

# CyberTools® Workstation and Browser Information

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## I. Workstation and Browser Configurations

The CyberTools for Libraries HTML Search Catalog (OPAC) may be accessed from any workstation, smart phone, tablet computer, or browser. The instructions in this document are not needed when accessing the CyberTools HTML OPAC.

These instructions are for those using the CyberTools for Libraries Staff Functions. The workstation should run Windows® XP/2K/Vista/7 with any of the following browsers:

- Microsoft Internet Explorer® (hereinafter IE) versions 7, 8, or 9;
- Mozilla Firefox® 9 or better;
- Google Chrome™ version 16 or better;
- Apple Safari® version 5 or better.

IE needs ActiveX® enabled. All browsers must enable JavaScript and Java™. Java™ version 1.4 or better is required. The following URL will test if you have Java on your workstation:

<http://java.com/en/download/testjava.jsp>

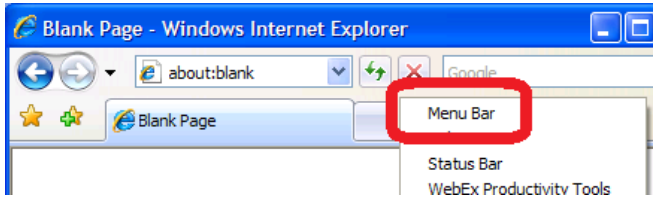
Your browser, its toolbars, and/or your organization firewall cannot block pop-ups from \*.CyberTools.biz and \*.CyberToolsForLibraries.com. Proxy servers need to exempt the same CyberTools names. Firewalls need port 20004, 443, or 23 open.

Browser-specific instructions for these requirements are found in sections A thru D.

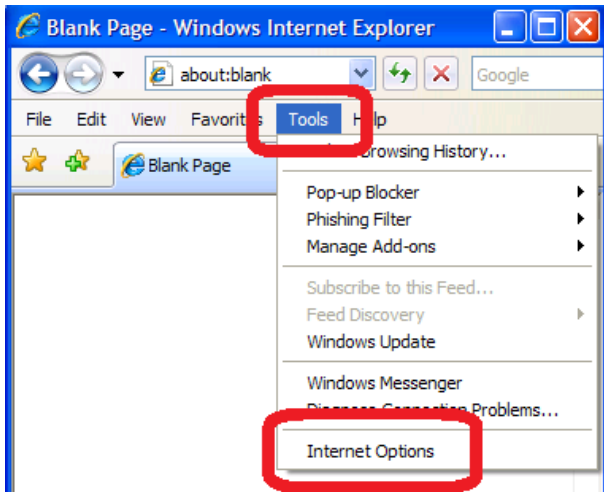
## A. Internet Explorer® – Versions 7, 8, and 9

### 1. Enable ActiveX®

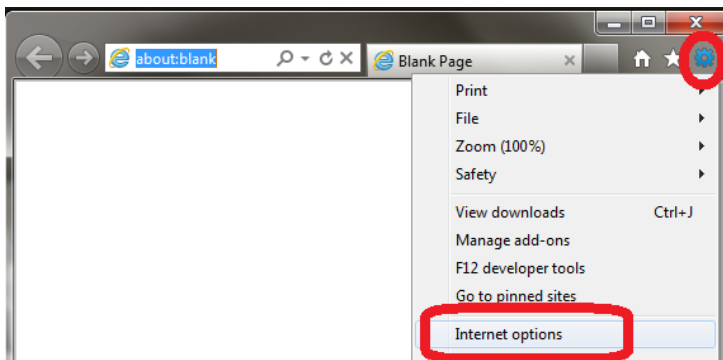
For IE7, you need the IE7 Menu Bar "File Edit...Tools Help". If it is not displayed, right click on the background under the title bar and above the page space, then select "Menu Bar"



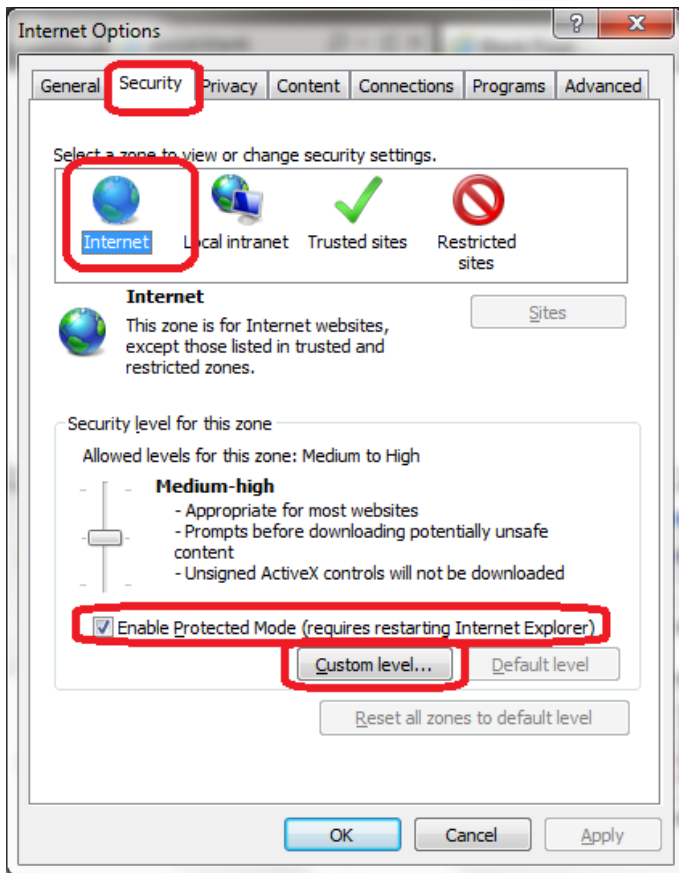
If your IE displays a Menu Bar, select Tools->Internet Options:



If instead your IE displays a "gear" icon on the upper right, click on the gear icon and select "Internet Options".



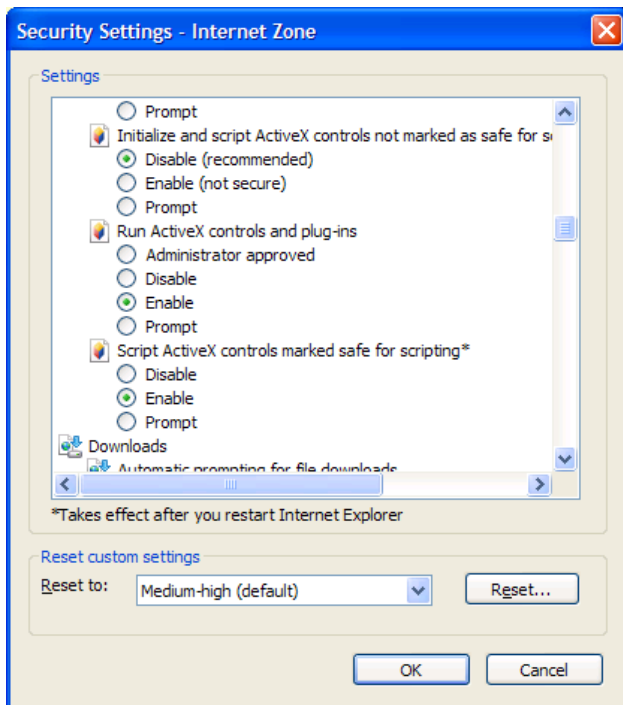
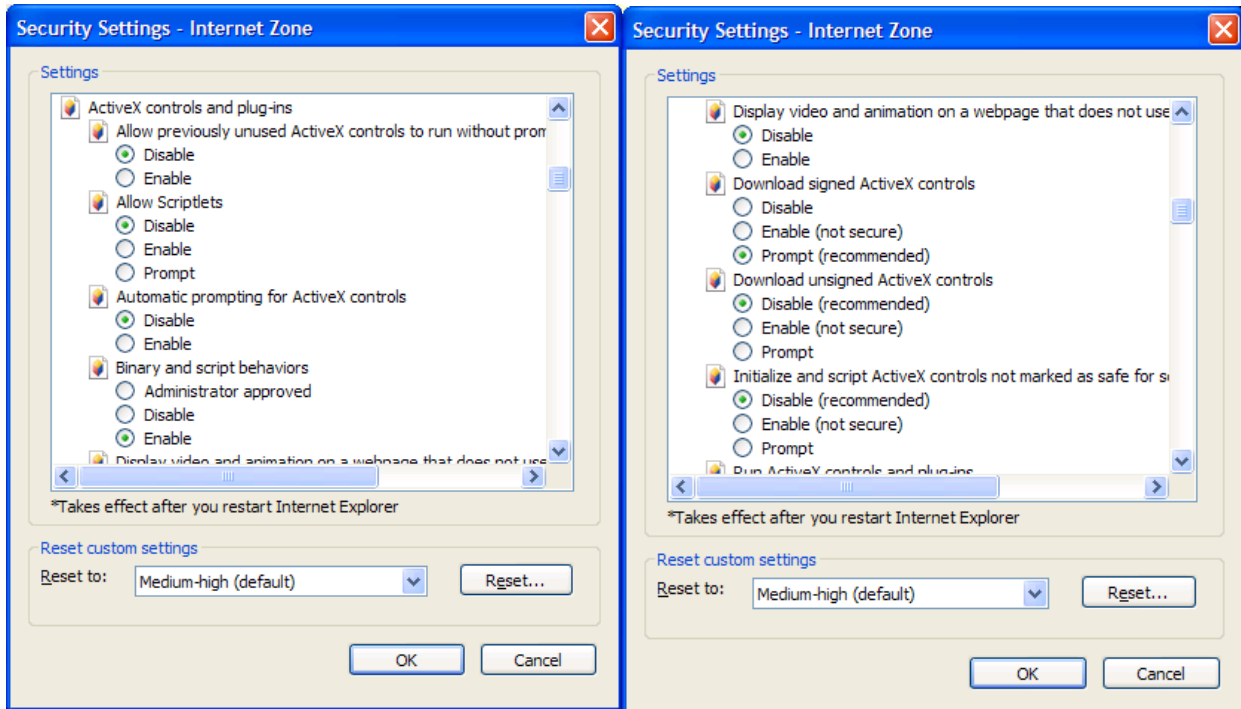
You should now see the IE pop-up "Internet Options":



Select the Security tab.

For IE8 and IE9, select the check box "Enable Protected Mode". IE7 does not have this check box.

In "Select a zone to view or change security settings" select Internet. In panel "Security level for this zone" select [Custom level]. Scroll down to the section "ActiveX Controls and Plugins". We recommend very conservative settings. If the settings do not look like those shown in the next 3 windows, change them as necessary.



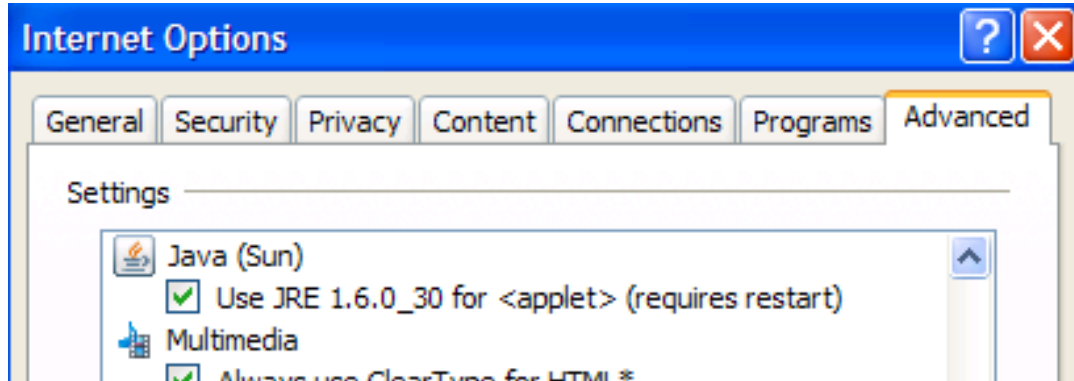
IE8 and IE9 have the additional setting parameter "Only allow approved domains to use Active X without prompt". Set to "Enable".

For IE9 only, the very first parameter "Allow ActiveX Filtering" should be set to "Enable".

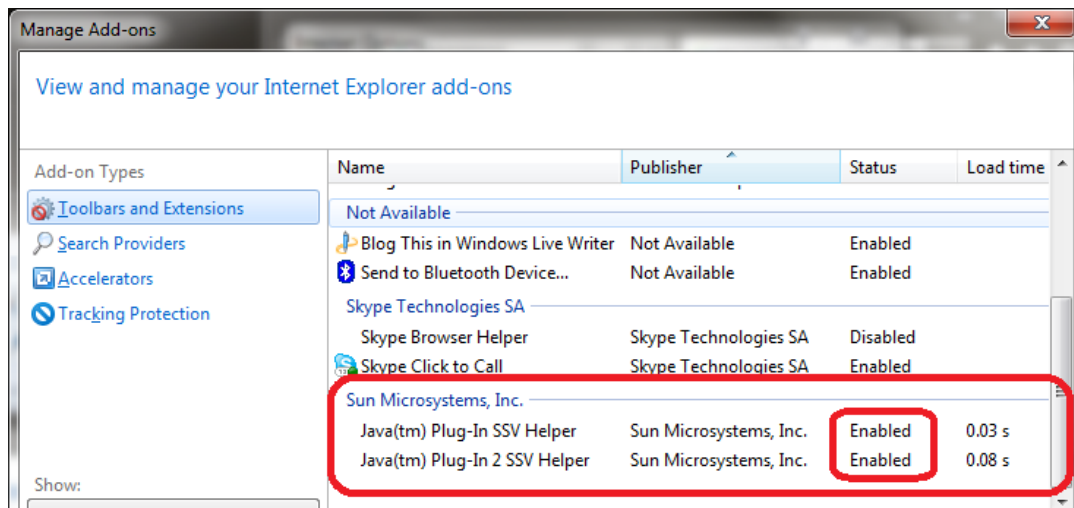
If all else fails, please ask your IT group for help in making the IE browser changes.

## 2. Java™ must be enabled and properly configured.

For IE7, go to the Menu Bar and select Tools->Internet Options->Advanced tab. Scroll down to "Java (Sun)" and select the check box for "Use JRE ...". (Your Java™ version number will be different than the one shown in the graphic here.)



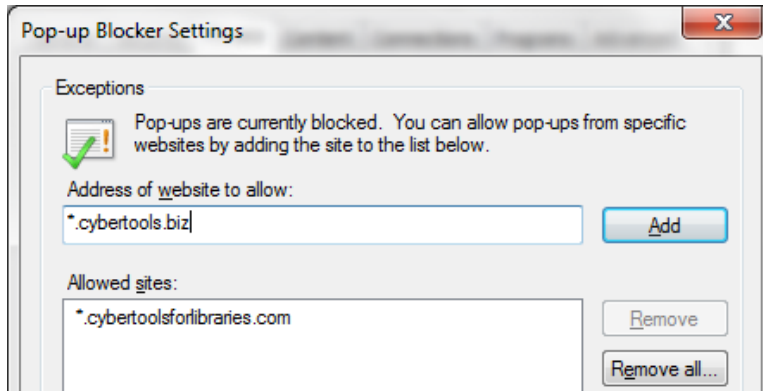
For IE8 or IE9, if your IE displays a Menu Bar, select Tools->Internet Options->Manage add-ons. If your IE8 or IE9 displays the gear icon, click on the gear icon->Internet Options->Programs->Manage add-ons. Scroll down to Sun Microsystems and be sure that the Java™ Plug-in is enabled.



### 3. Allow pop-ups from CyberTools

If your IE displays a Menu Bar, select Tools->Internet Options ->Privacy. If instead your IE displays the gear icon, click on the gear icon->Internet Options ->Privacy.

If the check box "Turn on Pop-up Blocker" is selected, then in the "Pop-up Blocker" panel select the push button [Settings] to yield the "Pop-up Blocker Settings" window:



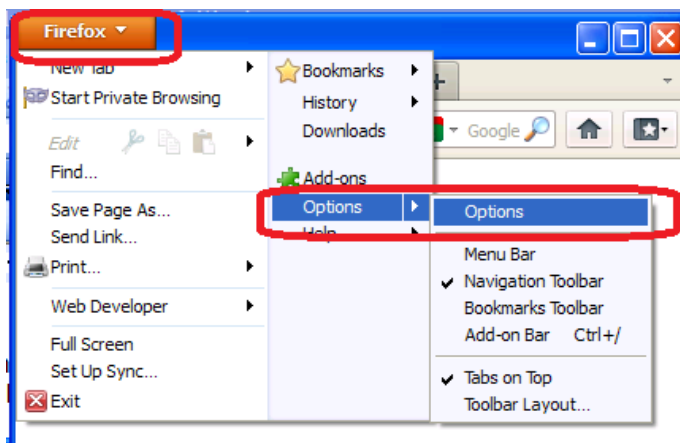
Enter \*.CyberToolsForLibraries.com into the field "Address of website to allow" and select push button [Add]. Repeat for \*.CyberTools.biz.

If you are using toolbars from third party vendors such as Google or Yahoo, the pop-up blockers for these toolbars also need to have \*.CyberToolsForLibraries.com and \*.CyberTools.biz set as exceptions.

## B. Mozilla Firefox®

### 1. Select Firefox® Options

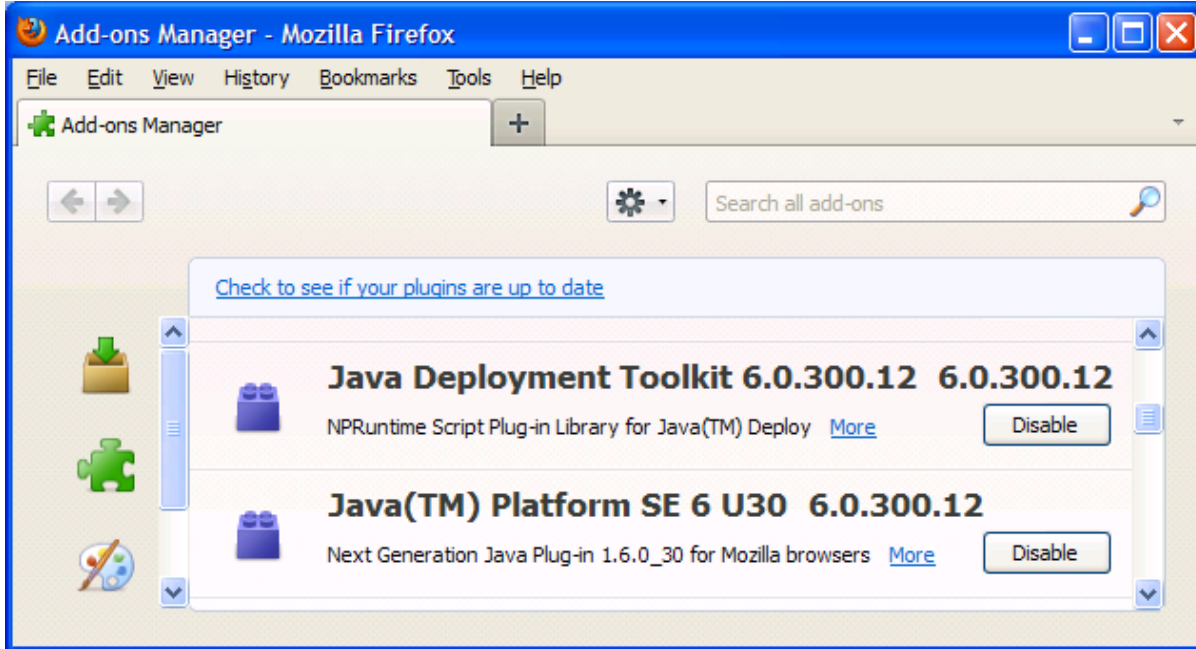
If Firefox® does not display the Menu Bar "File Edit...Tools Help" then select the Firefox® drop in the top left corner->Options->Options:



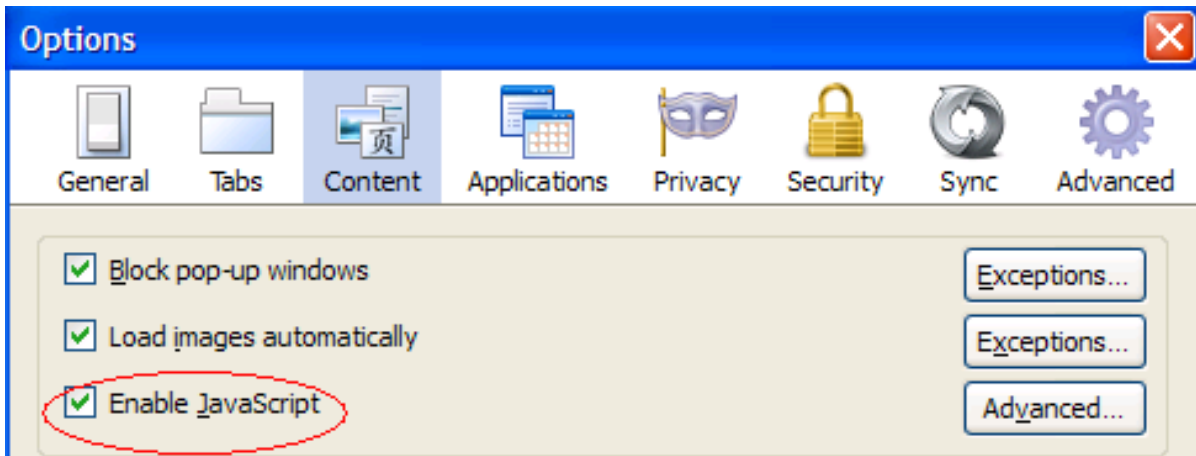
Otherwise if there is the Menu Bar, select Tools->Options.

**2. Verify that the Java™ platform plugin is enabled:**

Options->General->Manage Add-ons->Plugins:

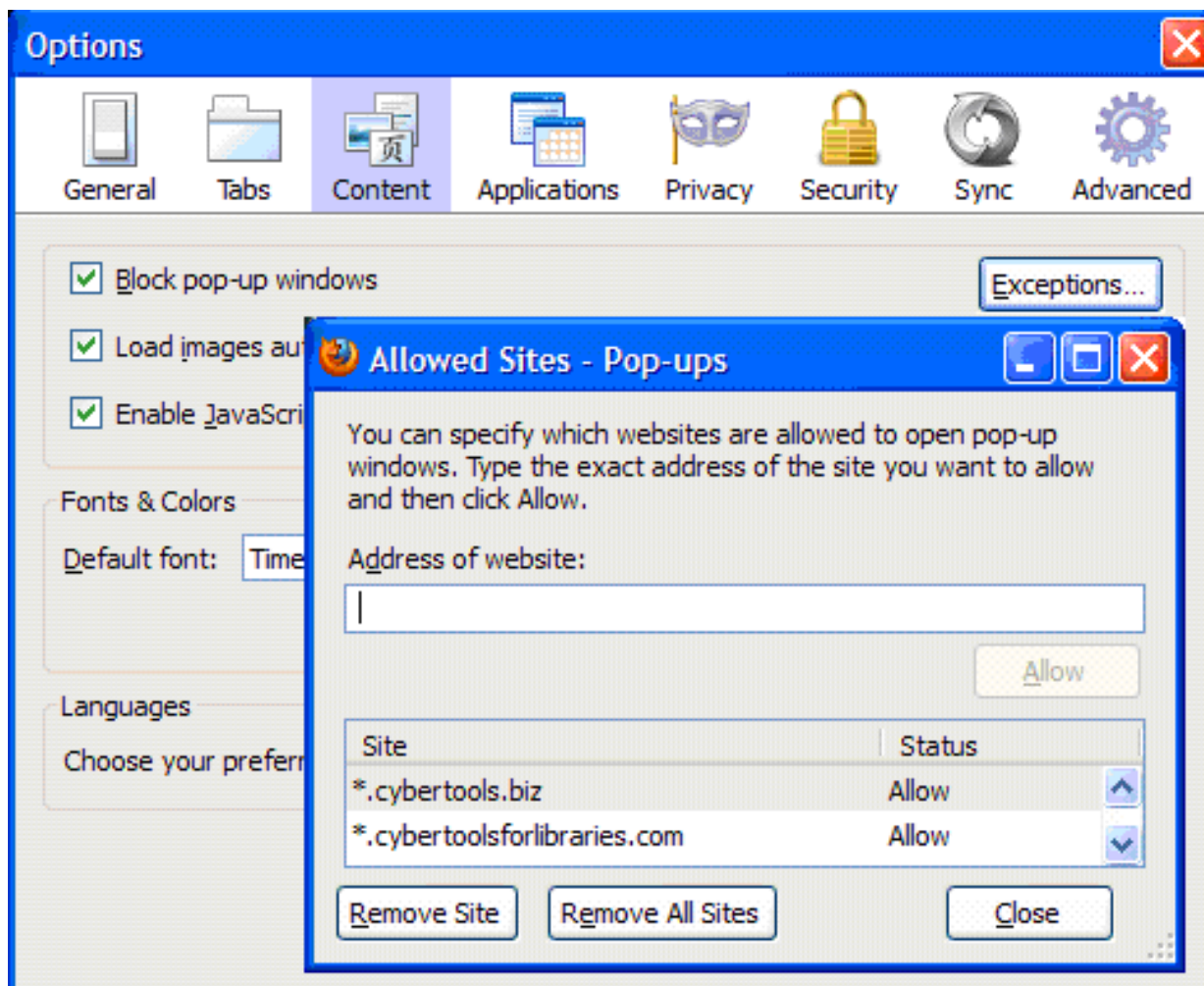


**3. Verify that JavaScript is enabled: Options->Content**



**4. Allow pop-ups.** From Options->Content:

If "Block pop-up windows" has been selected then click its push button [Exceptions]:



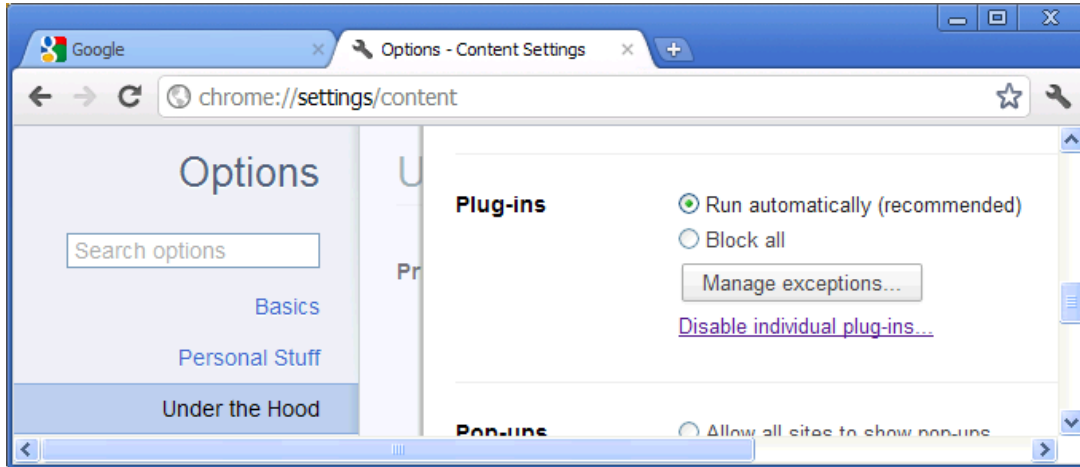
Enter \*.CyberToolsForLibraries.com into the field "Address of website" and select push button [Allow]. Repeat for \*.CyberTools.biz.

If you are using toolbars from third party vendors such as Google or Yahoo, the pop-up blockers for these toolbars also need to have \*.CyberToolsForLibraries.com and \*.CyberTools.biz set up as exceptions.

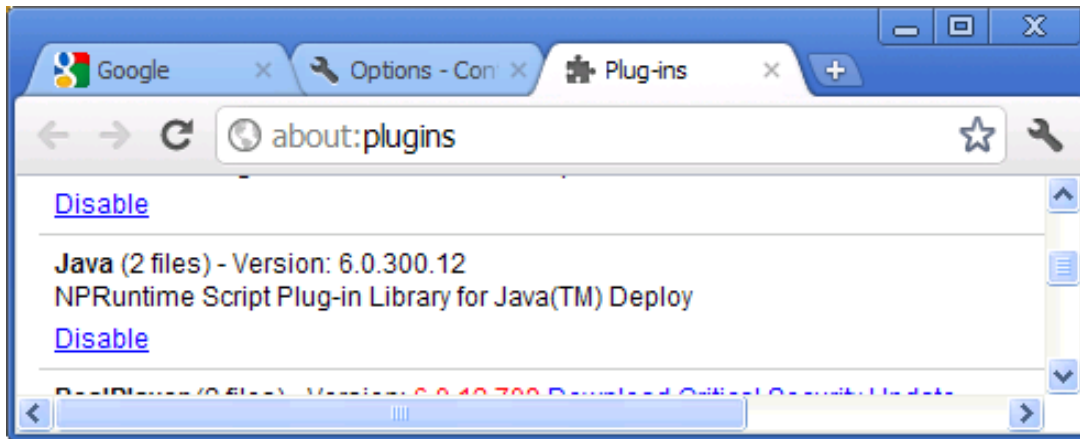
## C. Google Chrome™

### 1. Enable Java™ plug-in.

Click the "wrench" icon on the right side of the toolbar:



Choose Options->Under the Hood. Click Content Settings and scroll down to Plug-ins. Click on the link "Disable individual plug-ins" to bring up this window:



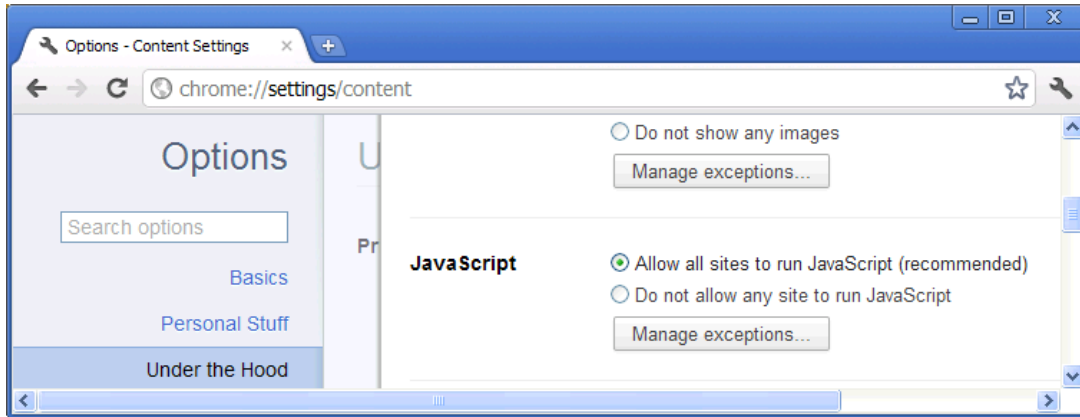
First click Disable under "Skype Toolbars" if it is present. This plug-in will cause problems when invoking CyberTools if it is enabled.

Next, if the Java line shows "Download Critical Security Update", click on this link which will lead you through the installation of a more updated version of Java™.

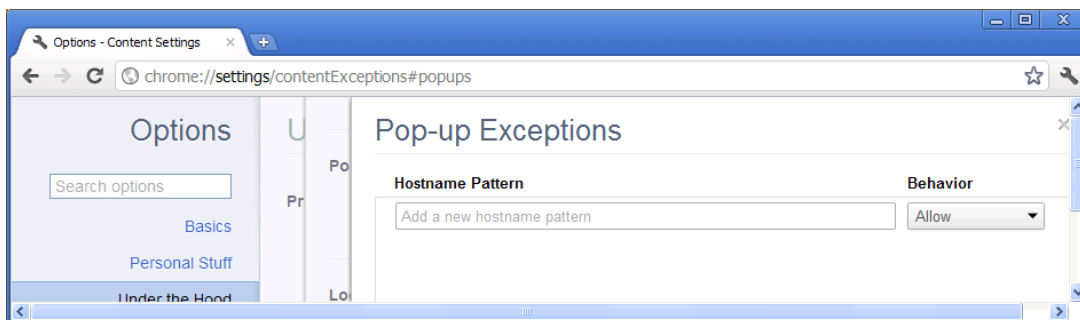
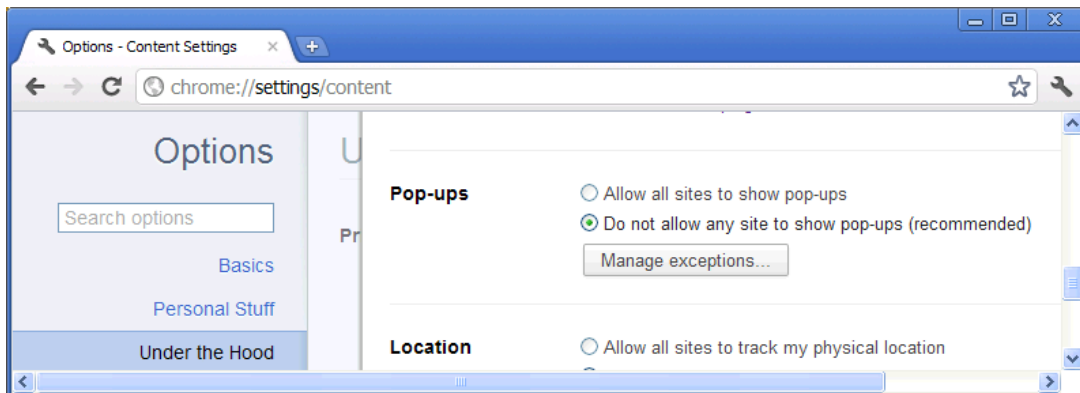
If you see a warning that chromeinstall.exe may pose a risk to your computer, click the Keep button to ignore the warning.

## 2. Allow JavaScript and pop-ups.

Click the "wrench" icon on the right side of the toolbar. Choose Options->Under the Hood. Click "Content Settings" and scroll down to JavaScript. Be sure that "Allow all sites" is checked.



Then scroll down to pop-ups:

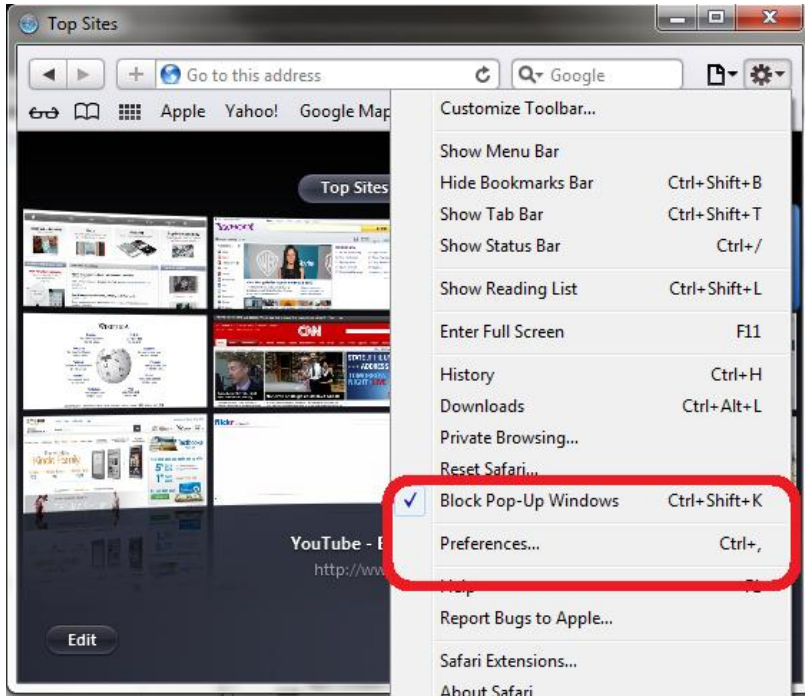


If "Do not allow any site to show pop-ups" is selected, then click on the push button [Manage exceptions]. In the resulting "Pop-up Exceptions" panel enter CyberToolsForLibraries.com into the field "Hostname Pattern" and select push button [Allow]. Repeat for maple.CyberToolsForLibraries.com and CyberTools.biz.

## D. Apple Safari®

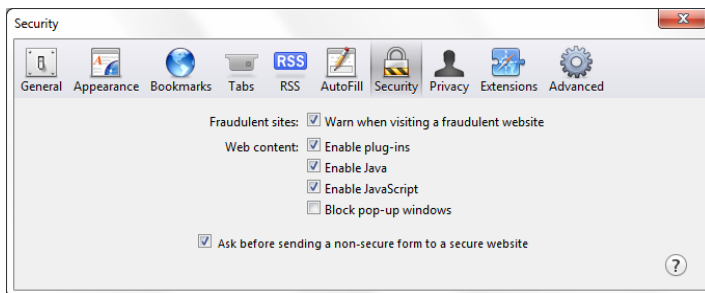
### 1. Allow pop-ups.

Click on the gear icon in the upper right corner and clear the check "Block Pop-Ups". Unfortunately there is no way in Safari® to specify websites.



### 2. Enable Java™ and JavaScript.

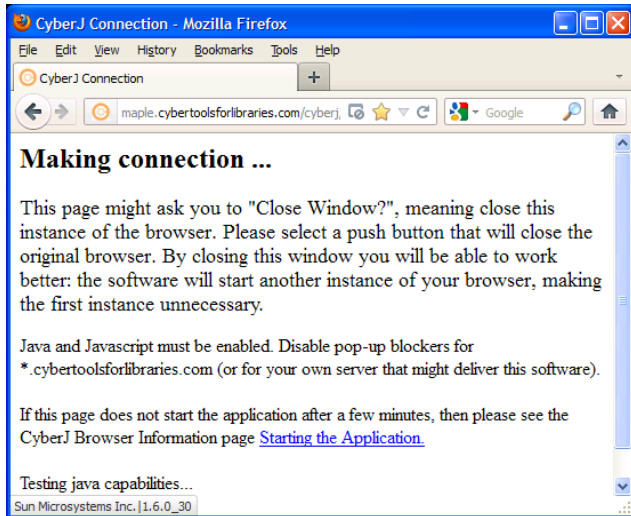
Click the gear icon, select Preferences and click the Security tab. Be sure the boxes "Enable Java", "Enable JavaScript", and "Enable plug-ins" are all checked. You can also confirm here that pop-ups are not blocked.



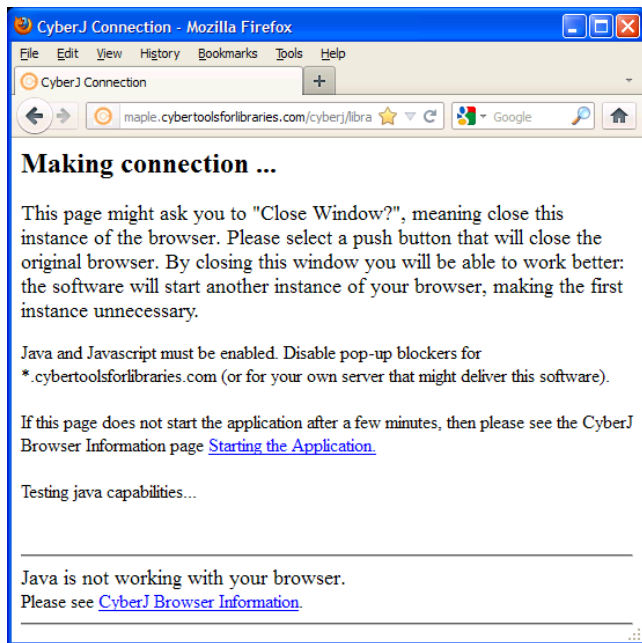
If you are using toolbars from third party vendors such as Google or Yahoo, the pop-up blockers for these toolbars also need to have \*.CyberToolsForLibraries.com and \*.CyberTools.biz set as an exception.

## II. Starting the Application

A. When you first start the application, you should see a web page with this content:

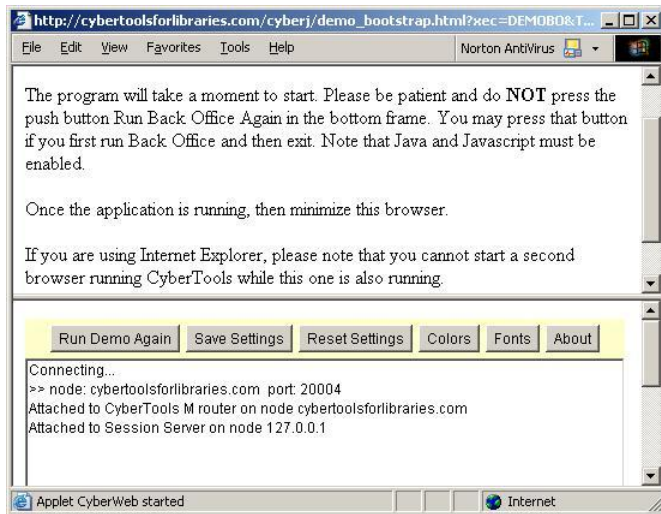


B. If this web page includes the text shown at the bottom of the page "Java is not working with your browser", then see [Section I. Workstation and Browser Configurations](#) for installing ActiveX® and/or Java™.



Otherwise, if you have installed Java™, continue to the next step.

### C. At this point, you should see this small browser launched from step A.

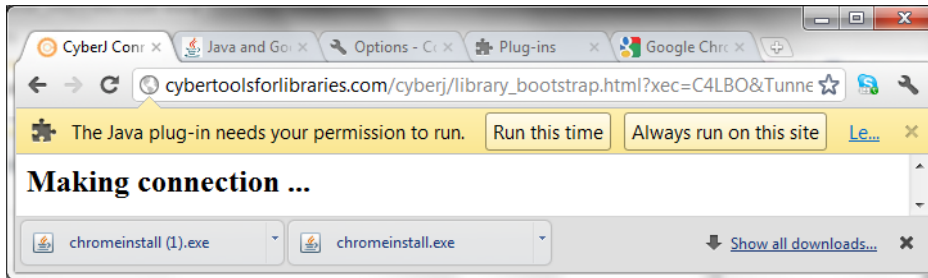


If you do not see this small browser, you have one of two problems:

1. Your browser, your browser's toolbar(s), and/or your corporate firewall is/are blocking pop-ups. If so, see the instructions in [Section I. Workstation and Browser Configurations](#) of this document for how to disable the pop-up blocker for your browser and/or toolbar(s).
2. Java™ did not install correctly. Please try the following:
  - a. Go to your [Start] button, and select Settings->Control Panel->Java™ Plug-In, and panel Browsers. If your browser isn't checked, please select it and then select [Apply]. Close all instances of your browser and test again.
  - b. See Sun's [Enable Java™ software through your Web browser](#) which tells you how to check if Java™ is installed properly.
  - c. Now go to Sun's [Test your Java™ Virtual Machine](#). Was it successful?

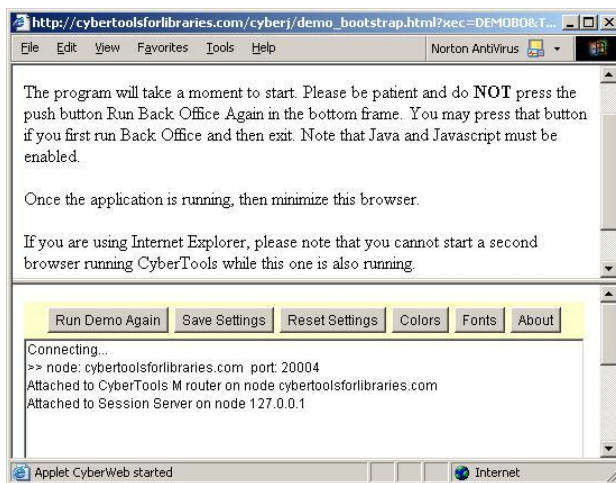
### III. Browser's Security Windows and Java™ Privileges

Goggle's Chrome™ will start with:



Click "Always run on this site". You should not see this message again.

All browsers should now display a new, small instance of your browser:

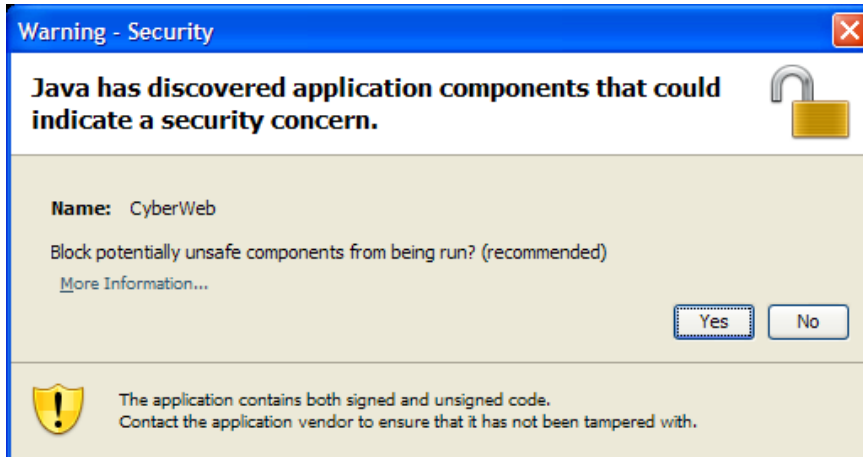


For Internet Explorer® only, the security warning shown next will pop up. Check the box "Always trust content from this publisher" and click "Run":



Do not be concerned about the warning at the bottom of the window. You do **NOT** expose your computer to any danger by accepting these CyberTools requests from your browser.

Starting with the Java™ release Version 6 Update 20, a.k.a. 1.6.0\_20, Java™ no longer accepts CyberTools's method of identifying (signing) the Java™ program named CyberWeb. Now when you use a browser to connect to your "Staff Functions" or "Circulation Functions", you will see this message:

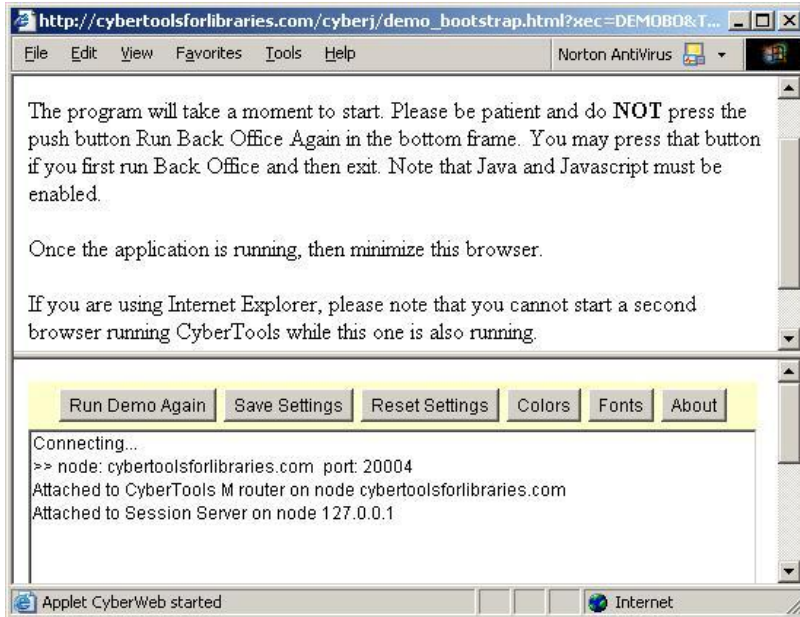


The CyberTools Java™ program CyberWeb has not changed and is safe.

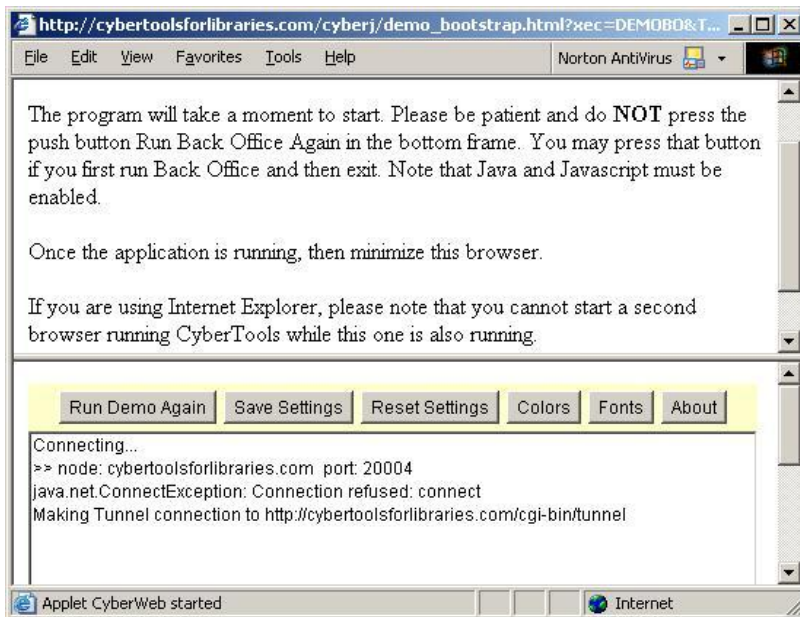
Please select the push button [No].

## IV. Browser Connects to the Database Server

Once you grant the browser privileges, the small browser should have an "Attached" message:



If you see this message, then congratulations! You have a direct connection from your browser to the database server. The subsequent application should be very fast. You should feel as though the server is next to your desk. If you don't have a direct connection, then the message will report "java.net ConnectException: Connection refused" and then report that it is making a tunnel connection:



For many of our users, the tunnel connection is fast enough. Others may report that windows can take many seconds to appear. We can help you fix this. Tunneling is slow if your organization has an Internet bandwidth problem, or a slow firewall and/or a slow proxy server. CyberTools's servers are exceptionally fast, and our bandwidth is nearly always wide open.

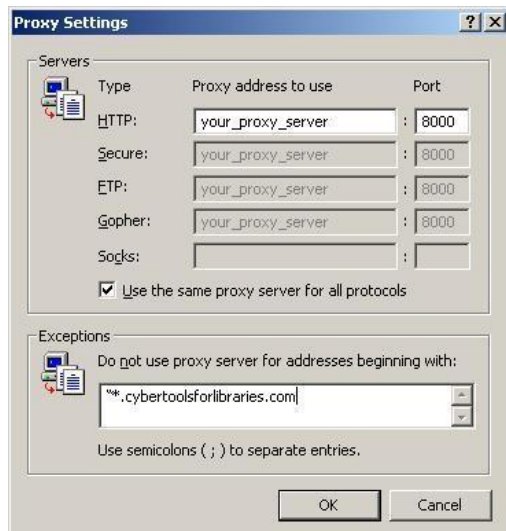
To fix this tunneling problem, your organization needs to allow a direct connection to CyberTools's servers. Do this by following the steps in the following sections of this document, [Proxy Servers](#) and [Firewalls](#).

## V. Proxy Servers

Proxy servers slow any application, including CyberTools. If your organization uses a proxy server, then your browser needs to ignore the proxy server to achieve a direct connection to the database server. You can do this step yourself: you do not need your IT staff.

### A. Internet Explorer®

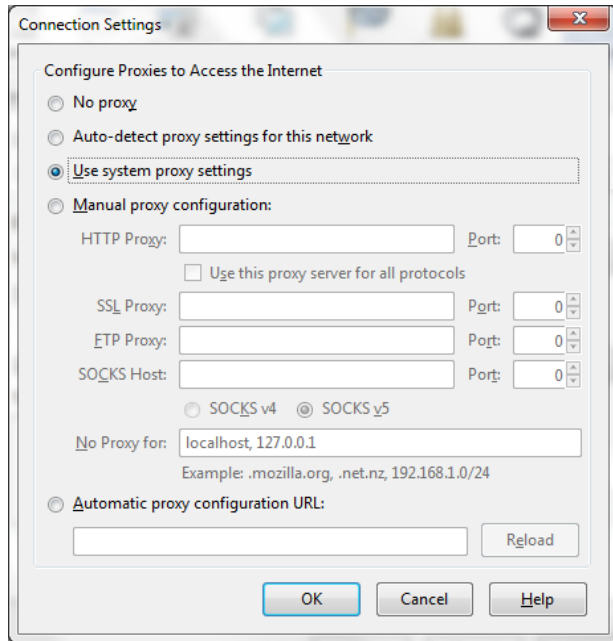
If your IE displays a Menu Bar, select Tools->Internet Options->Connections->LAN Settings. If your IE displays the gear icon, click on the gear icon->Internet Options->Connections->LAN Settings. If "Use a proxy server" is selected, then select its [Advanced] push button, and add to the Exceptions the values \*.CyberToolsForLibraries.com and \*.CyberTools.biz.



Then select the [OK] button on this window and all subsequent windows.

## B. Mozilla Firefox®

From the menu bar, choose Tools->Options->Advanced->Network->"Connections" Settings to bring up this window:



If there is a Manual proxy configuration, then add "\*.CyberToolsForLibraries.com, \*.CyberTools.biz" to the No Proxy list.

## C. Google Chrome™

Google Chrome™ does not provide a user interface to enable or disable proxy server settings. Google Chrome™ shares Internet Properties settings, and therefore proxy server settings, via Internet Explorer®.

If you have Internet Explorer® proxy settings set up on your workstation as described in section V.A of this document, then Google Chrome™ will work when you access CyberTools. If you use a proxy server and do not have Internet Explorer® on the workstation from which you access CyberTools, then Google Chrome™ cannot be configured independently to circumvent the proxy server for CyberToolsForLibraries.com.

## D. Apple Safari®

Click the gear icon, and choose Preferences. Click the Advanced tab, and then click the Change Settings button in the Proxies section. This will bring up an interface identical to the one described for Internet Explorer® in Section V.A. Choose the Connections Tab, then the LAN Settings button. Set up CyberToolsForLibraries.com as an exception by following the instructions in Section V.A.

## VI. Firewalls

If you are attempting to connect to CyberTools's servers, your organization needs to allow a direct connection to CyberTools's servers \*.CyberToolsForLibraries.com and \*.CyberTools.biz for port 20004, 443, or 23. The CyberToolsForLibraries.com IP numbers are currently 66.205.80.65 through 70 with the mask of 255.255.255.248, i.e., the block 66.205.80.65/29. The CyberTools.biz IP numbers are 75.150.108.249 through 254 with the mask 255.255.255.248, i.e., the block 75.150.108.249/29. Please do not use IP numbers since our IP numbers have historically changed every few years. Once your IT staff implements this "hole" then you will no longer tunnel, and the application will be very fast.

If you are connecting to your own server, your firewall needs to open ports 20,000 through 21,000 to the target server, unless your web master is running CyRouter. Check with your IT staff and/or Support@CyberToolsForLibraries.com.

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