

## Industry Notice 5/08/2010: IBM Lotus Forms Viewer

This notice is to advise those Industry users who have upgraded to Windows 7 operating systems with Internet Explorer 8, that there are reported issues with the use of PureEdge View version 6.5. Those issues are:

### Compatibility with Windows XP/Internet Explorer 8

Users unable to view attached documents or receive the case confirmation webpage after uploading a DSP application. To view attachments users must open a separate IE browser then click to view the attachment. The attachment will then display in the new browser. The same must be done when uploading an application, just have an IE8 window open at the start of the upload for the confirmation webpage to appear.

Compatibility with Windows 7/ Internet Explorer 8 Users unable to view attached documents. Users must open a separate IE browser then click to view the attachment. The attachment will then display in the new browser. Users are not able to sign using a digital certificate. Message received is "Signature is not recognized" and "Unexpired certificate cannot be found". Running Pure Edge in Windows XP Compatibility Mode does not resolve.

Compatibility with Windows XP/Internet Explorer 7 Intermittent paging error  
MUCreateDir(\Anthill\_Build\Branch-API-Canane-20050228\API\SRC\masquutil.c:10427Tue Apr 19 21:59:46 2005):2696:32->22"

Compatibility with Windows 64-bit Users must acknowledge several error messages when opening a DSP form. Users must map to the 64bit folder each time the Add/View Attachment. Users are not able to sign using a digital certificate.

The IBM Lotus Forms Viewer version 3.5.1 is confirmed to resolve most of the issues surrounding its use with higher Windows OS versions.

### **ACTION REQUIRED**

Industry using Windows 7 operating system with Internet Explorer 8 is encouraged to uninstall PureEdge Viewer 6.5 and then download and install the IBM Lotus Forms viewer as a workaround. It is compatible with the current in-use PureEdge DSP forms. Industry using Windows XP or Vista with either Internet Explorer versions 7 or 8 can also install Lotus Forms if they are experiencing similar problems. PureEdge Viewer must be uninstalled first before installing Lotus Forms.

Download and install IBM Lotus Forms Viewer version 3.5.1  
<http://pmdtcc.state.gov/DTRADE/pureedge/Viewer-Full-3.5.1.315.exe>  
(Revised 8/4/2010)

### **ADDITIONAL INFORMATION**

IBM Lotus Forms does not support the Netscape *browser*, but do support digital certificates provided by the Netscape browser's NSS certificate store. Users having a Windows 64-bit operating system may continue to experience some issues as it is not directly supported.

#### **INQUIRIES**

All inquiries regarding the download and install of Lotus Forms viewer should be directed to:

#### **DTrade Help Desk**

Hours: 9am-5pm Eastern U.S. time

Phone: 202-663-2838 E-mail:

[dtradehelpdesk@state.gov](mailto:dtradehelpdesk@state.gov)