

Provider Manual CD-ROM Troubleshooting

Overview

When you install the CD-ROM to your system you may encounter some error messages or warnings. Use this document to assist with troubleshooting.

- Be sure to follow the instructions in the letter that accompanied the CD-ROM.
- Review the system requirements on the CD-ROM sleeve, or to contact your computer support representative to determine if your computer meets the system requirements.
- There are four messages/warnings that you may encounter during the installation process:
 - CD-ROM Will Not AutoRun
 - Active Content Can Harm Your Computer
 - Internet Explorer Information Bar
 - Macromedia Flash Has Stopped Unsafe Operation
- For questions about how to use the Manual on CD go to the “Help” section within the Manual. A link to the help is found at the bottom of the menu on the left side of the screen.

Note: The entire manual can be used right from the CD-ROM and is also available on www.connecticare.com. Installation is not a requirement.

CD-ROM Will Not AutoRun

When you put the CD-ROM in the drive it should automatically load and pull up the welcome page to the Manual. This may be due to the fact that the AutoRun function on your computer is turned off. To get around this you will need to take these steps.

- a. Go to My Computer
- b. Open the DVD/CD-ROM drive
- c. Double click on the file named "AutoRunPro.exe"
- d. This will take you to the welcome page of the Manual

**Active Content
Can Harm
Your
Computer**

Whenever a web page has what's considered active content, your browser may alert you to this. Anytime this message appears you should determine whether you trust the source of the content. In order to view ConnectiCare's Physician & Provider Manual, you will need to allow Active Content to run in the current location.

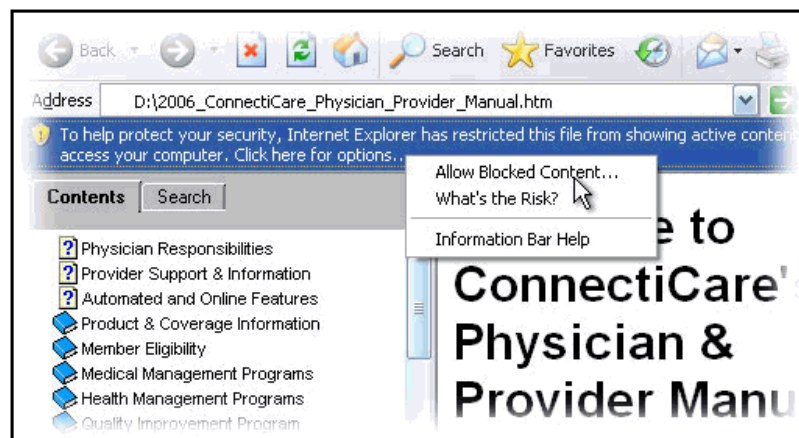
1. Check or uncheck the "In the future, do not show this message". Leave it checked if you DO NOT want to be warned in the future.
2. Click the **Yes** button to allow Active content for the current location.



**Internet
Explorer
Information
Bar**

By default, Internet Explorer blocks certain content from running. ConnectiCare's Physician & Provider Manual CD uses Macromedia Flash technology. To allow this content to run:

1. Click on the Information Bar to display the options.
2. Select Allow Blocked Content.
3. Select Yes in the Security Warning dialog box.



Macromedia Flash/Unsafe Operation

Due to some security changes in how documents are displayed in your browser, you must allow Macromedia Flash to access files on your hard drive.

Follow these steps to make the necessary changes:

1. Go to **Global Security Settings Panel** of the **Macromedia Flash Settings Manager**. These links open in a new window and link to Macromedia's website at: www.macromedia.com.
2. Click on **Edit Locations...**
3. Click on **Add Location...**
4. Click on the **Browse for Folder** button
5. Locate the directory where you installed the Physician & Provider Manual, by default C:\Program Files\ConnectiCare
6. Click the **OK** button
7. You must close all browser windows for the changes to take effect.

