



US Script Application Users

Troubleshooting Tips and Suggestions

Problem: I am having trouble logging on to the US Script Member Eligibility Application.

1. Ensure you have installed the JInitiator plug-in and the security file found at <http://www.usscript.com/clients-online-instructions.jsp>
 - You can look in Control Panel to see if you have JInitiator 1.3.1.26 installed.
 - If your version is 1.3.1.9, please update the file by downloading it from the US Script website at the address above.
 - Both the security application and the JInitiator application must be installed by the Windows Administrator account, logged in specifically as “Administrator” to the local machine. This is the only login user that can install JInitiator.
2. Check in Tools/Internet menu (or ask your system administrator) to find out if you are using a proxy server. If so, work with the administrator to remove the settings. To use the Member Eligibility Application, you need clear access to the public internet without filtering.
3. Exit from all browser application windows, and then open a new browser window. Look to see whether you have any toolbars installed. Specifically, the Google toolbar and the Yahoo toolbar interfere with the Member Eligibility Application. Right-click an empty space on the toolbar to see a list of all installed toolbars. Only “Standard Buttons,” “Address Bar,” and “Links” are standard built-in toolbars.
 - If you find any other toolbar, please uninstall it. If you do not know how to uninstall it, ask your department’s system administrator remove it for you.

Problem: I can log into the Member Eligibility Application, but I can’t run reports.

1. To free all system resources, reboot your computer.
2. Do not start any applications. If you have an auto-start application such as Outlook, close it before going to the next step.
3. Run Internet Explorer.
 - Look to see whether you have any toolbars installed. See item 3 under “Problem: I am having trouble logging on to the US Script Member Eligibility Application,” above, for specific directions.
4. When the home page loads, go to the US Script Member Eligibility Application page at <http://www.usscript.com/clients-online.jsp>
5. Some problems have been associated with Adobe Acrobat Reader versions later than 7. Check your version of Adobe Acrobat Reader by going into <Control Panel><Add or Remove Programs> to see what version of Adobe Reader is listed, or by launching Adobe Reader and selecting <Help> from the menu and looking for “About Adobe Reader x.x” to ensure you have version 7 or earlier.
6. Ensure that your report criteria are logical for the report you are trying to run. For example, the start date must be before the end date; text criteria should be appropriate to the field you require it for; etc.
7. Try running the report three times, allowing ten minutes between attempts, in case the US Script server is processing multiple reports at one time.

Problem: I can not run Discoverer.

1. Discoverer performs fully on Java Version 1.5 (JRE 5). Check your version of Java in <Control Panel><Add or Remove Programs> to ensure you have the correct or an earlier version.
2. Discoverer performs fully on Adobe Acrobat Reader Version 7. Check your version of Adobe Acrobat Reader as described in step 5, above, to ensure you have the correct or an earlier version.
3. Exit from all browser application windows, and then open a new browser window. Look to see whether you have any toolbars installed. See item 3 under “Problem: I am having trouble logging on to the US Script Member Eligibility Application,” above, for specific directions.

**If these steps don’t solve the problem for you,
please contact your US Script Representative for assistance at myaccountmgr@usscript.com.**