



Advice on Popups & Downloads

1. What are popups?	1
2. What if I have a problem with viewing popups?	1
3. Steps to take if your web browser is blocking popups	2
3.1. Internet Explorer 6, 7 & 8	2
3.2. Internet Explorer 9	4
3.3. Mozilla Firefox	6
3.4. Google Chrome	6
4. Using the Download Helper	7

1. What are popups?

Popup windows (known as popups) are screens from a web-page that open up a new window, leaving the previous window still there. They are used extensively on a variety of websites.

SPIRE, the Export Control Organisation's export licensing database, uses popups to download PDF documents and as part of its file upload/download facility.

You can test if your browser is blocking popups on SPIRE using the [SPIRE Technology Test](#) page. In the 'Popups' section, click the 'Open Popup' link. A new window should open which says 'This is a popup window'. If the popup doesn't appear, see below for help.

2. What if I have a problem with viewing popups?

There are a few reasons why you may experience problems when trying to use popups:

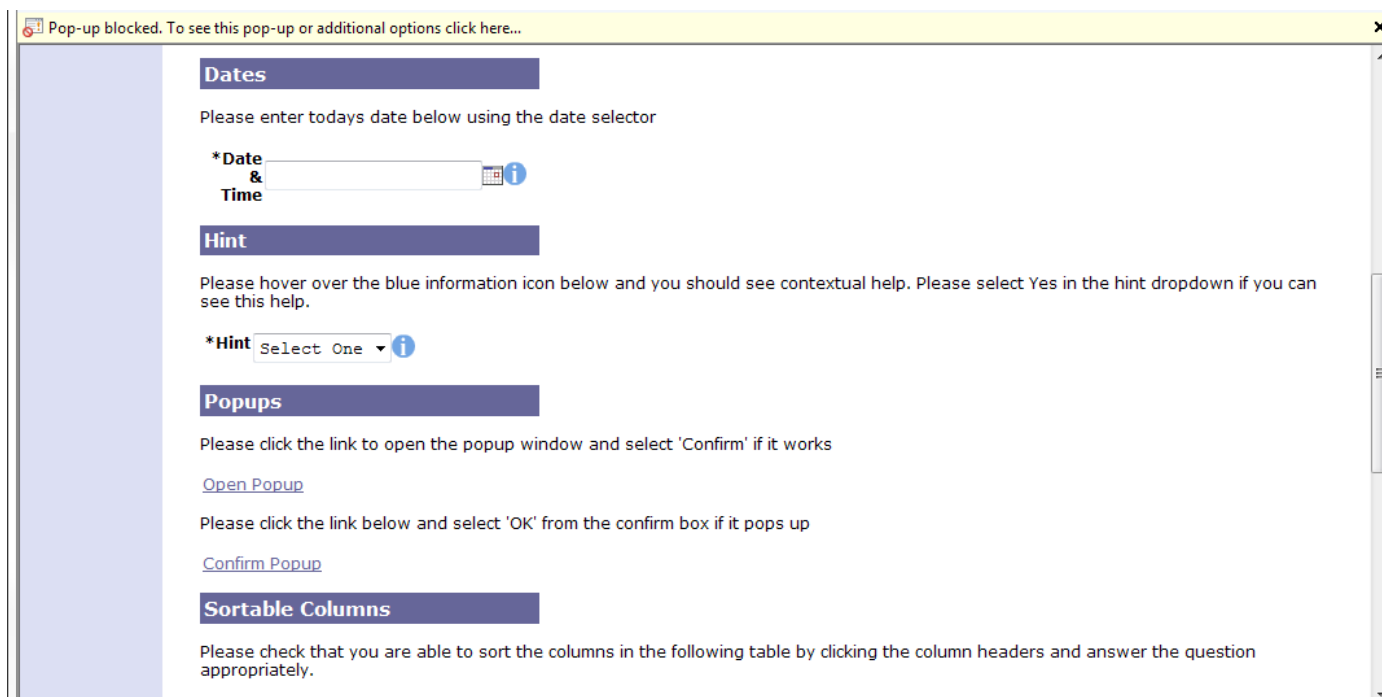
- The most likely is that your Web-browser is blocking popups. The section below provides help with this.
- If you are running a personal firewall on your computer then this may be blocking popups for unapproved sites. If this is the case then consult your firewall user guide and make sure that <https://www.spire.bis.gov.uk> has been added in the list of allowed sites.
- If you are using a secure network to access SPIRE then the security software on the network may be blocking the popup. If you suspect that this is the case then you should contact your network administrator and seek advice.

3. Steps to take if your web browser is blocking popups

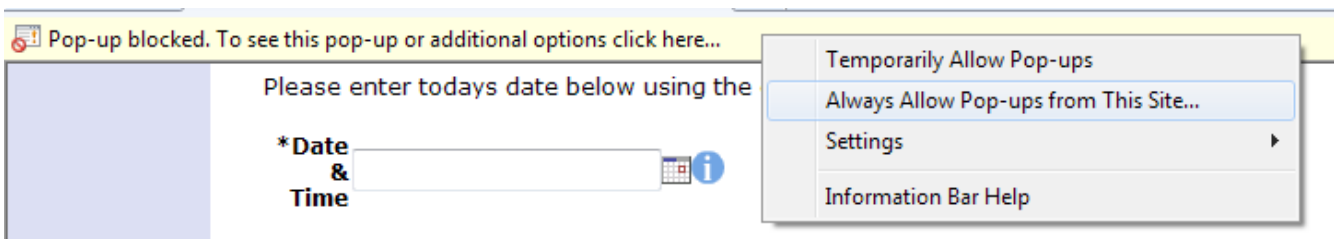
Most Web browsers have a built-in popup blocker that prevents popups appearing. This can usually be configured to allow popups for certain web-sites. Steps for several popular browsers are shown below. Please search your browser's help file for 'popups' if your browser is not listed.

3.1. Internet Explorer 6, 7 & 8

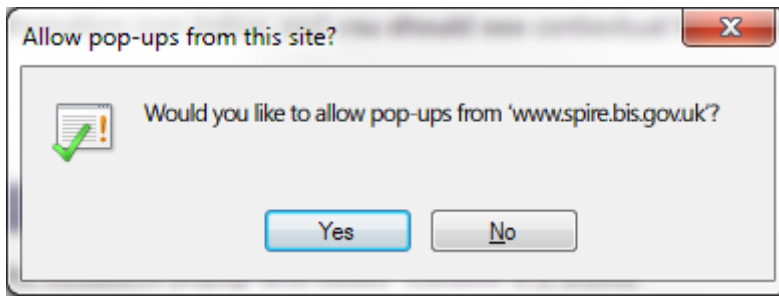
When you click a popup link, such as the 'Open Popup' link, a yellow bar will be displayed at the top of the page:



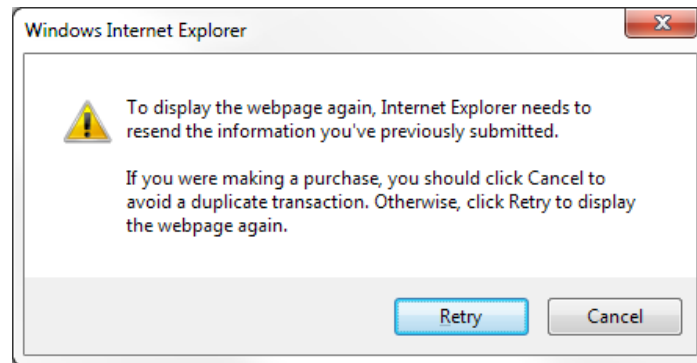
Click the yellow bar, then 'Always Allow Pop-ups from This Site...' in the dropdown menu that appears:



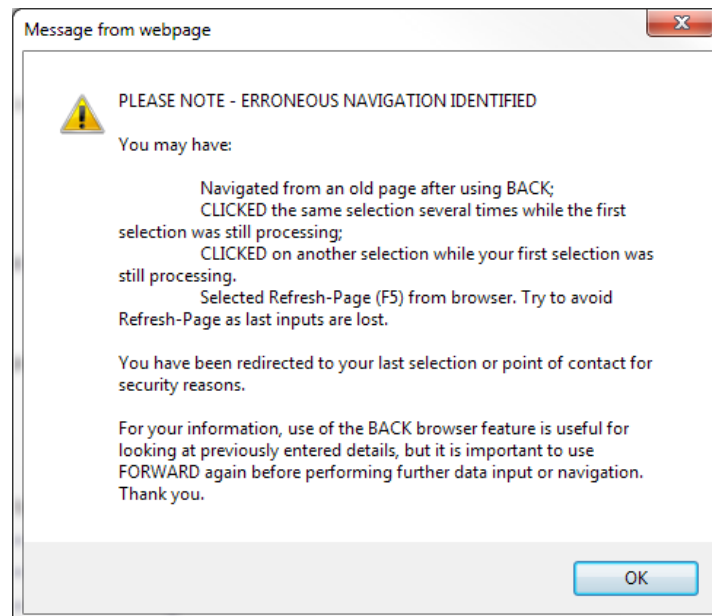
A dialog box will ask you to confirm that you want to allow popups. Click 'Yes':



Click 'Retry' in the next dialog box that appears:



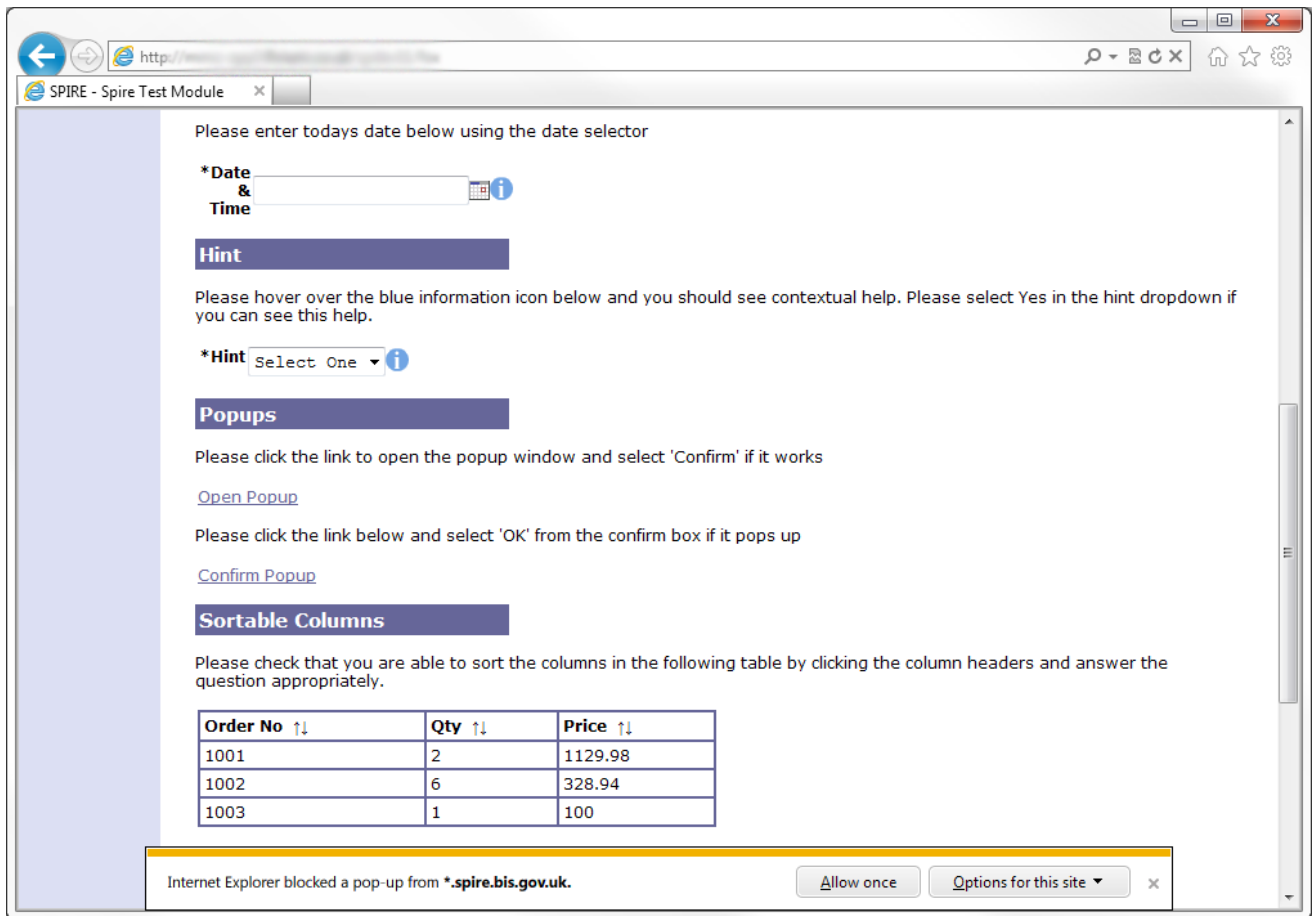
A dialog box will tell you that that erroneous navigation was detected. It is safe to ignore this warning. Click 'OK'.



Click the original popup link. The popup should now load.

3.2. Internet Explorer 9

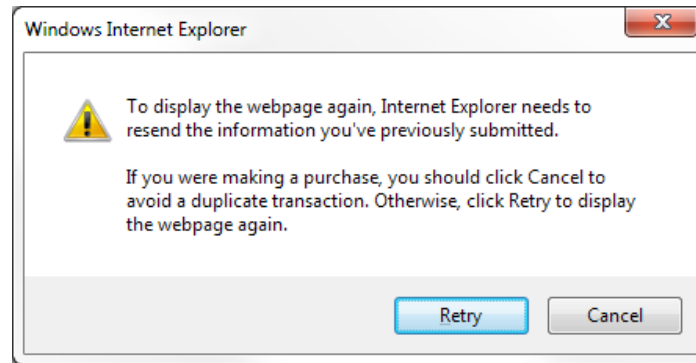
When you click a popup link, such as the 'Open Popup' link, a bar will be displayed at the bottom of the page:



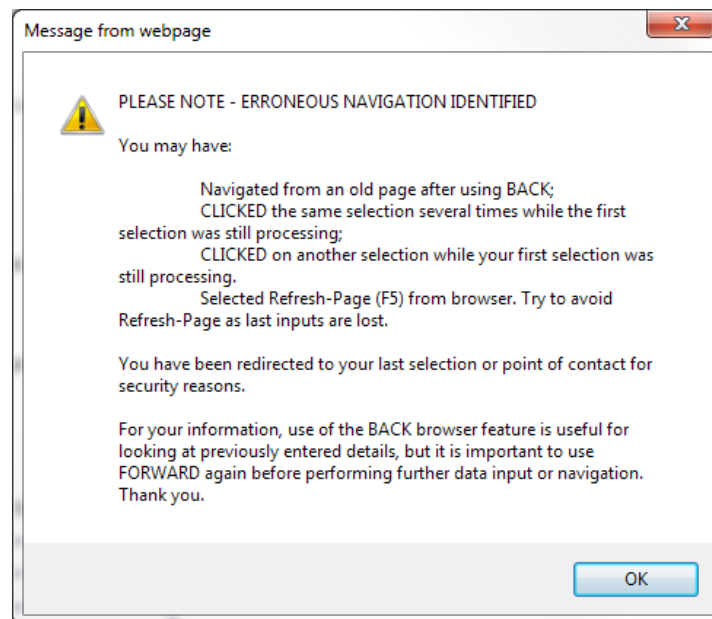
Click 'Options for this site', then 'Always allow' in the dropdown menu that appears:



Click 'Retry' in the next dialog box that appears:



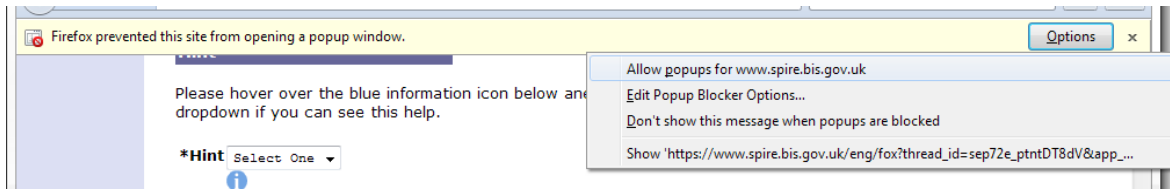
A dialog box will tell you that that erroneous navigation was detected. Click 'OK' to dismiss this.




Click the original popup link. The popup should now load.

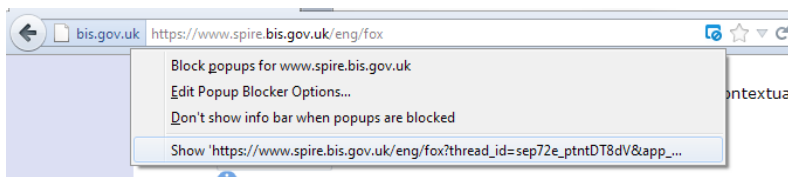
3.3. Mozilla Firefox

When you click a popup link, a yellow bar will be displayed at the top of the page:



Click the 'Options' button, then 'Allow popups for www.spire.bis.gov.uk' in the dropdown menu that appears.

To view the document you requested, click this icon  in the address bar and then 'Show 'https://www.spire.bis.gov.uk/[...]''. Your document will pop up in a new window.

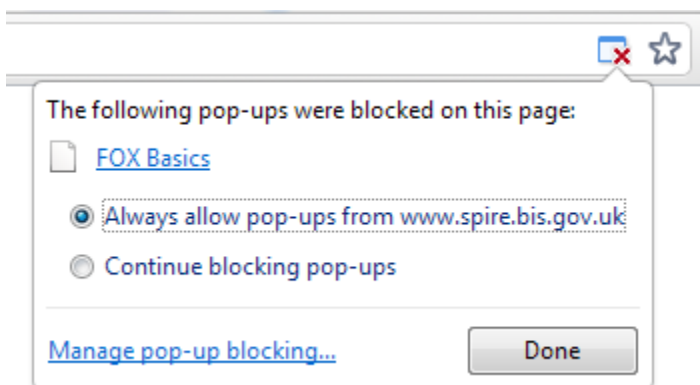


3.4. Google Chrome

When you click a popup link, this icon  will be shown in the address bar.



Click the icon, then select 'Always allow pop-ups from www.spire.bis.gov.uk'. Finally, click the link to open the popup (in this case, entitled 'FOX Basics')

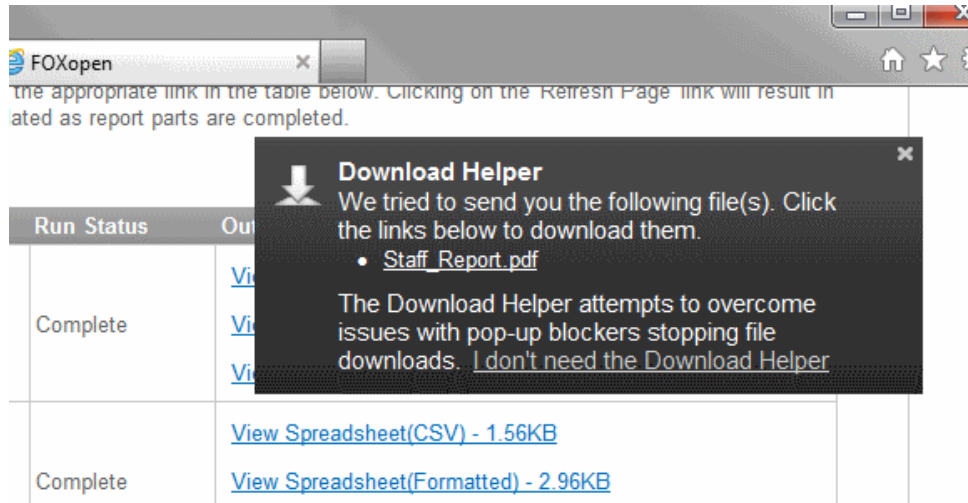


4. Using the Download Helper

If popups are being blocked by your firewall or other security software on your network, or you still can't view documents even after following the instructions above, you should turn on the Download Helper.

The Download Helper is turned off by default. To enable the download helper, visit the [SPIRE help page](#) and click 'Click here to turn the Download Helper on'

The Download Helper shows up as a dark box in the top right corner of the page and contains direct links to the files you requested:



Export Control Organisation

Last Updated: March 2013