

Troubleshooting Pop-Up Blockers

Finding all the pop-up blockers can be challenging; below are some of the more common applications.

Check for additional toolbars by clicking **View -> Toolbars** installed on *Internet Explorer* or *Firefox* and look for browser add-ons (i.e. Google, Yahoo, etc.); locate the toolbars on browser and turn off any pop-up blockers it may contain. Check the **System Tray** (bottom right of screen) for any programs that may have a pop-up blocker and disable it. Pop-up blockers may also be packaged with internet security software such as *Norton Security* and *Zone Alarm*. Listed below are some of the most common.

Internet Explorer on Microsoft Windows XP Service Pack 2:

- Click on **Tools; Pop-up Blocker**; click on “**Turn off Pop-up Blocker**”

Netscape/Mozilla Pop-up Blocker

- Open **Preferences** menu
- Open the **Privacy and Security Menu**
- Select **Pop Up Windows** and uncheck “**Block unrequested pop ups**”



Firefox Pop-up Blocker

- Go to **Tools; Options**
- Click **Content**
- Uncheck the box for “**Block Popup Windows**”

Safari Pop-up Blocker

- Open Safari **Menu** and choose **Preferences**
- Open the **Security Menu**
- Uncheck “**Block pop up windows**”

Google Toolbar:

- Click the Toolbar's wrench  icon.
- On the **Tools** tab, select (or deselect) the 'Pop-up blocker'  checkbox.
- Click **Save**.

Yahoo Toolbar:

- Click on the down arrow in the Yahoo icon to bring up a menu: 
- Uncheck the **Enable Pop-Up Blocker** option.

AOL Toolbar

- Click on the AOL icon to the left of the search box
- Select “**Turn off Popup Blocker**”

Norton Internet Security

- Double-click the **Norton icon** in the *System Tray*
- Click “**Ad Blocking**”
- Click “**Turn Off**”

McAfee Security Center

- Open **McAfee Security Center; Privacy Service**
- Click **Options** from the categories on the left side
- Choose the “**Block Ads**” tab
- Uncheck both boxes