

eSIS Tips and Tricks

Please note that we cannot offer comprehensive technical support for users of eSIS from home. There are too many unknowns for us to effectively troubleshoot eSIS problems on out-of-district computers.

*****WARNING*** eSIS TA Java is not compatible with Firefox 4!**

When using Firefox 4, users cannot log in to TA Java. Unfortunately, we will probably never be able to use TA Java with Firefox 4. Use the links below to downgrade to an older version:

[Mac](#)

[Windows](#)

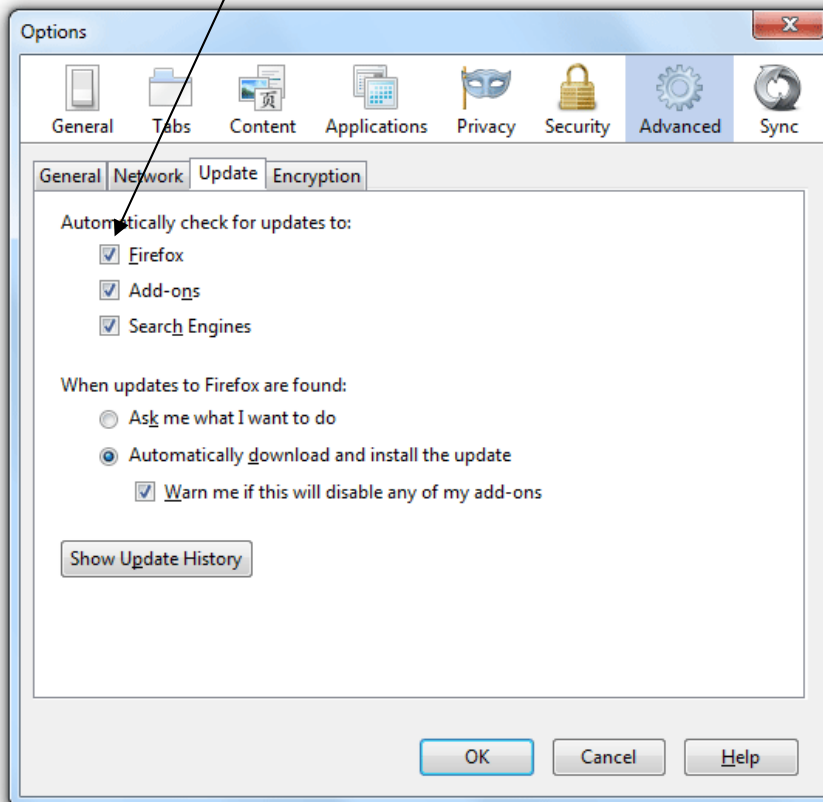
Look on the list along the left for the most current version of Firefox 3.x.

Prevent Firefox from Updating

By default, Firefox is configured to automatically check for updates. There have also been reports of Firefox updating itself to version 4 with no user intervention.

How to Stop Firefox from Automatically Installing Updates:

- In Firefox, go to Tools > Options > Advanced > Update > Uncheck "Automatically check for updates to: Firefox".
- Click OK.



Prevent Java Update Notices

Java will notify you via an icon in the taskbar that you should update. Since Java 6 Update 18 is the most recent version of Java that is compatible with eSIS, you do not need to be notified of updates.

- To turn off Java updates, go to Start > Control Panel. If you do not see a Java icon, switch to Classic View.
- Double-click the Java icon
- Go to the Updates tab
- Uncheck "Check for Updates Automatically"
- You will receive a warning. Verify that you want it to "never check"
- Click "Okay"

Having trouble connecting to eSIS from home?

- Using Control Panel > Add or Remove Programs, uninstall all versions of the Oracle JInitiator
- Using Control Panel > Add or Remove Programs, uninstall all versions of Java other than Java 6, Update 18. [Download here](#) if you do not have this version.
- Uninstall or disable any toolbars that may have popup blockers
- AOL and MSN are known to have problems connecting to eSIS
- Check any firewall settings and allow the eSIS servers
- **eSIS will work with Windows Vista and Windows 7.**
- Be sure to bookmark the login pages below, not the "esis-app" servers.

****For Teacher Assistant, School Support **strongly recommends** using [Mozilla Firefox](#) rather than Internet Explorer. They have found it to be faster and more stable for eSIS.****

- Please bookmark the Welcome page: [Teacher Assistant](#). To bookmark a page in Firefox, select Bookmarks -> Bookmark this page.
- eSIS needs to open in a popup window, so the popup blocker needs to be disabled.
 - On the Firefox menu bar, click on Tools > Options > Preferences
 - Select the Content panel
 - Uncheck "Block Pop-up Windows"

****For School users, School Support **strongly recommends** using [Internet Explorer](#) rather than Firefox. They have found it to be faster and more stable for eSIS.****

- Please bookmark the Welcome page: [School User](#). To bookmark a page in IE, select Favorites -> Add to Favorites.
- eSIS needs to open in a popup window, so the popup blocker needs to be disabled.
 - On the IE menu bar, click on Tools > Popup Blocker > Turn off Popup Blocker

Help for Mac Users

- Safari or Firefox should work, but there could be issues with certain versions.
- Disable the Popup Blocker
 - Firefox - Preferences > Content > Uncheck "Block Pop-up Windows"
 - Safari menu > uncheck Block Pop-Up Windows
- Check in Settings > Keyboard and Mouse, the Use Function keys. That must be checked for the F7 and F8 keys to work.