

4. The Oracle pop-up window does not appear, after I log into the System successfully and click on a function.

Cause: This unexpected behavior is probably because Service Pack 2 of Windows XP has been installed on the PC.

Solution: Some parameters of the IE (Internet Explorer) browser have to be changed as follows:-

- a. Start IE.
- b. From the Tools tab, choose Blocker. Add the site *.hkcss.org.hk in the Pop-up blocker setting.
- c. From IE, Tools > Internet Options > Security > Custom Level, enable the option: Downloads > Automatic prompting for file downloads.

OR

- a. Start IE.
- b. From the Tools tab, choose “Close Pop-up blocker” in Popup Blocker.