

Internet Blocking Feature Doesn't Work in SynchronEyes™ Software 6.x



Applies to: SynchronEyes™ software 6.x for Windows® operating systems

Issue

The Internet blocking feature doesn't work.

Cause

The Internet blocking feature in SynchronEyes software 6.x doesn't work:

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

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 **Applications** in the **Views** toolbar or select **View > Applications**.

The Applications view appears.

2. Click **New Rule** or select **Edit > New Rule**.

The *New Application* Blocking Rule dialog box appears.

3. Type **the Block Rule Name**.

4. Select **Block the following applications**.

5. Select the browser, for example, netscape.exe, from the List of Applications and click **Add**.

If the browser isn't included in the list of applications, click **Browse**, navigate to and select the application's executable file, and click **Open**. Select it from the List of Applications and click **Add**.

6. Click **OK** to close the *New Application Blocking Rule* dialog box

The new application block rule appears in the Applications Blocking Rules list.

7. 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 Student's list.

8. Select the application blocking rule, and click **Activate Rules** or select **Edit > Activate Rules**.

9. A message appears asking for confirmation. Click **Block Applications**.

If one of the selected students is running the restricted browser, the student's browser closes automatically. If one of the selected students tries to open a restricted browser, the *Application Blocked* message appears, advising them that the application is blocked.

The **Application Block** symbol appears beside the selected students in the Student's list and next to the activated rule in the Application Blocking Rule list.

To block Internet access on Windows XP (SP2)

The Internet blocking works with Windows XP (SP2), only if IEHelper SEyesIEBlock.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 SEyesIEBlock.dll is disabled:

- a. Select **IEHelper SEyesIEBlock.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 SEyesIEBlock.dll**.

- c. Click **OK**.

5. To register the .dll:

- a. Open a command prompt.

- b. Type **regsvr32 SEyesIEBlock.dll**.

- c. Click **OK**.

6. If "regsvr32 not found" or "regsvr32 unknown command" appears, repeat step 5, but specify the entire path. The path is usually C:\windows\system32\regsvr32.

First Published: January 19, 2006

Last Updated: November 9, 2007

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