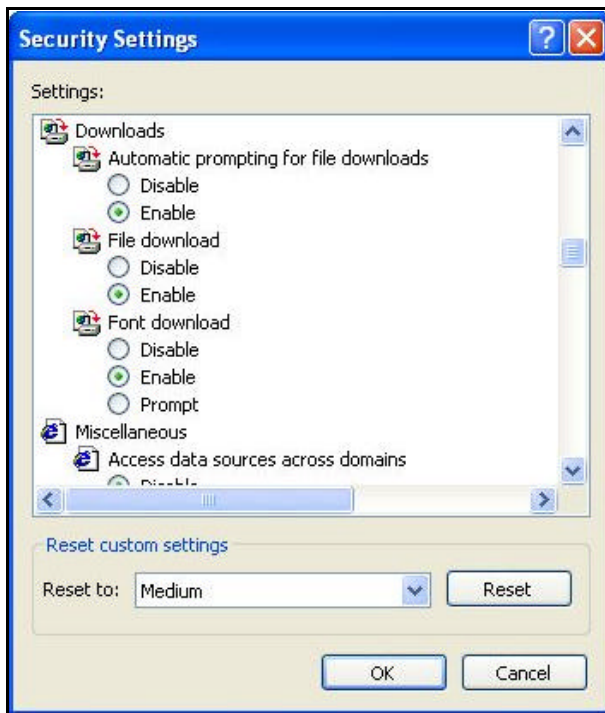


For Training Administrators who are experiencing difficulty when attempting to download a student report in "csv file format" from the website - www.carmtraining.com/studentadmin.

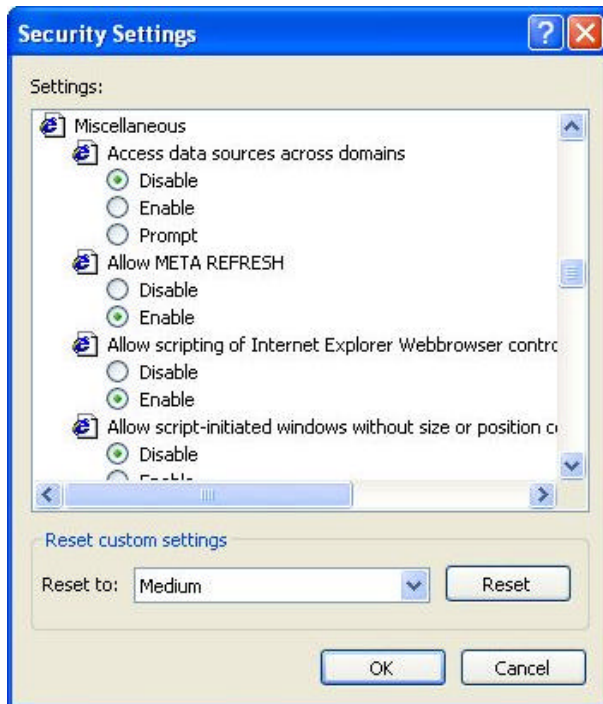
The problem seems to appear when using windows XP, windows 2000 does not seem to experience the same problem as the default security settings in Windows XP are set to restrict / block users from downloading csv files. To remedy this requires changes to be made to your default internet security settings.

Please make the following changes:-

1. Open your Internet Explorer, click on "Tools" - "Internet Options".
2. An Internet Options Settings window will open. Click on the "Security" bar then click on the "Custom Level" button.
3. Pull down until you see the "Downloads" section. Make sure that you have everything checked as per the image below.

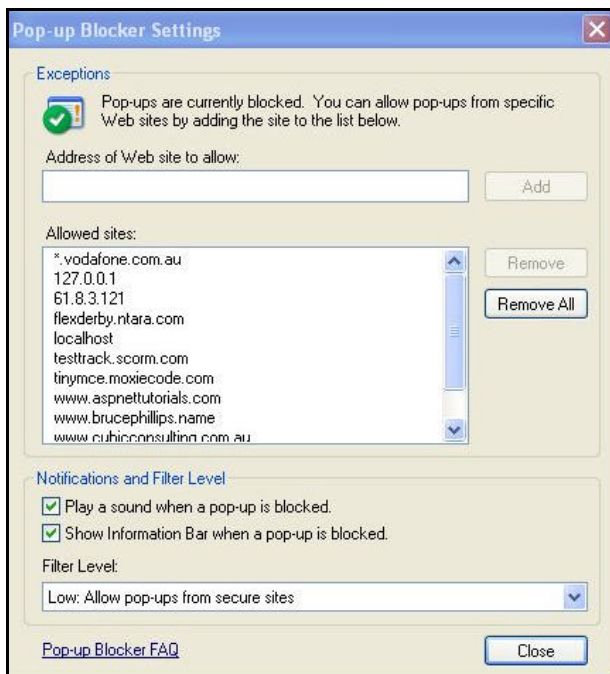


4. Now, go to "Miscellaneous", and make sure that you have the "Allow META REFRESH" enabled.



5. Click OK to complete your process.

6. Now open IE again and click on "Tools" – "Pop-up blockers"- "Pop-up Blockers Settings". It will bring up a window as per below:-



Make sure that you have www.cubicconsulting.com.au and www.carmtraining.com/studentadmin in the "Allowed Sites" box. Otherwise, just enter www.cubicconsulting.com.au and www.carmtraining.com/studentadmin in the "Address of Web site to allow" box and click on the "Add" button.

Run the csv file report again to see if these changes solve your csv file download problem.

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