USA 811 Trusted Site & Patch Registry Instructions

Due to increased security restrictions in Internet Explorer, .Net controls such as the IrthGIS Map Control are not allowed to load inside the browser by default. **Internet Explorer 11 is the only browser that will give you all options needed in order to update your mapping.** Chrome, Edge, Firefox, or other browsers are not supported.

To allow the control to load, the website must be configured to be a "Trusted" site and a patch registry must be installed. Doing so will tell IE that you trust the content from this site. <u>Depending on your</u> <u>company's policies, you may need to contact a network administrator to perform the steps needed</u>.

Before performing the following steps please make sure you have disabled the pop-up blocker. Instructions for this can be found at within the <u>811 Now Tips and Troubleshooting Document.</u>

1. Click on the "Tools" icon in your Web Browser:

C () () () () () () () () () () () () ()	https://irth.india	ana811.org/IRTHOne	Call/Logon.aspx	- ≞ c	Search	- م	
				Know what's below. Call before you dig.		/	Â
	Username:						
	Password:						
			Remo	ember my Username			
				Log In 🔁			
			Forgo	ot your password?			

2. Select "Internet Options"



3. Go to the "Security" tab, click on "Trusted Sites", and then click on "Sites"

Internet Options	?	×					
Genera Security Privacy Content Connections Programs	Advar	nced					
Select a zone to view or change security settings.		_					
🥯 🔹 🗸 🚫							
Internet Local intranet Trusted sites Restricted sites							
Trusted sites							
This zone contains websites that you trust not to damage your computer or your files.	es	1					
Security level for this zone							
Allowed levels for this zone: All							
Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded							
Enable Protected Mode (requires restarting Internet Exp	olorer)						
Custom level Default	level						
Reset all zones to default level							
OK Cancel	Арр	dy					

- 4. The website should auto-populate into the field below "Add this website to the zone:". If not, you will need to enter the website in the field.
 - For Indiana 811 the website is: <u>https://irth.indiana811.org</u>
 - For Kentucky 811 the website is: https://irth.kentucky811.org

Internet Options	? ×
Trusted sites	×
You can add and remove websites from this zone. this zone will use the zone's security settings.	All websites in
Add this website to the zone:	
https://irth.indiana811.org	Add
Websites:	
	Remove
Require server verification (https:) for all sites in this zo	ne
	Close
Enable Protected Mode (requires restarting Interna Custom level Dr Reset all zones to d	et Explorer) efault level
OK Cancel	Apply

5. Click on the "Add" button.

Internet Options	? ×
Trusted sites	×
You can add and remove websites from this zone. this zone will use the zone's security settings.	All websites in
Add this website to the zone:	
https://irth.indiana811.org	Add
Websites:	
	Remove
Require server verification (https:) for all sites in this zo	ne
[Close
Enable Protected Mode (requires restarting Interne	et Explorer)
Custom level De	efault level
Reset all zones to de	efault level
OK Cancel	Apply

6. The website should now appear in field below "Websites:"

Internet Options	?	\times
Trusted sites		×
You can add and remove websites from this zone this zone will use the zone's security settings.	e. All website	sin
Add this website to the zone:		
	Add	
Websites:		
https://irth.indiana811.org	Remove	
Require server verification (https:) for all sites in this :	zone	
	Close	
Enable Protected Mode (requires restarting Inter	net Explorer)
Custom level	Default level	
Reset all zones to	default leve	
OK Cance	A	pply

Now you will be able to download the "Dot Net Fix" patch. This will write to the registry so if you have software to prevent that, you may need to temporarily disable it. If you are running Windows 10, please enable the Windows feature .NET Framework 3.5 (includes .NET 2.0 and 3.0). The two features below it do not need to be enabled. The "Dot Net Fix" patch can be found by copying http://www.indiana811.org/dotnetfix/ and pasting into Internet Explorer.

1. The following pop-up box will appear. Click the "Save as" option.

Internet Explorer	×
What do you want to do with EnableIEHostingMapSearch.zip? Size: 727 bytes	
From: indiana811.org	
$\rightarrow \underline{O}pen$ The file won't be saved automatically.	
\rightarrow <u>S</u> ave	
→ Save <u>a</u> s	
	Cancel

2. A new screen will appear. To save the zip file make sure that the "Desktop" is selected before clicking on the "Save" button.

🤗 Save As						\times
\leftarrow \rightarrow \checkmark \bigstar This PC \Rightarrow Desktop \Rightarrow			~ Ō	Search Desktop		Q
Organize 🔻 New folder						?
ConeDrive Name	Date modified	Туре	Size			
Adobe Acrobat Adobe	3/28/2019 1:49 PM	File folder				
File name: EnablelEHosting						~
Save as type: Compressed (zipped) Folder						~
∧ Hide Folders				Save	Cancel	

3. The following zipped file will appear on your desktop.



4. Right click on the file and you will be given a list of options. Click on the "Extract All..." option.

	Open
	Extract All
	Pin to Start
È	Share
	Open with
	Give access to >
	Restore previous versions
	Send to >
	Cut
	Сору
	Create shortcut
	Delete
	Rename
	Properties

5. Your computer will then prompt you to save the extracted files to the desktop. Click on the "Extract" button.

			×
÷	Extract Compressed (Zipped) Folders		
	Select a Destination and Extract Files		
	Files will be extracted to this folder:		
	C:\Users\kreed\Desktop\EnablelEHosting	Browse	
	Show extracted files when complete		
	E	xtract Canc	el

6. A new file folder will appear on your desktop, and the folder may automatically open. If not, double click on the icon to open the file.



7. Once the file is open, you will see a file folder entitled "EnableIEHostingMapSearch". Double click on the file name to open the folder.

EnableIEHosting				- 0	×
File Home Share	View				~ ?
← → · ↑ 📕 > Ena	ableIEHosting >		ٽ ~	Search EnableIEHosting	Q
	│ Name	Date modified	Туре	Size	
	EnableIEHosting	5/30/2019 11:27 AM	File fo	lder	
le OneDrive le OneDrive					
🧊 3D Objects					
Desktop					

8. You will then see two files; one is a text document and the other is a Windows Batch File.



9. Right click on the "EnableIEHostingMapSearch" batch file and you will be given a list of options. Click on the "Run as administrator" option.



10. Your computer may ask if you want to allow the application to make changes to your computer or device. Click on the "Yes" button then restart your computer.



If successful, you should be able to view your Service Area mapping.



If you are still unable to view the map, you may want to try adding the site to "Compatibility View" in Internet Explorer. To do this, travel to the login page, https://irth.indiana811.org/, for Indiana. Or https://irth.kentucky811.org/ for Kentucky. Then click the gear at the top right and select Compatibility View Settings. The URL should already be present in the "Add this website" box. Click Add and close. In addition, there is a setting in "Internet Options" which would be going to the gear again at the top right, selecting "Internet Options" going to the "Advanced" tab. Scroll nearly all the way down until you see an option called "Enable 64-bit processes for Enhanced Protected Mode" and make sure that has a check mark in the box. If it does not, please add a checkmark here and restart your computer to try again.

If you are not able to view the map after completing the steps above, the issue is likely the result of a network setting or 3rd party application such as spybot search and destroy preventing the map from loading. To which you may need to engage your internal IT department for a resolution.