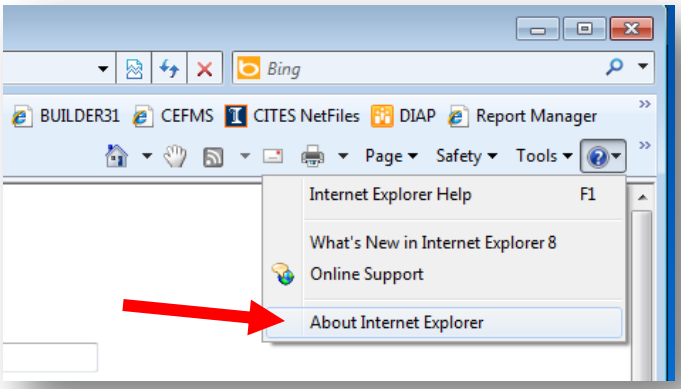
BUILDER™ 3.0 – File Download Troubleshooting

Instructions for Internet Explorer settings to be able to download files out of the BUILDER™ 3.0 web application.

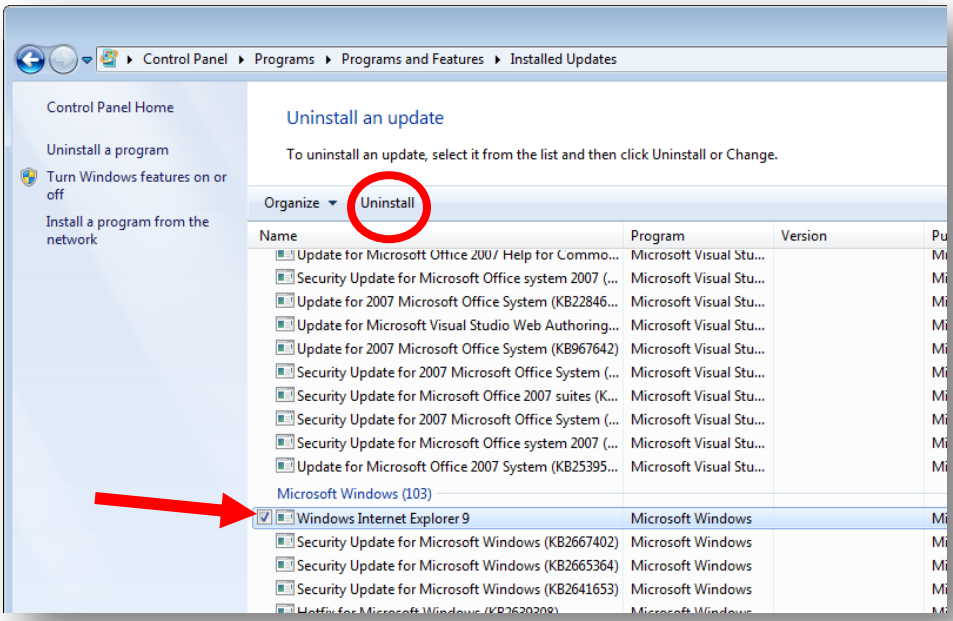
BUILDER™ 3.0 is optimized to work with Microsoft Internet Explorer. Furthermore, BUILDER™ does not have full functionality in Internet Explorer 9.0 which is their latest release. Here are the steps to roll Internet Explorer back to version 8.0.

1. To find out what version of Internet Explorer (IE) you have, open up IE and click on the drop down next to the question mark at the top. Then choose "About Internet Explorer". If you have version 9, continue with the following directions.



2. Go to your Windows Control Panel (generally Start Button→Control Panel from your launch area). From the Control Panel window, enter the "Programs and Features"
3. In the "Programs and Features" window, click on "View Installed Updates" on the left hand side of the window. Navigate down to the Microsoft Windows heading and you should find "Internet

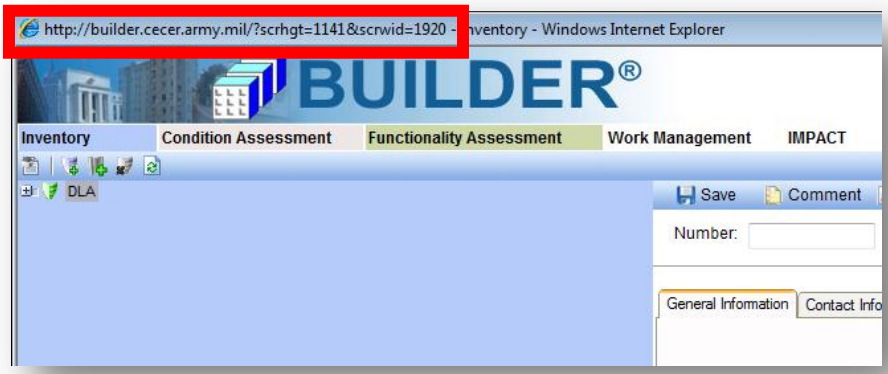
Explorer 9”. Click on it, then click on the “Uninstall” button near the top of the screen.



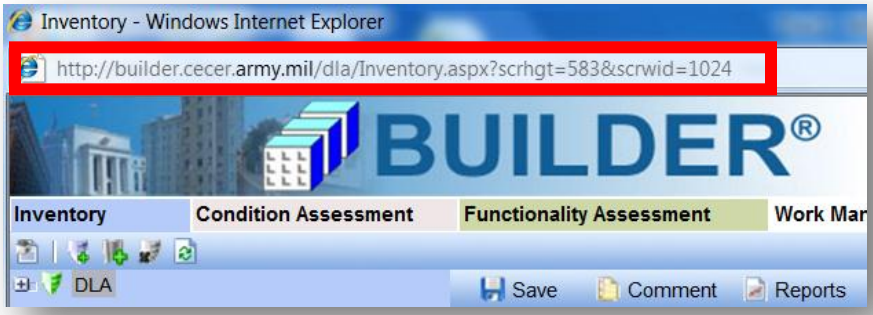
4. After this is finished, you will now have Internet Explorer 8 restored.

To be able to download files from BUILDER™, the security options in the Internet Explorer settings need adjusted by following the instructions below.

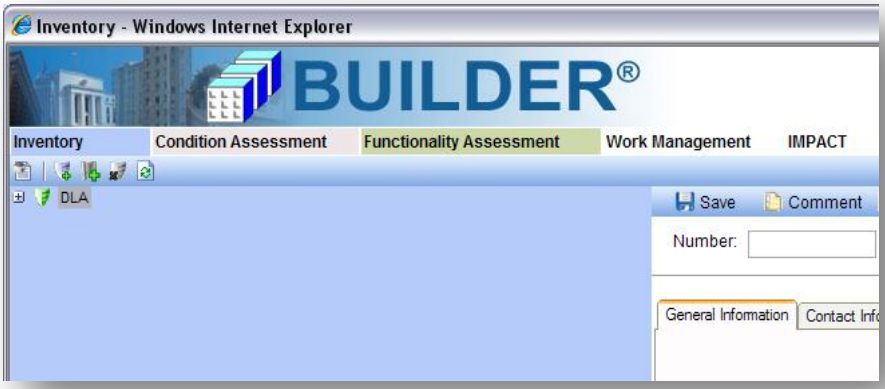
1. The quickest way to see if you need to adjust the Internet Explorer security settings, is to login to BUILDER™ and look at the top title information.
   If your security settings are NOT set properly, the top title area will have this additional text:



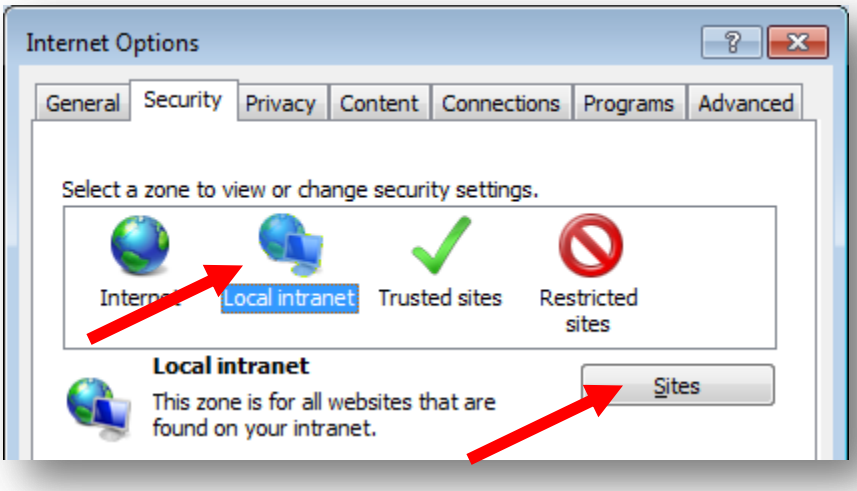
   Another view that will indicate incorrect security settings will have an additional address bar below the title bar as in this screenshot:



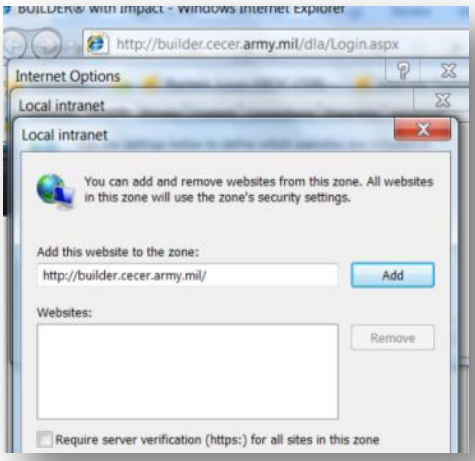
   When your security settings ARE set properly, the top title will not have the additional text:



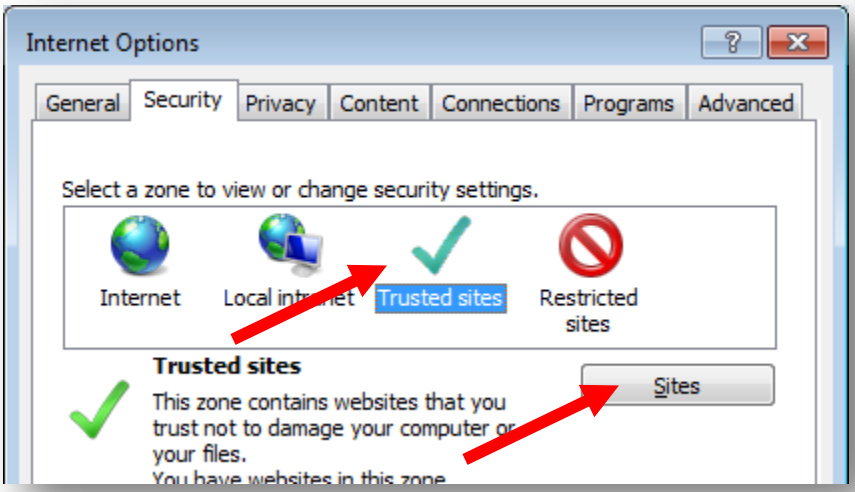
2. If your security settings need adjusted, navigate to 'Tools → Internet Options' within Internet Explorer. Next, click on the Security tab. Depending on what location you are accessing BUILDER™ from, it is best to add the domain into two different security areas as trusted locations.
3. Click on "Local Intranet". Then click on the "Sites" button.



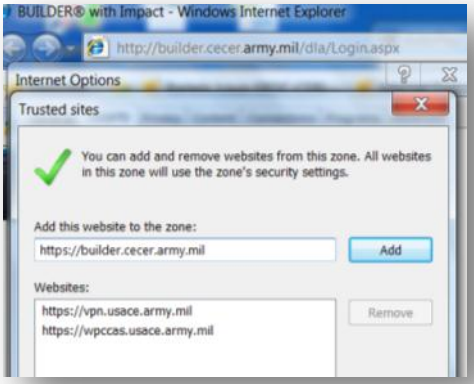
4. When the next dialog box opens, click on "Advanced"
5. You will now to add the "http" domain of the BUILDER™ website. For this example, I'm entering http://builder.cecer.army.mil. There is no need to add any extensions when entering this (ex. http://builder.cecer.army.mil/AirForceBuilderSite) After typing the domain, click on "Add".



6. Now go back to the previous Security tab and click on “Trusted Sites”. Then click on “Sites”.



7. You now need to add the “https” domain of the BUILDER™ website. Please note the addition of the “s” at the end of “http” for this entry. For this example, I’m entering https://builder.cecer.army.mil. After typing the domain, click on “Add”.



8. Your Internet Explorer settings should be setup correctly to be able to download BRED files and other various downloads such as reports, etc…