Quick Reference
Disabling Pop-Up Blockers

Introduction

There are a number of security-related applications that you may have installed on your local computer that may inadvertently prevent you from seeing and using legitimate parts of the online application. These applications may misconstrue certain images or frames within the applications as advertisements or malicious activity, thereby blocking you from using the applications properly. Some pop-up blocking applications block all windows from opening, even those that are triggered by actions you take such as clicking on an icon or button. If you have such applications installed and not configured to allow the online application as an allowed site, symptoms may include missing logos, loss of the top navigation bar or no response when certain icons or buttons are pressed.

The information below outlines how to disable the pop-up blocking elements of certain third-party applications so that you can utilize the online application without any problems.

Windows XP SP2

Turn Off Ad Blocking in Windows XP SP2
If you have installed Windows XP SP2 (which includes a pop-up blocker for IE), add the online application to the list of Allowed Sites. To do this, when the pop-up warning appears in the Information Bar, right click and choose "Always Allow Pop-Ups from this site". For additional information on the pop-up blocker in Windows XP SP2, see http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.mspx

Norton Personal Firewall and Internet Security Applications

Turn Off Ad Blocking in Norton Personal Firewall
1. Close your browser
2. Open Norton Personal Firewall
3. Open the Status and Settings page
4. Click on Ad Blocking
5. Select Turn Off
6. Restart your browser

Turn Off Ad Blocking in Norton Internet Security
1. Close your browser
2. Open Norton Internet Security settings dialog
3. Select the "Ad Blocking" Feature in the lower portion of the dialog
4. Click the Configure button in the bottom right side of the dialog
5. Uncheck the "Turn on Ad Blocking" option and press OK
6. Restart your browser

For additional support, please see the manufacturer's support site at:
http://www.symantec.com/techsupp/knowledge_base.html

Information in support of third party applications is provided "as is" without warranty of any kind.

McAfee Personal Firewall

Turn Off Ad Blocking in McAfee Personal Firewall Plus
1. Close your browser
2. Open McAfee Personal Firewall Plus
3. Go to Privacy Service
4. Select the Options tab
5. Click on the Block Ads tab and select "Allow ads on this computer" and then click Apply
6. Click OK
7. Restart your browser

For additional support, please see the manufacturer's support site at: http://www.mcafeehelp.com/

ZoneAlarm Pro

Turn Off Ad Blocking in Zone Alarm Pro
1. Close your browser
2. Open Zone Alarm Pro
3. In the Ad Blocking area, click the slider and drag it to Off – Allows all ads
4. Click OK
5. Restart your browser

For additional support, please see the manufacturer's support site at: http://forum.zonelabs.org/zonelabs

Ad-Aware SE Professional

Turn Off Ad Blocking in Ad-Aware SE Professional
1. Close your browser
2. Open Ad-Aware SE Professional. On the main Ad-Aware screen, click the Ad-Watch button on the left menu. If the Ad-Watch Tools & Preferences window opens, you may proceed to step 3. However, if the Ad-Watch Event Log opens, then click the Tools button before proceeding to step 3.
3. In the Tools & Preferences window, click Options.
4. Scroll down to the Blocking Options heading and find the Activate Pop-up blocker option. If the pop-up blocker is turned on, a green check will appear next to this option. Click the green check to turn off the pop-up blocker. A red "x" will replace the checkmark, indicating that the pop-up blocker is turned off.
5. Restart your browser

For additional support, please see the manufacturer's support site at:
http://www.lavasoft.de/customer_support/

Additional Browser Toolbars

Turn Off Pop-Up Blocking in Google Toolbar
1. On the Google toolbar, click on the Google button
2. Select Options
3. Go to the Accessories section, uncheck Popup Blocker
4. Click the Apply button and click OK.

Turn Off Pop-Up Blocking in Yahoo Toolbar
1. On the Yahoo toolbar, click on the icon that looks like a window with a shield.
2. When the drop down menu displays, uncheck the Enable Pop-up Block.

Turn Off Pop-Up Blocking in MSN Toolbar
1. On the MSN toolbar, click on the Pop-ups Blocked button.
2. The button will change and show Pop-ups Allowed.

Turn Off Pop-Up Blocking in AOL Toolbar
1. Click on the blue AIM button in the far left of the AIM toolbar and go to Toolbar Options.
2. Click on the PopUp Blocker tab and uncheck the "Block Popup Windows" box and click OK