

Trouble Shooting

For Sycle to run properly it is important that your computer and Internet browser have the correct security settings. This will ensure that Sycle functions smoothly and to its fullest capacity.

1. Make sure you have cleared your Cache.

To clear your cache in Internet Explorer:

Log out of your Sycle account. Close all other open browser windows. Click the 'Tools' menu at the top of your browser, and select 'Internet Options.'

Click the 'General' tab at the top of the dialogue box.

Click 'Delete Files' under 'Temporary Internet files.'

Select 'Delete all offline content' by checking the box.

Click 'OK.'

To clear your cache in Mozilla and Netscape:

Log out of your Sycle account. Close all other open browser windows.

Click the 'Edit' menu at the top of your browser, and select 'Preferences.'

Click the '+' next to 'Advanced.'

Select 'Cache' under 'Advanced.'

Click 'Clear Cache.'

Click 'OK.'

To clear your cache in Mozilla Firefox:

Log out of your Sycle account. Close all other open browser windows.

Click the 'Tools' menu at the top of your browser, and select 'Options.'

Click 'Privacy.'

Click 'Clear' next to 'Cache.'

Click 'OK.'

To clear your cache in Safari:

Log out of your Sycle account. Close all other open browser windows.

Open the 'Safari' menu on your browser's toolbar.

Select 'Empty Cache.'

Click 'Empty' in the dialogue box.

In some cases, it may be necessary to clear your cache more than once.

2. If your computer has ZoneAlarm Pro make sure to adjust the security settings.

You may have to adjust some of the security settings in ZoneAlarm Pro so that Sycle functions properly.

Open ZoneAlarm Pro, and click 'Privacy.'

Click 'Site List,' and then click 'Add.'

Enter 'www.sycle.net'

Click the 'X' under 'Persistent Cookie Control' for 'www.sycle.net'

Set the cookie control to 'Allowed.'

Clear your browser's cache, and log in to Sycle.

To clear your browser's cache in Internet Explorer:

Log out of your Sycle account, and close all other open browser windows.

Click the 'Tools' menu at the top of your browser, and select 'Internet Options.'

Click the 'General' tab at the top of the dialogue box.

Click 'Delete Files' under 'Temporary Internet files.'

Select 'Delete all offline content' by checking the box.

Click 'OK.'

3. If your computer has eTrust EZ Firewall make sure to check the security settings.

It may be necessary to adjust some EZ Firewall security settings.

Open EZ Firewall.

Click 'Privacy,' and then click 'Site List.'

Add 'www.sycle.net' to your list.

Right-click the red 'x' under 'Cookie Control: 3rd Party,' and select 'Allow'.

Finally, please clear your browser's cache. Now log back in to Sycle.

Further Trouble Shooting

Clearing ActiveX Errors

ActiveX errors are caused by certain browser settings and misconfigured system files. To fix the problem, please adjust the settings in Internet Explorer by following the steps below:
Click the 'Tools' menu at the top of your browser, and select 'Internet Options.'

Click the 'Security' tab at the top of the dialogue box, and set 'Medium' as the 'Security level for this zone.'

Click 'Custom Level' button and ensure that the following are set to 'Enabled':

Run ActiveX controls and plug-ins

Script ActiveX controls marked safe for scripting

Scripting

Click 'OK' after these settings are enabled.

Click 'OK' again to save your changes.

Log in to Sycle again.

If your browser was already set correctly, it's likely that you have a misconfigured system file.

To reset the system file to the default settings:

Click the 'Start' button in Windows.

Select 'Run.'

Enter 'regsvr32 msxml3.dll' in the 'Open:' field, and click 'OK.'

After a moment, a dialogue box notifies you that the file was properly reset. Click 'OK' in the dialogue box to exit.

After making this change, please close all instances of Internet Explorer and open a new browser window to log back in to Sycle.

If you cannot open links using Mozilla or Firefox and do not have Internet security or pop-up software installed.

This problem is caused by the Tabbrowser extension. To fix it, you can add Sycle to your exceptions list:

Open Tabbrowser settings.

Go to 'Advanced.'

Select the 'New windows opened by JavaScript' option.

Add www.sycle.net to the list of exceptions.

General Problems

You may need to disable third-party firewall, anti-virus, or ad-blocking software (for example, Norton Firewall or Anti-Virus).

Please close all open browser windows and disable any similar software. Open up a new browser window, and adjust your privacy and security preferences.

To adjust these preferences in Internet Explorer, follow the steps below:

1. Click the 'Tools' menu at the top of your browser, and select 'Internet Options.'
2. Click the 'Privacy' tab at the top of the dialogue box, and select 'Medium.'
3. Click the 'Edit' button, and enter 'www.sycle.net' into the 'Address of Web site' field.

Select 'Allow' to override the handling of particular cookies.

Click the 'Security' tab at the top of the dialogue box, and change the 'Security level for this zone' to 'Medium.'

Click 'OK.'

Add 'www.sycle.net' as an exception to any cookie, JavaScript, or ad blocking settings.

Next, clear your browser's cache.