

Windows XP Service Pack 2 Issues and Resolution

1. Is Centra compatible with Windows XP SP2?

Windows XP Service Pack 2 is compatible although, Centra users may experience some new security prompts when trying to launch or install the Centra client

2. What are the features that affect Centra?

- Internet Explorer will no longer automatically prompt the user to install ActiveX controls.
- Internet Explorer now includes a Popup blocker, enabled by default
- Windows XP Service Pack 2 includes a Firewall which may prompt the user to allow Centra to access the internet.

3. How do I enable automatic prompting for ActiveX controls?

In Internet Explorer click **Tools > Internet Options > Security > Custom Level > Automatic prompting for ActiveX controls** and click **Enable**.

4. How do I disable the Popup blocker in Internet Explorer?

In Internet Explorer click **Tools > Popup Blocker > Popup Blocker Settings** and enter the web address for the Centra server <http://www.centra.sa.edu.au/main/tkms>

Do the next step once the Centra client has been installed

5. How do I manually configure the Firewall for Centra?

Click Start > Control Panel > Windows Firewall Select the Exceptions tab and click **Add Program** Click **Browse** navigate to C:\Program Files\CentraOne\Bin select **Launcher.exe** and click **Open** then click **Ok**.

Note:

If you have tried to install Centra before doing the steps above you may get a message on your screen that says An application is trying to close the window ... Resolve by deleting cookies before starting step 3.