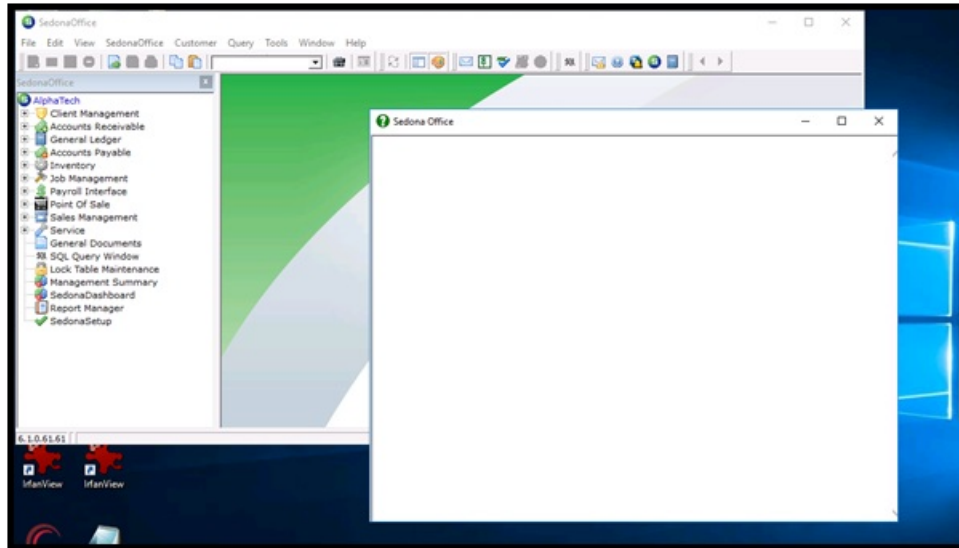


SedonaOffice Splash Screen Will Not Open

04/29/2024 10:51 am EDT

Description of Issue:

When accessing SedonaOffice, the splash screen with version information will not display correctly.



Resolution:

The Splash screen will open once a day.

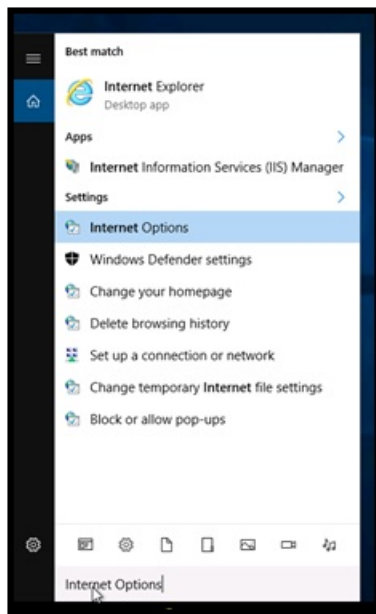
The first time a user logs into SedonaOffice the screen will open and display the latest release information.

The screen is trying to display a webpage within the window if it cannot open that page then the screen will appear blank.

One issue that will cause this is if the security settings on the workstation are set

Go to the Internet Options on the Workstation.

You can use the search on the Windows button to locate the application.



Click on the Security tab.

If the Security is set to Custom or High, the page may not display correctly.

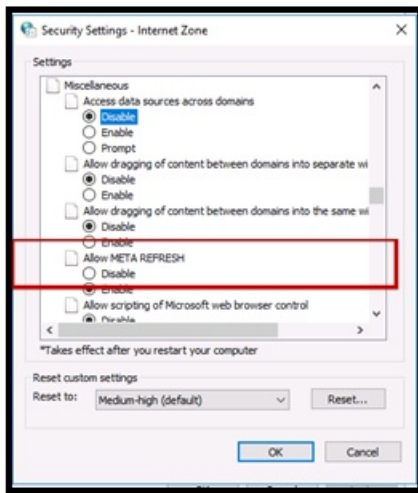


You can change the Security Level to a lower setting or modify the settings using the Custom button.

Click Custom.

Scroll to the miscellaneous section.

Set the Allow META REFRESH option to Enable.



Click OK.

Then Click OK again to close the Internet Options window.

The splash screen should open the next time you open Sedona Office.

If you have opened the application the same day the screen should open the next day correctly.

