

Information Resources and Communications

How To: Configure the Pop-Up Blocker for Enterprise Vault in Internet Explorer

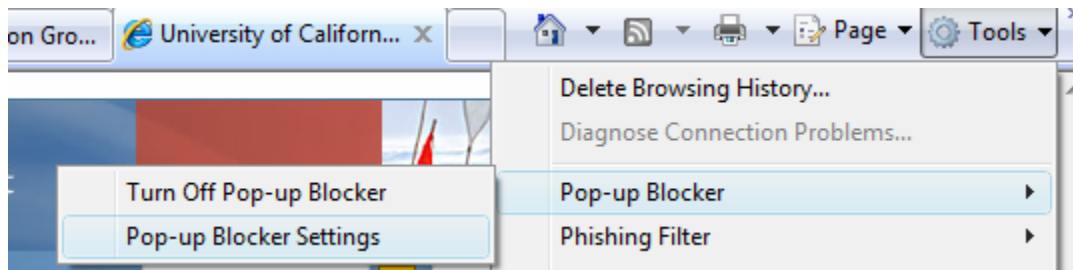
Windows Client Using Outlook Web Access

- 1.) Users may see an error displayed when they try to delete a message that exists in the vault from within Outlook Web Access. An example of the error message is shown below;



- 2.) In our testing, it was determined that the error occurs when a user has not configured their browser pop-up blocker to always allow access to owa.ucop.edu.
- 3.) To resolve this issue, they can go to: Tools – Pop-up Blocker – Pop-up Blocker Settings, as shown below:

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- 4.) Add owa.ucop.edu to the list of addresses and click “Close”. Restart your browser and log back in to OWA.

