

# a la mode help

## Description

SureReceipts troubleshooting  
Document 4422  
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## The big picture

The theory behind

SureReceipts is that you send the recipient a link to a file, rather than sending the PDF as an attachment. The recipient then clicks the link in the e-mail message and is taken to a web page where they can download the attachment. This is what enables SureReceipts to send back confirmation of the download as well as bypass limitations on attachment size.

We've identified common issues that can cause the recipient of a SureReceipts message has problems with the hyperlink in the e-mail.

## Discussion

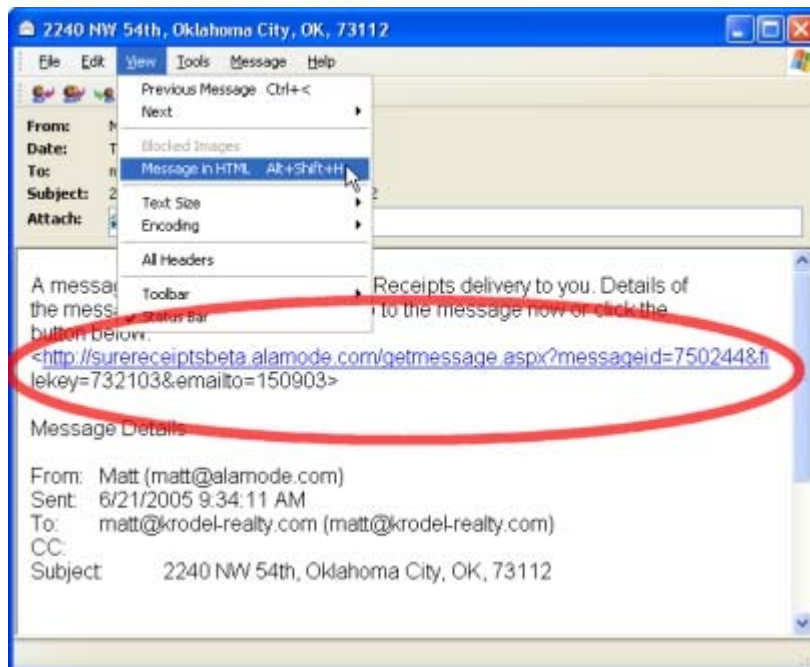
The e-mail message and link sent by our SureReceipts server is just a standard HTML e-mail with hyperlinks. Still, it's a little different than the plain text e-mail and attachment that was sent by our old EDI Center. If a client is having trouble getting a file sent with SureReceipts, it could be due to one of these causes:

- [Plain text e-mail word-wraps the link](#)
- [Popup blocker or security settings prevents the file from being downloaded. \(Nothing happens when the link is clicked.\)](#)
- [SureReceipts message is never received](#)
- [Recipient is using the America Online browser](#)

Now, here's more on each one of these items.

### Plain text e-mail word-wraps the link

It's not unusual for someone to have HTML capabilities disabled in their e-mail, especially in a banking environment where security is a concern. Here's a sample of a SureReceipts message when HTML is disabled in Outlook Express. Notice how the link in the message goes across two lines.



To view the hyperlinks in Outlook Express, click **View** and select **Message in HTML**. After doing so, the link to the appraisal report will work.

If the recipient is using a different e-mail client, see if there is a similar "view" menu and option to enable HTML. Otherwise, the recipient can copy and paste the URL into a new browser window. (Select the URL - being careful to get both the underlined portion and any lines

underneath - press CTRL+C to "copy" it, then open a web browser, click in the address line, clear any existing text and press CTRL+V to "paste", then press ENTER.)

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**Popup blocker or security settings prevent the file download.**

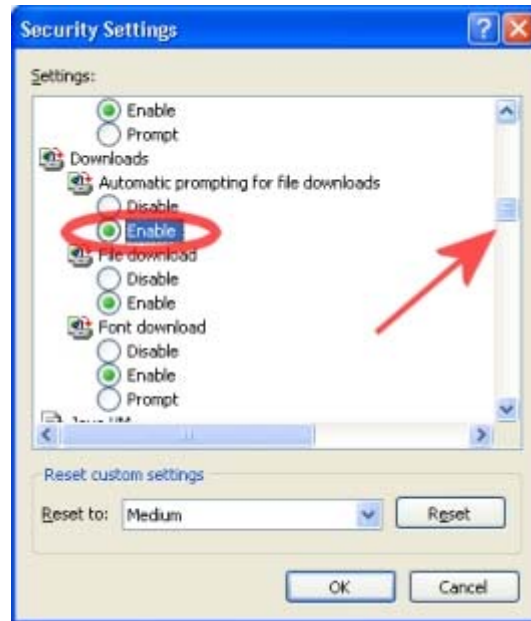
When this happens, usually the recipient will report "nothing" happens when they try to open the PDF. While we've attempted to program the SureReceipts system so that a popup blocker wouldn't interfere, it's possible some could.

Usually, when a popup blocker is triggered, there's a visual queue: the cursor changes and often there's a message displayed in the browser status bar. It's real easy to not see these things, unfortunately. **If you suspect a popup blocker, the typical route is to use CTRL+CLICK (or SHIFT+CLICK) to open the PDF instead of just a plain "click".**

1. Open Internet Explorer, then click the **Tools** menu and then click **Internet Options**.
2. Click on the **Security** tab at the top.
3. Click **Internet**. Then, click **Custom Level** at the bottom of the window.



4. Scroll down to the Downloads section, and change the setting for "Automatic prompting for file downloads" to **Enable**.



5. Click **OK** on this screen and the next, restart Internet Explorer, and try again.

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#### **SureReceipts message is never received**

There's nothing particular about a SureReceipts message that would make it any less likely to get to a client. In most cases where this is reported, we've found that the message was erroneously filtered by a SPAM blocker because the recipient didn't recognize the address from which it was sent. Of course, the nice thing about SureReceipts is that you'll know if the person got your e-mail!

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#### **Recipient is using the America Online browser**

The America Online service provides their members with a proprietary browser boasting of numerous security controls and features. Unfortunately, their browser can also interfere with retrieving a SureReceipts attachment.

In our test environment, we found that an update posted to the America Online client in June 2005 appeared to resolve the problem it had with SureReceipts. However, our results were inconsistent: Computers where we did a "fresh" install of the AOL client worked where some of the ones that were upgraded didn't.

If upgrading your AOL client doesn't fix the problem, we recommend using the Internet Explorer browser.