

Livelink - Frequently asked Questions (FAQs)

Overview

Problems logging in

- You get an error message when trying to log in
- You get an empty browser windows when trying to access Livelink
- When logging in your are always thrown back to the login page

Viewing problems

- You cannot see the menus in the right upper corner of the screen (Personal, Enterprise, Tools, Help)
- You click on the Functions button and nothing happens or you get an error message
- Configuring Web Browsers for the use of Livelink

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You get an error message when trying to log in

With a correctly installed browser (Netscape or MS Internet Explorer) there should not be any problems.

If the login fails it could be caused by the following reasons:

- **The Livelink server is unavailable**

Please wait for a few minutes and then try again. If it takes longer than five minutes please contact the [SN Helpdesk](#).

- **The URL is incorrect**

The correct Livelink URL is <http://livelink.standard.no>



Error message MS Internet Explorer if the server is down or a wrong URL was entered

- **Your user name or password is incorrect**

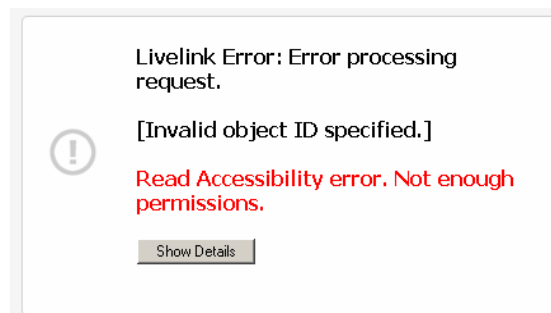
Livelink User names and passwords are case sensitive so be sure to type them in exactly as you received them. If the problem persists, please contact the helpdesk.



Error message if username or password is incorrect.

- **You do not have permission to see the folder**

You are not allowed to see the folder. Contact the SN contact person of the area to ask for permission if you are entitled to see it.



You get an empty browser window when trying to access Livelink

For security reasons we use a 128-bit encryption which is not supported by older browsers. In this case, please install a newer browser.

Netscape version 4.5 or 4.7x You can download Netscape from this

URL: <http://wp.netscape.com/download/archive.html>

(Netscape version 6.x is unfortunately not supported by our Livelink version and there will be problems with the Java runtime engine.)

For older versions of MS Internet Explorer the 128-bit encryption can be installed separately.

You can download the High Encryption Pack from this URL:

<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp>

We recommend to use MS Internet Explorer version 5.5 SP2 or higher.

When logging in you are always thrown back to the login page

Your browser does not accept cookies. You can check this following the description below on how to configure web browsers.

**You cannot see the menus in the right upper corner of the screen
(Personal, Enterprise, Tools, Help)**

Java is either not enabled or not working properly. The location of the Java options depends on your browser. For Microsoft Internet Explorer, the location of these options also depends on the browser version.

You click on the Functions button, nothing happens or you get error message

Java or JavaScript is not enabled or not working properly.

Configuring Web Browsers for the use of Livelink

To access any the CEN Livelink server, end users need to have one of the following Web browser installed on their workstations. In the following it is described how the cache, cookie, JAVA and JavaScript settings should be set up in the different browsers.

Netscape Navigator 4.5 or later

1. Open Netscape Browser and click *Preferences* on the *Edit* menu
2. Click on the *Advanced* folder in the left-hand list box
3. Click on *Enable Java* and *Enable JavaScript*
4. Click on *Accept all cookies*
5. Expand the *Advanced* folder, then click *Cache* in the *Category* list
6. Click the *Every time* radio button
7. Click *OK*

Microsoft Internet Explorer 4.0x

1. Open Internet explorer and click *Internet options* on the *View* menu
2. Click the *Settings* button under *Temporary Internet files* on the *General* tab
3. Click the *Every visit to the web page* radio button, click *OK*
4. Click on the *Advanced* tab
5. Scroll *Options* to *Securities and Cookies*
6. Click on *Always accept cookies*
7. Scroll options to *JAVA VM*, select *JAVA JIT compiler enabled*

Microsoft Internet Explorer 5.0x

1. Open Internet explorer and click *Internet options* on the *Tools* menu
2. Click the *Settings* button under *Temporary Internet files* on the *General* tab
3. Click the *Every visit to the web page* radio button, click *OK*
4. Click on the *Advanced* tab
5. Scroll options to *JAVA VM*, select *JIT compiler for virtual machine enabled*
6. Click on the *Security* tab
7. Click on the *Custom Level* button
8. Scroll Settings to *Cookies*
9. Click on *Enable* for both type of Cookies