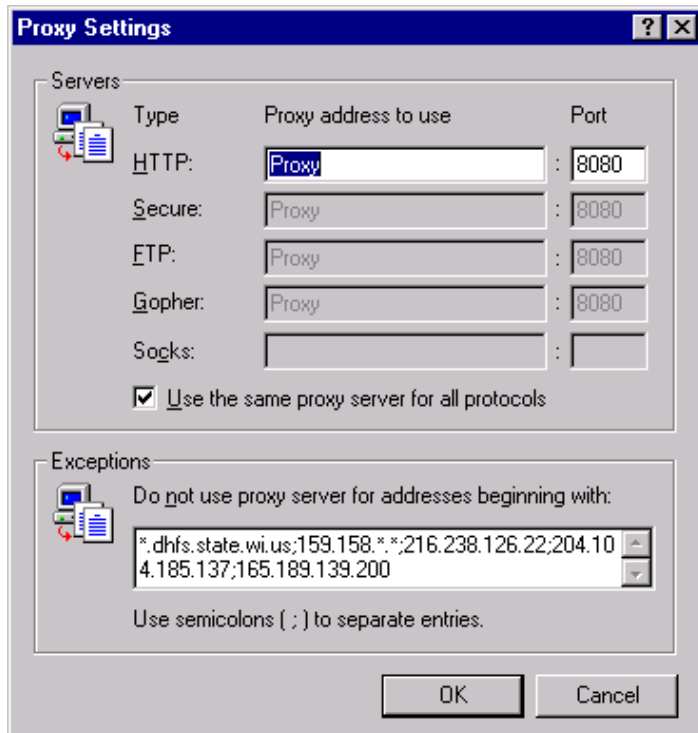


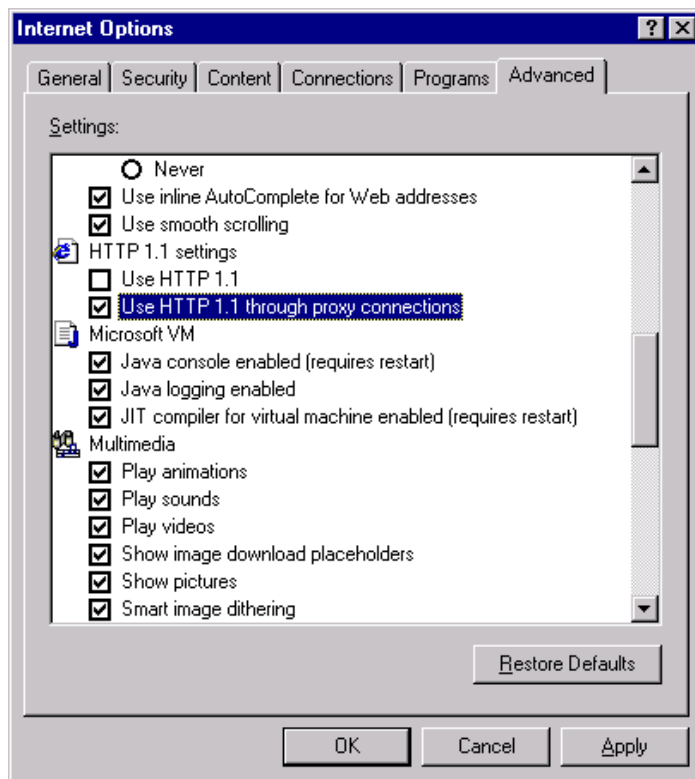
.ocx file did not install automatically.

Before doing a manual installation, perform these steps:

- Make sure the user has administrator access (If not ocx will not install manually or automatically). Administrator access is required to install but not to use it.
- Ask administrator to check if firewall is blocking the ocx, if so they have to write rules to allow it or do manual install.
- Do a manual install on one of the machine just to make sure if all the required dll's are there, if it installs fine then try the other steps mentioned below, if it did not install then check manual installation problems.
- In some of cases bypassing the proxy server will resolve the issue, this can be done either on the server side (administrator will know the details) or as follows on the client machine, IE>Tools>Internet Options>
- Go To 'Connections' tab > Click on the LAN Settings button and click on 'Advanced' button and add *.dhfs.state.wi.us to the box shown below.



- Try changing the setting to “Use HTTP1.1 through proxy connections” on Advanced tab. This has worked for some counties.



Close and Return to eWiSACWIS button is not showing up

This is caused by problems with C:\eWiSACWIS\Template\eWiSACWIS1.dot file, which is template used by eWiSACWIS application to show the buttons. The file is normally downloaded when end user logs on to the application. Try these ideas:

- First check to make sure the C:\eWiSACWIS\Template\eWiSACWIS1.dot file exists on the local drive or on the citrix server.
- Try double clicking on the file. If an error message pops up the file has become corrupted. If this is the case, delete the file and log on to the application again.
- Users of PCs with MS Word 2002 or higher installed may received a Security Warning when a document is launched for the first time. The message is ".... contains macros by Wisconsin Department of Health..." If this occurred and the user did not check the “Always trust macros” option the buttons will not show up. When this happens, you will need to delete the eWiSACWIS1.dot file and re-login.
- If .rtf documents can be opened, try copying eWiSACWIS1.dot file to the default template folder