

Green Screen and compatibility issues with Web Accounting

Green screens normally occur on the following instances

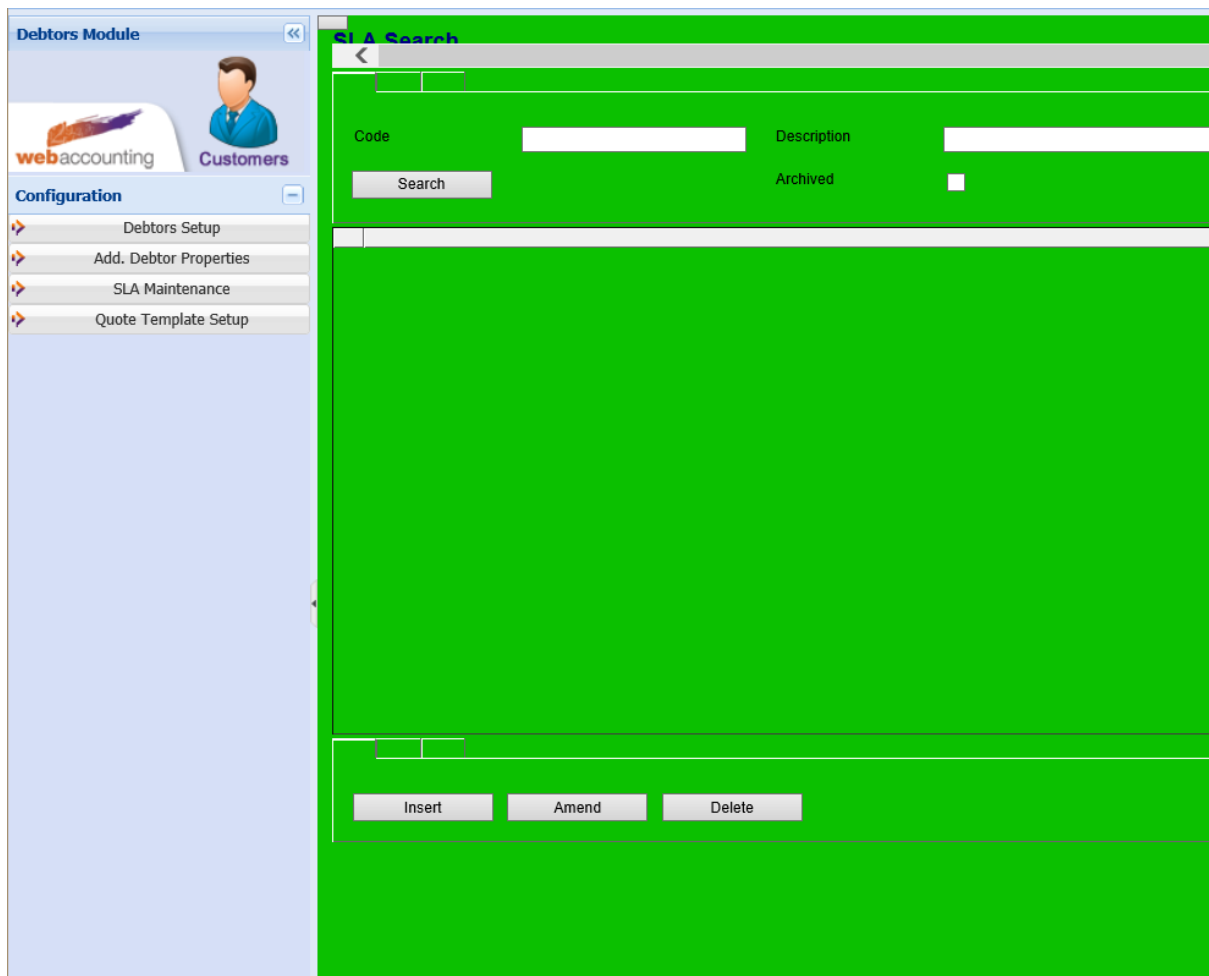
1. Using Fire Fox
2. Using any other browser other than Internet Explorer.
3. The new IE 9 and 10 have compatibility issues.

To solve problems

1. Using Fire Fox – no solution yet, you need to use Internet Explorer.
2. Other browser - no solution yet, you need to use Internet Explorer.
3. Compatibility issues

This occurs when you delete your internet cache and have the Delete History tick box tick, it then also clears out your compatibility safe lists. This means you will have to recreate this list when you get green screens.

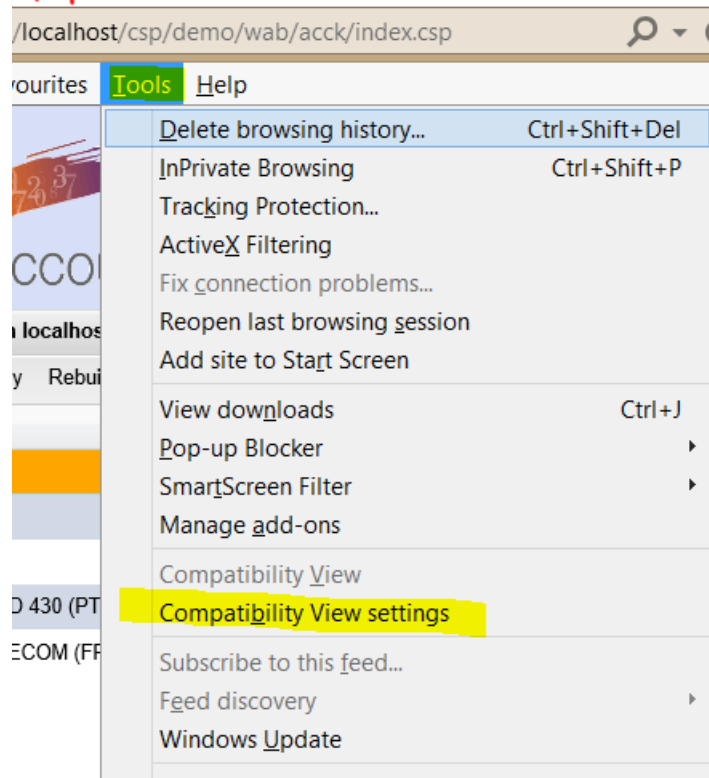
Here is an example as to what happens



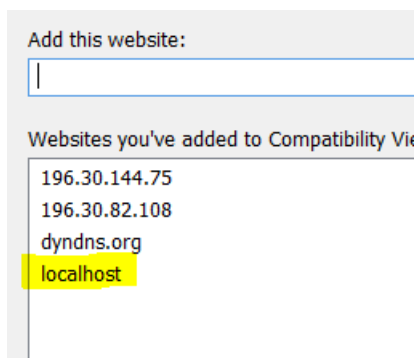
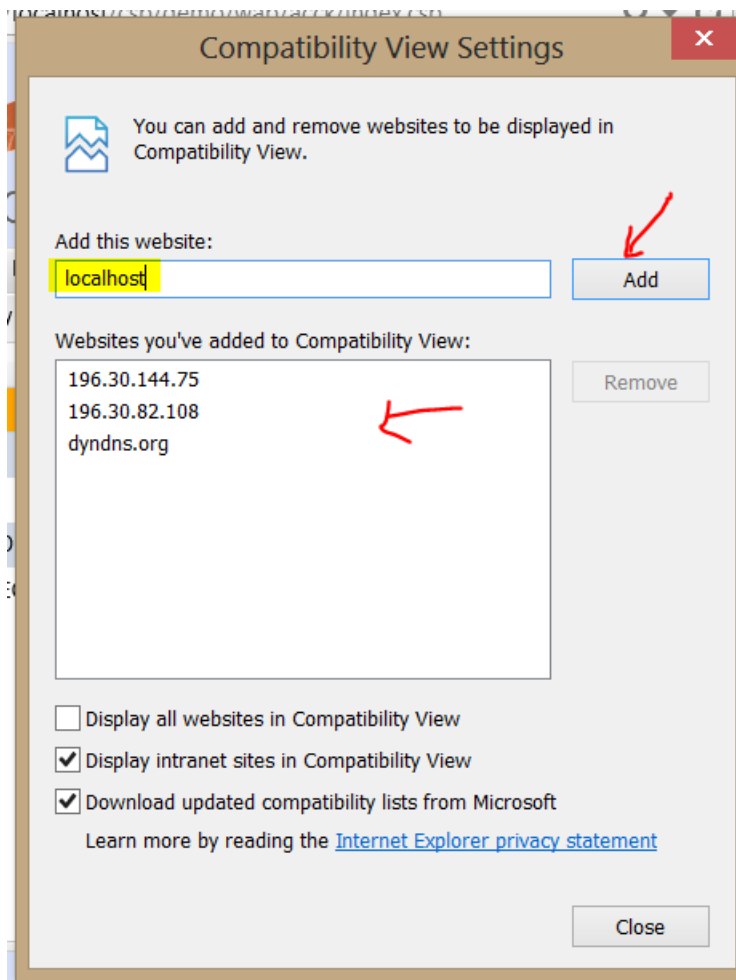
To fix- do the following

When you are in Internet explorer, use the keyboard and press

ALT + T

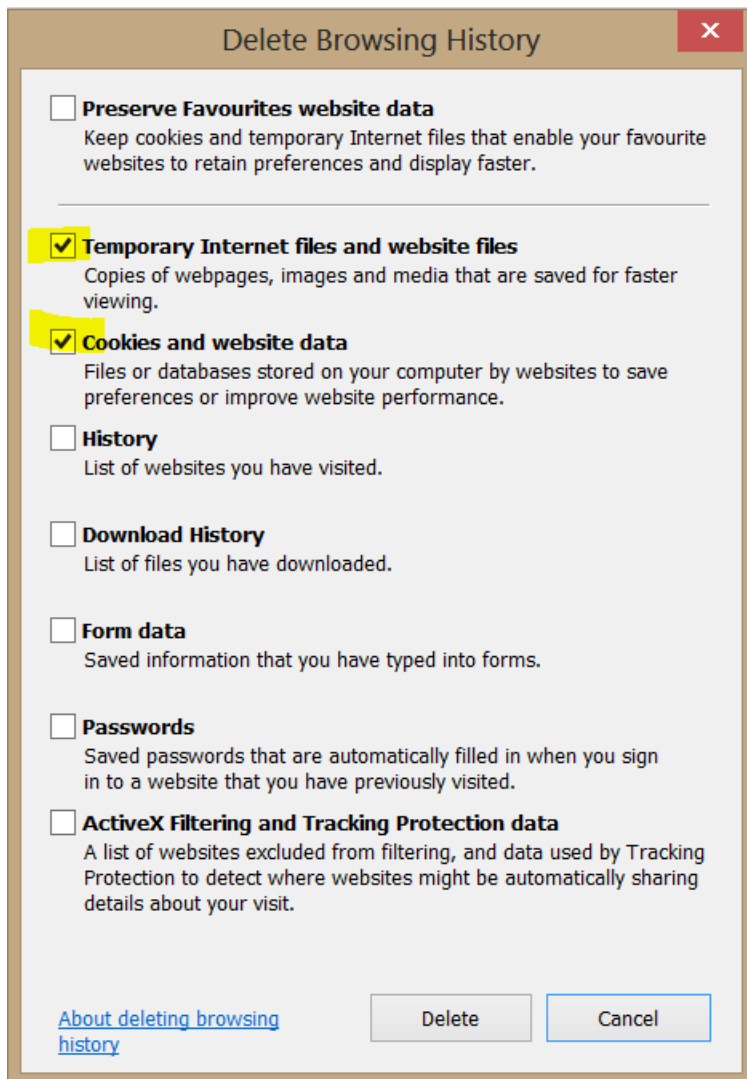


Add in the website address which is a problem



Log back into Web Accounting and then this will be sorted out

To avoid this from happening again, make sure that your Delete Internet cache settings are as follows:



Delete Browsing History

Preserve Favourites website data
Keep cookies and temporary Internet files that enable your favourite websites to retain preferences and display faster.

Temporary Internet files and website files
Copies of webpages, images and media that are saved for faster viewing.

Cookies and website data
Files or databases stored on your computer by websites to save preferences or improve website performance.

History
List of websites you have visited.

Download History
List of files you have downloaded.

Form data
Saved information that you have typed into forms.

Passwords
Saved passwords that are automatically filled in when you sign in to a website that you have previously visited.

ActiveX Filtering and Tracking Protection data
A list of websites excluded from filtering, and data used by Tracking Protection to detect where websites might be automatically sharing details about your visit.

[About deleting browsing history](#)