Viewing Images with the "Virtual" Viewer

County websites running on the CountyFusion application can now offer an alternative image viewer, the IBM® Daeja® ViewONE® Virtual viewer, referred to in this document as the 'Virtual viewer'. The current viewer, the IBM® Daeja® ViewONE® Professional viewer, referred to as the 'Applet', will still be available for use.

How is the Virtual viewer different?

- The Virtual viewer does not require that Java is installed/enabled. This means that web browsers without Java installed or enabled, for example Chrome or Windows Edge, may use it. *Note: Internet Explorer is highly recommended as the preferred web browser.*

- The Virtual viewer will **not** run in Compatibility View. To utilize the Virtual viewer, users must ensure this setting is turned off.

- The primary difference in functionality is that the Virtual viewer **does not support printing**, only saving of images. Users can still print documents once they are downloaded and they still have the option to email documents. In order to print documents, click on the Save Image icon:

Figure 1

- Select a download option on the Download Options pop-up window, then click the Download button:
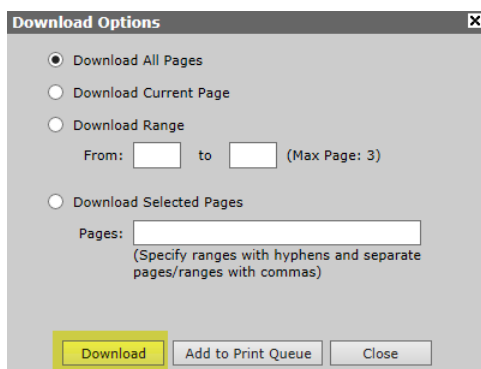

Figure 2

- Users will be able to open and/or save documents, then print them, by choosing one of the download selections:
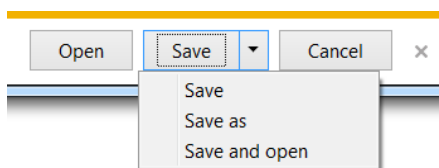

Figure 3

- Additionally, the 'Visible' option is not available, only whole pages can be saved *(a range of pages and a list of pages are supported options).*

- The Virtual viewer 'looks' different than the Applet and has some different functionality, such as navigating pages in an image. (See Figure 6-7 on page 3 for illustration)

*NOTE: As always, popups must be allowed for the site and a pdf viewer/plugin is needed for receipts, reports, etc., regardless of selected image viewer. **Up to date web browser versions are recommended.***

Enabling the Virtual viewer

- If the Virtual viewer is supported/configured on the external website, the user will have the option to choose it in the User Preferences.
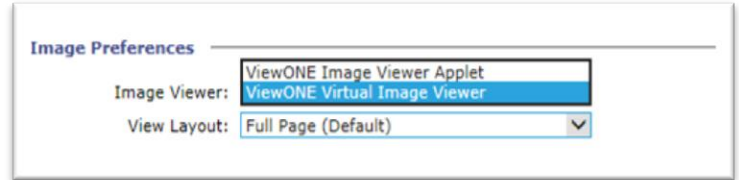
Figure 4

- If a user does not set the preference to use the Virtual viewer and tries to view an image in a web browser without Java installed/supported, the user will see a message with a link to select the Virtual viewer.
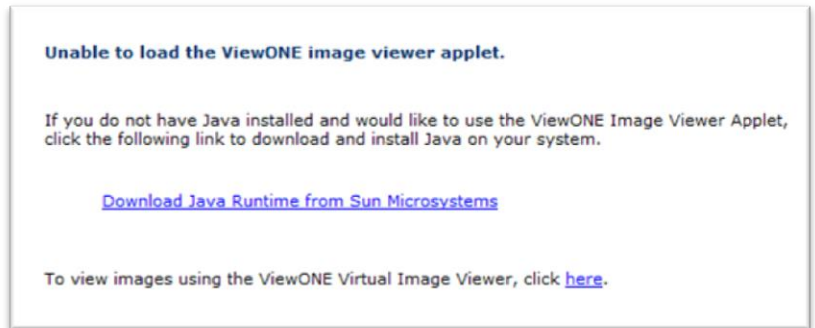
Figure 5

- The Applet will remain the default viewer for the Guest/Public login. As a result, a guest or public user may log in without Java support and be given the option to load the Virtual viewer. Because 'guest' users cannot change user preferences, this setting is not saved as a preference. However, if the user allows cookies to be set in their browser, they will not have to make the selection in every session (i.e., every time they log in). Users are encouraged to create an account so they can set their viewer preference (as well as other search preferences) and ensure that it is saved.

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Java Applet Viewer

b. **Loan Payments and Servicing**. Rural Development and the Senior Lender shall each service and collect payments on their respective loans.

3. **Default under Rural Development Loan Documents**.

a. **Notice of Default and Cure Rights**. Rural Development shall deliver to the Senior Lender a notice of Rural Development Loan Default within five Business Days in each case where Rural Development ... ult to the Borrower. The Senior Len... cure any Rural Development Lo... notice; provided, however that Rural Development shall be entitled, during such 60-day period, to continue to pursue its rights and remedies under the Rural Development Loan documents. All amounts paid by the Senior Lender in accordance with the First Mortgage Loan documents to cure a Rural Development Loan Default shall be deemed to have been advanced by the Senior Lender pursuant to, and shall be secured by the lien of, the First Mortgage. Failure of Rural Development to send a notice of Rural Development Loan default to the Senior Lender shall not prevent the exercise of Rural Development's rights and remedies under the Rural Development Loan documents, subject to the provisions of this Agreement.

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Navigation of pages differs between the viewers.

Figure 6

3

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b. **Loan Payments and Servicing**. Rural Development and the Senior Lender shall each service and collect payments on their respective loans.

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Virtual viewer

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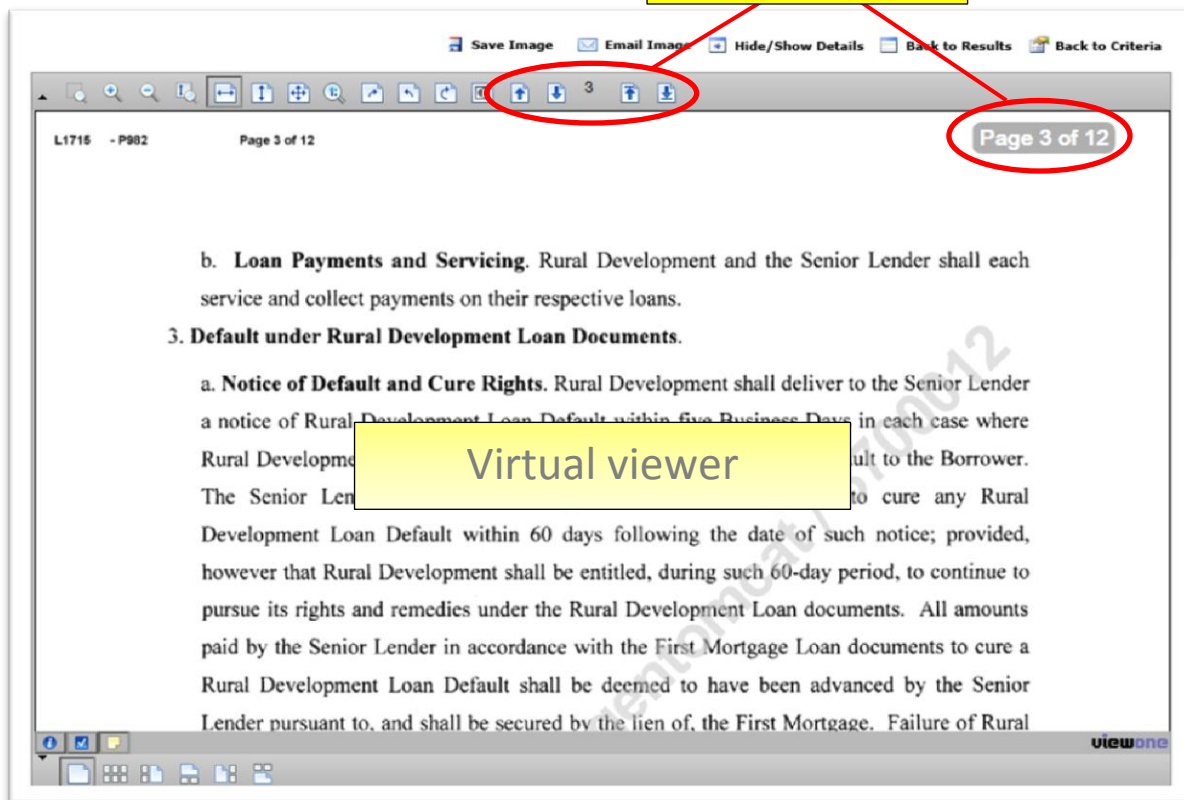
ⓘ ☑ ☐   viewone

Figure 7

Possible Issues with the Virtual viewer

Compatibility View

The Virtual viewer will not run if Internet Explorer is set to use Compatibility View.

Browser Version

The Virtual viewer is not supported in older web browser versions. The application will attempt to put up a message indicating this problem if encountered.

Note: IBM's documentation states that supported web browsers are Internet Explorer version 9 or greater (note that Microsoft no longer supports Internet Explorer browser versions less than 11), Google Chrome version 36 or greater, and Mozilla Firefox version 31 or greater. However, the most recent version of a browser is recommended and Internet Explorer is the preferred web browser.

For a problem with either Compatibility View or browser version, a user might see this message:

Your current browser version does not support the Virtual Viewer.
Please upgrade your browser to the latest version and ensure compatability mode is disabled.

Figure 5

General Issues

Although unlikely, it is possible that a user's image viewer selection can get 'out of sync'. Usually, this can be fixed by simply selecting the desired viewer in User Preferences and saving. (At worst, it may require changing the setting, saving, changing it back and saving, to force the change to occur.)

Technical Support

The **PropertyInfo** Support team is here to help! Please feel free to contact our Support team for assistance at:

> Toll Free: 888-608-1808
> GSSupport@Propertyinfo.com

Note: When contacting PropertyInfo Support, providing information about the web browser/version, operating system, version of Java, etc. that is in use is critical for us to assist with technical difficulties. The more information you can provide to our support team, the better able we are to assist.