

TROUBLESHOOTING NETADVANTAGE

Problem: Cannot EXPORT records from STOCK or BOND SCREENER

FIX:

1. Open Internet Explorer browser.
2. Click on TOOLS on the browser menu bar.
3. Select INTERNET OPTIONS...
4. Select SECURITY tab.
5. Click to select INTERNET icon as the Web Content Zone.
6. Click on CUSTOM LEVEL button.
7. Scroll to the DOWNLOADS section.
8. Under AUTOMATIC PROMPTING FOR FILE DOWNLOADS, put a check next to ENABLE.

