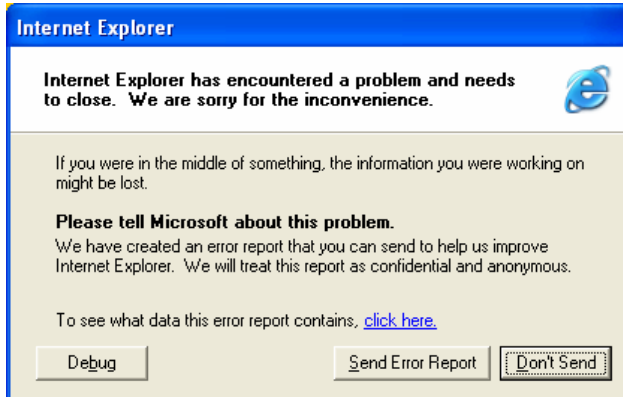




9/18/2006

Banner Incompatible with Windows Live Toolbar

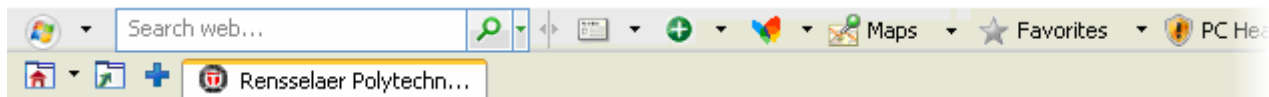
The current version* of Windows Live Toolbar causes Internet Explorer to crash when trying to open Banner. Users may see the following message after clicking on the Banner link on the IACS Applications webpage:



If you are receiving this specific error when trying to open Banner, the information below should help you determine if the Windows Live Toolbar is installed on your machine, and explain how to remove it.

NOTE: If you are not seeing this error, no action is required.

To determine if you have the Windows Live Toolbar, simply open Internet Explorer and look for the following just below the menus at the top of the window:



If this toolbar is installed, it should be uninstalled for Banner to work properly. To do so, simply open Control Panel from the Windows Start button, and double-click “Add or Remove Programs”. Scroll down in the list until you find “Windows Live Toolbar”, click the entry once to highlight it, and then click the button, and click “Yes” when asked if you want to remove the toolbar software.

*If you do have the Windows Live Toolbar, you can check to see what version you are running. Simply click the small menu drop-down triangle next to the Windows logo on the toolbar, click the Help submenu, and select About Windows Live Toolbar.

This current version (03.00.0001.2038) is the one with which we are currently experiencing the issue. Future versions may work fine, or may experience different issues. But, at this time we do not support the use of Banner with the Windows Live Toolbar.

NOTE: At least one user has reported this same problem with the Yahoo! Toolbar, but we have been unable to confirm this. If you have the Yahoo! Toolbar, and you are experiencing this problem, the procedure for uninstalling the software is the same.

