

Tech Log

Troubleshooting Reports

Step 1 Disable Pop-Up Blockers

If you are using the latest version of Internet Explorer you are also automatically preventing pop-ups. Be sure to enable always allows pop-ups from ICE. If you are using AOL, Google or Earthlink toolbars be sure to allow pop-ups from ICE as well.

Step 2 Clear your Cache

From the Internet Explorer tool bar select Tools→ Then Internet Options→ select Delete Files→ wait for hour glass to disappear.

Step 3 Make ICE a trusted site

From the Internet Explorer tool bar select Tools→ Then Internet Options→ choose the Security Tab→ Choose the Icon Trusted Sites→ then select the Sites button→ next remove the check mark next to "Require server Verification"→ now type <http://ice.advisoryworld.com> under: Add this web site to the zone→ select Add→ then OK→ OK you know have ice as a trusted site.

Step 4 Download latest version of Java

You can visit the site from our main page www.advisoryworld.com and select the link that says ICE→ then scroll down to the button of the page and on the left had side click the Icon that says "Get Java Technology" or you can visit the site directly at <http://java.com/en/index.jsp> follow the download instructions on screen. Once download is complete choose typical installation.

Step 5 Download IE service pack update

To get the latest version of IE(6.0) or a service pack update go to <http://support.microsoft.com/default.aspx> then select Downloads & Updates→ now Service Packs→ then choose the service pack update that fits your IE package number.

Optimization & Graphs do not show up

Step 1 Download Direct X

Follow this link and install Direct X
<http://www.microsoft.com/windows/directx/default.aspx>

Error: First and Last Name Required to Proceed (when 1st and Last are entered) or Text in Windows does not display.

Step 1 Download MDAC

Follow the provided link and down load MDAC from the Microsoft Site.
<http://www.microsoft.com/downloads/details.aspx?FamilyID=6c050fe3-c795-4b7d-b037-185d0506396c&DisplayLang=en>

Saving Reports

Step 1 Build Report then Press File→Save As

Portfolio Overview - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Edit Reports Print Close

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Portfolio Overview

Current 401k (Testing)

Asset Class Mix

Asset Class	Percentage
CG Corp. Bonds - General	35.00%
DMM Money Market	50.00%
EMF Emerging Markets Free	3.00%
WLG Wilshire Large Co Growth	3.00%
WLV Wilshire Large Co Value	3.00%
WSV Wilshire Small Co Value	3.00%
WW World Wide Equity	3.00%

Hypothetical Rates of Returns

Hypothetical Range of Returns	Mean RORs

Asset/Security Statistics

1 Year Mean RoR	STD	Hold

Step 2 Save Exactly as Shown Below

