**Access Cheshire / Oracle Issues Checklist:**

**IE Security Settings  –**
From Control Panel (show small icons), Internet Options (or just open IE, and go to Internet Options from there), on the Security Tab make sure Enable Protected Mode is not ticked. Click on Trusted Sites, click on Sites, untick the require https verification, and then type \*.ourcheshire.cccusers.com click add and then \*.accesscheshire.com and click add and close. Pull the security level bar all the way down and click Custom Level. Make sure Enable Scriplets, Download signed ActiveX controls, Download unsigned ActiveX controls are all set to enable. (the rest at default should be fine, providing their ICT haven’t locked it down). Then go to the Advanced tab in Internet Options, scroll down and make sure  SSL 3.0, TLS 1.0,1.1,1.2 are all enabled.

**Compatibility View -**

Whilst in IE, click the Cog, and click Compatibility view Settings (or click it from the top bar > Tools) Add \*.ourcheshire.cccusers.com & \*.accesscheshire.com to compatibility view

**Pop Up Blocker -**

Whilst in IE, press ALT to make the top toolbar visible (if you cant see it), got to Tools and Pop-Up Blocker, Popup Blocker Settings. Add \*.ourcheshire.cccusers.com & \*.accesscheshire.com to the list.

**Java -**
In Control Panel (view by small icons), click Java, Security, Edit Site List. Make sure these entries are in: <http://ibs1.ourcheshire.cccusers.com:8071> , <http://ibs2.ourcheshire.cccusers.com:8071> , <http://ibs3.ourcheshire.cccusers.com:8071> , <http://ibs4.ourcheshire.cccusers.com:8071>

**Shortcut -**

For AccessCheshire, make sure the shortcut is for Internet Explorer to get to the partners site. Not Chrome. Fix this by copying the IE shortcut, and adding <https://partners.accesscheshire.com> after the path to the iexplorer.exe

**Registry Editing –**
For AccessCheshire to work, the correct reg file must be added – you can download it here, and install either the 64 or 32bit depending on the machine (<https://www.cheshireschools.co.uk/AccessCheshireSchools.zip>)

**Netscaler -**
Make sure you enable Local LAN access in the Netscaler Control Panel, otherwise the user will be losing access to SIMS and network resources when Netscaler is online.

**DNS -**
Control Panel > Network and Sharing Center, change adapter settings. Right click on their main network adaptor, go to Properties . Click on the IPv4, and click Properties. Click Advanced. DNS. Tick “Append these DNS suffixes (in order)”. Add their own domain name in first (schoolname.local or schoolname.cheshire.sch.uk – you can normally see this name either on their network adaptor, or if you do a ipconfig /all in cmd), and then add below ourcheshire.cccusers.com click OK and close the network settings.

**Macro / Protected View (MS Office Settings) -**

Also, its worth noting the changes in Office 2013/2016/2019 compared to 2010, in regards to Macro and security settings. Reports cant always populate as the security is set too high, this affects both SIMS and Oracle.

There are two fixes to this, there is the quick workaround is to go into Excel/Word. Open a blank document. Click File, Options. Click Trust Center, Trust Center Settings… Go to Protected View, and untick all 3. Go to Macro Settings, and tick the 4th option for Enable all macros. – Obviously for this fix, it adds a danger of malicious documents being opened on the users computer, but 365 normally filters these out nowadays anyway.