STARS Troubleshooting Tips
ND Department of Public Instruction

Browser Requirements
PC
- ✓ Internet Explorer 6.0 +
- ✓ FireFox 1.5 +

Mac (OS X)
- ✓ FireFox 1.5 +
- ✓ Safari 2.0 +

If you are experiencing problems with STARS, apply each step below one at a time and then test. Please contact DPI if you continue to have problems.

1. Scan and remove any malicious software, also known as malware (spyware, adware, trackers, loggers, etc).
   a. Recommended programs:
      i. Microsoft Windows Defender (Beta):
         http://www.microsoft.com/athome/security/spyware/default.mspx
   b. Please follow the program directions. The programs are straightforward and easy to use. Ensure the programs use the latest software definitions.

2. Clear the browsers' cache of cookies and temporary internet files.
   a. Open Internet Explorer. From the browser menu, choose **Tools > Internet Options**. Under the box labeled **Temporary Internet files** click the **Delete Cookies** button. Click **OK**. Next, click the **Delete Files** button. Place a checkmark in the **Delete all offline content** box and click **OK**. Under the **History** box, click the **Clear History** button. Click **Yes**. Once these steps are complete, choose **Apply** and **OK** on the **Internet Options** window.

3. If text is automatically being entered into STARS text boxes then you are experiencing Auto complete problems. Turn off the **AutoComplete** feature. Go to **Tools > Internet Options > Content** tab and click on the **AutoComplete** button under **Personal Information.** Uncheck the Forms checkbox and click **OK**. Click **OK** again.

4. If you are experiencing difficulties getting a PDF window to show up then try removing or disable any Internet Explorer toolbars (Hotbar, Google, MySearch, MyToolbar, Yahoo, Alexa, AltaVista, Starware, Xupiter, etc). Check for any pop-up blockers.

   - Remove: NOTE! Only remove the toolbar/blocker if you no longer want the software. Access the Control Panel and then Add and Remove Programs. Look for unwanted toolbars/blockers and click on the item. A button will become available allowing you to remove the program. Reboot as necessary.
   - Disable: Right click anywhere above the address bar in your browser. A list should appear showing the active toolbars/pop-up blockers in your browser. Uncheck any toolbars/blockers listed above or any non-standard toolbars. Make sure to leave: Standard Buttons, Address Bar and Links checked. NOTE: This solution does not work for all toolbars.
   - If you have Popup Blocker turned on through Internet Explorer then make sure to add *.state.nd.us to the list of allowed sites. To do this open a browser window, click Tools and choose Pop up Blocker and then Pop up Blocker settings. Add *.state.nd.us to the list of Allowed Sites.
   - If you are using Safari on a Mac and when trying to create a PDF a window opens with two buttons titled "PDF" and "Credentials" try clicking on "PDF". If nothing happens try this workaround. Open up Adobe Reader. Once this is open click on "Adobe Reader" menu at the top of the screen and then click on "Preferences". In the box that comes up click on "Internet" on the left side of the box.

Then uncheck the box beside "Display PDF in browser using:".Click "Ok". If you have Safari open when you do this close and reopen it.

- To test functionality without any add-ons in IE8, go to Programs/Accessories/SystemTools/ and select Internet Explorer (No Add-ons) and see if the pdf problem still exists. This will tell you, that you have an Add-on installed that is preventing the PDF's from functioning properly. Find it and remove it and the PDF's will work just fine.

5. If you are using Internet Explorer 8 and the scroll bar locks up click on the compatibility button located to the right of the address bar.

6. If you are using Internet Explorer 8 and the screen flickers and flashes click on the compatibility button located to the right of the address bar.

7. If you are using Internet Explorer 8 and you try to generate a PDF report and the new report window opens and closes right away you should click on Tools then Internet Options. In the dialog box that pops up click on the Security tab. Click on Trusted Sites and then the Sites button. In the text box enter "*.state.nd.us" and then click on the Add button. Change the level to medium/low.

   a. If step #7 still doesn't correct the problem of a PDF report window opening and closing right away then click on Tools then Internet Options. In the dialog box that pops up click on the Security tab. Click on Trusted Sites. Click on the Custom Level button. Find the option titled "Automatic prompting for file downloads". Choose enable. Click OK and then click OK again.

STARS Printing Troubleshooting

If your computer locks up when you choose the Print Page option (located in the lower left corner), it could be because you are using a browser that cannot support STARS. Other printing alternatives include: choosing File then Print from the menu bar. Or in most reports in STARS there is a Generate PDF button normally located in the left navigation. If you are printing the Consolidated Title I budget Grid or the Consolidated Grants budget Grid you may need to highlight the rows on the budgets, copy it to an Excel file, and print from Excel. Another print option is to do a Control + Print Screen on the keyboard, paste it into a Word document, and then print from Word. Be sure you set the page margins small enough on Word to get a size of screen that is legible.

If you want to change the size of the viewed/printed screen:

1. Click on "View" on the toolbar at the top of the screen
2. Click on "Text Size"
3. Click on the text size you want or choose increase or decrease (depending on your browser). The text size you pick will remain as your browser setting no matter which webpage you view. This also affects the size of text that will be printed.
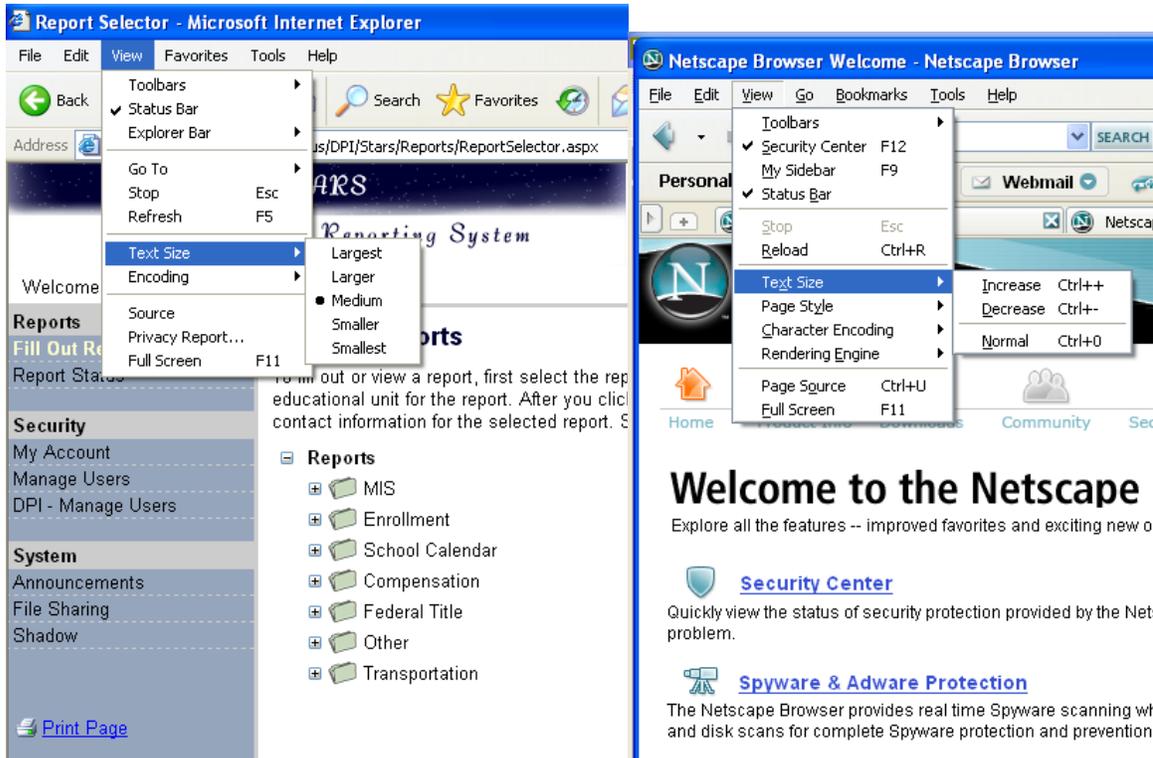
If you want to print more on a page be sure to check the printing page setup options

- Click on File and Page Setup and manipulate the page orientation and margins

Also, by clicking on File and Print Preview you are able to see what will be printed on each page and how many pages of information will be printed.