

MRI – Settlements Frequently Asked Questions

1. Issue: Upon selecting the link to go to the MRI-Settlements page, Window flashes and disappears, no error messages.

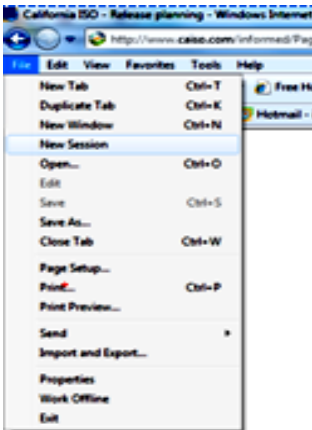
Resolution: Please make sure the Pop Up blocker setting on the browser is turned off

2. Issue: The following error is displayed when launching a new session of the UI.

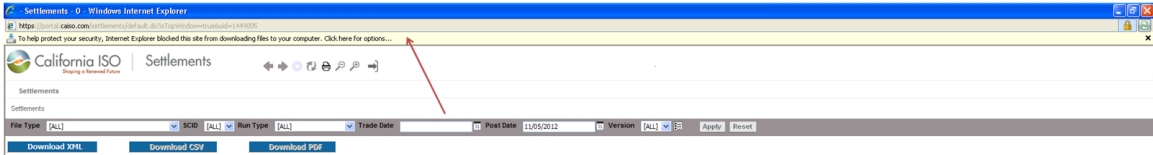
There is another instance of this application running in this browser process

To start a new instance of this application, load it in a new browser process

Resolution: Please go to File Menu on your browser and click on “New Session”. Alternatively, you can also launch a new browser session by clicking on the browser icon.

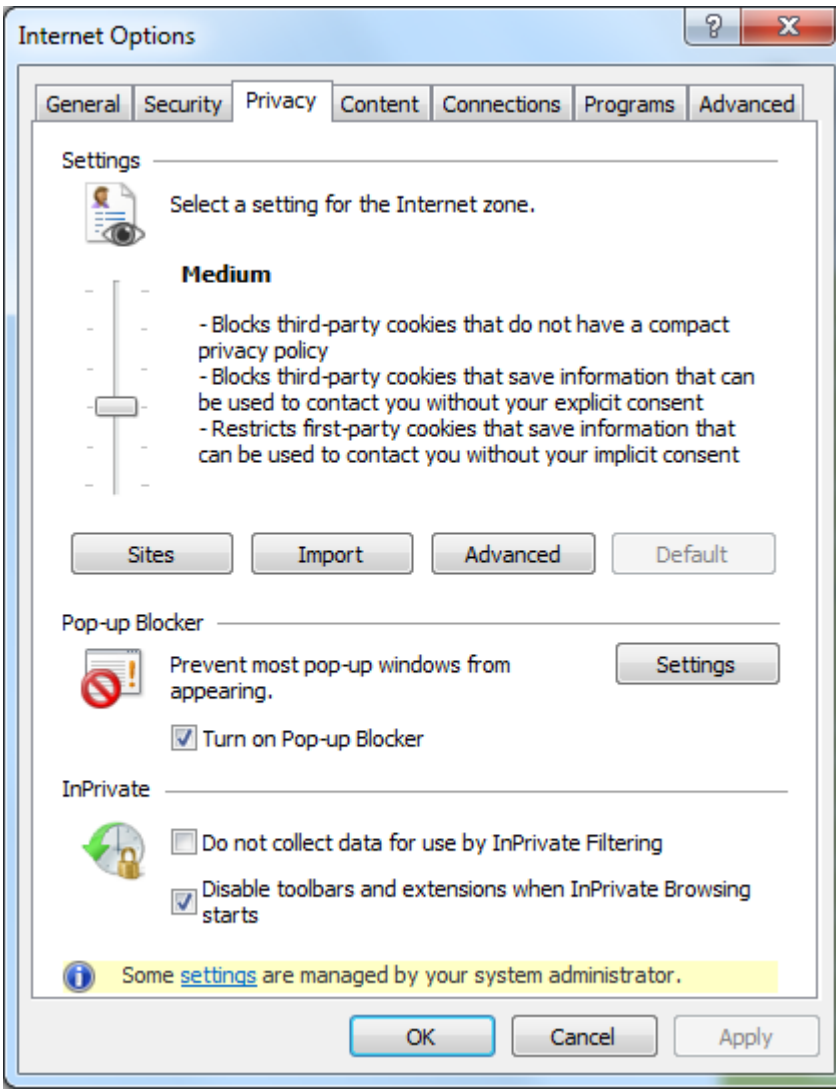


3. Issue: After selecting a file to download, the following error appears and the download window does not display.



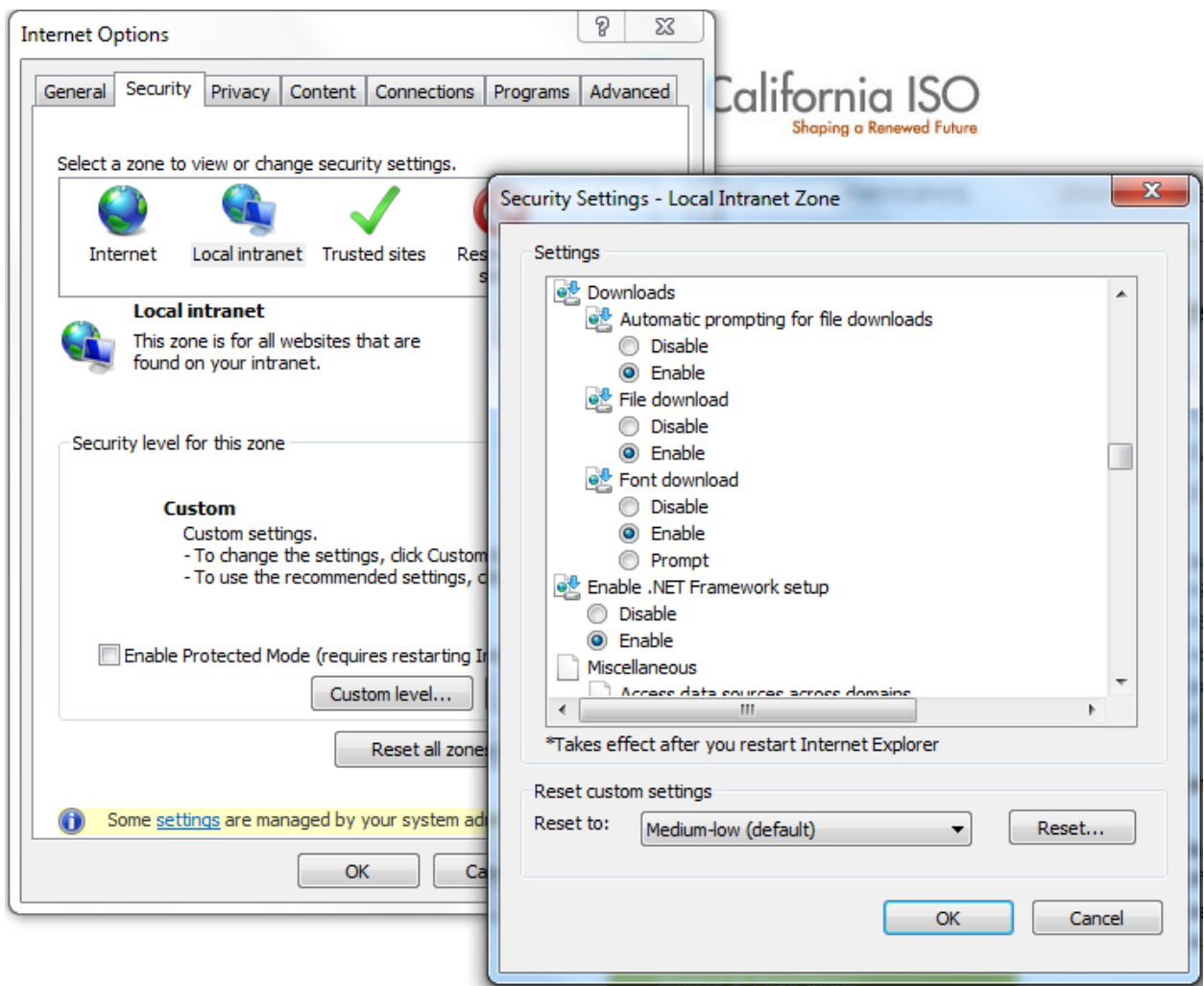
Resolution:

Please make sure the Privacy security setting on the Internet Options of the browser is set to Medium or Lower



4. Issue: the Download dialog box does not appear inspite of the Privacy Setting being set to Medium or lower

Resolution: Please go to Security Tab on the Internet Options menu. Click on the Custom Level button. Check the settings on the Downloads to make sure they are all enabled.



5. Issue : When the Download button is clicked, the download window does not open and the application returns to the main page.

Resolution: Please make sure caiso.com is listed on the Trusted Sites in the Security Tab of the Internet Options

