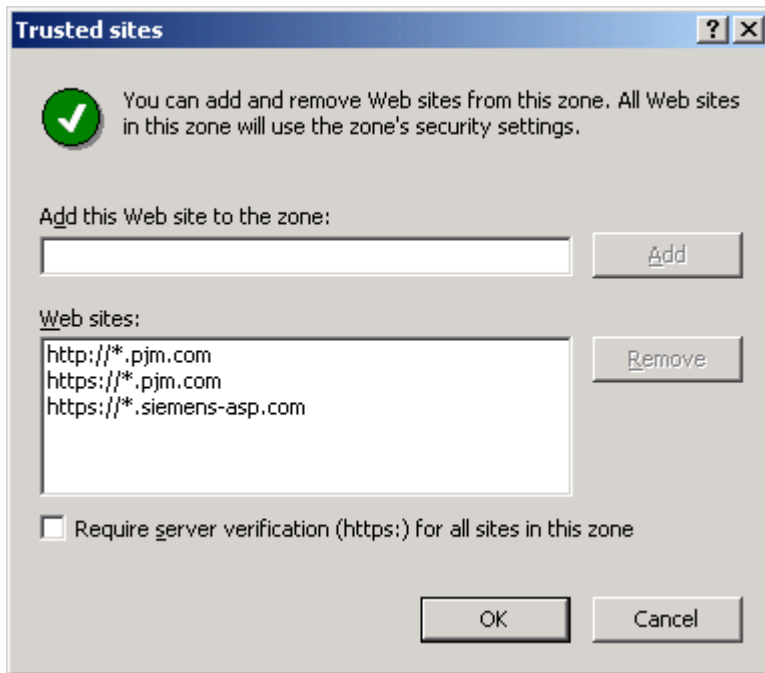
7. Click on the “**Trusted Sites**” icon.



8. Click the “**Sites...**” button.

9. Add the following sites to the zone (be sure to uncheck the “Require server verification” option before adding):

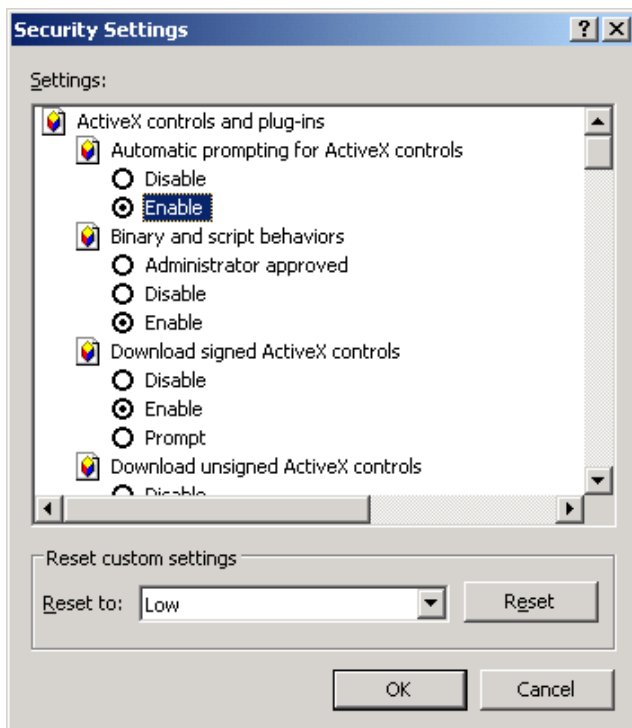
- [http://\\*.pjm.com](http://*.pjm.com)
- [https://\\*.pjm.com](https://*.pjm.com)
- [https://\\*.siemens-asp.com](https://*.siemens-asp.com)



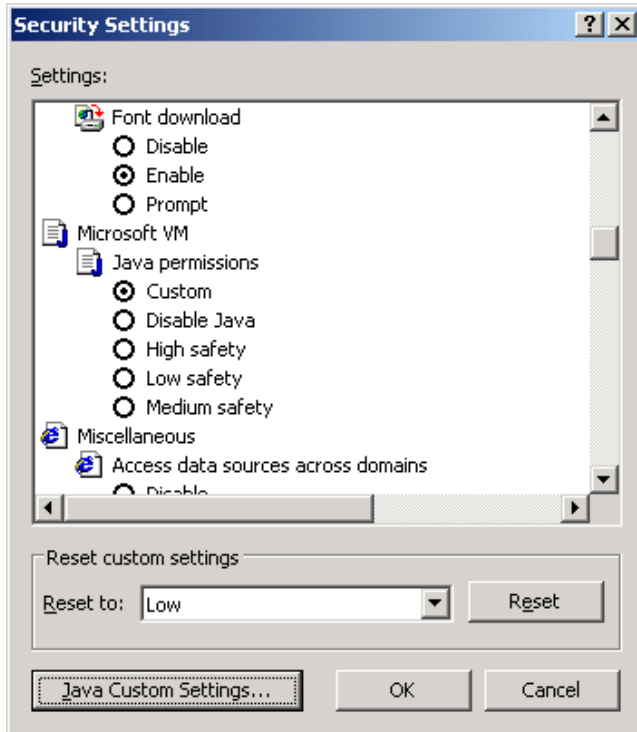
10. Click “**OK**” to return to the Security Tab (the “Trusted Sites” icon should still be selected).

11. Click on the “**Custom Level...**” button.

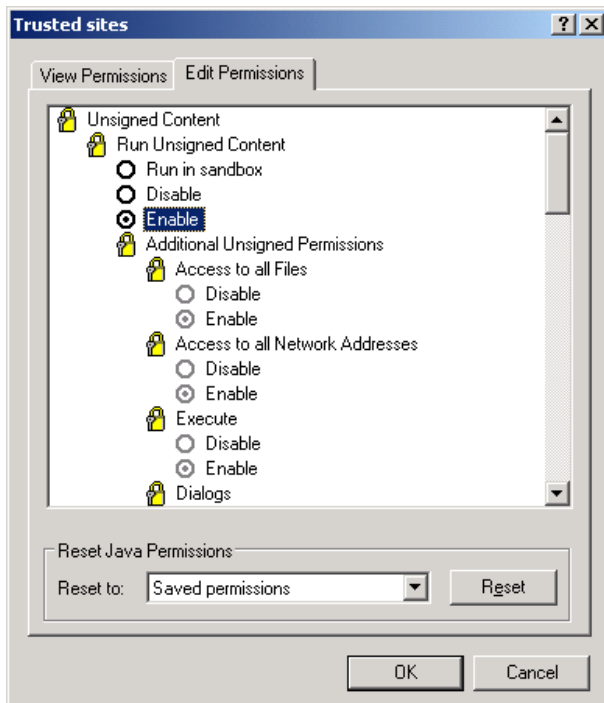
12. Make sure that the first five items (all related to ActiveX) are set to “**Enable**”.



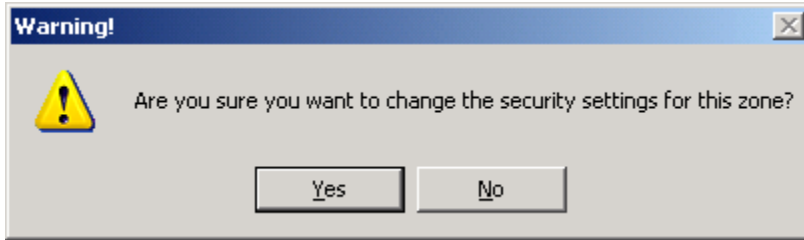
13. While still in the “Security Settings” window, scroll half way down the screen to the “Microsoft VM” section—select “**Custom**” under “**Java Permissions**”.
14. Click on the “**Java Custom Settings...**” button at the bottom of the window (to the left of the “OK” button).



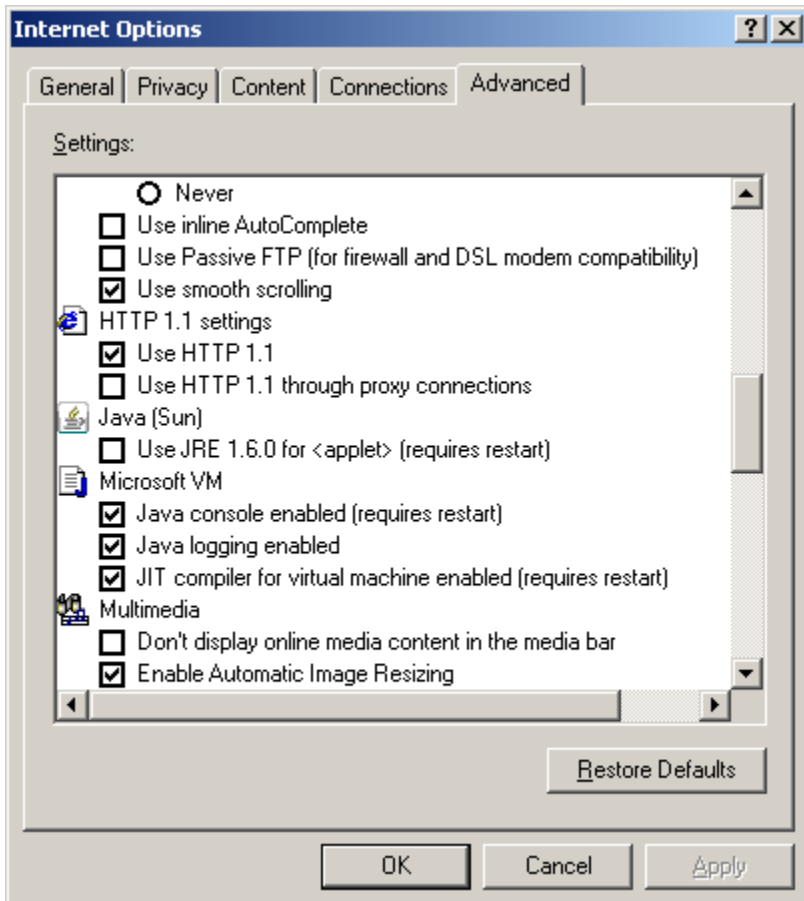
15. A popup window will appear. Click on the “**Edit Permissions**” tab.
16. Select the “**Enable**” option for the “**Run Unsigned Content**” and “**Run Signed Content**” sections.



17. Click **“OK”** twice to return to the **“Internet Options”** window.
18. Click **“Yes”** when prompted to change the security settings for this zone.



19. Switch to the **“Advanced”** tab in the **“Internet Options”** window (last tab).
20. Look for any sections entitled **“Java (Sun)”**.
21. **Uncheck** any items which appear in a **“Java (Sun)”** section—having the Sun JVM/JRE enabled as the default Virtual Machine will create problems when running the PJM eSuite applications.
22. Find the **“Microsoft VM”** section and select the following items:
  - **Java console enabled (requires restart)**
  - **Java logging enabled**
  - **JIT compiler for virtual machine enabled (requires restart)**



23. Locate the **“Security”** section and verify the following settings:

- Select **“Check for publisher’s certificate revocation”**
- Select **“Check for server certificate revocation”**
- Unselect **“Empty Temporary Internet Files folder when browser is closed”**

24. Select the **“Privacy”** tab of the “Internet Options” window.

25. Set the “Privacy” setting slider to **“Low”**.



26. Click on the **“Advanced”** button to open the **“Advanced Privacy Settings”** window.

27. Select the following options in the “Advanced Privacy Settings” window:

- **“Override automatic cookie handling”**
- **“Accept”** for First-party Cookies
- **“Accept”** for Third-party Cookies
- **“Always allow session cookies”**



28. Click **“OK”** twice to return to Internet Explorer.

29. Close all Internet Explorer windows and reopen.

30. Verify that all changes have been made before accessing the eSuite applications (a system restart may be required for some settings to become active).

## Troubleshooting

### ActiveX Errors

*If you are receiving an error stating that "the page you are running contains ActiveX and your security settings prohibit running this page", the instructions below should correct the problem (same as steps 6-18 above).*

1. Select **Tools** → **Internet Options** from the menu bar.
2. Select the "**Security**" tab.
3. Click on the "**Trusted Sites**" icon.
4. Click the "**Sites...**" button.
5. Add the following sites to the zone (be sure to uncheck the "Require server verification" option before adding):
  - [http://\\*.pjm.com](http://*.pjm.com)
  - [https://\\*.pjm.com](https://*.pjm.com)
  - [https://\\*.siemens-asp.com](https://*.siemens-asp.com)
6. Click "**OK**" to return to the Security Tab (the "Trusted Sites" icon should still be selected).
7. Click on the "**Custom Level...**" button.
8. Make sure that the first five items (all related to ActiveX) are set to "**Enable**".
9. While still in the "Security Settings" window, scroll half way down the screen to the "Microsoft VM" section—select "**Custom**" under "**Java Permissions**".
10. Click on the "**Java Custom Settings...**" button at the bottom of the window (to the left of the "OK" button).
11. A popup window will appear. Click on the "**Edit Permissions**" tab.
12. Select the "**Enable**" option for the "**Run Unsigned Content**" and "**Run Signed Content**" sections.
13. Click "**OK**" twice to return to the "Internet Options" window.
14. Click "**Yes**" when prompted to change the security settings for this zone.

### Microsoft Virtual Machine Errors

Newer versions of Microsoft Windows and Internet Explorer are NOT shipping with the Microsoft Virtual Machine (VM) installed. This component is required for running the PJM eSuite applications. If you need to install the Microsoft VM or want to verify that it is installed on your machine, please follow the instructions contained in this document: <http://www.pjm.com/etools/downloads/documents/installing-microsoft-vm.doc>

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**Other: Basic Troubleshooting**

The PJM Support Center can be reached at 610-666-8886.

**Please provide the following information to the Support Center:**

1. Have you used this application successfully on this computer before? \_\_\_\_\_
2. Are other people in your company having problems? \_\_\_\_\_
3. What other applications are running on your PC? \_\_\_\_\_
4. What is the name of the application with which you are having a problem? \_\_\_\_\_
5. What specific button was clicked or action was taken just before the error? \_\_\_\_\_
6. What is the exact error message? Some messages are very short but have a **"Details"** button. If so, the details button expands the window to provide a more detailed error message. Please save this error message to a text file. \_\_\_\_\_
7. What version of Internet Explorer is the customer using (Other internet browsers are not supported. IE version 5.5 or higher is required.)? \_\_\_\_\_
8. If there is a problem with a specific schedule or transaction, what is the PJM ID? \_\_\_\_\_

**Always check:****1) Can you load [www.pjm.com](http://www.pjm.com)? [esuite.pjm.com](http://esuite.pjm.com)?**

If yes to both, continue to step 2. If no to either, try a, b and c below.

- a) Can you load [www.pjm.com](http://www.pjm.com) on another PC? \_\_\_\_\_ [esuite.pjm.com](http://esuite.pjm.com)? \_\_\_\_\_
- b) Can you load [www.pjm.com](http://www.pjm.com) from a dial-up connection? \_\_\_\_\_  
[esuite.pjm.com](http://esuite.pjm.com)? \_\_\_\_\_

If the answer to (a) or (b) is no, call the PJM Support Center to report your troubleshooting results.

**2) Can you log into the application? \_\_\_\_\_**

- If no, does the screen now say "*Application Name* is temporarily unavailable..."? \_\_\_\_\_ If so, right click on that screen and select "View Source". Notepad will open with the contents of the page. Save this file to your computer. Call the PJM Support Center—they will provide you with an email address to which you can forward the file.
- If the "*Application Name* is temporarily unavailable..." message did not appear, what happened?  
\_\_\_\_\_

Please call the PJM Support Center to report this error.

**3) If a technical representative from your company is available, have them do the following and communicate the results to the PJM Support Center:**

- Ping [www.pjm.com](http://www.pjm.com) and [esuite.pjm.com](http://esuite.pjm.com).
- Do a trace route (tracert) to [www.pjm.com](http://www.pjm.com) and [esuite.pjm.com](http://esuite.pjm.com).
- Open the Java Console and capture any entries (View → Java Console from the menu bar).
- Provide your IP address.

- 
- Look for a yield sign shaped error icon in the corner of the browser status bar. If there are errors, click the details button for more information. Use Ctrl-A to highlight the entire error. Use Ctrl-C to copy it. Paste the error into a text file and save it.
  - Open a DOS command prompt and type "jview" to determine the version of the Java Virtual Machine you are using. The result will be in the format of "5.00.3810". In this example, 3810 is the virtual machine version. The version should be 3316 or higher. If it is not up-to-date, please follow the steps in the following document to update your version:  
<http://www.pjm.com/markets-and-operations/etools/~media/etools/installing-microsoft-vm.ashx>
  - Verify the browser configuration as outlined in this document
  - Refer to the PJM Support Center (610-666-8886) for additional troubleshooting techniques.