

## Merging – Error Accessing Internet



## Background

• When merging through word, REST Professional needs to access certain areas of your PC and the internet. This error message comes up when it cannot access everything that it needs to.

Cause

• REST Professional needs to access two main items when word merging. They are: "blob.sn3prdstr03a.store.core.windows.net" and TLS (Transport Layer Security) in internet options.

## Answer

- Open up internet options in internet explorer (Tools menu > Internet Options > Security TAB)
- Select trusted sites and click the sites button
- Add blob.sn3prdstr03a.store.core.windows.net to the trusted sites

Internet Options			
General Security Privacy Content Connections Programs Advanced			
Select a zone to view or change security settings.			
Internet Local intranet Trusted sites Restricted sites			
Trusted sites Sites			
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.			
Security level for this zone			
Allowed levels for this zone: All			
Prompts before downloading potentially unsafe     Content     Unsigned ActiveX controls will not be downloaded			
Enable Protected Mode (requires restarting Internet Explorer)			
Custom level Default level			
Reset all zones to default level			
Some <u>settings</u> are managed by your system administrator.			
OK Cancel Apply			
Trusted sites			
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.			
Add this website to the zone:			
blob.sn3prdstr03a.store.core.windows.net Add			
Websites:			
Remove			
Require server verification (https:) for all sites in this zone			
Close			

• Next, click on the Advanced TAB and ensure SSL 2.0 and TLS 1.0 are ticked

Internet Options	ବୃ	23	
General Security Privacy Content Connections Programs	Adv	anced	
Settings		- 1	
<ul> <li>Enable Integrated Windows Authentication*</li> <li>Enable native XMLHTTP support</li> <li>Enable SmartScreen Filter</li> <li>Enable Strict P3P Validation*</li> <li>Send Do Not Track requests to sites you visit in Interr</li> <li>Use SSL 2.0</li> <li>Use SSL 3.0</li> <li>Use TLS 1.0</li> <li>Use TLS 1.1</li> <li>Use TLS 1.2</li> <li>Warn about certificate address mismatch*</li> <li>Warn if changing between secure and not secure mod</li> <li>Warn if POST submittal is redirected to a zone that dot</li> </ul>	de (		
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*Takes effect after you restart your computer Restore advanced settings			
Reset Internet Explorer settings Resets Internet Explorer's settings to their default condition. You should only use this if your browser is in an unusable state.			
OK Cancel Apply			

**Note**: You may need your technician to assist you with these steps

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