

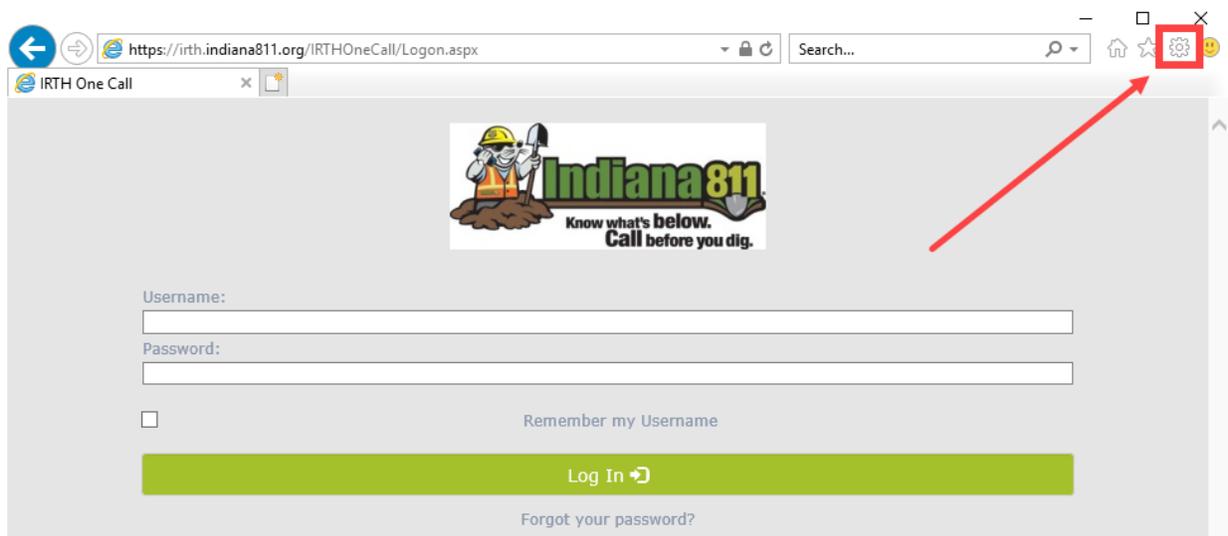
USA 811 Trusted Site & Patch Registry Instructions

Due to increased security restrictions in Internet Explorer, .Net controls such as the IrthGIS Map Control are not allowed to load inside the browser by default. **Internet Explorer 11 is the only browser that will give you all options needed in order to update your mapping.** Chrome, Edge, Firefox, or other browsers are not supported.

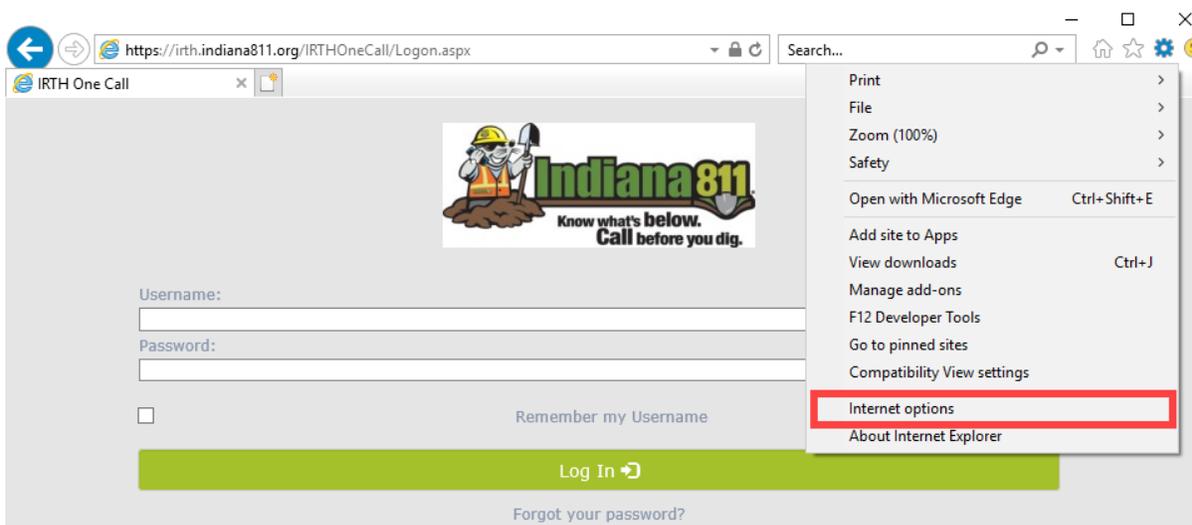
To allow the control to load, the website must be configured to be a "Trusted" site and a patch registry must be installed. Doing so will tell IE that you trust the content from this site. Depending on your company's policies, you may need to contact a network administrator to perform the steps needed.

Before performing the following steps please make sure you have disabled the pop-up blocker. Instructions for this can be found at within the [811 Now Tips and Troubleshooting Document](#).

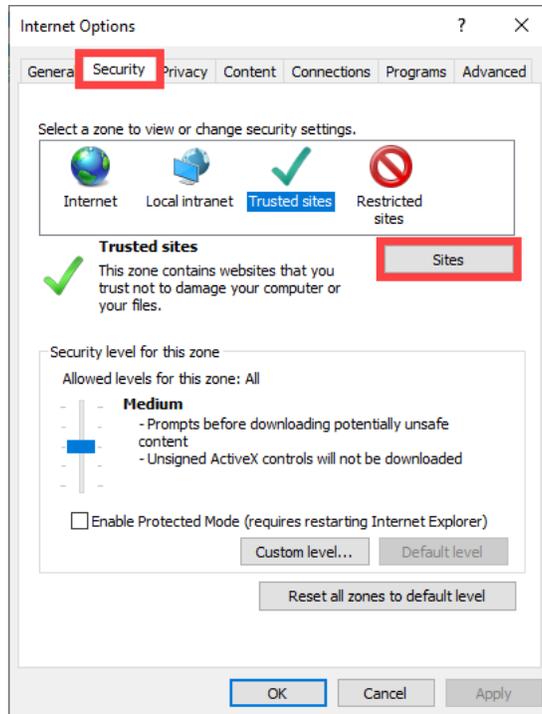
1. Click on the "Tools" icon in your Web Browser:



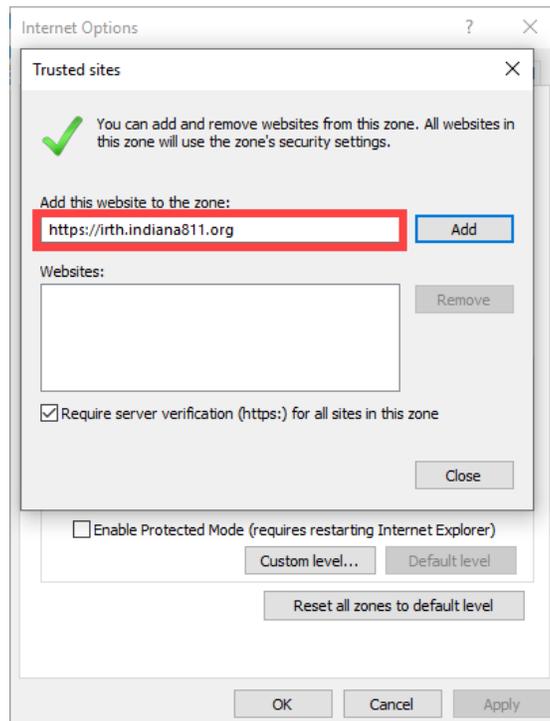
2. Select "Internet Options"



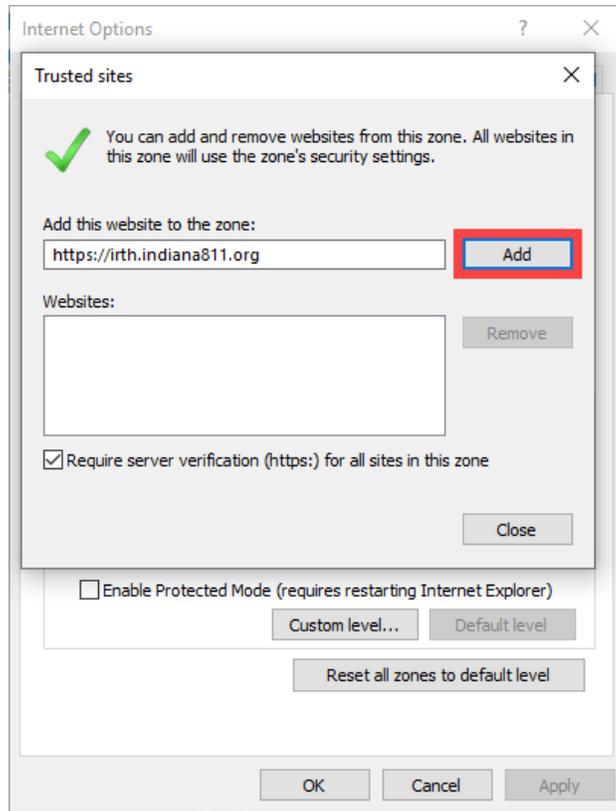
3. Go to the "Security" tab, click on "Trusted Sites", and then click on "Sites"



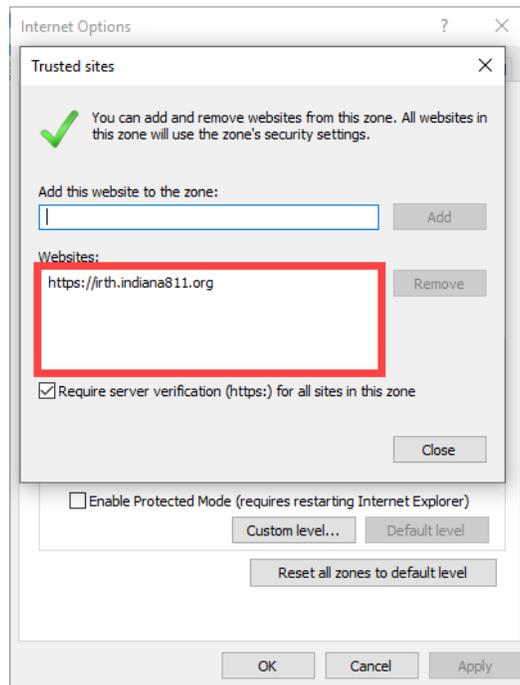
4. The website should auto-populate into the field below "Add this website to the zone:". If not, you will need to enter the website in the field.
- For Indiana 811 the website is: <https://irth.indiana811.org>
 - For Kentucky 811 the website is: <https://irth.kentucky811.org>



5. Click on the "Add" button.

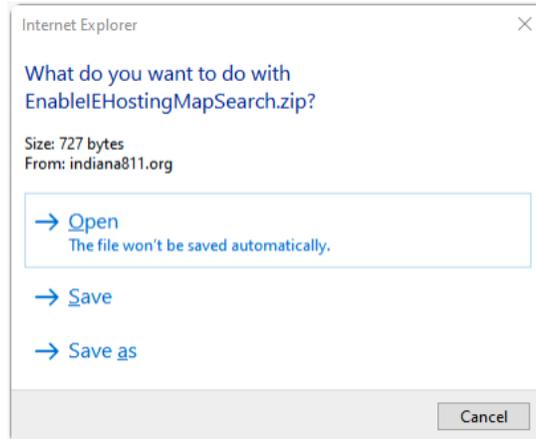


6. The website should now appear in field below "Websites:"

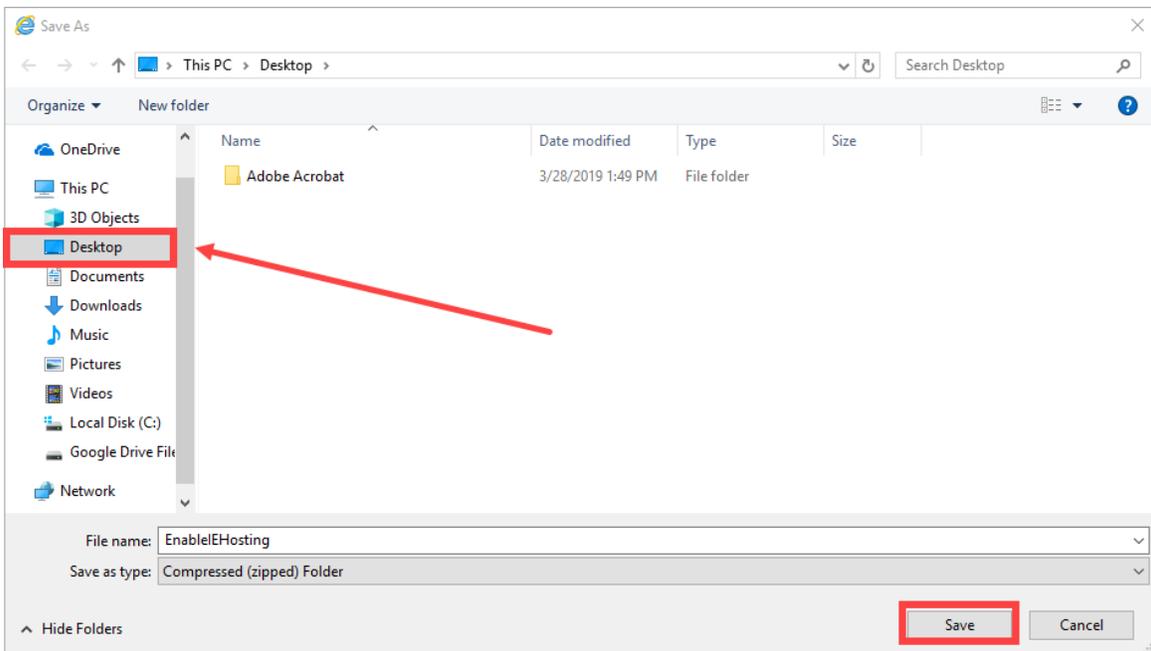


Now you will be able to download the “Dot Net Fix” patch. This will write to the registry so if you have software to prevent that, you may need to temporarily disable it. If you are running Windows 10, please enable the Windows feature .NET Framework 3.5 (includes .NET 2.0 and 3.0). The two features below it do not need to be enabled. The “Dot Net Fix” patch can be found by copying <http://www.indiana811.org/dotnetfix/> and pasting into Internet Explorer.

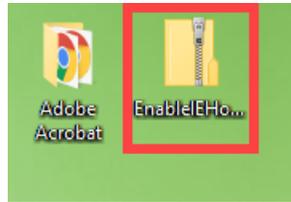
1. The following pop-up box will appear. Click the “Save as” option.



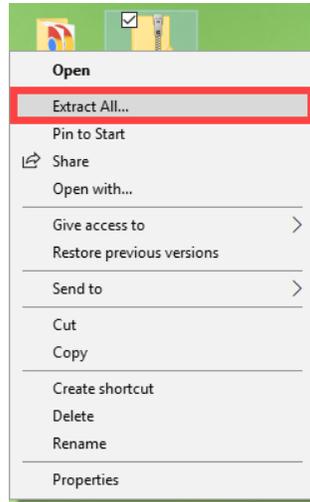
2. A new screen will appear. To save the zip file make sure that the “Desktop” is selected before clicking on the “Save” button.



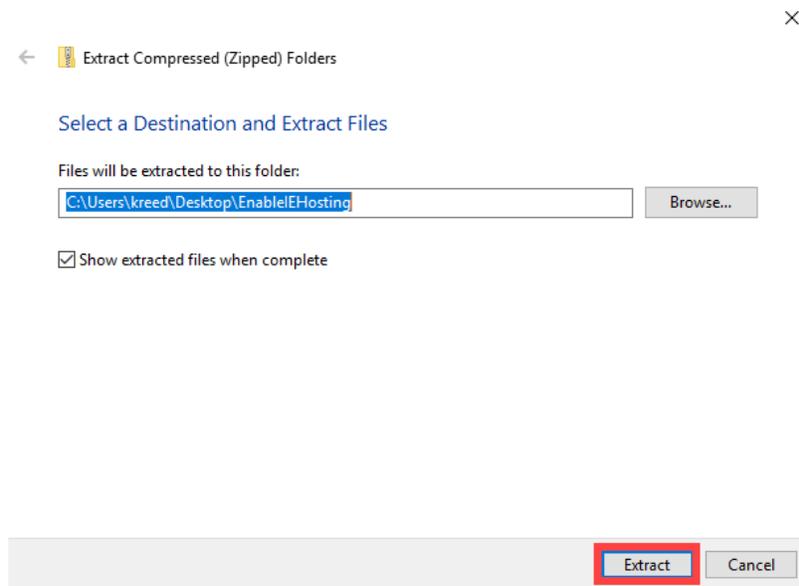
3. The following zipped file will appear on your desktop.



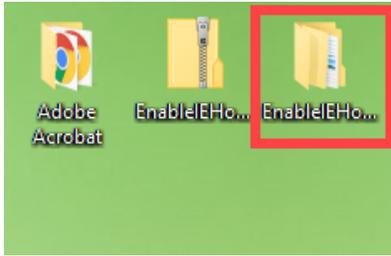
4. Right click on the file and you will be given a list of options. Click on the “Extract All...” option.



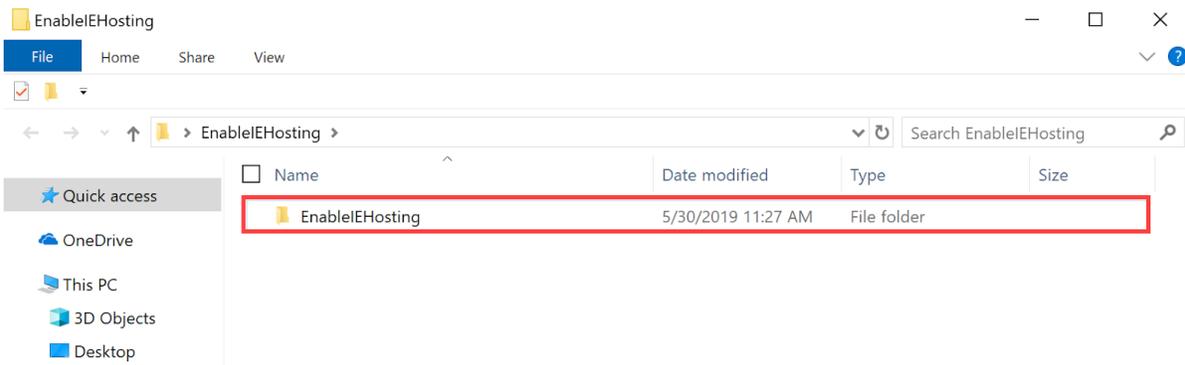
5. Your computer will then prompt you to save the extracted files to the desktop. Click on the “Extract” button.



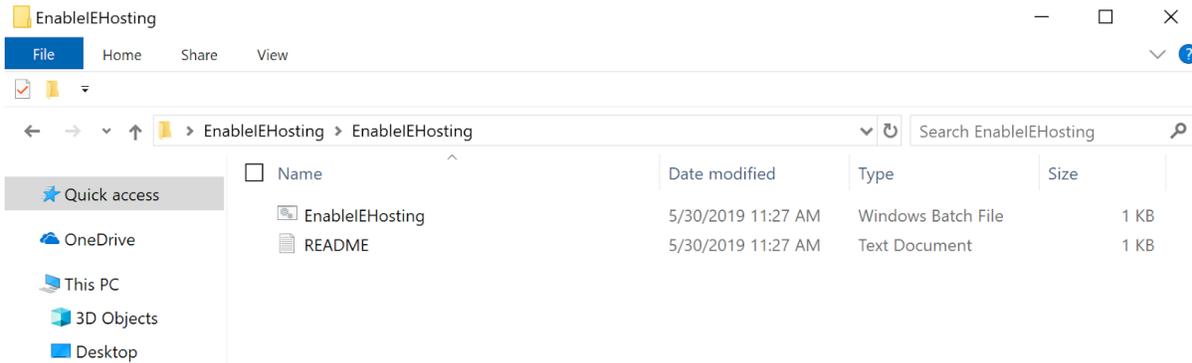
- A new file folder will appear on your desktop, and the folder may automatically open. If not, double click on the icon to open the file.



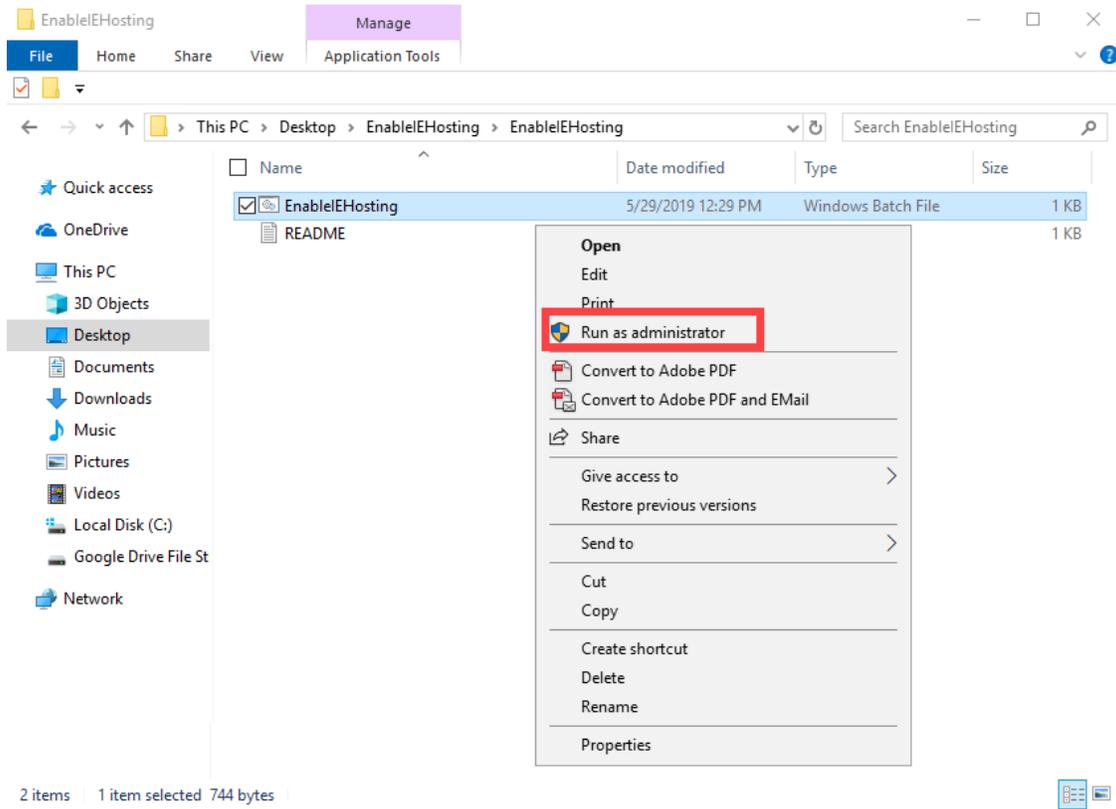
- Once the file is open, you will see a file folder entitled "EnableIEHostingMapSearch". Double click on the file name to open the folder.



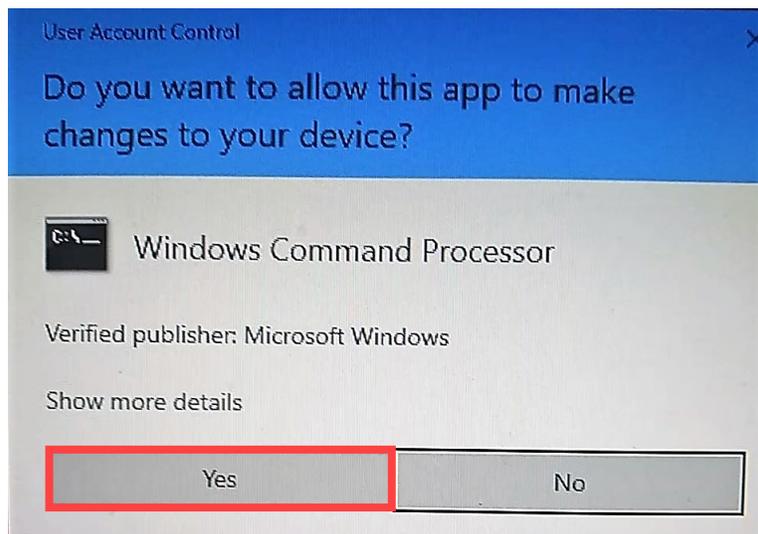
- You will then see two files; one is a text document and the other is a Windows Batch File.



9. Right click on the “EnableIEHostingMapSearch” batch file and you will be given a list of options. Click on the “Run as administrator” option.



10. Your computer may ask if you want to allow the application to make changes to your computer or device. Click on the “Yes” button then restart your computer.



If successful, you should be able to view your Service Area mapping.



If you are still unable to view the map, you may want to try adding the site to "Compatibility View" in Internet Explorer. To do this, travel to the login page, <https://irth.indiana811.org/>, for Indiana. Or <https://irth.kentucky811.org/> for Kentucky. Then click the gear at the top right and select Compatibility View Settings. The URL should already be present in the "Add this website" box. Click Add and close. In addition, there is a setting in "Internet Options" which would be going to the gear again at the top right, selecting "Internet Options" going to the "Advanced" tab. Scroll nearly all the way down until you see an option called "Enable 64-bit processes for Enhanced Protected Mode" and make sure that has a check mark in the box. If it does not, please add a checkmark here and restart your computer to try again.

If you are not able to view the map after completing the steps above, the issue is likely the result of a network setting or 3rd party application such as spybot search and destroy preventing the map from loading. To which you may need to engage your internal IT department for a resolution.