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General questions

Remember you are welcome to contact me with any NAME website issues.

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Problems accessing www.thename.org

Try going to the NAME page again using this direct link

(<https://netforum.avectra.com/eweb/StartPage.aspx?Site=NAME&WebCode=HomePage>)

- Note that by using this link you go directly to the NAME web page, which is hosted on the NetForum server. If you use the URL www.thename.org you are directed to a separate site on the server that formally hosted the NAME web page. This site “owns” that NAME URL. Ever since we moved to the new web site that old site has been set to redirect to the NetForum server. This was the solution we used in order to keep “thename.org”. But unfortunately the more cooks in the kitchen the more problems that can surface. “thename.org” is useful for the general public as this has been our web site for many years. But for members I suggest you go directly to the longer URL above, as I have seen times when the redirection fails, or when such redirection is flagged by antivirus programs or firewalls as a potential threat, simply due to the redirection.

Login issues

Occasionally a member will contact Dee or me regarding problems with the NAME web site. Recently Dr. Prahlow had problems logging in. From the nature of his issue I was fairly confident that this was a cache issue. I have seen similar problems with other issues that other members have. This appears to be a fairly rare issue (at least only a handful of members have complained). If you are having no problems

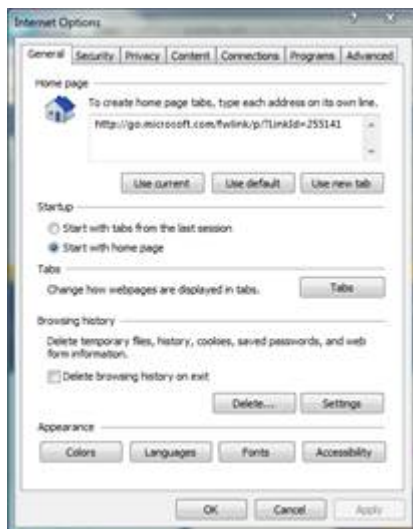
then you can ignore the remainder of this e-mail. But if you have had login issues, you may wish to try the fix below that I suggested to Joe. It worked for him. I have also found this to be helpful with odd issues on other web sites. [If you have had other problems such as general problems accessing the site or messages that the site is a virus threat, please specifically note the information on the direct link to the web site \(bypassing \[www.thename.org\]\(http://www.thename.org\)\) which is near the end of this message.](#)

First of all some background which I confirmed with the web site technical support staff. Their comments:

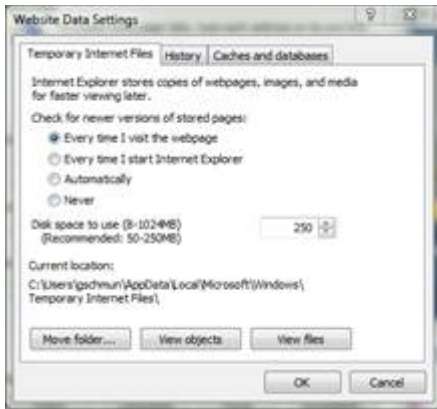
Since netFORUM Pro is a dynamically generated website every time you visit a page it is actually the same page, but the parameters of the link change the information that is displayed. If the Internet Settings are caching the page the browser will not look for new versions of the page. This is fairly unique to Internet Explorer, since users of this browser think that caching will improve the speed of access. Chrome and Firefox are not normally as problematic.

So if you try to access the NAME web site using IE you may be experiencing a cache issue. If so, try these steps. If you are NOT using Internet Explorer, this fix is not relevant. The following suggestions should provide a permanent fix to cache problems. It will not cause other problems. I have used this to fix many issues on several web sites, and this was also recommended by netForum tech support.

- Go to internet options using one of these methods:
 - Click on the gear symbol (Tools) at the top of your IE browser page. Then select “Internet Options”.
 - Alternatively you can go to control panel under windows and select “Internet Options”.
 - Or simply press “Alt-X” then click on “Internet options”.
- On the “General” tab you should see “Browsing History”. Click on “Settings”.



- On the “Temporary Internet Files” tab click on “Every time I visit the web page”. Then click on “OK”.



- Now from the original “Internet options” dialog click on “Delete” under “Browsing history”. Check the boxes shown here then click on “Delete”.



- Then click on “OK” at the bottom of the “Internet Options” dialog.
- Reboot your computer (always a good idea when you make a system change on a PC).
- Try going to the NAME page again using this direct link (<https://netforum.avectra.com/eweb/StartPage.aspx?Site=NAME&WebCode=HomePage>)
 - Note that by using this link you go directly to the NAME web page, which is hosted on the NetForum server. If you use the URL www.thename.org you are directed to a separate site on the server that formally hosted the NAME web page. This site “owns” that NAME URL. Ever since we moved to the new web site that old site has been set to redirect to the NetForum server. This was the solution we used in order to keep “thename.org”. But unfortunately the more cooks in the kitchen the more problems that can surface. “thename.org” is useful for the general public as this has been our web site for many years. But for members I suggest you go directly to the longer URL above, as I have seen times when the redirection fails, or when such redirection is flagged by antivirus programs or firewalls as a potential threat, simply due to the redirection.
- At this point you should see the login page, unless you are already logged in.

- Once signed in, you should go to the member page with your name at the top (as shown here for Joe):

Issues with “Only secure content is displayed” messages

Go to internet options and select Tools>>>Internet options>>>Security tab, Custom level>>>Scroll to:
Display mixed content>>>Enable>>>OK