

Technical Bulletin

Performance – Internet Explorer Care360

Issued: January 11, 2007

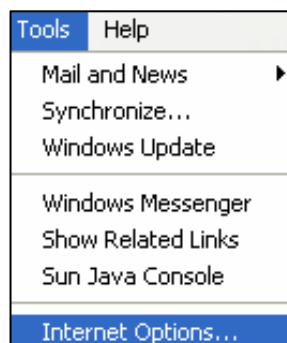
Summary: Sporadic reports of ‘slowness’ have been reported with Care360 eMaxx & Physician Portal. Although this does not explain all occurrences, it has been recently discovered that a specific Internet Explorer setting can cause slowness. This issue is isolated to Client workstations and should not affect Quest issued workstations. The setting that has the potential to cause ‘slowness’ is titled: “Do not save encrypted files to disk”. Having this setting enabled causes the encrypted pages within the Care360 application to not cache the pages, so graphics are downloaded every time as ‘new’. This setting causes extraneous internet traffic between the client and the hosted Care360 solution. It should be noted that all of the sensitive data in our application (the HTML data and PDFs) are already marked to NOT be cached so regardless of this setting we do not store sensitive data on the user’s disk. However, the image files in the application are not sensitive and we DO need to store them on the local disk at the very least during the users session to improve performance.

Resolution/Action:

1. Launch Internet Explorer

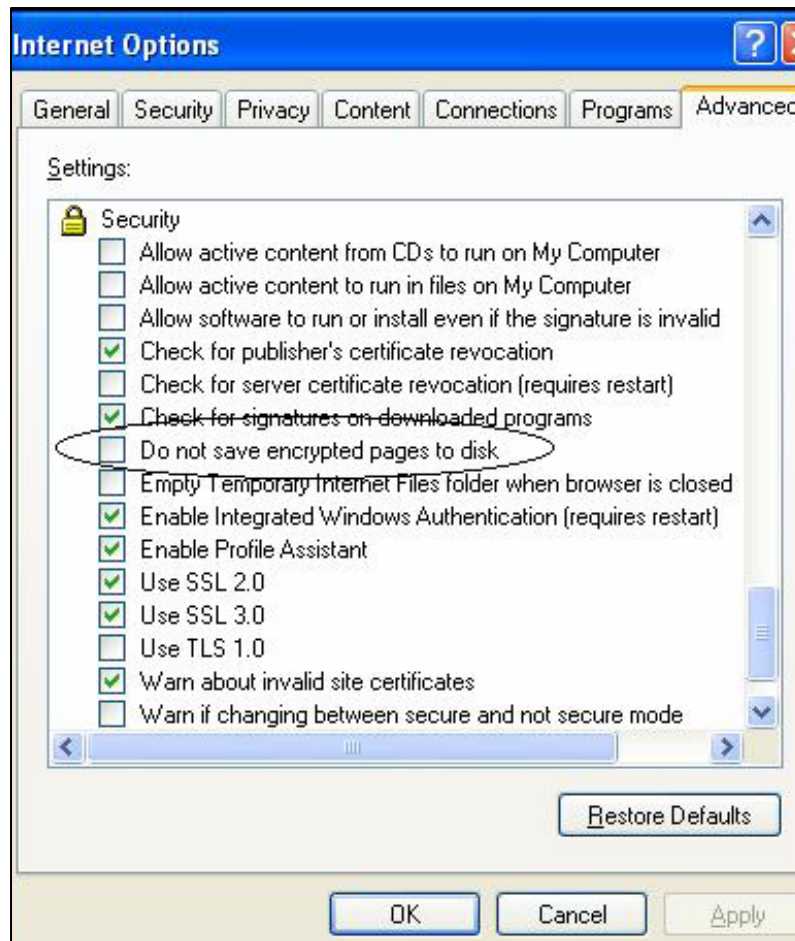


2. Go to Tools – Internet Options



3. Click on the Advanced Tab, scroll to the “Security” section

4. Make sure the “Do not save encrypted files to disk” is **NOT** checked
 - If it is checked, uncheck it, then Click OK



5. Stop/Restart Internet Explorer