

Technology QuickTip

Resolving Error Messages on Page Launch

Many members experience the similar technology challenges when using the Vacation.com online resources. We have compiled step-by-step instructions to save you some frustration and help you resolve these issues yourself. If you try these steps and are not able to successfully resolve your issue, please feel free to contact Member Services at (800) 843-0733, Monday-Friday from 9am-6pm.

When I click a link for Hertz or CCRA, or any others in AgentNet, I get an error message.

This is frequently caused by a needed add-on being turned off. You need to have Flash and Java add-ons enabled to run applications in AgentNet.

1) To verify and make changes, launch a browser window. In the top row of menu options, select "Tools," click "Manage Add-ons" then select "Enable or Disable Add-ons."

2) In the pop-up that loads the add-ons for your browser appear. The following add-ons should appear in the "Add-ons that have been used by Internet Explorer" list:

- "Java™ Plug In 2 SSV Helper" with "Enabled" status
- "Shockwave Flash Object" with "Enabled" status

If you do not have these plug ins, go to www.adobe.com to download the Flash player or www.java.com/en/ download to download Java.

