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# Genesys Administrator Extension Deployment Guide

Browser Issues

# Browser Issues

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If the download of Audio Resource Files, encoded files, and other GAX downloads are blocked by the Microsoft Internet Explorer 8 or 9 information bar, and, after you confirm the download, you are redirected to the main page and then have to repeat the download request, you can adjust your browser settings to prevent this scenario.

This issue is not GAX-specific; it is related to your Internet Explorer settings. To prevent Internet Explorer from blocking your GAX downloads, you must disable the download information bar for GAX downloads.

There are two approaches that you can take to solve this issue:

- [Configuring Internet Explorer to allow all downloads without warnings](#)
- [Configuring Internet Explorer to allow GAX downloads without warnings](#)

### Configuring Internet Explorer to allow all downloads without warnings

#### Purpose

- To prevent the information bar from blocking GAX file and software downloads.

This procedure disables the Information bar for all downloads. You will be able to download GAX files without being blocked; however, other content will also now be downloaded without warnings.

#### Start

1. Launch Internet Explorer.
2. Click Tools.
3. Select Internet Options.
4. Select the Security tab.
5. Click Custom level.
6. Scroll to the Downloads section of the list.
7. Under Automatic prompting for file downloads, click Enable.
8. Click OK.
9. Click Yes to confirm that you want to make the change.
10. Click OK.

The Information bar for file downloads is now turned off. You can download GAX files without being blocked by Internet Explorer.

#### End

### Configuring Internet Explorer to allow GAX downloads without warnings

#### Purpose

- Adjust the settings of Internet Explorer to make it less restrictive when you want to download GAX files.

This procedure enables you to maintain your security settings when you download files from the internet, while making GAX a trusted site from which all your GAX files are downloaded without warnings in the Internet Explorer information bar. You can choose to run with the security level set to High.

### Start

1. Launch Internet Explorer.
2. Open the GAX site URL.
3. Click Tools.
4. Select Internet Options.
5. Click the Security tab.
6. Click Trusted sites.
7. Click Sites.
8. In the Add this website to the zone field, verify that the GAX URL is displayed. If not, enter the website in the field. It is not necessary to include the port number.
9. Click Add.
10. De-select Require server verification (https:) for all sites in this zone.
11. Click Close.
12. Click Custom level.
13. Scroll to the Downloads section of the Settings list.
14. Under Automatic prompting for file downloads, click Enable.
15. Scroll to the Scripting section of the Settings list.
16. Under Active Scripting, click Enable.
17. Click OK.
18. Click Yes to confirm that you want to make the change.
19. In the Internet Options window, click OK.

The Information bar warnings for file downloads is now turned off for trusted sites only, and GAX is set as a trusted site.

### End

## Audio Resource File Playback Issue in Internet Explorer 8.x

Users of Internet Explorer 8 cannot play Audio Resource Files in Genesys Administrator Extension. This is due to the lack of support for HTML5 in Internet Explorer 8.

To play Audio Resource Files, use a newer version of Internet Explorer or another supported browser. See [Browser Requirements](#) for more information.