

Time out issue in Fife ABS

The logging out issue being experienced by many people relates to a browser cookie problem. What needs to be done to fix this problem is to simply add into the browsers trusted site list the location of the server where the Fife ABS is run from. Once this has been done then clear out the browsers cache and cookies and shut down the browser. When you re-open the browser these changes will of taken effect and the issue will be resolved.

Described below is how to archive this in both Internet Explorer 6 and Firefox 2.

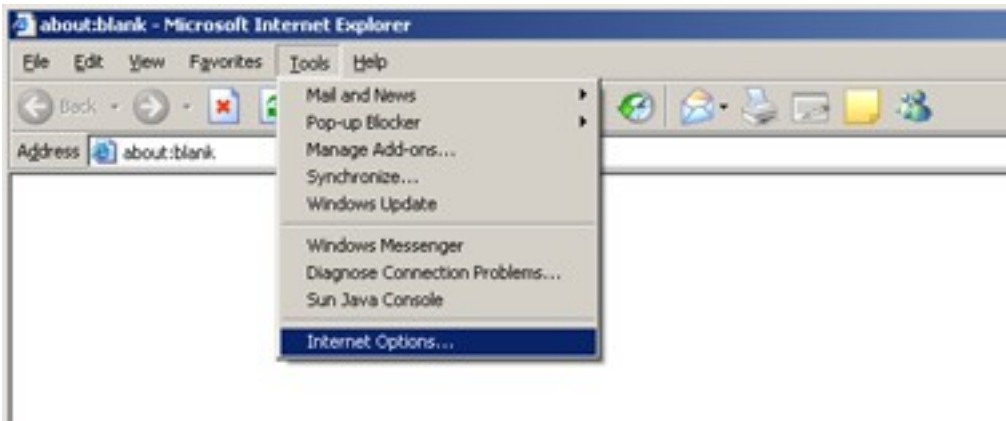
Be aware that depending on the exact version of firefox 2 or internet explorer 6 you are using the pop up windows may differ slightly where content and buttons are laid out. This does not mean you need to change any steps of the process, it just means the windows may not resemble the ones shown in this document.

Internet Explorer 6

Open the browser

Select tools from the menu options along the top

From this drop down menu select internet options (as seen below)



A new box will appear (as seen below)



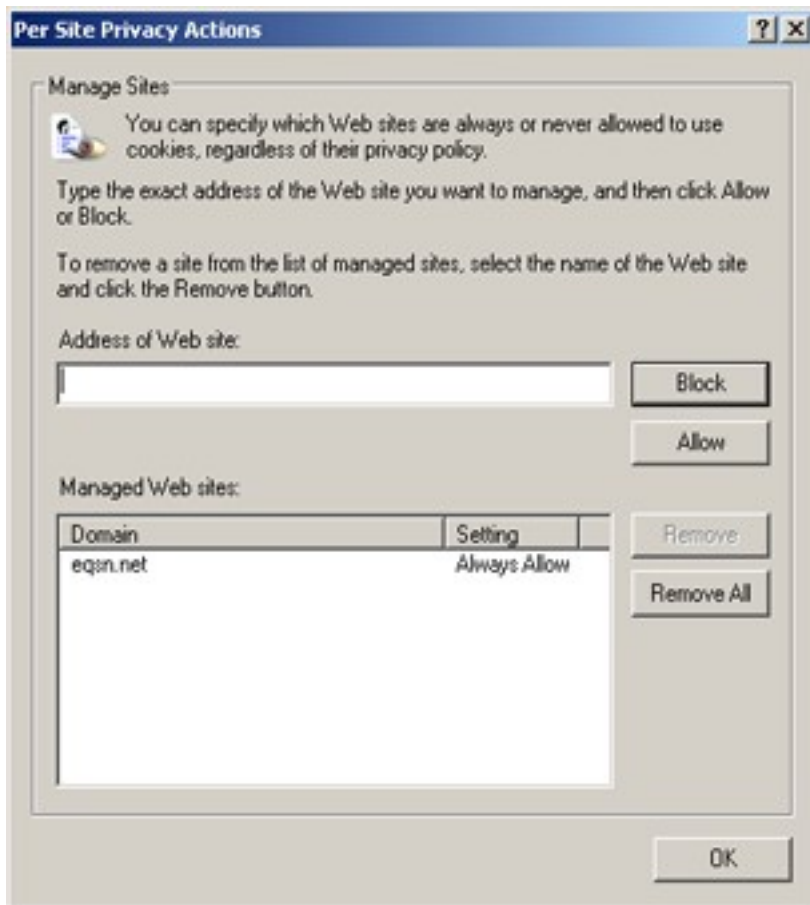
From this window select Delete cookies and then select delete files (this may take a few moments)

This needs to be done so as not to cause any caching issue when you view the site afterwards.

When this is done select the Privacy tab (third option along the top of the box) and you will be given new options (see below)



Now Select the Sites.. option, this will open a new window (see below)



Now in the Address of a website box enter the following:-

<http://doc.eqsn.net/>

and select the allow button. This will add eqsn.net to the domain listing in the bottom box (as seen in the image above)

In the Address of a website box enter the following:-

<http://fifeabs.org.uk/>

and select the allow button. This will add fifeabs.org.uk to the domain listing in the bottom box (as seen in the image above).

Select the ok button at the bottom of this window, then you will be taken back to the previous privacy window.

Select Ok here this will close this window.

Once you have done this, shut down internet explorer.

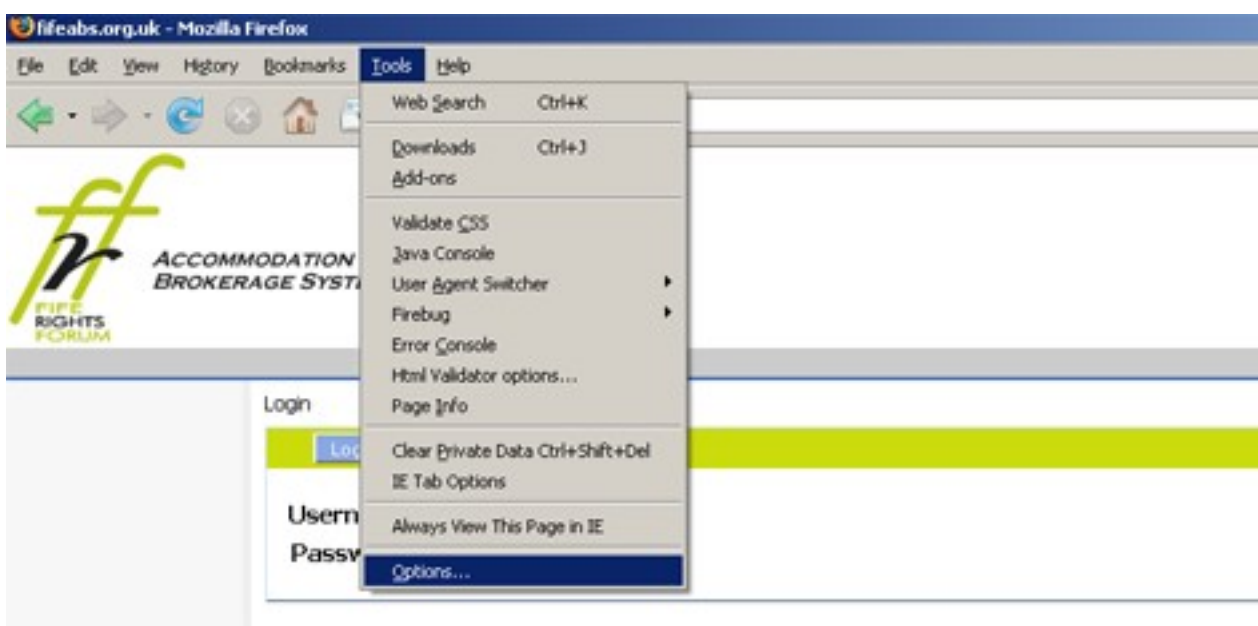
When you now Re-open internet explorer, it will have these changes applied and there should no longer be the logging out problem.

Firefox 2

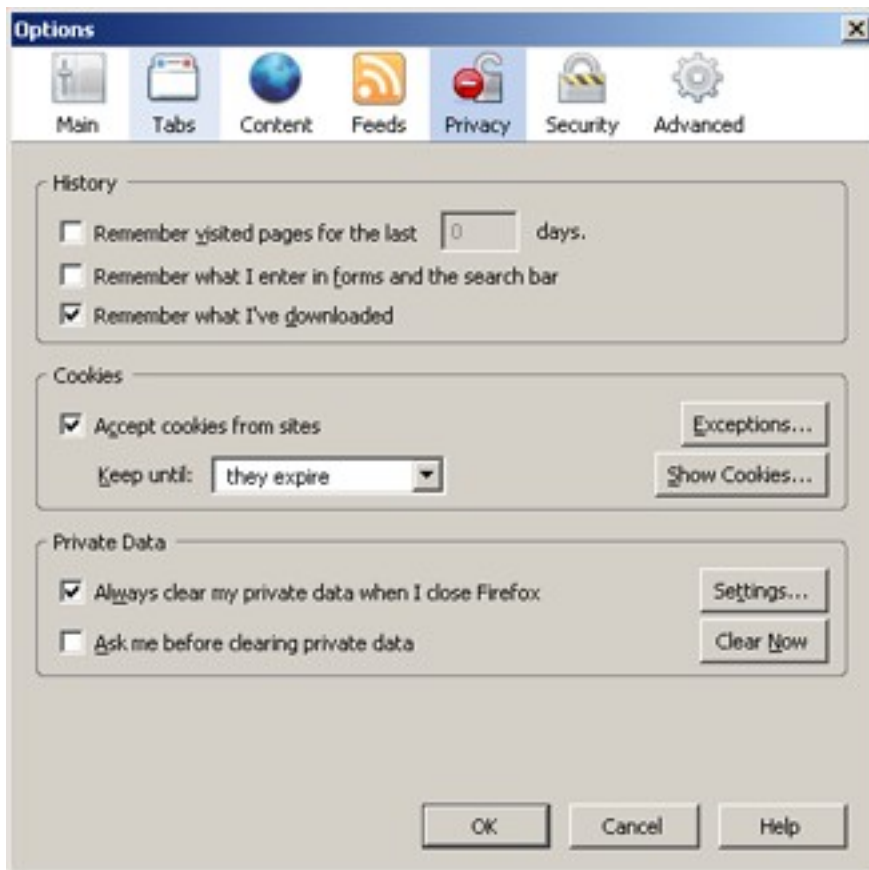
Open firefox

In the top menu select tools

Then from this drop down menu select options... (as shown below)

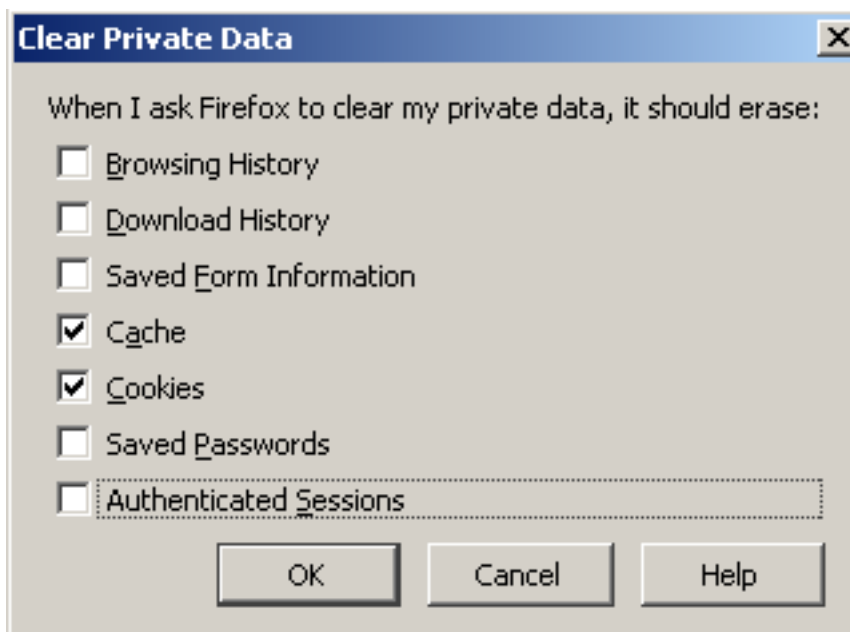


This will open a new window (as below / next page)



In this window select the privacy tab from the top list (fifth from the left, as shown above)

From this list select settings (which is in the private data section) this will open a new window like below



For our issue you will only need to clear Cache and Cookies, so select them like above and select ok

This will take you back to the previous window now click the Clear now button. This needs to be done so as not to cause any caching issue when you view the site afterwards.

Now select the exceptions button beside the cookies heading this will bring up a new window like below.



In the address of web site box add in <http://doc.eqsn.net/> and select Allow

This will add doc.eqsn.net to the box below (as you can see above)



Similarly in the address of web site box add in <http://fifeabs.org.uk/> and select Allow

Once you have done this, shut down firefox.

When you now Re-open firefox, it will have these changes applied and there should no longer be the logging out problem.