

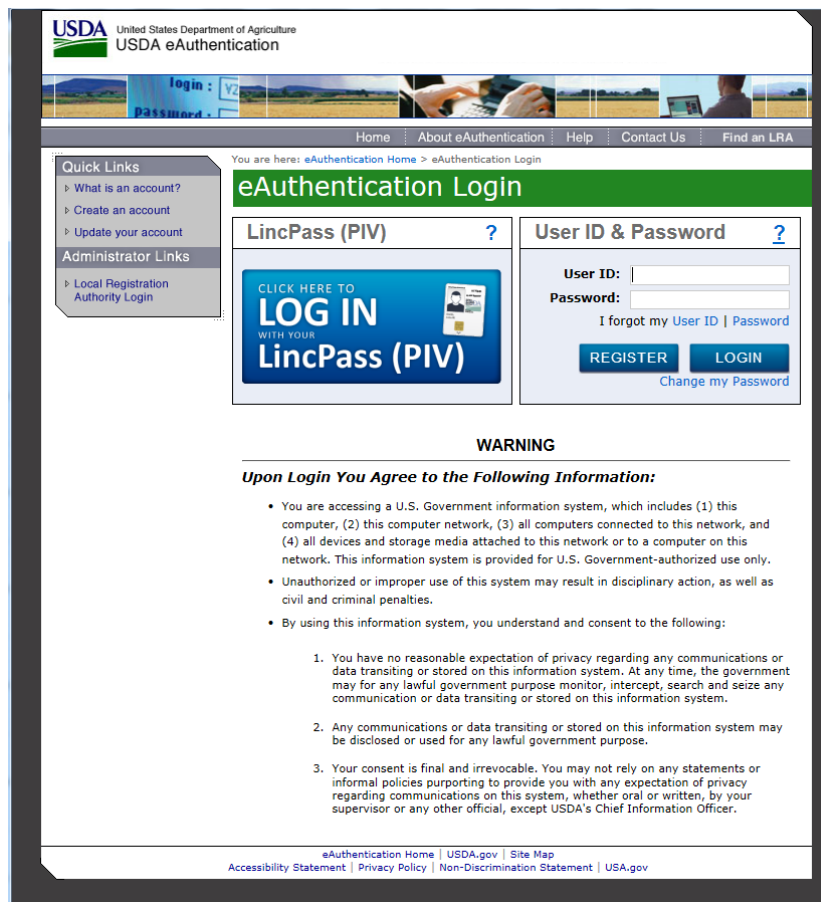
### Problem:

From the ARIS application menu I have selected a specific application (this example uses CATS), I cannot remember my ARIS Password.



### Solution:

ARIS web applications are now linked with the eAuthentication Login. If you cannot remember your eAuth password, you will need to contact the eAuth Help Desk. \*HINT\* – Your eAuth password will be the same as WebTA or AgLearn.



Return to the ARIS Application menu screen and press the **JAVA** option on the menu bar at the top. This will give you the option to download the required file. You need to make sure you have administrative rights on your PC in order to download and install this software. If you don't know whether you have administration rights, you should contact your location IT Support staff.



#### Problem:

Cannot run a report. You either get the message "Your current security settings do not allow this file to be downloaded" or nothing happens at all.

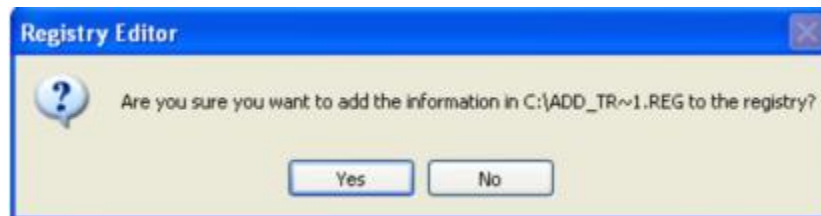


#### Solution:

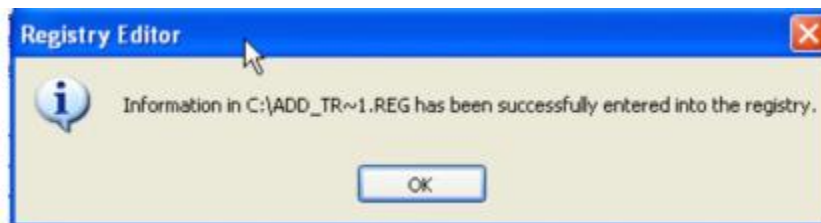
This message means that your current Internet Explorer settings are blocking the ability of your PC to download the report. Contact the ARIS helpdesk at [aris@ars.usda.gov](mailto:aris@ars.usda.gov) describe the problem, giving them any error message you received and provide a screenshot if possible. The ARIS helpdesk will email you an attachment called ADD\_Trusted\_Site.reg. This attachment is a file that will update your Internet Explorer settings to add the report application address to your trusted sites thus allowing you to run and download the report.

To complete the change, you will need to do the following:

1. After the ARIS helpdesk has emailed the attachment to you, double-click on the attachment called Add\_Trusted\_Site.reg.
2. You will see a message asking “Are you sure you want to add the information in C:\ADD\_TR~1.REG to the registry?” Click the “Yes” button to add the report application address to your trusted sites.



3. Then you will see the message “Information in C:\ADD\_TR~1.REG has been successfully entered into the registry.” Click “OK” to close the message window.



4. Close and re-open Internet Explorer. Then run the report again.

Problem:

I have selected one of the applications from the Application menu and get the message 'page cannot be displayed'.

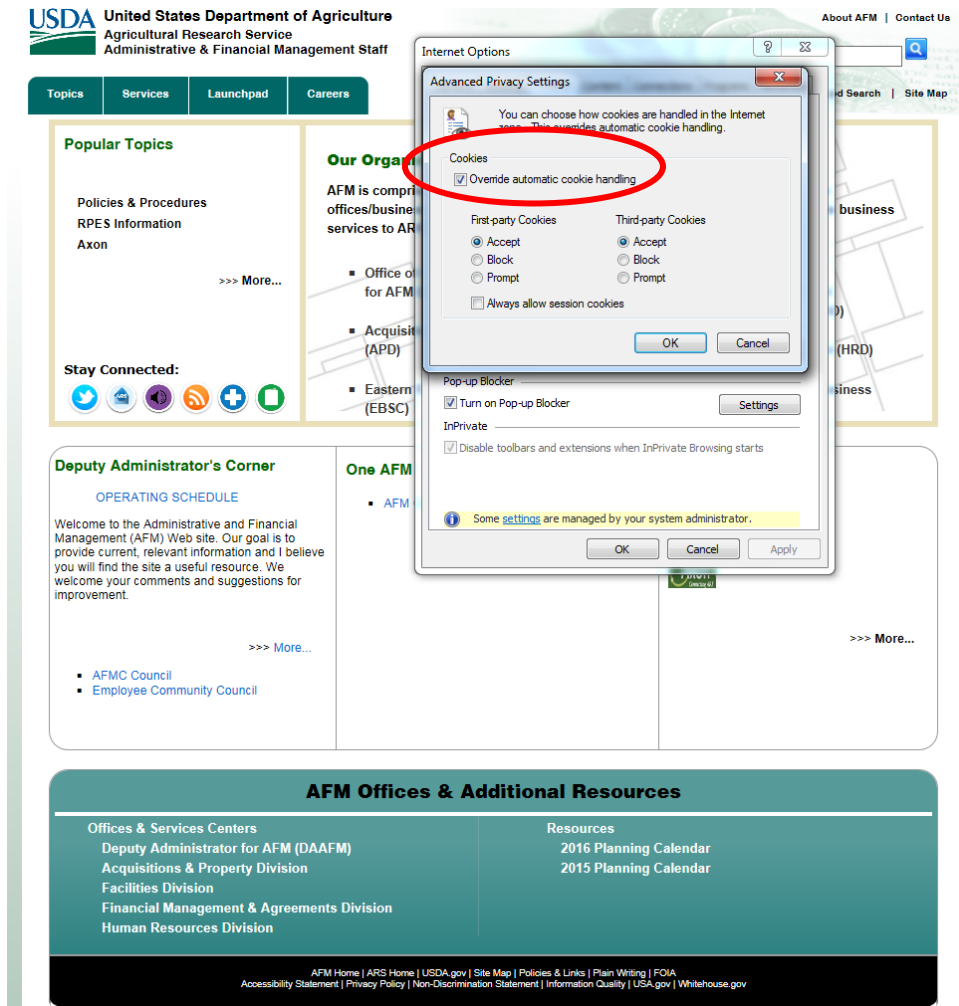
Solution:

One possible cause of this problem is not having Cookies enabled in your browser. You can check this by following these steps:

Select Tools/Internet Options from your web browser window, select Privacy Tab and then Advanced

The screenshot shows the USDA Agricultural Research Service Administrative & Financial Management Staff website. The browser's Internet Options dialog box is open, with the Privacy tab selected. A red arrow points to the Privacy tab. The Privacy tab shows the 'Content Advisor' settings, with 'Always expand ALT text for images' and 'Always record developer console messages' checked. The 'Reset Internet Explorer settings' button is visible. The website content includes sections for 'Popular Topics', 'Our Organization', 'Deputy Administrator's Corner', 'One AFM', 'Quick Links', and 'AFM Offices & Additional Resources'.

Check the box under "Cookies" to Override automatic cookie handling and verify First Party Cookies and Third Party Cookies are box marked "Accept"

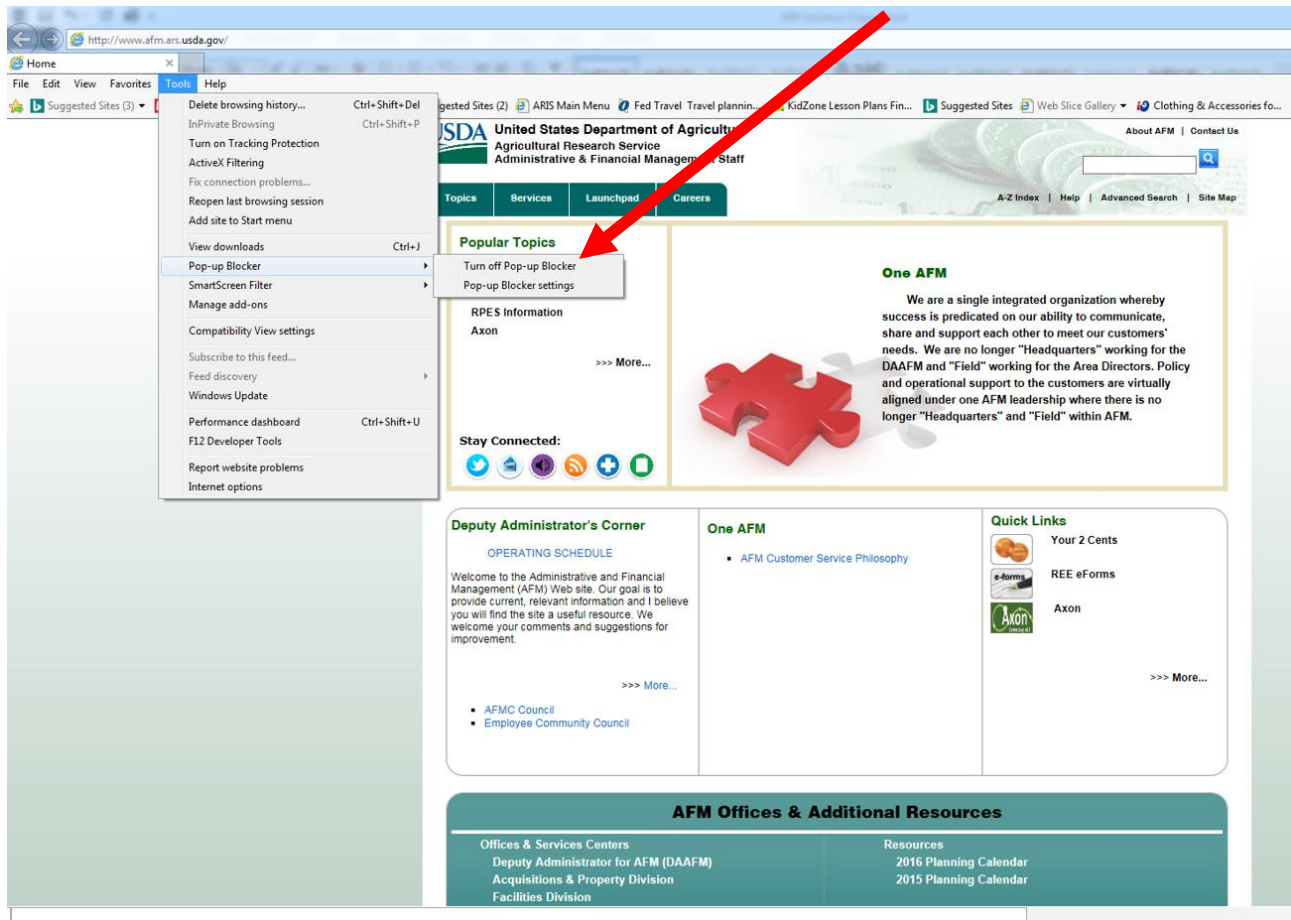


Select "OK" twice and reload <https://aris.ars.usda.gov>

But my report is not printing. What is my problem?

Solution:

Generally speaking when this happens it is because a pop-up blocker is turned on in your Internet Explorer. You can turn pop-up blocker off or add our web page as an excepted site. The screen below shows you how to select or deselect pop-up blocker. Select the Tools option off your main browser window and then select Pop-UP Blocker. There are two options Turn Pop-Up Blocker On or Pop-Up Blocker Settings.



This will handle the Internet Explorer pop-up blocker. It is also possible to accidentally install a 3<sup>rd</sup> party pop-up blocker. If you follow the above instructions and still cannot print, you should contact your location IT support staff.

To add our site, select Pop-up Blocker Settings and type <https://arisapp.ars.usda.gov> in the Address of Web site to allow, then click the Add button.

The screenshot shows the USDA Agricultural Research Service Administrative & Financial Management Staff website. A "Pop-up Blocker Settings" dialog box is open in the center. The dialog box has a title bar with a close button. Inside, it says "Exceptions" and "Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below." There is a text input field labeled "Address of website to allow:" with an "Add" button next to it. Below this is a list of "Allowed sites" with three entries: "ars.usda.gov", "nrc.usda.gov", and "aglearn.usda.gov". There are "Remove" and "Remove all..." buttons next to the list. At the bottom, there are checkboxes for "Play a sound when a pop-up is blocked." and "Show Notification bar when a pop-up is blocked.", both of which are checked. There is also a "Blocking level:" dropdown menu set to "Medium: Block most automatic pop-ups". A "Learn more about Pop-up Blocker" link and a "Close" button are at the bottom of the dialog box. The background website shows the USDA logo, navigation tabs for Topics, Services, Launchpad, and Careers, and various content sections like "Popular Topics", "Our Organization", "Deputy Administrator's Corner", and "AFM Offices & Additional Resources".

**USDA** United States Department of Agriculture  
Agricultural Research Service  
Administrative & Financial Management Staff

Topics Services Launchpad Careers

**Popular Topics**  
Policies & Procedures  
RPES Information  
Axon  
... More...

**Stay Connected:**  
Twitter Facebook YouTube RSS Google+ LinkedIn

**Our Organization**  
... Management and ... Division (FMAD)  
... Resources Division (HRD)  
... Capital Region Business Center (NCRBSC)

**Deputy Administrator's Corner**  
OPERATING SCHEDULE  
Welcome to the Administrative and Financial Management (AFM) Web site. Our goal is to provide current, relevant information and you will find the site a useful resource. We welcome your comments and suggestions for improvement.  
... More...

**AFM Offices & Additional Resources**

Offices & Services Centers	Resources
Deputy Administrator for AFM (DAAFM)	2016 Planning Calendar
Acquisitions & Property Division	2015 Planning Calendar
Facilities Division	
Financial Management & Agreements Division	
Human Resources Division	

AFM Home | ARS Home | USDA.gov | Site Map | Policies & Links | Plain Writing | FOIA  
Accessibility Statement | Privacy Policy | Non-Discrimination Statement | Information Quality | USA.gov | Whitehouse.gov



Problem:

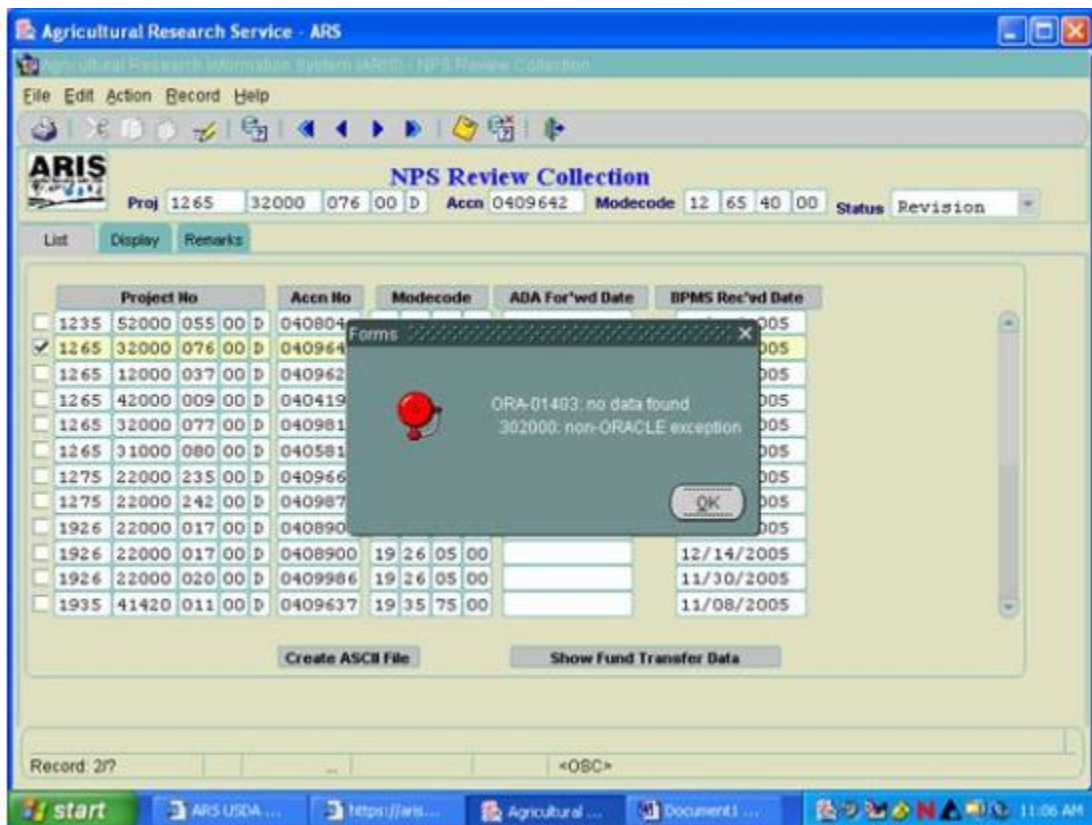
I am trying to create an ASCII file from ARIS but get an error message. What can I do?

Solution:

If you receive this error when trying to create an ACSII file from ARIS, this is the result of not having the necessary permissions on your PC to create files in the specified location. To resolve this issue, contact your local IT Support person and inform them that you need the capability of creating ASCII files off of the root of the C drive.

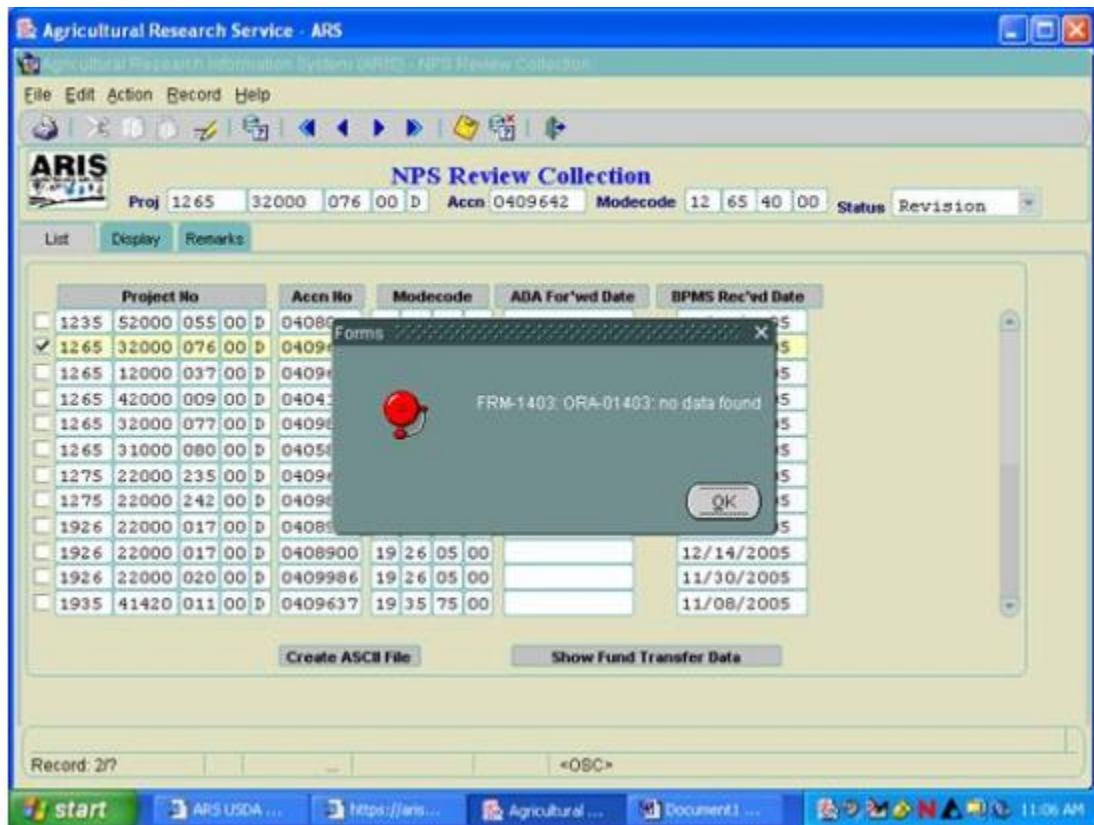
The following screen shots will appear after you click the “OK” button upon receiving the error message

1. Upon clicking the “OK” button you will then receive:





2. Then finally you will receive this error message – upon clicking on the “OK” button, you will be returned to the list of records where you attempted to Create the ASCII file from.



3. If the creation of the ASCII file is successful, you will receive this message.

