

Concept® ICC Profile Download Troubleshooting FAQ's

1. What if my Internet Browser does not prompt me for a username and password?

If you are not prompted to enter a username and a password after clicking the Download link, it is likely that security settings for your Internet browser must be changed to display the prompt. To change these setting in Internet Explorer 5.5 or higher perform the following steps:

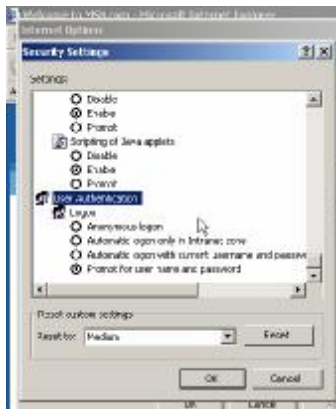
Open Internet Explorer

From the TOOLS menu, select INTERNET OPTIONS

Click the Tab that is labeled SECURITY

Click the button labeled CUSTOM LEVEL...

Scroll all the way to the bottom of the list of settings until you see the settings labeled: USER AUTHENTICATION as shown below



Select the radio button labeled PROMPT FOR USER NAME AND PASSWORD.

Click OK to close the security settings window and click OK again to save your changes.

Your browser will now prompt for username and password.

If you are using a browser other than Internet Explorer you will have to browse through your settings or preferences for the appropriate settings for that browser.

2. Why do I receive an access denied page after I enter the username and password?

The most common cause of this is that the credentials are not being entered in lowercase letters. Be sure you do not have caps lock turned on as usernames and passwords are case sensitive and entering the credentials with capital letters will result in an access denied page.