



GrandView

Web Client Software Requirements and Recommendations

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Introduction

This document outlines the software requirements and recommendations for using the GrandView Web Client. This document will be updated as new information becomes available. The latest version of this document can be found [here](#).

GrandView is a web application that allows users to access key project and business related information. The application is typically hosted at a RoviSys data center and can be accessed from anywhere in the world where there is an internet connection. A [GrandView Quick Start Guide](#) is also available for new users to get familiar with the basic functionality of the application.

Software Requirements

- Minimum requirements: MS Windows 7 with Internet Explorer (IE) 9 and 128 bit encryption strength (required when hosted on a secure web site)
- Highly Recommend: MS Windows 10 with latest Windows Updates, Chrome Web Browser
- Adobe Acrobat Reader (may be required for viewing/printing reports)

Internet Connection/Availability

GrandView is intended to be used with a high speed internet connection. Slow connections as well as high network or internet traffic can cause performance issues. If you are experiencing problems with GrandView performance or cannot access GrandView, first check that you can other popular web sites such as Google, Yahoo!, etc. Planned down time will be announced via a system alert within the application.

Security

Since GrandView is typically accessed via a secure site, your data is as safe as any other secure transaction over the internet. GrandView user accounts require strong passwords and other security measures to ensure user security. It is also highly recommended that you obtain the latest security updates for your web browser and operating system as an added security measure.

Mobile Access and Other Web Browsers

GrandView supports most modern browsers, including many mobile device browsers. GrandView has been tested on the following browsers/platforms:

- Microsoft Internet Explorer 9+
- Microsoft Edge 38+
- Mozilla Firefox 10+
- Google Chrome 12+
- Mac OSX Safari 7+

GrandView *may* work on other browsers as well but has not been tested by the GrandView Team and therefore they are not officially supported.

Links

- Internet Explorer: <http://www.microsoft.com/windows/ie>
- Adobe Acrobat: <http://www.adobe.com/products/acrobat>
- GrandView Web Site: <http://grandviewbusinesssolutions.com>
- GrandView Support: <http://grandviewbusinesssolutions.com/Support/Support.aspx>

Support

Support updates will be communicated directly through your GrandView Administrator or point of contact. For support or to report issues, please use one of the options available:

- **Online/Email**

Submit an On-line Issue Report to a GrandView support representative by clicking on the Support link in GrandView or send a descriptive email to a GrandView support representative at gvsupport@rovisys.com.

- **Phone**

Call (330) 562-8600 request GrandView Support.

Using Adobe Acrobat or Other PDF Viewers

No specific version or settings are required to use Adobe Acrobat Reader with GrandView. By default, the reader can open PDF files in Internet Explorer, but it is possible for a web browser to lock up or incorrectly display PDF files when loading them. If you experience these problems you may want to allow Adobe Acrobat Reader to display PDF files independently (without the help of a browser) by making the following setting change:


- 1) Open Adobe Acrobat (Reader or Standard)
- 2) Select the Edit menu item, then Preferences
- 3) Click on the “Internet” category
- 4) Uncheck the “Display PDF in browser” option

GrandView should work with any PDF viewer that is installed to work with your web browser or by saving the PDF as a file download and opening it in the PDF viewer.

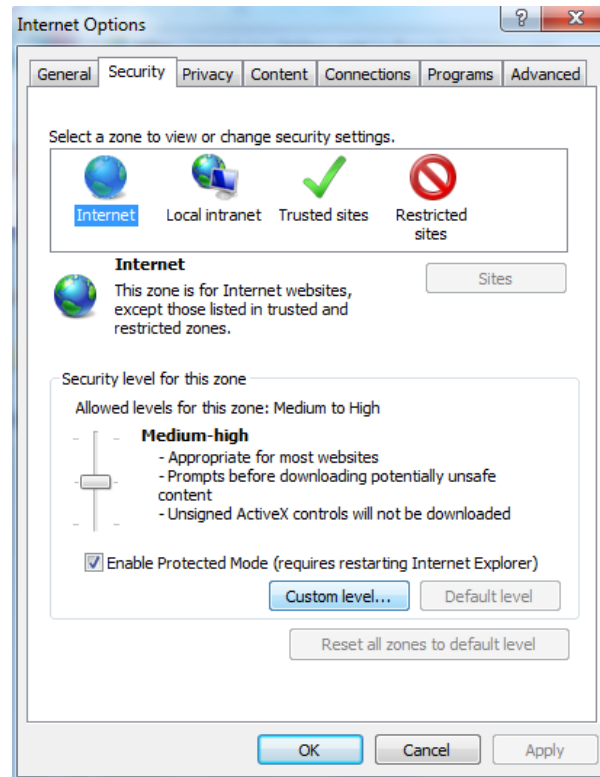
Third Party Pop-up Blockers

The GrandView Web Client makes heavy use of pop-up windows as dialog windows. If any pop-up blockers are used in Internet Explorer, they could adversely affect the operation of GrandView. All pop-up blockers should be configured to allow the GrandView web application to show pop-ups.

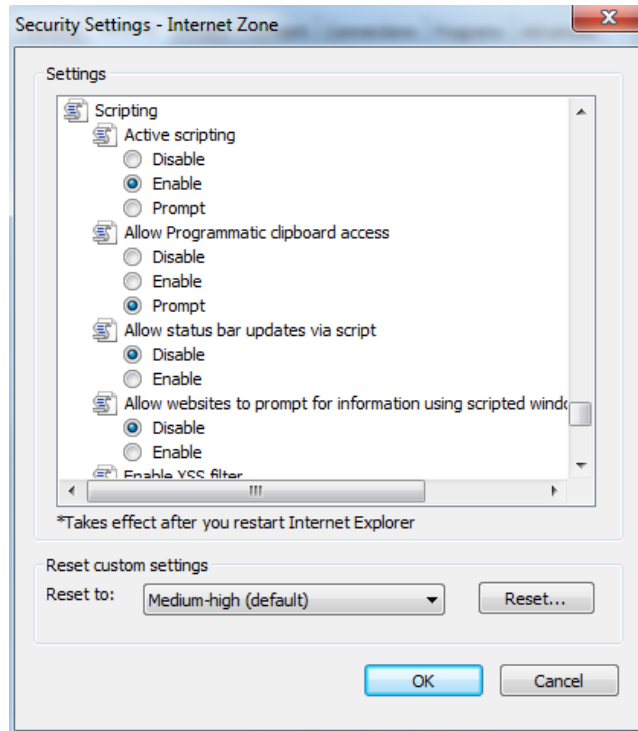
Internet Explorer Required and Recommended Settings

It is highly recommended that the following settings in Internet Explorer be applied if you have any problems running GrandView. To get to the Internet Properties, open Internet Explorer and select “Internet Options” from the “Tools” menu. The following screen shots show settings in Windows 7 with IE 9 (on right), but most settings should be similar in other versions of Internet Explorer. Settings specific to a particular version or Windows or IE are marked. Required settings are indicated with the  icon. All other settings are recommendations for a good user experience.

Enable active scripting.

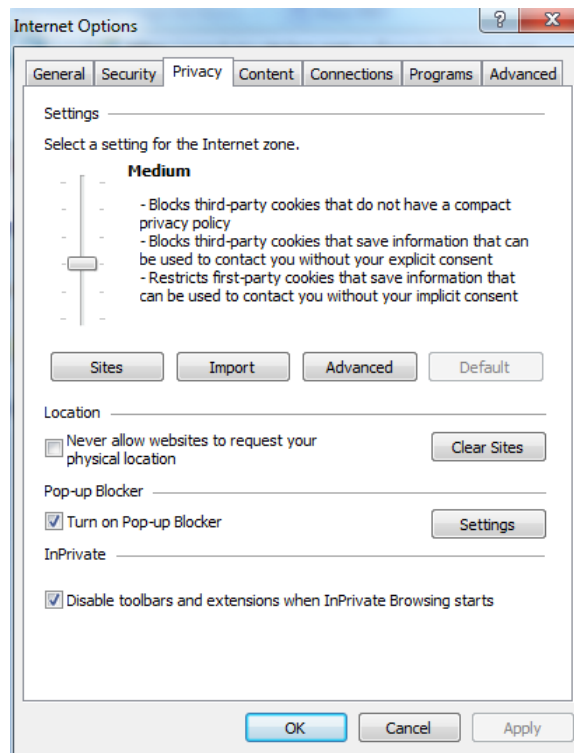


Internet Options - Security Tab - Internet Zone

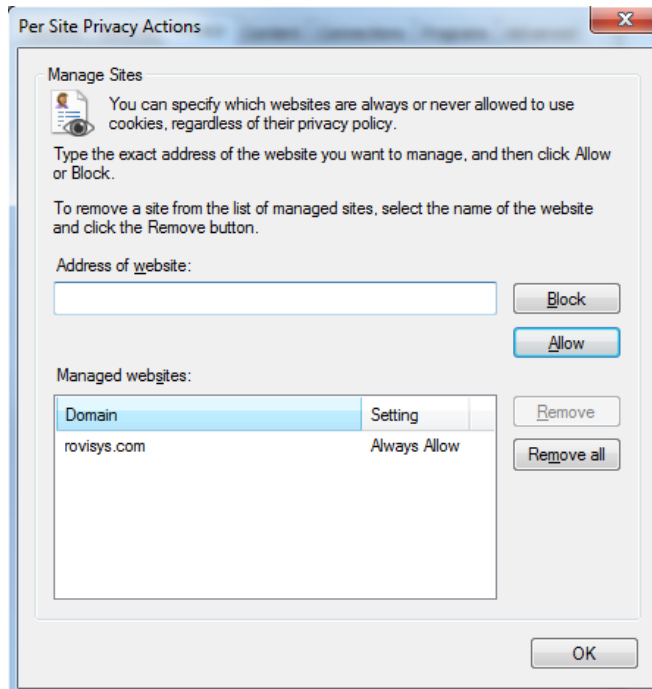


Security Tab - Internet Zone - Custom Level: “Active scripting” – Enable

⚠ Allow cookies for websites



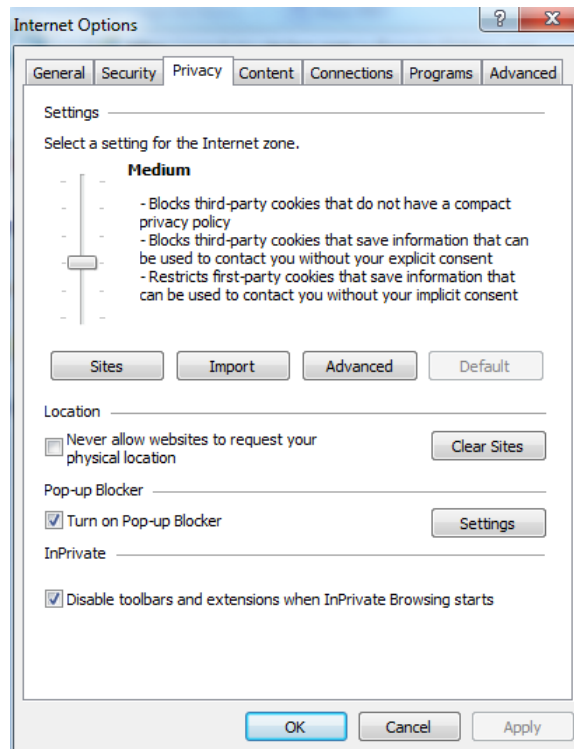
Internet Options - Privacy Tab (Settings)



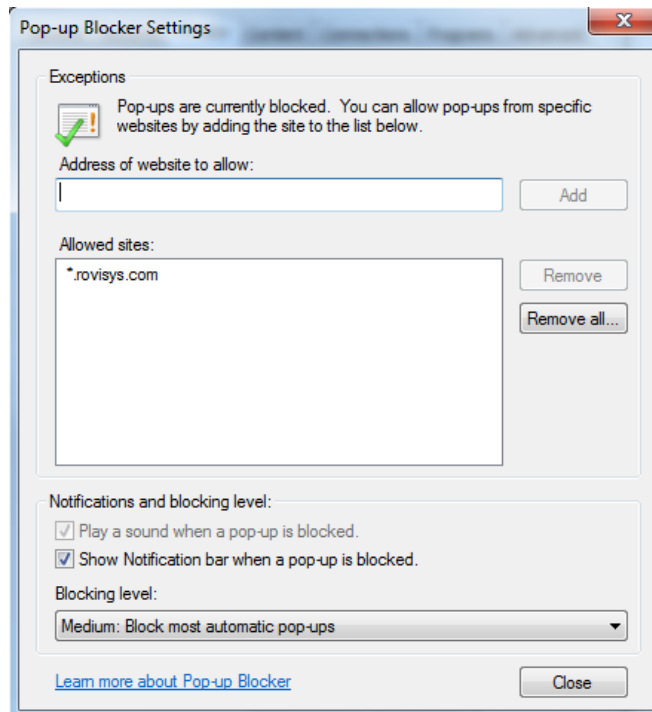
Privacy Tab – Sites: Allow rovisys.com to always be able to store cookies.

Note: Only necessary if using higher privacy settings which block cookies. Cookies are used to make the application function -- we never use them for any type of marketing or user tracking.

⚠ Add website to popup blocker exceptions



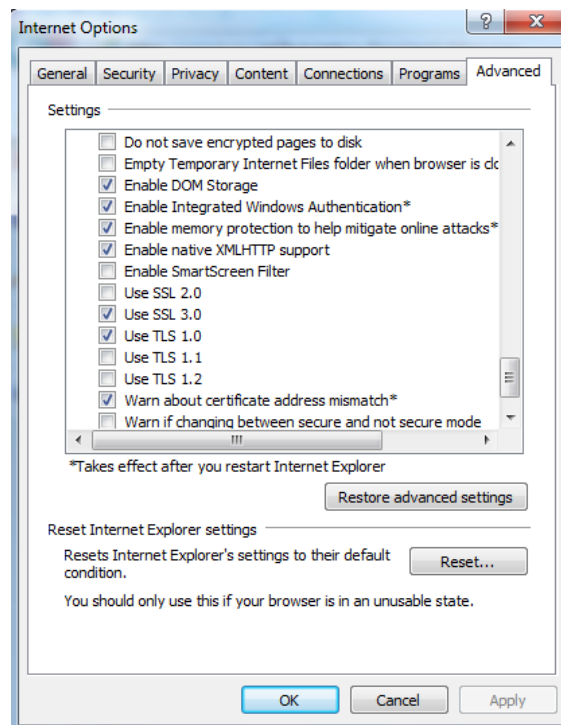
Internet Options - Privacy Tab (Pop-up Blocker)



Privacy Tab – Pop-up Blocker Settings: Add *.rovisys.com

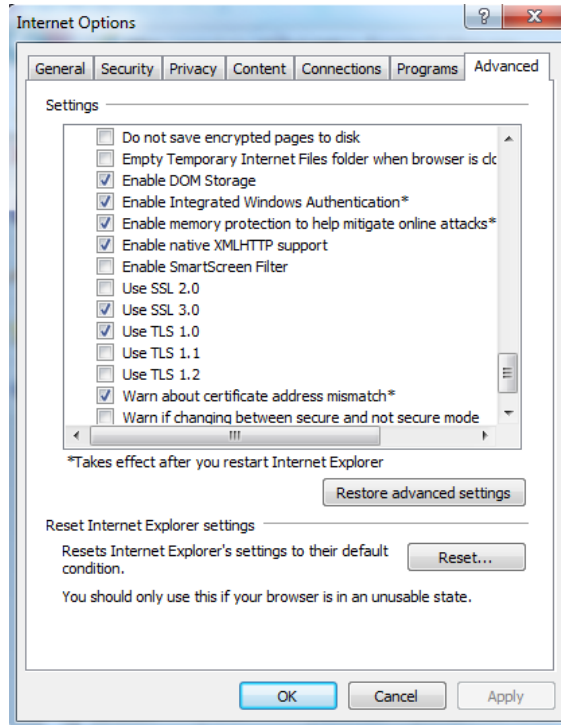
Note: Pop-up windows are used to make the application function – some components may not operate correctly if a pop-up blocker is running.

⚠ Enable use of SSL 3.0



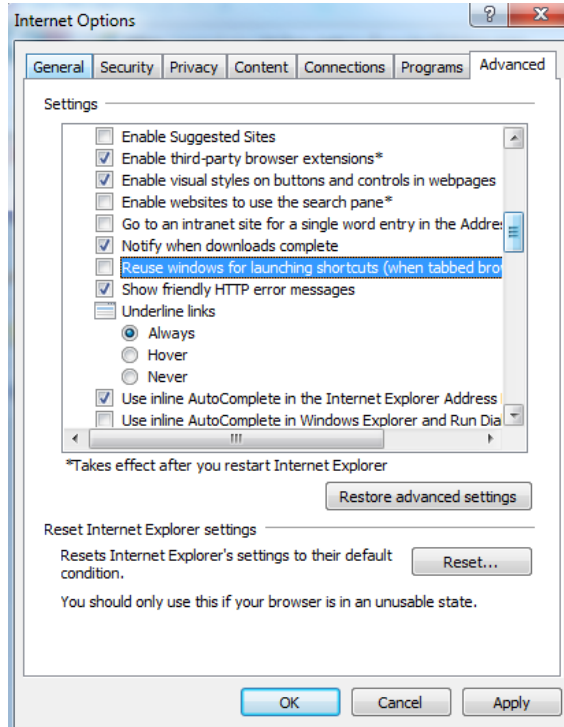
Internet Options – Advanced Tab: “Use SSL 3.0” – Checked

! Enable saving encrypted pages to disk



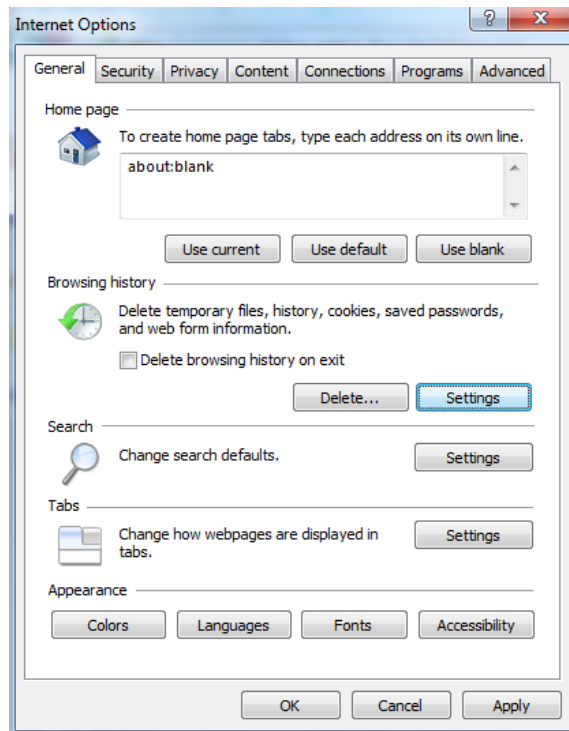
Internet Options - Advanced Tab: “Do not save encrypted pages to disk” – Unchecked

Enable reuse of windows for launching shortcuts

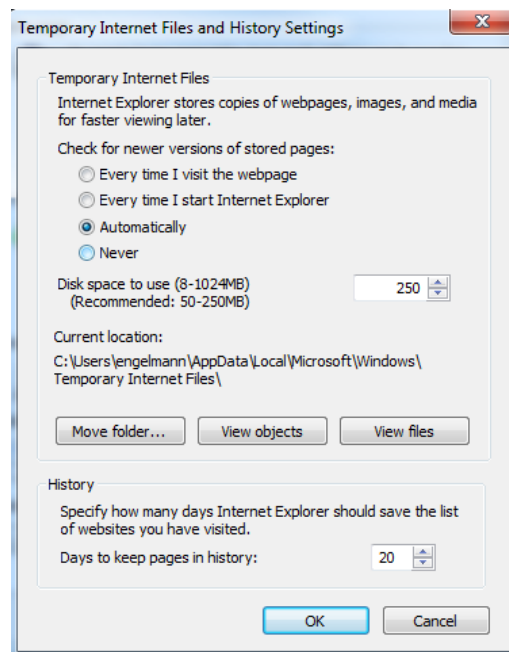


Internet Options – Advanced Tab: “Reuse windows for launching shortcuts” – Unchecked
Note: This will make it so you don’t accidentally navigate away from GrandView.

Check for newer version of pages



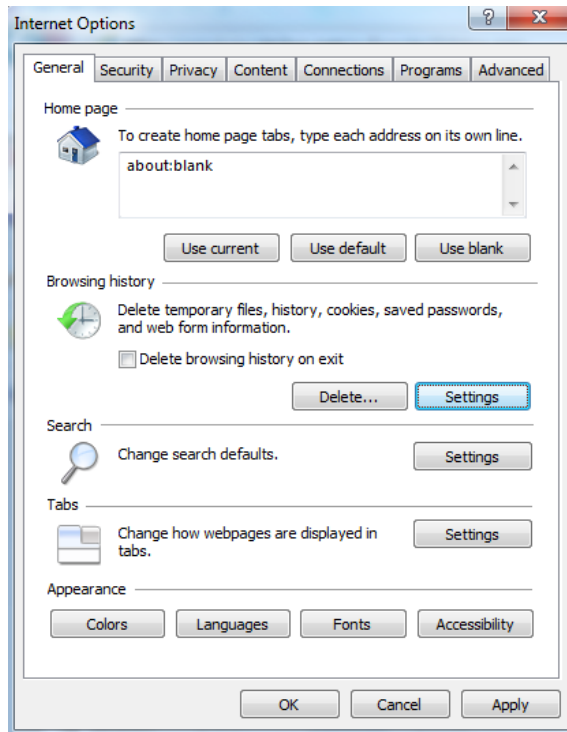
Internet Options – General Tab



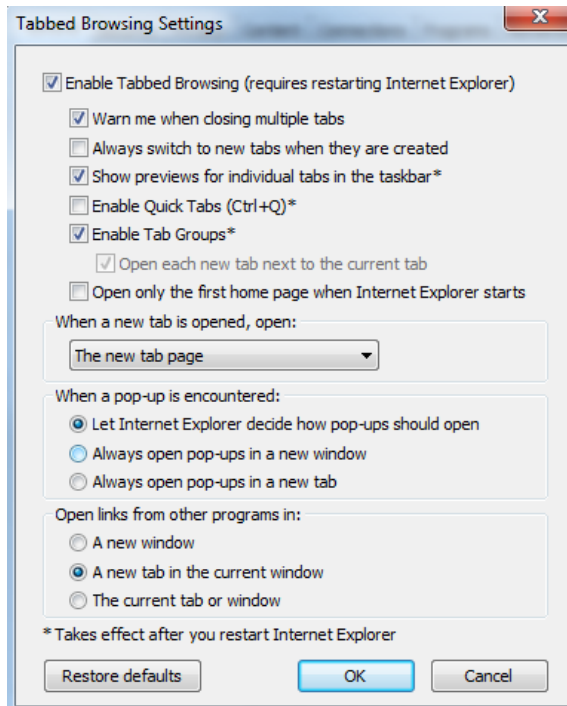
General Tab – Browsing history – Settings: “Check for newer versions of stored pages” – Should NOT be set to “Never”

Note: By having Internet Explorer check for newer versions of web pages on any setting but “Never” will allow local cached versions to be refreshed on your computer.

Always Open Pop-ups In A New Window (IE 9 and higher)



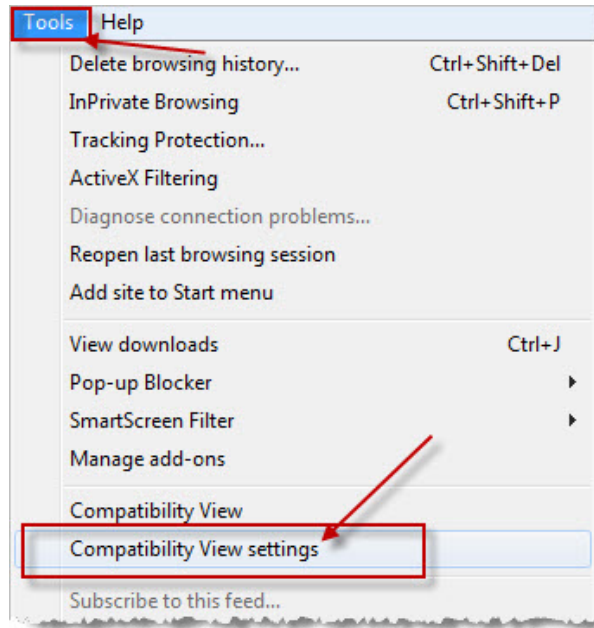
Internet Options – General Tab



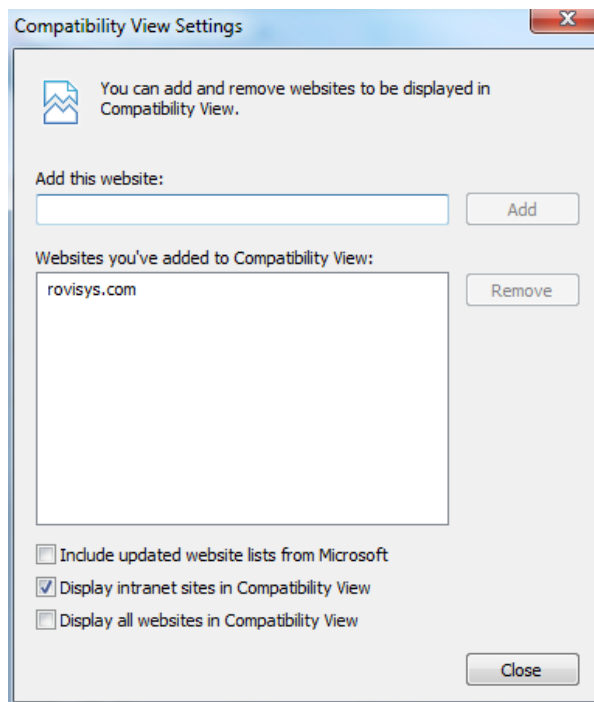
General Tab – Tabbed Browsing Settings: “When a pop-up is encountered:” – Should not be set to “Always open pop-ups in a new window”.

Note: By having Internet Explorer not open pop-ups in a new window, GrandView dialog pages will be able to function as intended.

Disable Compatibility View in Internet Explorer (IE9 and higher)



On the Tools menu, click Compatibility View Settings.



In the Compatibility View Settings, remove “rovisys.com”.