

Loop on Login Page

There are two possible causes for a loop that returns you to the login page while logging in:

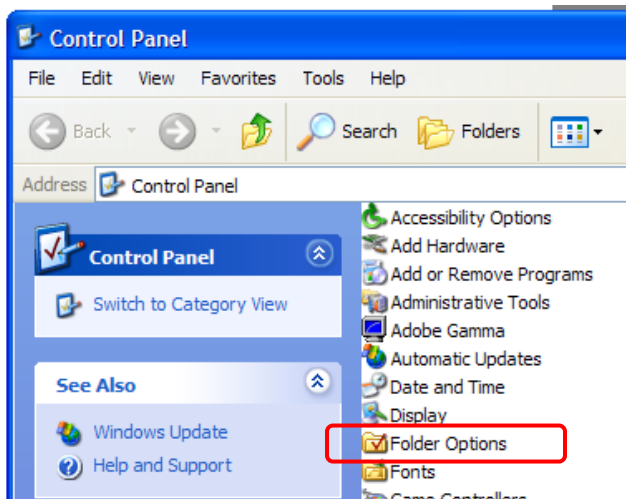
1. The **file extension JNLP** requires a confirmation before downloading the .jnlp file.
2. **Pop-up blockers** need to be disabled. (See page 3 for instructions)

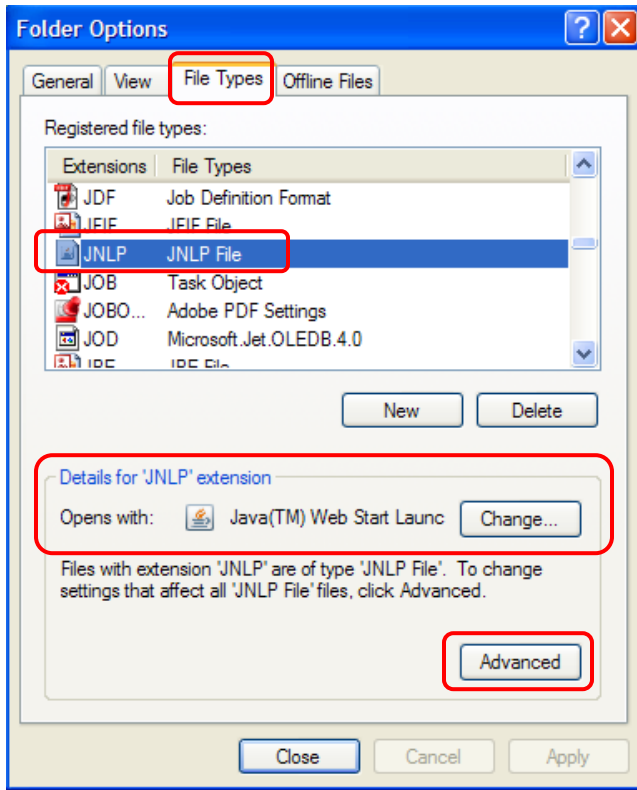
1. File Extension JNLP Prompts Before Downloading

The file extension JNLP may be configured to prompt before downloading, causing a loop when logging in. To correct this issue on a **Windows** system:

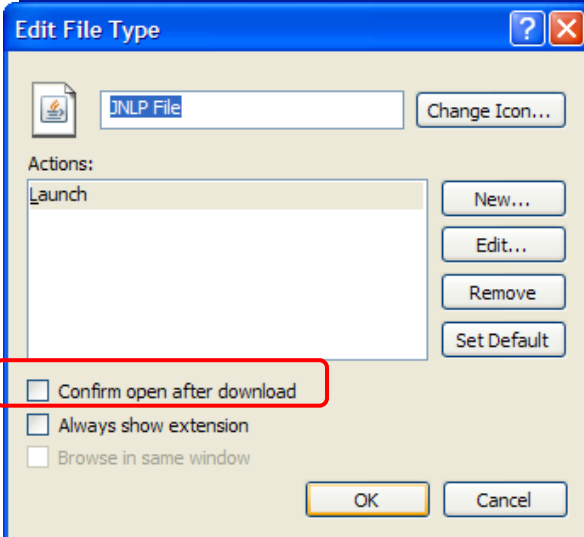
- When prompted, **Save** the file to your desktop to launch after completing the steps below. If the file is not saved, you can log back into the session and the .jnlp file will download.
- Turn off the confirmation for JNLP files so your session always launches without the prompt to save the file.

Start > Control Panel > Folder Options





- **File Types** tab
- Locate **JNLP File** (alphabetical list)
- Select **Advanced** button

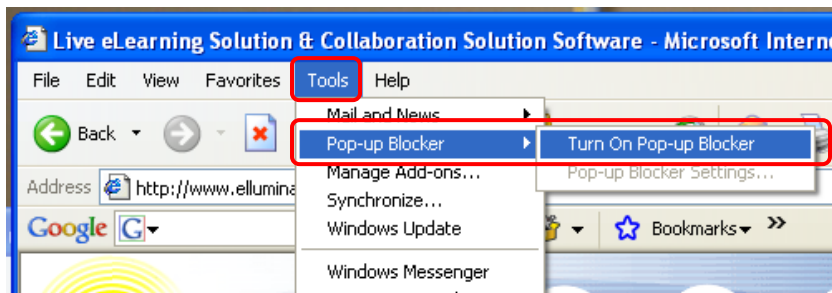


- **Confirm open after download** is *unchecked*.
- Click **OK** to close each window.

2. Disable Pop-up Blockers

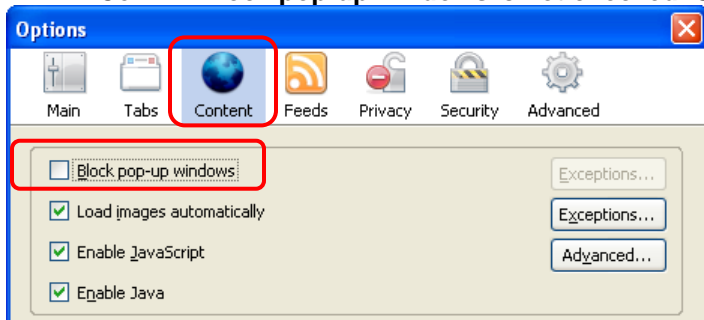
Internet Explorer:

- **Tools** > **Pop-up Blocker** > Confirm that **Pop-up Blocker** is turned **off**.



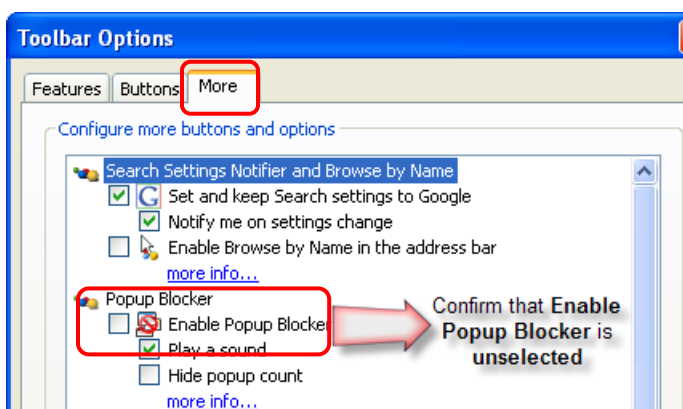
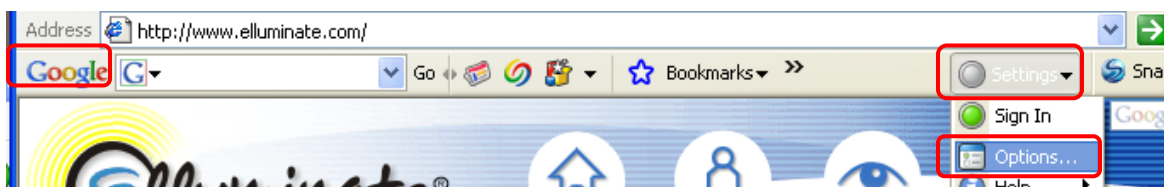
Mozilla Firefox:

- **Tools > Options > Content**
- Confirm **Block pop-up windows** is **not checked**. Click **OK** at the bottom of the window



Google Toolbar:

- **Settings** from the Google menu bar
- **Options > More**
- **Pop-up blocker** is **not checked**
- Click **Apply > OK**



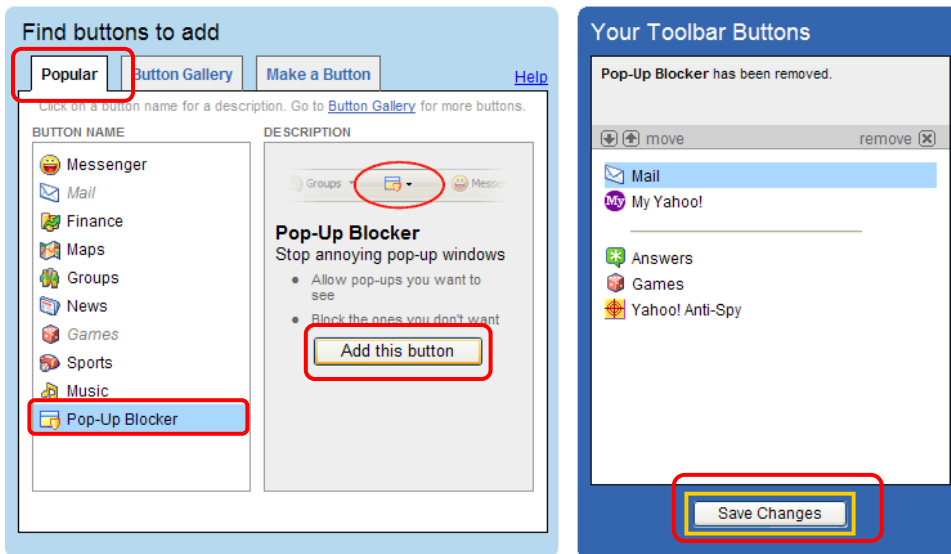
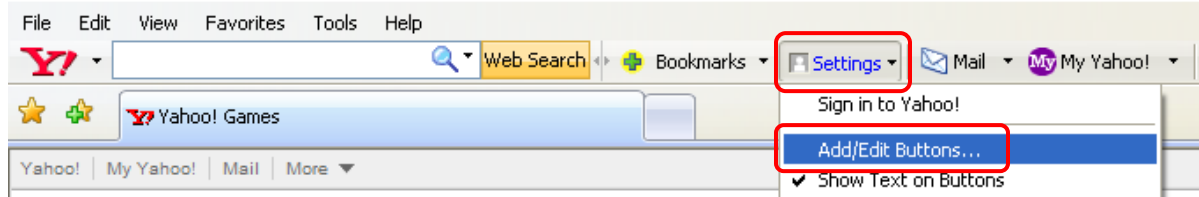
Yahoo Toolbar:



- Verify **Enable Pop-Up Blocker** field is un-checked

To add the Pop-up Blocker button to the Yahoo Toolbar:

- **Settings > Add/Edit Buttons > Popular tab > Poup Blocker > Add this Button**



NOTE: Use **Esc** key to leave this menu to prevent reactivating the blocker.