

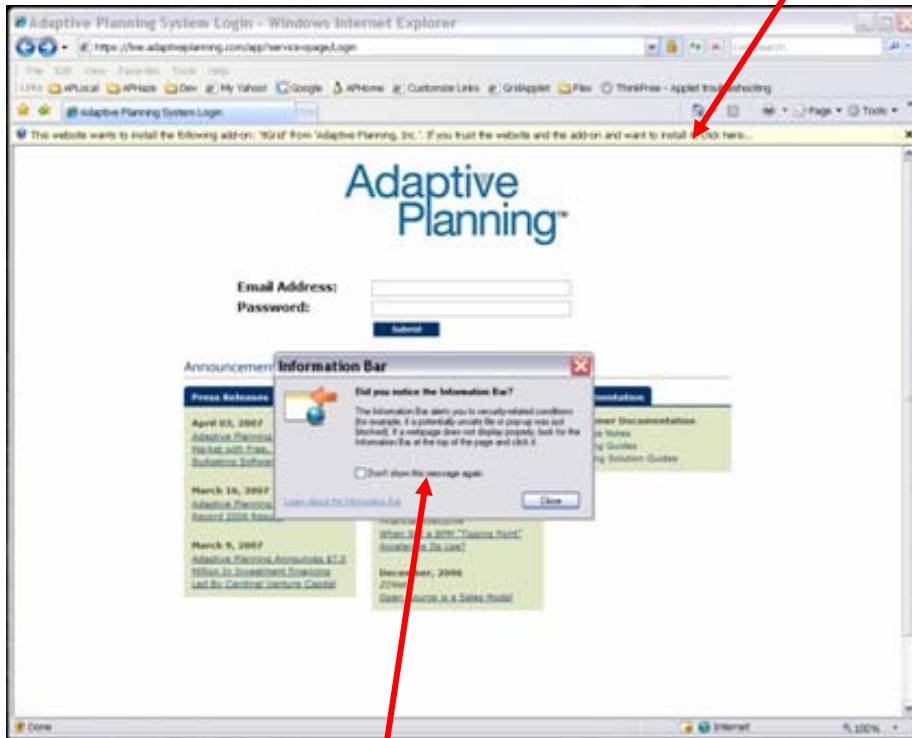
Browser Add-On Missing

It appears you were unable to install the Adaptive Planning grid control. The Adaptive Planning grid control is a browser add-on program that allows Internet Explorer to display data in an interactive grid. The grid control must be installed first before you can use the Adaptive Planning application. After the grid control is installed the first time, you do not need to reinstall it.

Installation Instructions

Windows XP

On the Adaptive Planning Login screen, you should see a Yellow Bar beneath the address bar asking to install ItGrid from Adaptive Planning. See screen shot below.

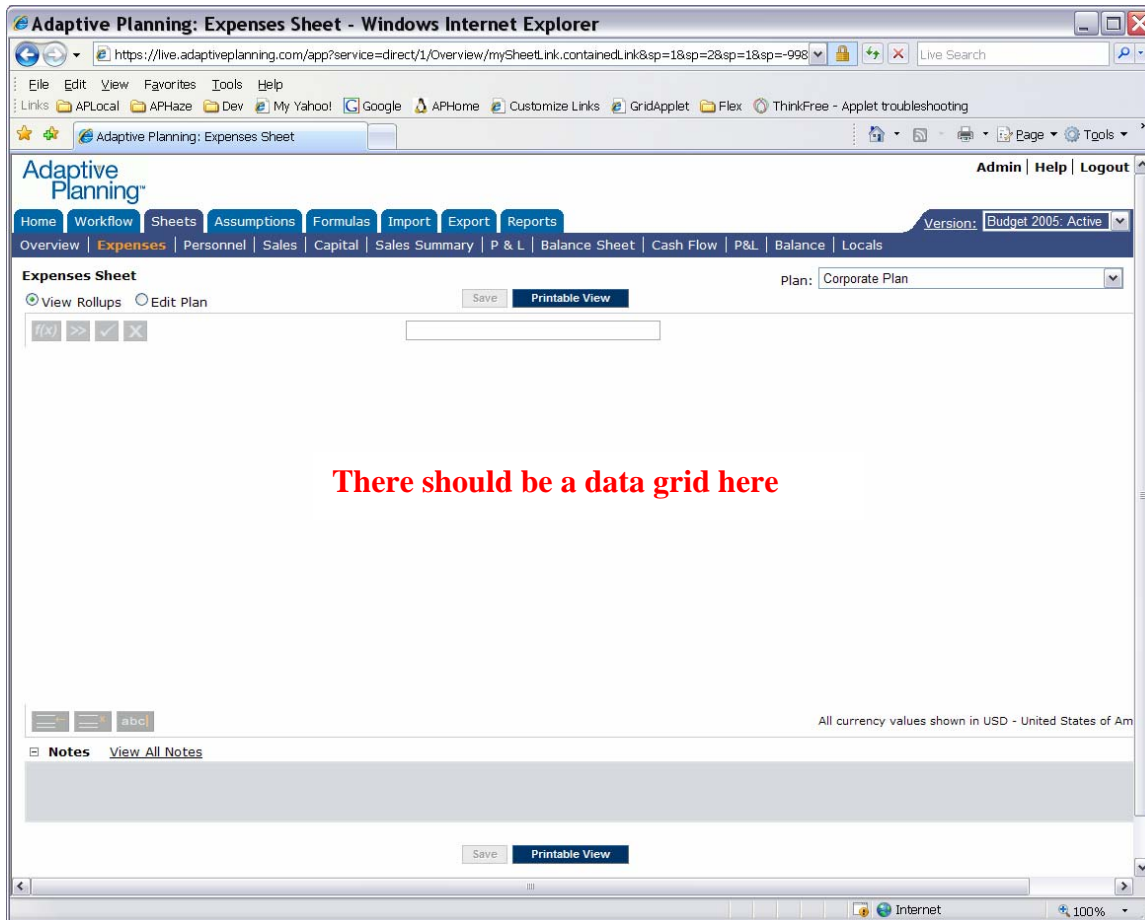


You may also see an Information Bar dialog box pop-up as is displayed in the picture above. This dialog may not appear if you have previously turned it off.

To install the grid control, click the Yellow Bar, select Install ActiveX Control..., and follow the instructions.

If this is the first time that you are logging in to Adaptive Planning and you do not see the Yellow Bar, you do not have Administrative rights on your machine. See Solution 2 below.

If you previously logged into Adaptive Planning and saw blank spaces where it seems there should be information, such as in the screen shot below, and you do not see the Yellow Bar on the login screen, you do not have Administrative rights on your machine. See Solution 2 below.



If you see the Yellow Bar, but when you click on it nothing appears to happen and the Yellow Bar disappears, you have pop-up blockers turned on. See Solution 1 below.

Windows 2000

On Windows 2000, when you visit the Adaptive Planning login screen, you should see a dialog box prompting you to download and install the grid control. If you declined to install the grid control, please login again and click Yes to install the grid control. The dialog box looks like the following:



Troubleshooting

If you were not prompted to install the grid control via the Yellow Bar or Pop-up Dialog as described above, you either:

1. have pop-up blockers turned on that are preventing the Yellow Bar or the Pop-up Dialog from appearing. See Solution 1.

OR / AND

2. do not have sufficient access privileges on your computer to install browser add-ons. See Solution 2 below.

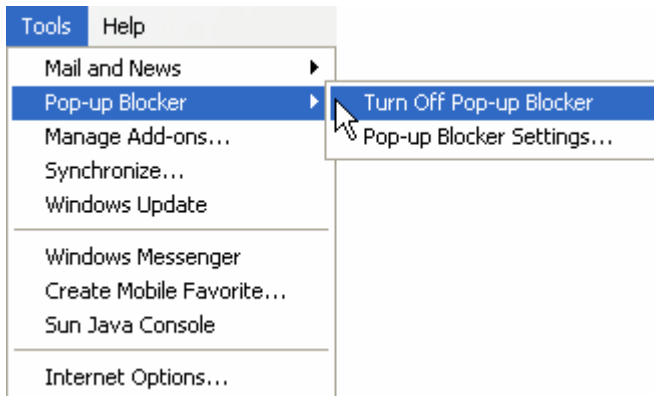
OR / AND

3. do not have ActiveX installation enabled within Internet Explorer. See Solution 3 below.

Solution 1: Turn off Pop-Up Blockers:

There are several common pop-up blockers. You must turn off ALL pop-up blockers to install the active X grid control once per the directions above. You may then turn on your pop-up blockers again.

The most common pop-up blocker is that found within Internet Explorer (IE) itself. To turn off the IE pop-up blocker, go to the Tools Menu within IE, select Pop-up Blocker, and select Turn Off Pop-up Blocker.



Another common pop-up blocker is the Google Toolbar pop-up blocker. This can be turned off directly from the Google Toolbar by clicking the # Blocked button.



Other pop-up blockers may exist on your machine as well. Once all of the pop-up blockers are turned off, close your IE window, re-launch IE, login to Adaptive Planning, and click on the Sheets tab. You should now see the Yellow Bar or the Pop-up Dialog described above. Proceed with the grid installation as directed.

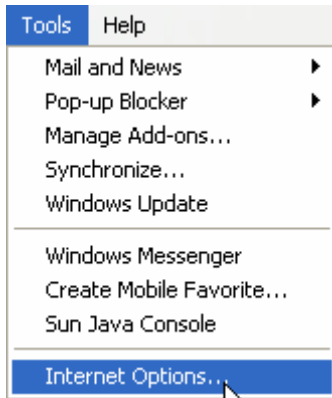
Solution 2: Obtain Access Privileges:

On Windows XP, you must be assigned the Standard User role (as opposed to a Restricted User who cannot install software). On other Windows systems, you must be a member of the Administrators group or the Power Users group.

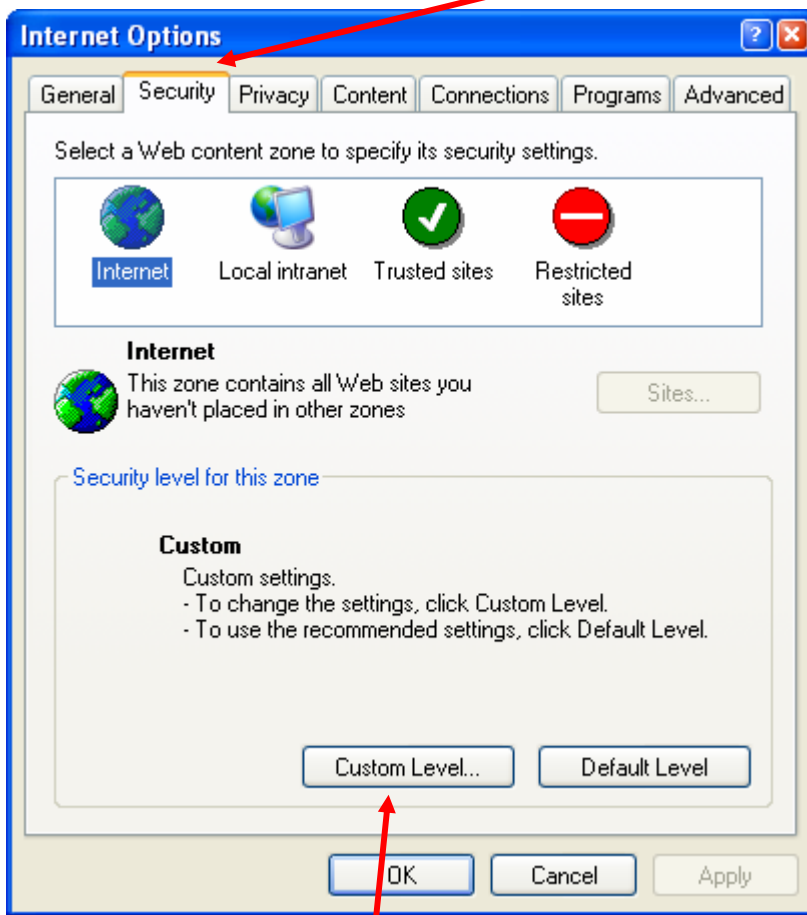
If you do not have sufficient permissions to install software on your computer, you will need assistance from someone in your IT group. You must be granted permission to install software on your computer or allow someone with sufficient permission to log into your computer and install the grid control. Once the grid control is installed, permission to install software is no longer required to use the Adaptive Planning application.

Solution 3: ActiveX Installation Enabled:

In Internet Explorer, select the Tools menu, and select Internet Options

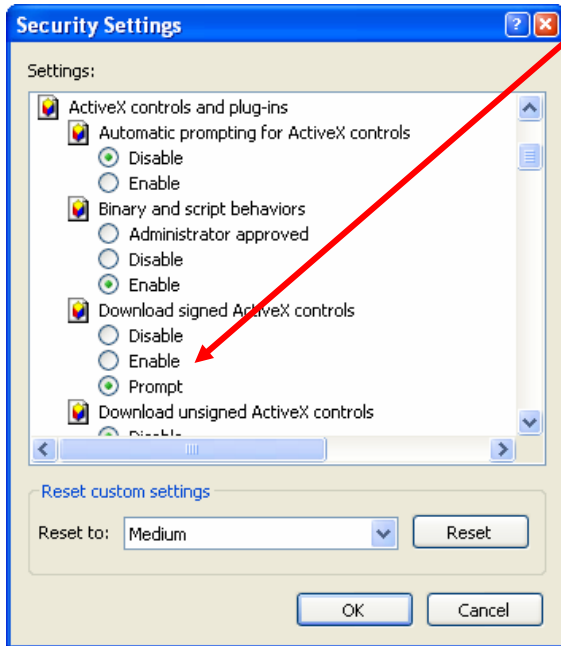


From the dialog that appears, select the Security tab...

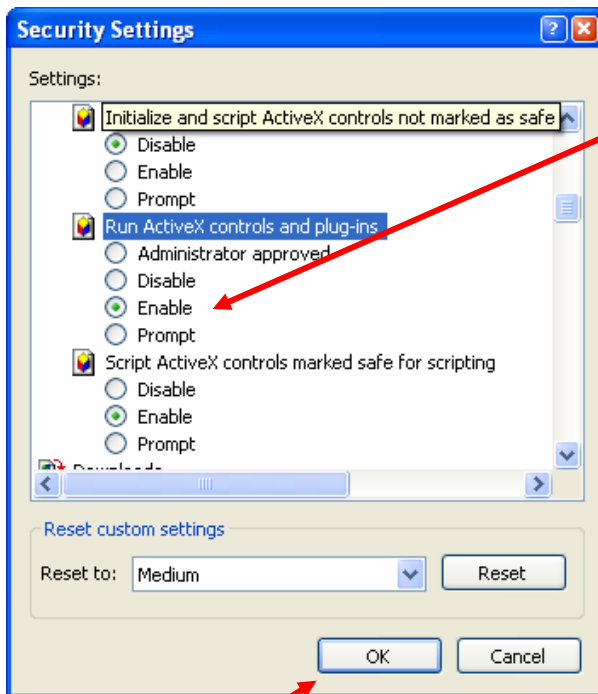


... then click the Custom Level button...

Scroll down until you see the "ActiveX controls and plug-ins" section. Locate the "Download signed ActiveX controls" and click the "Enable" or "Prompt" radio button.



Scroll further to find the "Run ActiveX controls and plug-ins" and click the "Enable" or "Prompt" radio button.



Then click OK. Click Yes or OK on any remaining open windows.

Finally, close your IE window, re-launch IE, login to Adaptive Planning, and click on the Sheets tab. You should now see the Yellow Bar or the Pop-up Dialog described above. Proceed with the grid installation as directed.

If you are unable to install the grid control, or if you do not see a grid once you visit Sheets in Adaptive Planning, please send email to support@adaptiveplanning.com and we will contact you to provide further assistance.