

Problem renewing items on InfoSoup – a possible solution

Patrons reporting problems renewing items on InfoSoup *may* have JavaScript turned off in their Internet Browser.

If JavaScript is turned off, the screen flashes when patrons attempt to renew, but the display doesn't change (and the item is not renewed). Everything else appears to work correctly – they can log into their account, view their checked out items, and place holds. However, when doing a search, the text “Search history function requires JavaScript” displays in very large letters above the search box.

This problem is most likely caused by the security settings in Internet Explorer 7, although JavaScript can be turned off in other browsers, including other versions of Internet Explorer.

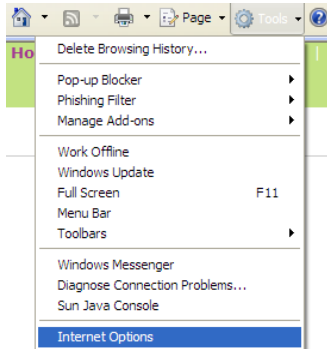
In Internet Explorer 7, JavaScript is automatically turned off if the Internet Zone Security Settings have been set to High (the default setting is Medium-High.) There are two ways to turn JavaScript back on:

1. Change the security settings back to Medium-High
2. Leave the security settings at High, but turn Active Scripting on

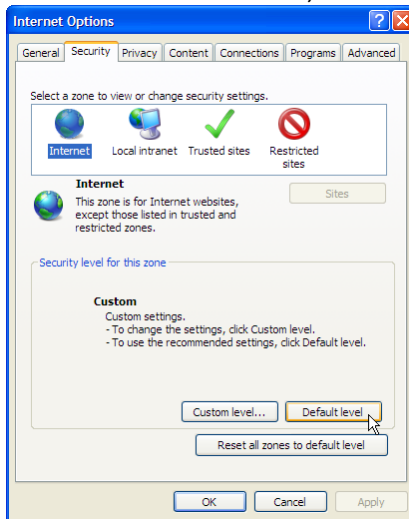
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To change the security settings back to Medium-High in Internet Explorer 7:

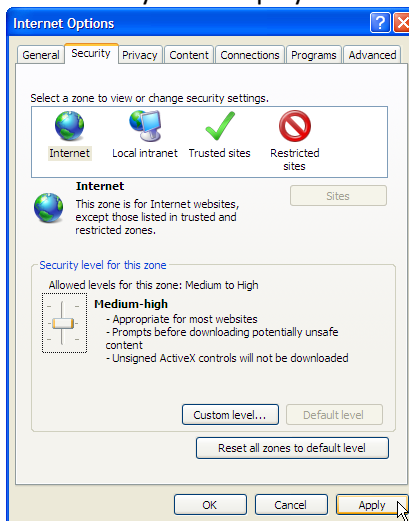
1. Go to **TOOLS**, then choose Internet Options



2. Choose the **SECURITY** tab, then click on **DEFAULT SETTINGS**



3. The Security level display will change to Medium-High. Click **Apply** to make the change.

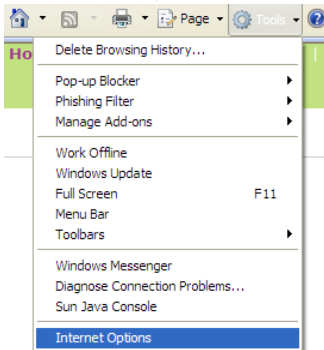


4. JavaScript will now be enabled, and the patron will be able to renew items.

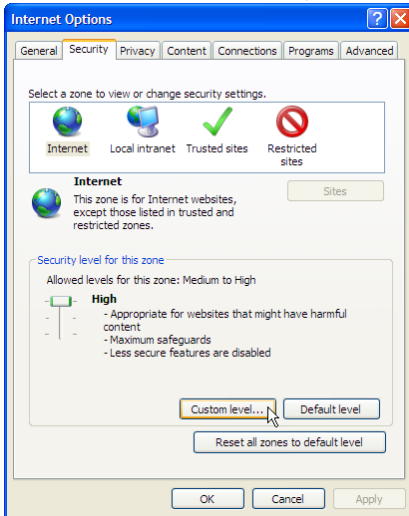
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To leave the security settings at High, but turn Active Scripting on:

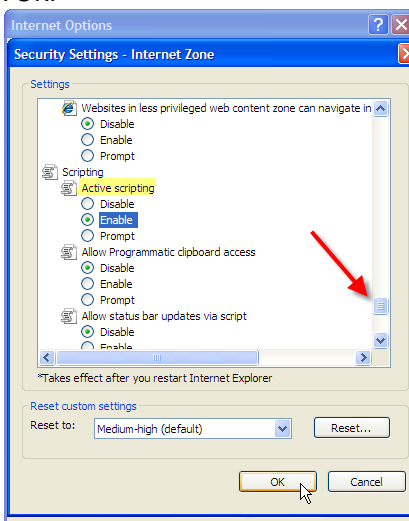
1. Go to TOOLS, then choose Internet Options



2. Choose the SECURITY tab, then click on CUSTOM LEVEL

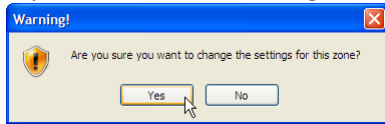


3. Using the down arrow, browse down to ACTIVE SCRIPTING, and change DISABLE TO ENABLE, then click OK.



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4. If you receive this warning, click YES



5. This will bring you back to the Internet Options window; Click OK

