

Configuring Internet Explorer

Introduction

Careful attention to browser configuration settings helps to ensure best Synapse performance. Some default settings must be modified, so that the Internet Explorer browser recognizes and defines the Synapse server and the Synapse 3D server. Note that some settings are required and others are optional.

Configuration Settings

- Note:**
- The tables in this section describe only the Internet Explorer options that affect Synapse performance. These tables do not comprise a comprehensive list of Internet Explorer options. Unless otherwise indicated, selection values in the table below are from the Internet Explorer 11 browser, even if they also apply to other Internet Explorer browser versions.
 - All Internet Explorer accessibility options are unsupported.

Steps

- Note:** Settings in the following table enable Synapse support for cross-domain messaging, so that clinical context data can be processed from domains other than the domain used by the Viewer.

1. **Required:** In the **Security** tab of Internet Options, ensure your settings match the table below:

Internet Explorer Option Group	Selection Value	Internet Explorer Version	Purpose
Trusted Sites > Sites	Add Synapse server URL	All versions	Required for enabling the settings below.
Trusted sites > Custom level... > Miscellaneous > Access data sources across domains	Enable	All versions	Required for multi-data sources and for load balancing.

Internet Explorer Option Group	Selection Value	Internet Explorer Version	Purpose
Trusted sites > Custom level... > Miscellaneous > Allow script initiated windows without size or position constraints	Enable	All versions	Required for Viewer window position and prevents a white flash when you open a Viewer. Note: A white flash might appear if the non-diagnostic monitor is not bottom-aligned with the diagnostic monitors.
Trusted sites > Custom level... > Miscellaneous > Navigate windows and frames across different domains	Enable	All versions	Required for Synapse Sign On (SSO) redirects.

2. **Required:** In the **Advanced** tab of Internet Options, ensure your settings match the table below:

If you want to do this...	Internet Explorer Option Group	Check Box Status	Internet Explorer Version	Purpose
Disable Software Rendering mode.	<ul style="list-style-type: none"> Accelerated Graphics > Use software rendering instead of GPU rendering* 	Clear	All versions	This is a technical limitation of Internet Explorer, which has issues with Software Rendering mode that can cause slow performance and cause the browser to crash.

3. **Required:** In the **Privacy** tab of Internet Options, you must allow pop-up windows for Synapse to work. Ensure your setting matches one of the two options below:

If you want to do this...	Internet Explorer Option Group	Check Box Status	Internet Explorer Version	Purpose
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If you want to do this...	Internet Explorer Option Group	Check Box Status	Internet Explorer Version	Purpose
Block pop-ups except for allowed sites.	<ul style="list-style-type: none"> • Pop-up Blocker > Turn on Pop-up Blocker • Click the Settings button and add the Synapse URL in the Address of website to allow text box and click Add. 	Selected	All versions	Allows pop-up windows for Synapse and disables all pop-up windows for websites not included in the Allowed sites list.
Allow all pop-ups.	<ul style="list-style-type: none"> • Pop-up Blocker > Turn on Pop-up Blocker 	Clear	All versions	Allows all pop-up windows for Synapse and other websites.

4. **Required:** From the Internet Explorer 11 Menu bar, confirm the following option matches the table below:

Internet Explorer Option Group	Check Box Status	Internet Explorer Version	Purpose
Tools > Compatibility View Settings > Display intranet sites in Compatibility View	Clear	11	<p>If you get a compatibility error when logging into Synapse, you must clear the Display intranet sites in Compatibility View check box.</p> <p>Note: Confirm that all Synapse URLs are not in the list Websites you've added to Compatibility View.</p>

5. Optional: In the **Security** tab of Internet Options, select this option based on your needs:

Internet Explorer Option Group	Selection Value	Internet Explorer Version	Purpose
Trusted sites > Custom level ...> Miscellaneous > Allow websites to open windows without address or status bar	Enable	All versions	Required to hide PowerJacket address bar.

Internet Explorer Option Group	Selection Value	Internet Explorer Version	Purpose
Custom Level > Miscellaneous > Allow websites to open windows without address or status bar	Enable	11	Required to hide address or status bar.

6. Optional: In the **Advanced** tab of Internet Options, ensure your setting matches the table below if your environment requires a zero footprint:

Internet Explorer Option Group	Selection Value	Internet Explorer Version	Purpose
Security > Empty Temporary Internet Files folder when browser is closed	Enable	All versions	Ensures zero footprint on a workstation.

Related Topics

[Configuring Chrome](#)

Synapse Users Guide

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Note: Available options and features depend on your environment, roles, privileges, and browser.