

FAQ: How do I stop the spinning wheel on the Supervisor when attempting to open the Dashboard or Reporting applications

Please follow these steps to eliminate the spinning wheel of death on the Supervisor application when attempting to open the Dashboard or Reporting applications.

1. Open Internet Explorer
2. Click on the Tools button
3. From the drop-down list, select Internet Options
4. Select the Security tab
5. Select the Internet Zone
6. Click the Custom Level button
7. In the Scripting category, select the Enable button for the Active Scripting subcategory
8. In the Scripting category, click the Enable button for the Allow status bar updates via script subcategory
9. Click the Yes button when prompted with a message box asking, Are you sure you want to change the settings for this zone?
10. Click the OK button in the Internet Options