

Are you having difficulty downloading the PDF version of your licence?

If you have recently bought a new PC or you have downloaded the latest version of Internet Explorer (IE7) you may be experiencing difficulties downloading a new licence from the Ofcom online licensing area (<https://services.ofcom.org.uk>).

The reason for this is that one of the default security settings (Automatic prompting for file downloads) has changed between IE6 and IE7. This setting occurs twice in the browser, once for the internet as a whole (Internet zone) and once for sites selected by the user (Trusted zone). When this item set to 'Disable', PDFs cannot be downloaded from the Ofcom site.

In terms of maintaining general security levels users are advised to move specific sites into the 'Trusted zone' then enable 'Automatic prompting for file downloads' rather than enable it for the Internet as a whole (i.e the Internet zone setting can stay as 'Disable').

The following table shows the default settings for "Automatic prompting for file downloads".

IE Version	Zone	Default
IE6	Internet zone	Disable
IE6	Trusted zone	Enable
IE7	Internet zone	Disable
IE7	Trusted zone	Disable

For IE6, putting <https://services.ofcom.org.uk> in the Trusted zone automatically fixes the PDF download problem with no further action.

For IE7 the end user must manually change the setting from its default value to 'Enable' to fix the issue.

How to make these changes to your browser

Login to the Ofcom licensing area, go to My Licences and click on the link to open the Licence Summary screen.

Click on the red number link below Licence Document on this page to download and print the licence.

The following screen and dialogue box will appear (as overleaf)

The screenshot shows the Ofcom Siebel eSales interface. The browser title is "Siebel eSales - Windows Internet Explorer". The URL is https://services.ofcom.org.uk/esales_enu/start.swe?SWEPL=1&sn=EBHDV6bj@C7U2ngW.pnz4pn3GmgbN.p22TrxYD1mcY_8SWETS=11715. The page header includes "Ofcom OFFICE OF COMMUNICATIONS" and navigation links: "My Details", "More FAQs", "Contact Us", and "Log Out".

The main content area shows the "Licence Summary" screen. It includes a breadcrumb trail: "Homepage -> My Licences -> Licence Summary". Below this, there are instructions: "To view your licence documentation, please click on the link under 'Attachment Name'" and "To Validate, Edit or Surrender this licence, please click on the relevant button".

The "Licence Summary" section contains the following details:

- License Product: Ship Radio Licence
- Original Start Date: 29/11/2006
- Licence Start Date: 29/11/2006
- Validation Date: 22/01/2012
- Licence Status: Live
- Licence: 1-2723966
- Revision Number: 1
- Licensee Name: [Redacted]
- Address: 1 Test Street
- Post Town: Testtown
- Postcode: TT1 1XX
- Country: United Kingdom
- Ship To Organisation: [Redacted]

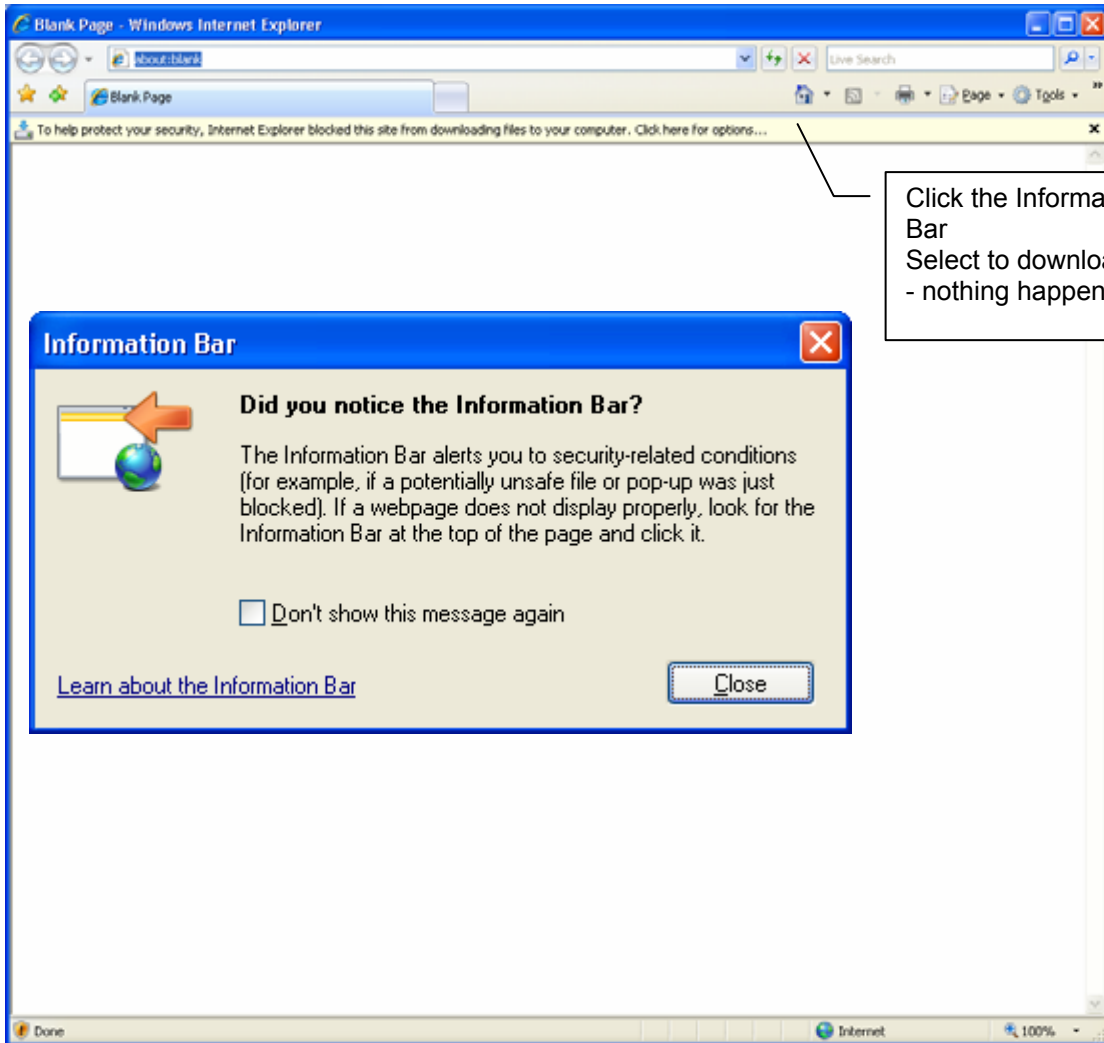
Below the summary, there is a "Licence Details" table with the following data:

Line	Qty	Item
1	1	Ship Radio Licence

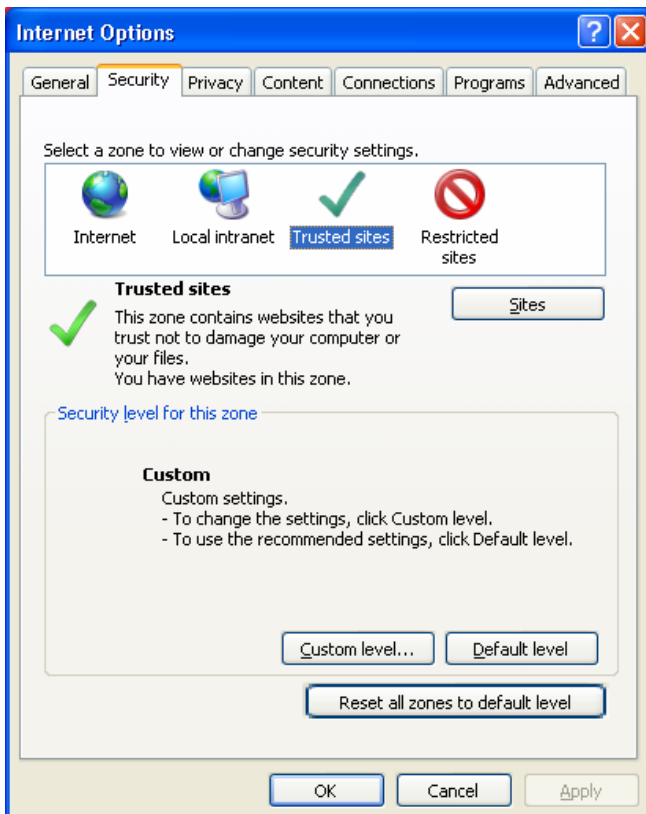
At the bottom, there is a "Download and Print Licence" section with a table of licence documents:

Licence Document	File Type	Download Size (kilobytes)	Date
1-2723966	pdf	618.74	29/11/2006

The browser's status bar at the bottom shows "Done" and "Trusted sites" with a green checkmark, indicating the site is in the trusted zone.

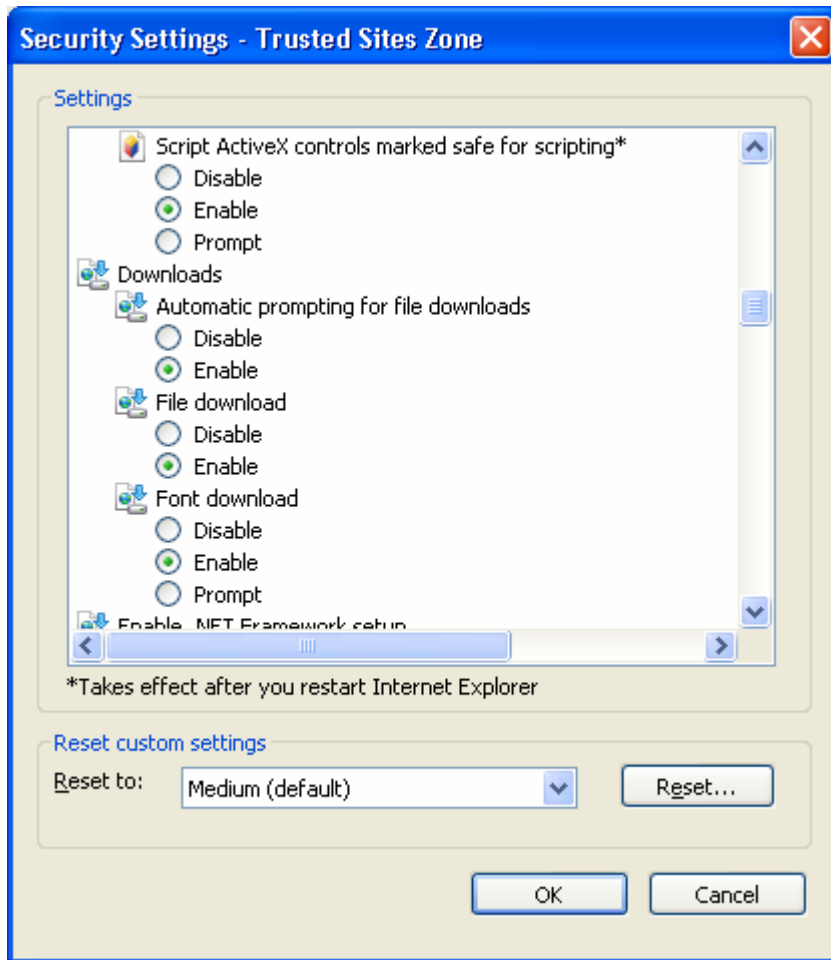


Click the Information Bar
Select to download file
- nothing happens



To fix the problem, go to **Tools > Internet Options > Security** and select **Trusted Sites** and click the **Custom level** button

Select 'Enable' for 'Automatic prompting for file downloads'. This item is disabled by default in IE7. Click **OK** and **OK** again, to exit from the Internet Options screens.



Click the licence hyperlink again and you will be able to download the PDF file after responding to this dialog:

