



RESOURCE GUIDE

Data Center Troubleshooting:

Viewing Reports in Internet Explorer

Purpose

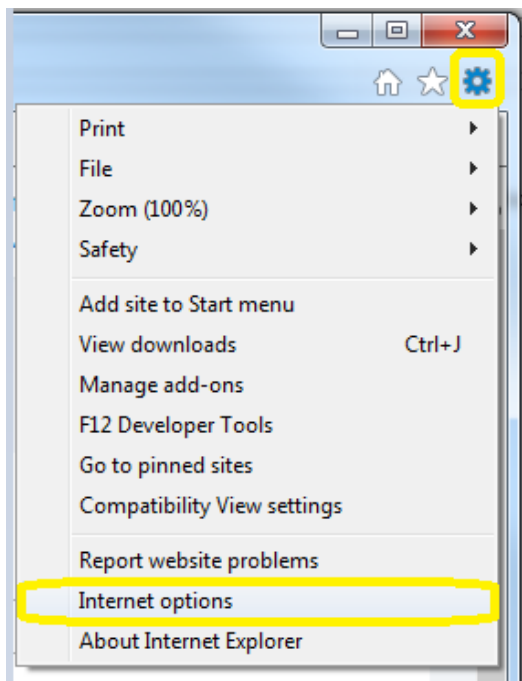
This document troubleshoots the “content display frame” or blank page errors when viewing Data Center reports in an Internet Explorer browser.

Process

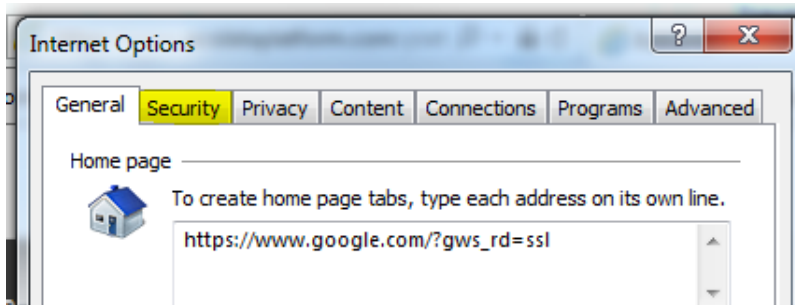
Some versions of Internet Explorer are causing Data Center reports to load blank or display a “content cannot be display in a frame” error.

If you are experiencing these errors in your Internet Explorer browser, please perform the steps outlined below to help resolve this issue. You can also use a different browser such as Chrome or FireFox (if your computer allows it) to successfully view these reports.

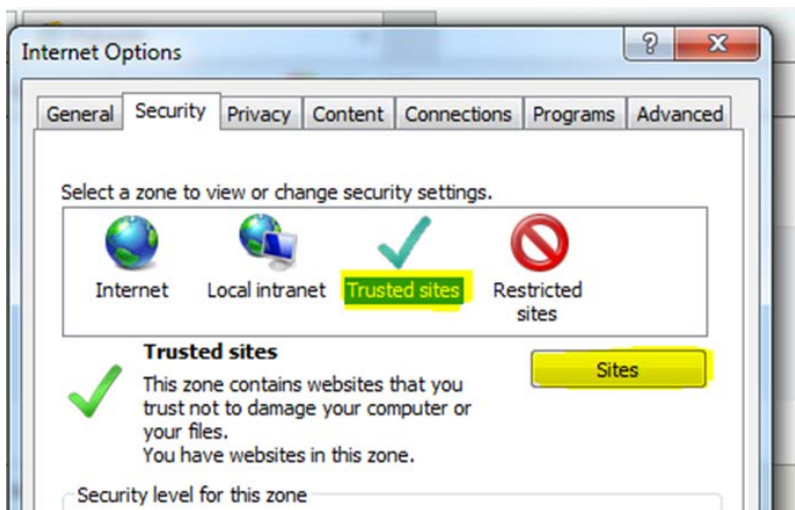
1. Click the Gear icon at the top right of the Internet Explorer window and select ‘Internet Options’



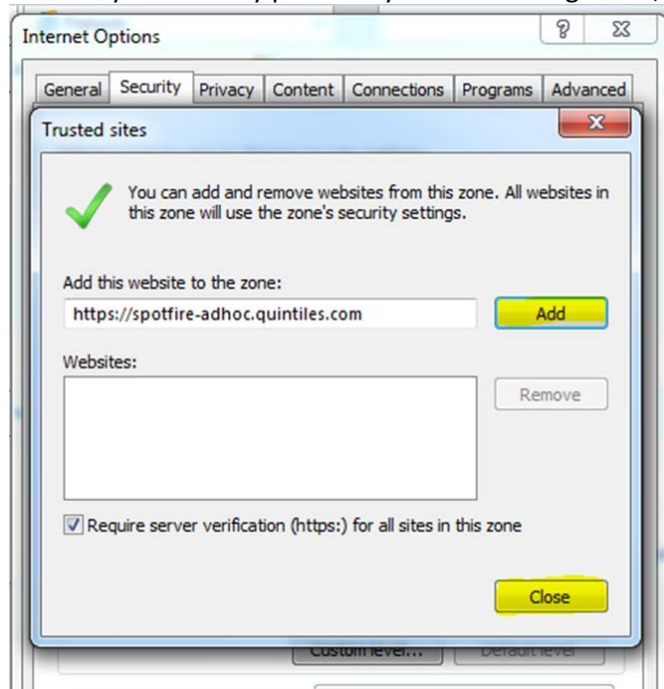
2. Click the Security Tab



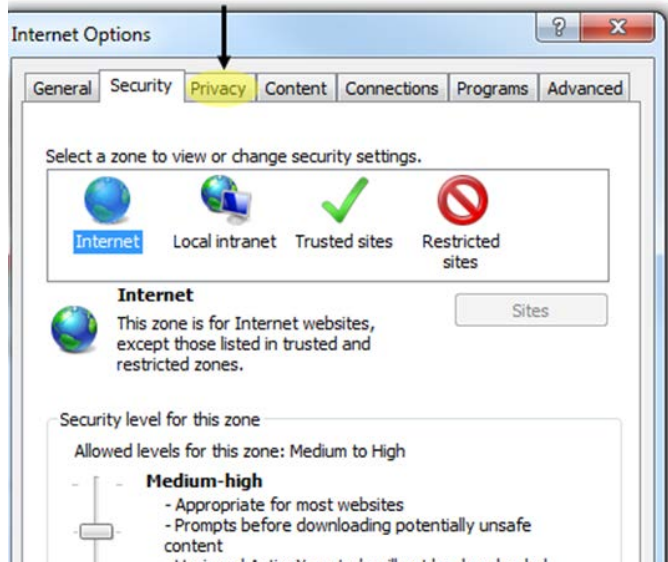
3. Select Trusted Sites and then click Sites



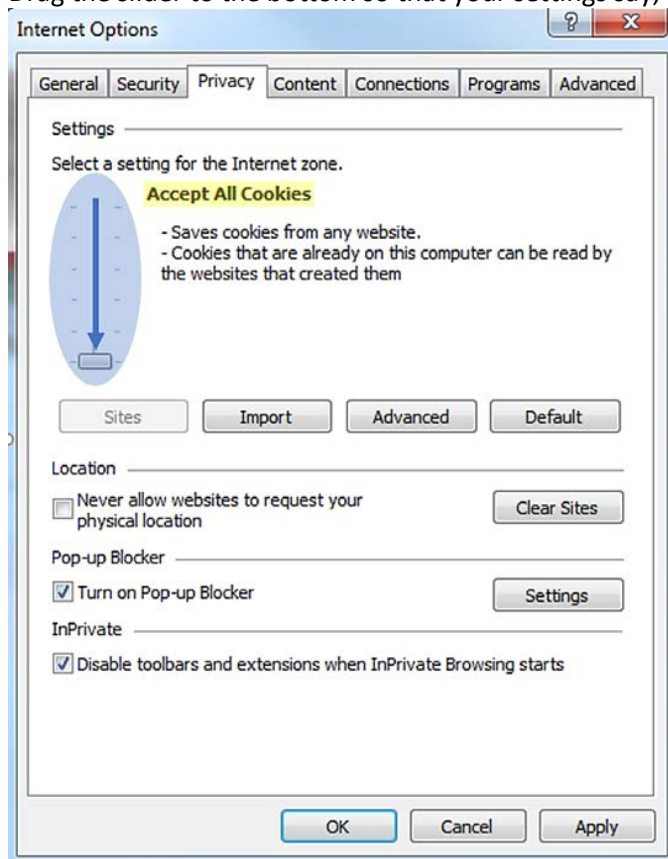
4. Enter URL: <https://spotfire-adhoc.quintiles.com> into the "Add this website to the zone:" window. Click Add, then Close. If your security prevents you from adding a URL, please skip to the next step.



5. Next, click the Privacy Tab



6. Drag the slider to the bottom so that your settings say, "Accept All Cookies." Click Apply, then OK.



7. Close the entire browser and re-access the report. If you have performed these steps and are still unable to view your report, please contact the ACS Technical Support Team at 877-600-7237 or ACSTechSupport@quintilesims.com.