

MPG Recommended Computer Configurations:

We recommend using Internet Explorer 9 and higher because our site works best with this browser. Keep in mind that the newer browsers not only have newer features, they often fix browser vender bugs, especially those dealing with Internet security.

Recommended Settings:

- Operating System: Microsoft Windows 7 operating system.
- Browsers: Internet Explorer 9 or greater
- JavaScript must be enabled
- Cookies must be enabled
- Pop-ups must be enabled
- Screen Resolution: minimum of 800 x 600 - recommended 1024 x 768
- Minimum Java Runtime Environment (JRE) version 1.6.0 used by non-Internet Explorer browsers. (JRE 1.6.0_23 recommended)

Screen Resolution:

This website looks best on a screen which has a resolution of at least 800x600. A resolution of 1024x768 will minimize scrolling and make the screen easier to read.

Below are the steps to set or determine the screen resolution:

1. From your desktop, right-click and choose "Properties"
2. Select the "Settings tab"
3. In the Screen Area section, move the slider pointer to 800x600 or 1024x768 pixels
4. Select "OK"
5. A popup dialog box will appear asking for confirmation of your selection. Select "OK" again. You screen may flicker or go blank for a few seconds as it changes resolution. This is normal.
6. A dialog box will then appear asking if you wish to keep this setting. Select "Yes".

JavaScript:

This website uses JavaScript to accomplish important functions on many pages. If your browser does not support JavaScript or your security settings prevent its use, these pages will not work properly.

Below are the steps to enable JavaScript or determine if it is enabled:

1. From the browser's menu bar, select "Tools"
2. Select "Internet Options"
3. Select the "Security" tab
4. Select "Custom Level"
5. Scroll down to Scripting, and then to Active Scripting submenu
6. Select "Enable". Note: If the radio button is already selected, JavaScript is enabled. Complete the remaining steps to exit.
7. Select "OK"
8. Select "Yes" to "Are you sure you want to change the security settings for this zone?"
9. Select "OK" to exit

Cookies

This website uses temporary or session cookies to store important information. A temporary or session cookie is created only for your current browsing session and is deleted from your computer when you close your web browser. Below are the steps to enable Cookies or determine if they are enabled. Some personal firewall products can be configured to high security mode which blocks all cookies, so if you are using any personal firewall software then please consult it's documentation on the matter of session cookies.

Enable Cookies for Internet Explorer:

1. From the browser's menu bar, select "Tools"
2. Select "Internet Options"
3. Select "Privacy" tab
4. Adjust the settings to "Medium High" or lower.
5. Select "OK"
6. Select "OK"

*If your browser is still refusing to accept session cookies then it may be necessary to do the following:

1. From the browser's menu bar, select "Tools"
2. Select "Internet Options"
3. Select "Privacy" tab
4. Select "Advanced"
5. Make sure the "Override Automatic Cookie Handling" is checked.
6. Make sure that "Always allow session cookies" is checked.

For MiTRIP Customers Only (The following instructions are intended for your business's IT Support or Technical Experts to review if needed):

The following configuration items are required for Internet Explorer which will use the ActiveX mapping control:

- If using Internet Explorer, you must also have it configured to allow ActiveX controls to be downloaded and run
- You must be a user of at least the Power User group to download and install the mapping control OR
- You can be a user of the User group and download and install the mapping control if:
 - You have Set Value and Create Subkey permissions for the HKEY_LOCAL_MACHINE\Software and HKEY_LOCAL_MACHINE\Software\Classes key
 - You have Modify and Write NTFS permissions on the Windows Downloaded Program Files directory
 - You have Modify and Write NTFS permissions on the \Program Files\SLActvX directory.

ActiveX Controls:

The website uses an ActiveX control to display an interactive map and aid in the route selection process. Your browser needs to be able to download and run this ActiveX control. Below are the steps to enable ActiveX controls or determine if they are enabled:

Enable ActiveX Controls in Internet Explorer:

1. From the browser's menu bar, select "Tools"
2. Select "Internet Options"
3. Select the "Security" tab
4. Select "Custom Level"

5. Scroll down to ActiveX Controls and Plug-ins
6. Make sure "Download Signed ActiveX Controls" is set to "Enable" or "Prompt"
7. Make sure "Run ActiveX Controls and Plugins" is set to "Enable" or "Prompt"
8. Make sure "Script ActiveX Controls Marked Safe for Scripting" is set to "Enable" or "Prompt"
9. Select "OK"
10. Select "Yes" to "Are you sure you want to change the security settings for this zone?"
11. Select "OK" to exit

*If you have completed the steps above and are still having problems getting the mapping control to work properly, try the following. If you are unsure of how to check these items, please consult your system administrator.

- You must be a user of at least the Power User group to download and install the mapping control OR
- You can be a user of the User group and download and install the mapping control if:
 - You have Set Value and Create Subkey permissions for the HKEY_LOCAL_MACHINE\Software and HKEY_LOCAL_MACHINE\Software\Classes key
 - You have Modify and Write NTFS permissions on the Windows Downloaded Program Files directory
 - You have Modify and Write NTFS permissions on the \Program Files\SLActvX directory.

Troubleshooting the "Download and Display of the Map":

Once the Superload Map Control for interactive map graphics has been downloaded and installed, there are two graphics files which need to be downloaded and saved on your machine. The control uses standard methods to make a connection to the Internet and attempt to download the graphics files it requires. The control will detect and properly work with your Internet connection including any proxy server, however, there is a chance that the configuration of a proxy server is not detected properly. As such, external override options are available. If you are unable to download the map graphics you may fall into one of the following scenarios. Please try the steps that follow your particular case.

Error message containing: **"INETConfig=3"**

If you receive the above error message, try the following:

1. Open the file C:\Program Files\slactvx\slactvx.ini in Notepad or any other text editor.
2. This file contains some comments and three lines that begin with the text ";InternetConnectionType=". As a first attempt, remove the ";" from the start of the line that reads ";InternetConnectionType=0". Make sure the "I" in "InternetConnectionType" is in the first column of the line.
3. Save the .ini file and exit the editor.
4. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
5. If the map does not display, edit the slactvx.ini file again and change the line that reads "KeepConnection=0" to "KeepConnection=1"
6. Save the .ini file and exit the editor.
7. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
8. If the map does not display, add the site to your proxy bypass settings. If you are unsure of how to set the bypass, please consult your system administrator.
9. If the map does not work after all of these tries, please contact support via the methods described on the Support page.

All other Error messages:

1. Open the file C:\Program Files\slactvx\slactvx.ini in Notepad or any other text editor.
2. This file contains some comments and three lines that begin with the text ";InternetConnectionType=". As a first attempt, remove the ";" from the start of the line that reads ";InternetConnectionType=3". Make sure the "I" in "InternetConnectionType" is in the first column of the line.
3. Save the .ini file and exit the editor.
4. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
5. If the map does not display, edit the slactvx.ini file again. Place a ";" in front of the line that reads "InternetConnectionType=3" and then remove the ";" from the line that reads ";InternetConnectionType=1".
6. Save the .ini file and exit the editor.
7. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
8. If the map does not display, edit the slactvx.ini file again. Place a ";" in front of the line that reads "InternetConnectionType=1" and then remove the ";" from the line that reads ";InternetConnectionType=0".
9. Save the .ini file and exit the editor.
10. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
11. If the map does not display, edit the slactvx.ini file again and change the line that reads "KeepConnection=0" to "KeepConnection=1".
12. Save the .ini file and exit the editor.
13. Try the permit process again. If the map works, you can leave this setting as is and the system will remember and use it this way for all future access.
14. If the map does not work after all of these tries, please contact support via the methods described on the Support page.