

# SynchronEyes™ Software 5.x Internet Blocking Feature Doesn't Work with Some Browsers



**Applies to:** SynchronEyes™ software version 5.x for Windows® operating systems.

## Issue

The Internet blocking feature doesn't work.

## Cause

The Internet blocking feature in SynchronEyes software version 5.x doesn't work:

- with browsers other than Internet Explorer®, such as Netscape® and Mozilla™.
- with Windows XP (SP2), if the appropriate .dll isn't correctly registered and enabled.
- with Internet Explorer 5.0.

## Solution

### To block Internet browsers other than Internet Explorer

The Internet blocking feature is designed for use with Microsoft® Internet Explorer and won't work with other browsers, such as Netscape and Mozilla. As an alternative, use application blocking to block students from accessing the Internet using other browsers.

1. Click the **Application** button in the **Views** toolbar.

The Applications view appears.

2. If you want to apply the block to all of your students, click the **All Students** tab.

If you want to apply the block to a group, click the group's tab.

If you want to apply the block to selected students, select their names in the **Students** list.

3. Click **Restrict the following applications**.

4. Select the browser from the **Applications** list: for example, **netscape.exe**.

5. Click **Add**.

The application appears in the restricted applications list on the right side of the window.

6. Click **Block**.

### To block Internet access on Windows XP (SP2)

The Internet blocking works with Windows XP (SP2), only if **IEHelper seyesbho.dll** is correctly registered and enabled.

1. In Internet Explorer, select **Tools > Manage Add-ons**.

The *Manage Add-Ons* dialog box appears.

2. If the **IEHelper seyesbho.dll** is disabled:

- a. Select **IEHelper seyesbho.dll** and click **Enable**.

The *Add-on Status* message appears.

- b. Click **OK**.

3. Click **OK** to close the *Manage Add-Ons* dialog box.

If this doesn't resolve the issue, the .dll may not be registered properly. To register the .dll correctly, you must unregister it first.

4. To unregister the .dll:
  - a. Open a command prompt.
  - b. Type **regsvr32 /u seyesbho.dll**.
  - c. Click OK.
5. To register the .dll:
  - a. Open a command prompt.
  - b. Type **regsvr32 seyesbho.dll**.
  - c. Click OK.
6. If "regsvr32 not found" or "regsvr32 unknown command" appears, repeat step 5, but specify the entire path to regsvr32. The path is usually **C:\windows\system32\regsvr32**.

#### **To block Internet access on Internet Explorer 5.0**

The Internet blocking feature won't work with Internet Explorer 5.0, due to a reported bug in Internet Explorer. Upgrade to a later version of Internet Explorer.

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