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Configuring Chrome

Introduction

Careful attention to browser configuration settings helps to ensure the best Synapse performance. Default settings usually need modification. For example, default settings in Chrome can negatively affect your ability to open PowerJacket and Viewer windows at the same time, if pop-up blocker policies are applied to PowerJacket.

> **Note:**   If you want to save your window positioning, you need to add a Chrome extension. See [Browser Considerations.](#)

Configuring Basic Chrome

Steps

1. Open Google Chrome.
2. Click **Settings** from the drop-down list accessed through the Google Chrome menu on the browser toolbar.
3. Click **Show advanced settings...** at the bottom of the **Settings** page.
4. Click **Content settings...** in the Privacy control group.
5. Scroll down the Content settings page to the Pop-ups group, where the default setting is **Do not allow any site to show pop-ups**.

If you want to do this...	Choose this option...
Allow all pop-ups.	• Select **Allow all sites to show pop-ups**.
Block pop-ups.	• Click **Manage Exceptions**. • Enter the Synapse server URL into the Pop-up exceptions dialog box.

6. Click **Done** on the **Pop-up exceptions** page.
7. Click **Done** on the **Content settings** page.
8. Optional: To display your preferred language and date and time settings, do the following:
    a. In the **Languages** section, click **Language and input settings**.
    b. Add additional language, if the preferred language is not available.
    c. Drag the preferred language to the top of the list.
    d. Click **Done**.

6. In the **System** control group, clear the **Continue running background apps when Google Chrome is closed** check box. Clearing this check box ensures that users are logged out when Chrome windows are closed.
7. Close the **Settings** tab.

Configuring High Resolution Monitors

Steps

1. Find the Google Chrome shortcut on your computer, or create one.
2. Right-click the shortcut and click **Properties** to open the **Google Chrome Properties** page.
3. Select the **Compatibility** tab.
4. Select **Disable display scaling on high DPI settings**.
5. Click **OK**.
6. Close and restart Google Chrome.

Creating a Clean Chrome Profile

Introduction

In addition to configuring Google Chrome to accept pop-up windows from the Synapse server, you should also use a clean user profile. A clean Google Chrome profile is a profile other than the Google Chrome default that does not use extensions or add-ons.

You should avoid synchronizing Google Chrome profiles with other accounts because synchronization might import unwanted settings or extensions. Do not use a clean Google Chrome profile to log in to applications other than Synapse.

Steps

1. Open Google Chrome.
2. Click on your name. (Google Chrome displays the current user name in the upper-right corner of the window).
3. Select **Switch person**.
4. Click **Add person** at the bottom of the window.
5. Create a name and email address for the person in the **Set up Chrome** dialog box. If later you no longer need the Google Chrome profile, you can remove the person.
6. Verify that the check box for **Choose what to sync** is cleared.
7. Click **No thanks** to decline synchronization.

Related Topics

Configuring Internet Explorer