GroupWise WebAccess 'flickering' problem fix

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The most recent update to Novell's GroupWise email system (installed Nov. 9th, 2010) introduced a field to the login screen which did not previously exist...the "Language" drop-down field.

Based on reports from users of Microsoft Windows using the Internet Explorer web browser, when they try to login to GroupWise WebAccess (using the login screen below located online at: http://gw.vvc.edu/gw/webacc) their screen 'flickers' as it refreshes itself over and over, and they are unable to login.

After testing out a possible fix on Internet Explorer 7, 8 and 9 on Windows XP, Vista and 7, the following steps are provided as the fix to the problem that Internet Explorer has with this new "Language" field on the login screen.

By following the steps outlined in this document, you will be able to resolve this issue, and login to GroupWise WebAccess once again.

Follow these steps to resolve the issue:
1. **STEP ONE**: CLOSE INTERNET EXPLORER (all windows), then Go to the "Control Panel",

![Control Panel Image](image-url)
2. **STEP TWO : If using Windows XP**, make sure you are viewing the Control Panel in "Classic View" (link available near the top left of the window). **If using Windows Vista or Windows 7**, change the "View by:" drop-down field (located in the upper right of the Control Panel window) to "Large icons" or "Small icons". Once you have done this, open "Internet Options".

3. **STEP THREE :** Click on the "Advanced" tab.
4. STEP FOUR : (two part step) - (Part 1) Click "Restore advanced settings", (Part 2) Click "Reset".

5. STEP FIVE : Check the box that says, "Delete personal settings", then click "Reset".
6. **STEP SIX**: A small window will appear showing the status of the steps Internet Explorer is taking to reset itself. Each line item will have a small arrow on the left which will change to a green check mark once that step is complete. After all steps are completed, the "Close" button will become available (up to that point, it will be greyed out). Once the "Close" button looks like the picture below, click on it to finish this process.

![Image showing the status window](image)

*You're all done!*

Now, when you open Internet Explorer, your GroupWise WebAccess screen will no longer be "flickering" and frozen, and you'll be able to login!

(This fix has been tested on Windows XP/Vista/7, and works on all three to resolve this issue...)

**Any Questions?**

Contact the VVC Help Desk at: (760) 245-4271, ext. 2740 or via email at: helpdesk@vvc.edu