

Hosted PowerLender Browser Setup Guide



This document covers some of the basics of setting up a browser to best work in the Hosted PowerLender environment. This only covers some of the more critical settings and there may be others that need to be tweaked depending on the configuration changes made on your browser. Note that the default settings of most browsers with the Sun Java Plug-in installed is all that should be necessary for the Hosted PowerLender site to work properly.

Prerequisites

The following prerequisites must be adhered to in order for PowerLender to run in a browser:

1. Must be running Windows 10.
2. Can only run on Internet Explorer 11 (Chrome and Edge are not supported at this time)
3. Must be running on Java RunTime Environment (JRE) 1.8.0.242 (Java 9 and later are not currently supported).
4. Ports 22, 80, and 443 must be open to kyhousing.powerlender.com.

DigiCert - Java Applet Signed

The following must be allowed:

- <http://timestamp.digicert.com>
- <https://timestamp.digicert.com>

NOTE - Java requests the URL of the server used to verify the timestamp of the certificate. Please note this can change at any time.

NOTE WHEN LAUNCHING PowerLender

Two windows are opened upon PowerLender launch:

- A small-window print applet. This is used to render print jobs on the local PC. It can be minimized, but it should be left open.
- The PowerLender application itself (large window). When using multiple monitors, the window may need to be resized by pulling in from the right edge using the mouse. Look for pull down menus including Application and Help in the upper left corner.

Sun Java Plug-in

The most frequent issue clients have with the Hosted PowerLender site is not having the Sun Java Plug-in installed or enabled properly. The easiest way to test this is by using your browser to access the following URL: <https://java.com/en/download/installed.jsp>. This will give you information on whether Java Plugin is working correctly or not. Figure 1 shows what to expect when Java is installed and working correctly. Figure 2 shows a browser where Java is not working correctly. If that happens, Java has a set of steps to follow below this that will help you get Java working properly with your browser. Some of these steps include installing Java if not installed, or enabling it in the browser if Java is not turned on.

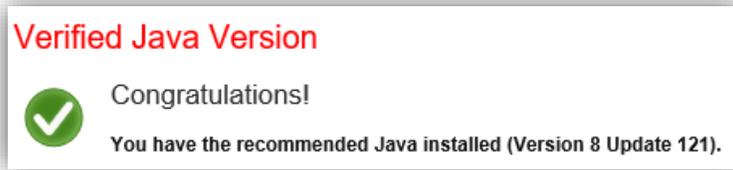


Figure 1



Figure 2

Other Browser Settings:

There are several other settings that are needed for Hosted PowerLender site to work properly in most environments. These settings include Compatibility View Mode, Trusted Sites, and allowing cookies and pop-ups. The instructions for modifying these settings below are for Internet Explorer 11. Please contact PowerLender Support (support@powerlender.com) for assistance with other browsers if necessary.

Compatibility View Settings:

Adding the Hosted PowerLender site URL to the browser's Compatibility View Settings will force Internet Explorer to behave similar to other browsers and remove a couple of issues with file uploads and viewing reports that occasionally occur.

To modify this setting in Internet Explorer, select the **Tools** button , and then select **Compatibility View settings** as shown in Figure 3. Under **Add this website**, type **powerlender.com** in the box and click **Add** to add it to the list of websites as shown in Figure 4. Click **Close** to close out of the Compatibility View Settings.

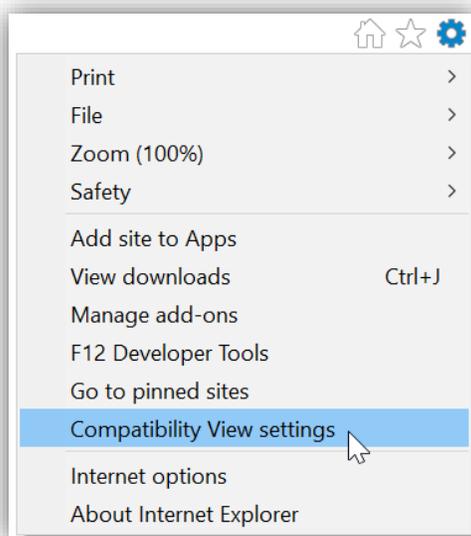


Figure 3

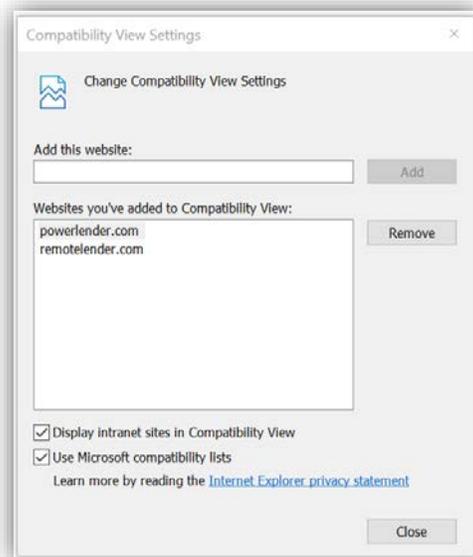


Figure 4

Trusted Sites:

Adding the Hosted PowerLender site URL to the browser's Trusted Sites will stop from applying some of the more strict security settings against it. This is not necessary with the default settings but if security settings have been turned up, it can help to ensure the Hosted PowerLender site works correctly.

To modify this setting in Internet Explorer, open **Internet Options**, select the **Security** tab, and click on the **Trusted Sites**. This will enable the **Sites** button as shown in Figure 5. Click on the button and type **https://*.powerlender.com** in the box and click **Add** to add it to the Trusted Sites as shown in Figure 6. Click **Close** to close out of the Trusted Sites window and **OK** to close the Internet Options.

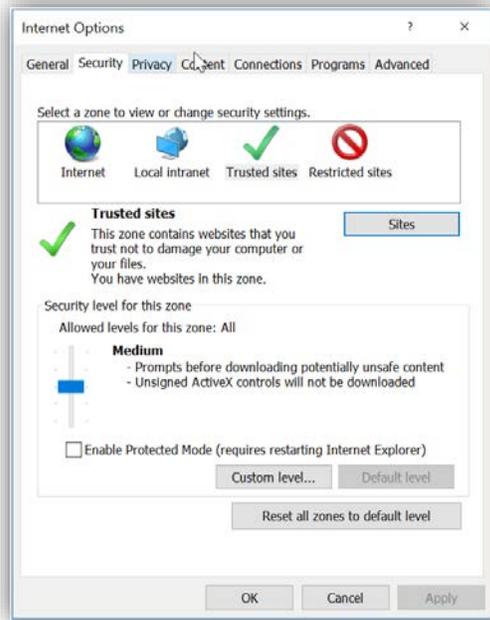


Figure 5

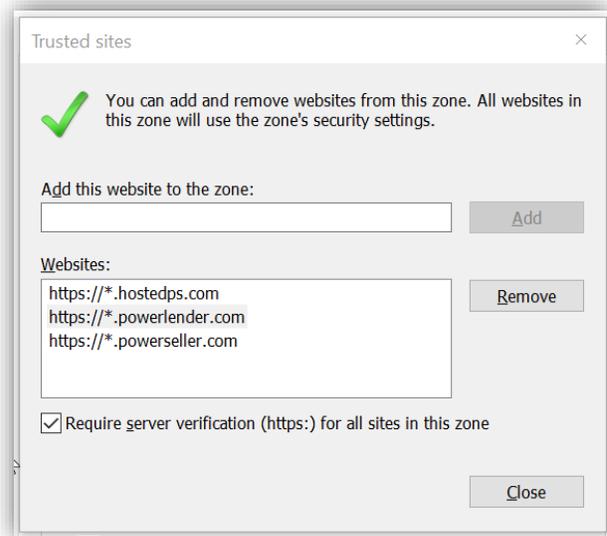


Figure 6

Allow Cookies:

Adding the Hosted PowerLender site URL to the Always Allow Cookies browser option will help ensure the login session does not have issues. Again, this should not be necessary with the default browser settings.

To modify this setting in Internet Explorer, open **Internet Options**, select the **Privacy** tab. The **Sites** button as shown in Figure 7 will allow you to add the Hosted PowerLender site to always accept cookies. Click on the button and type **powerlender.com** in the box and click **Allow** to add it to the Domains as shown in Figure 8. Click **OK** to close out of the Per Site Privacy Actions window and **OK** to close the Internet Options.

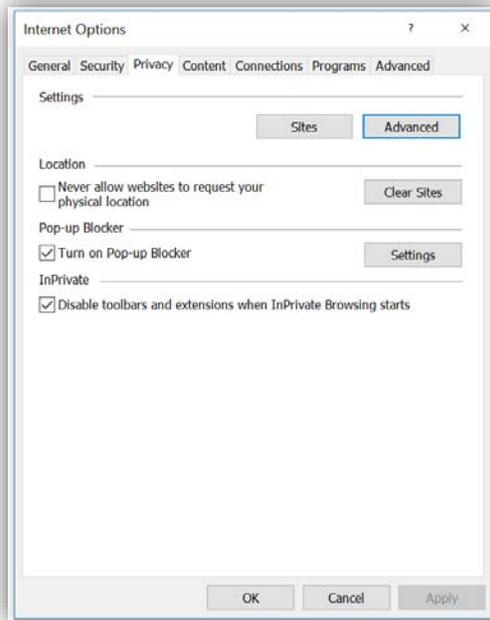


Figure 7

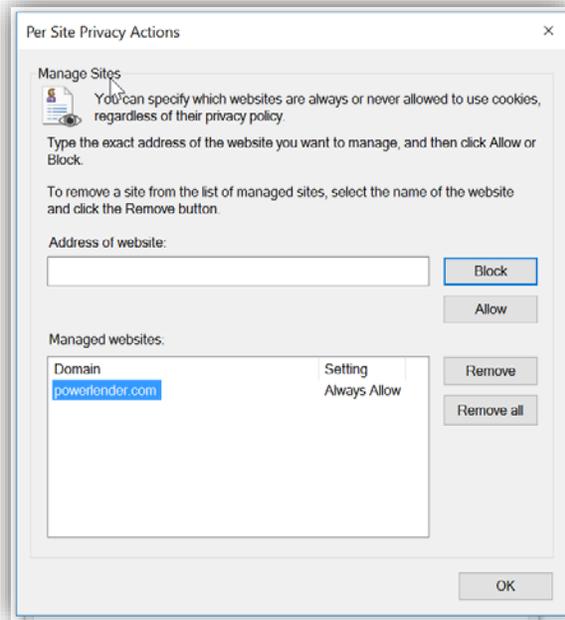


Figure 8

Allow Pop-ups:

Adding the Hosted PowerLender site URL to the sites allowed to display pop-ups will ensure that hidden windows are not blocked. This can be the printing window or certain report windows.

To modify this setting in Internet Explorer, open **Internet Options**, select the **Privacy** tab. The **Settings** button under **Pop-up Blocker** as shown in Figure 9 will allow you to add the Hosted PowerLender site to always allow pop-ups. Click on the button and type **powerLender.com** in the box and click **Add** to add it to the allowed sites as shown in Figure 9. Click **Close** to close out of the Pop-up Blocker Settings window and **OK** to close the Internet Options.

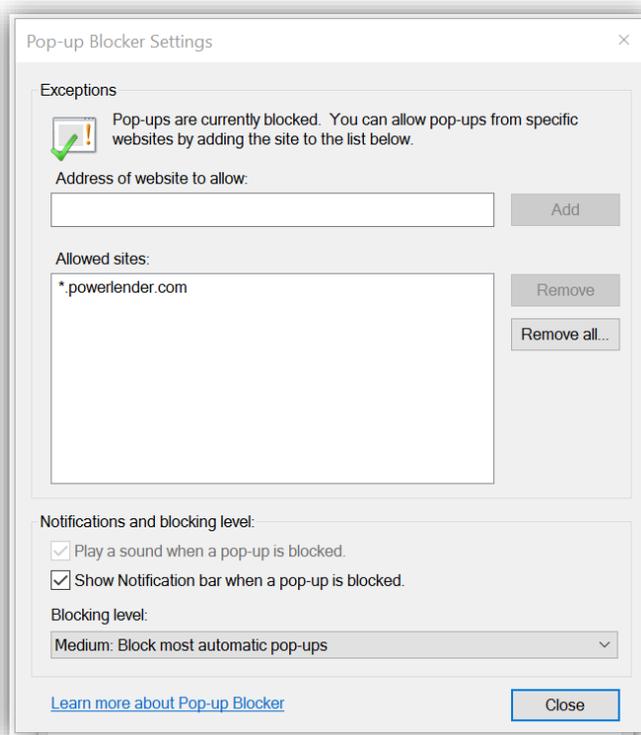
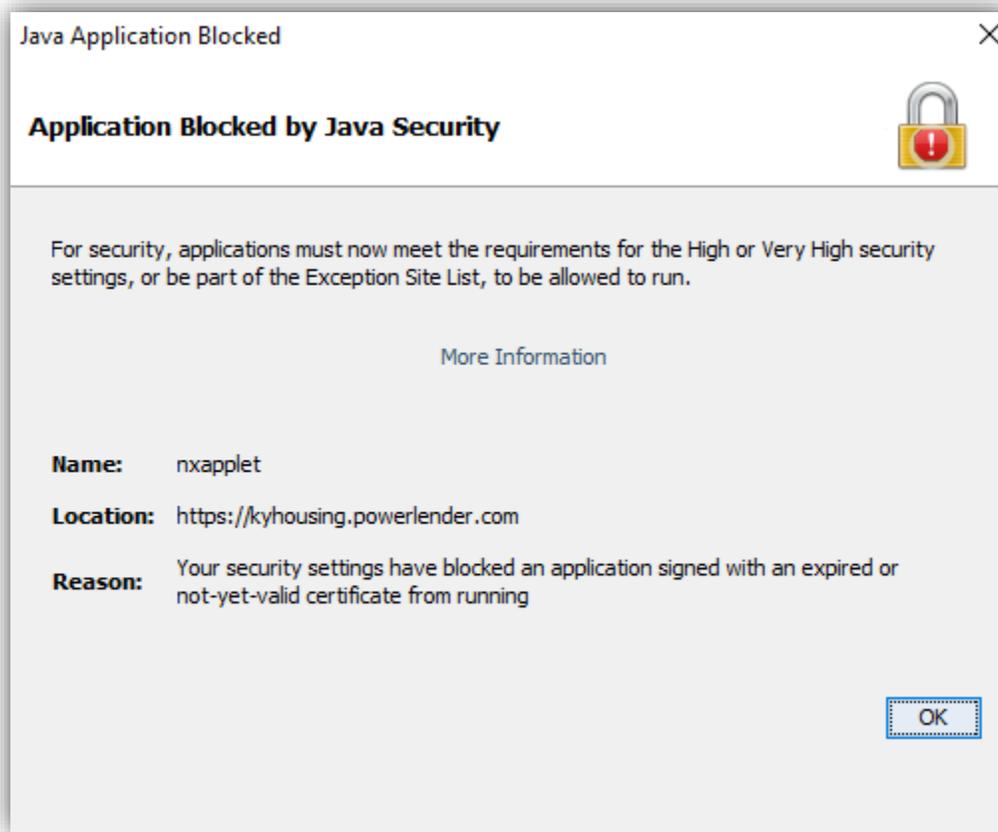


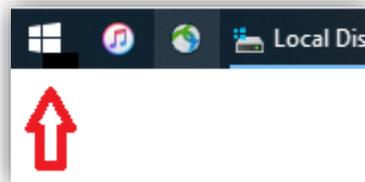
Figure 9

How to Add Java Security Exception – Windows 10 PowerLender® LOS

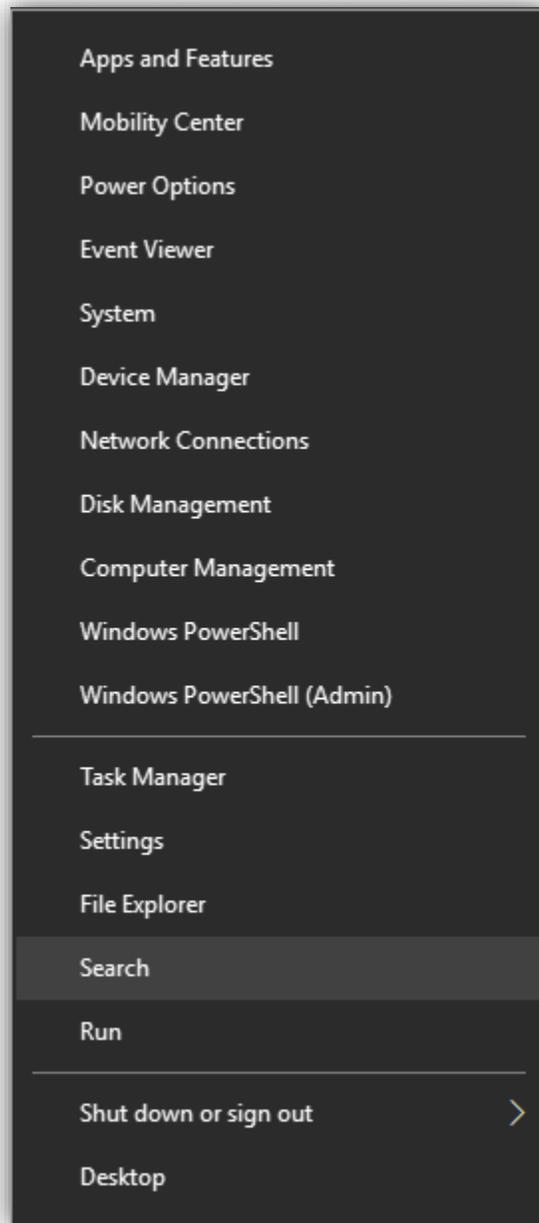
The procedure below will address this error:



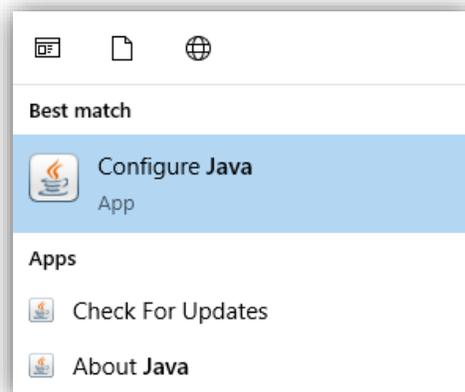
1. Click this 4-panel Window icon (usually) at the bottom left of your screen.



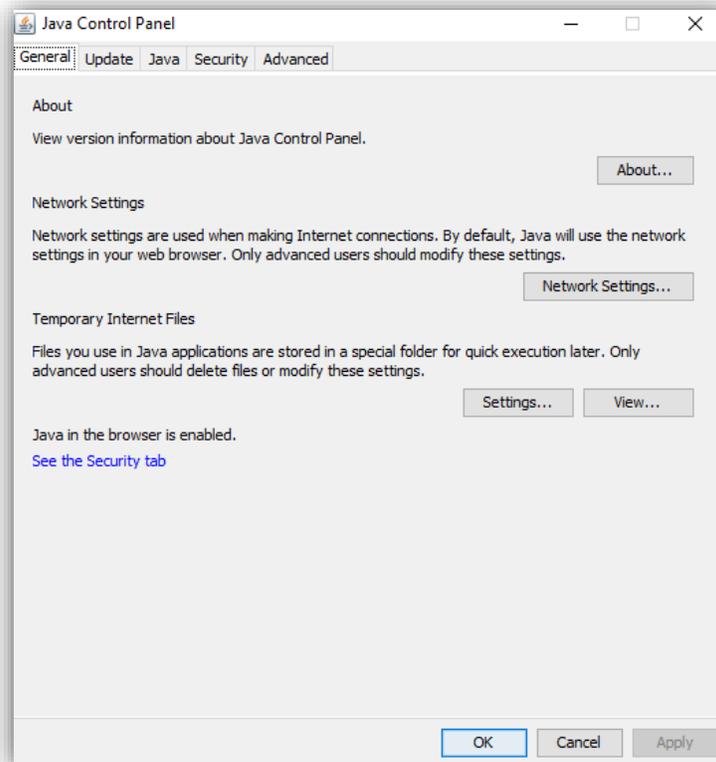
2. From the options, select Search



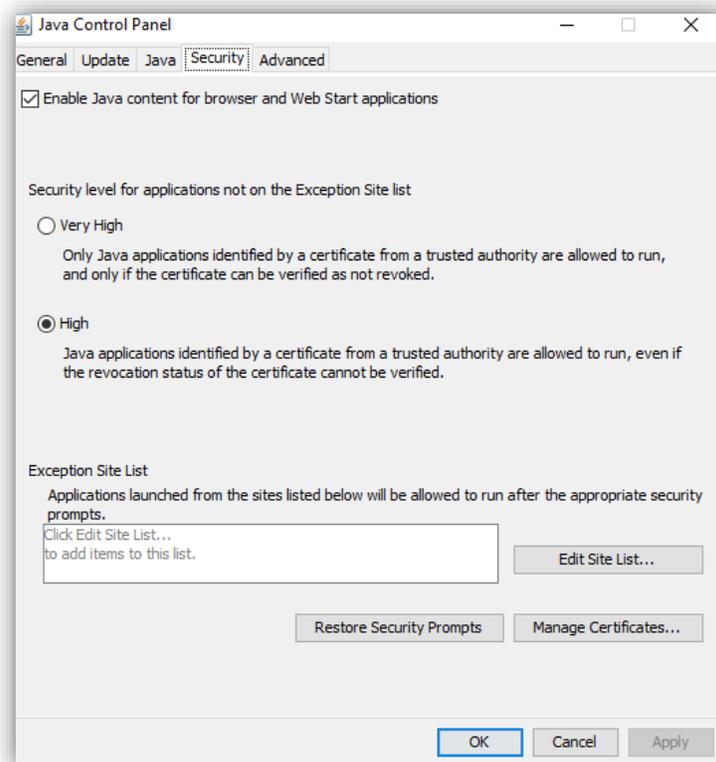
3. Type **Java**, look for **Configure Java**. You should see this match.



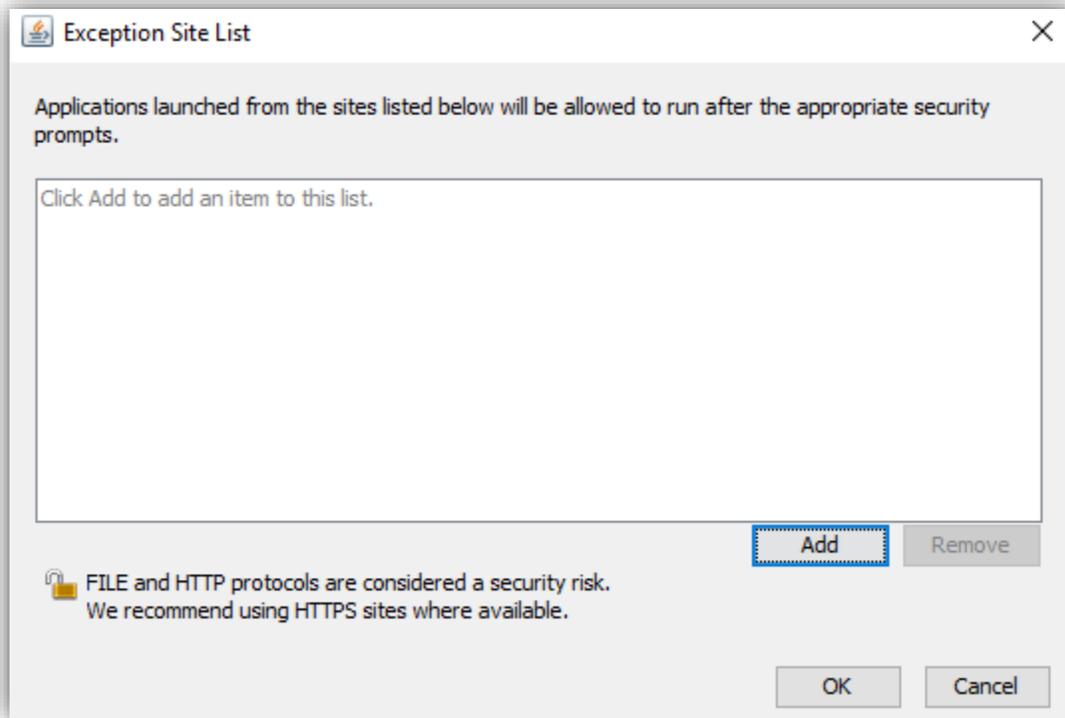
4. Click on the **Configure Java** app. This panel should open.



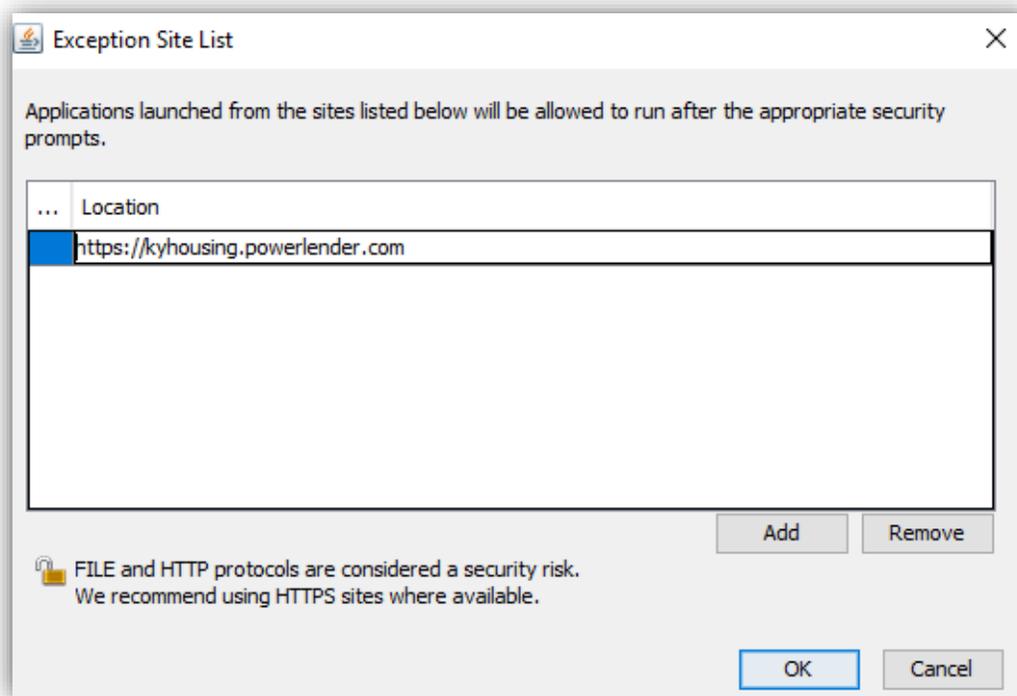
5. Click the **Security** tab shown in the last step.



6. Click Edit Site List shown in the last step.



7. Click the Add button shown in the last step and type <https://kyhousing.powerlender.com> as shown below.



8. Click OK to close the Exception Site List
9. Click OK to close the Java Control Panel
10. Test PowerLender launch.

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