

I've followed the Configuration Guide, and it's working for me, but not my users. What have I missed?

This guide will cover:

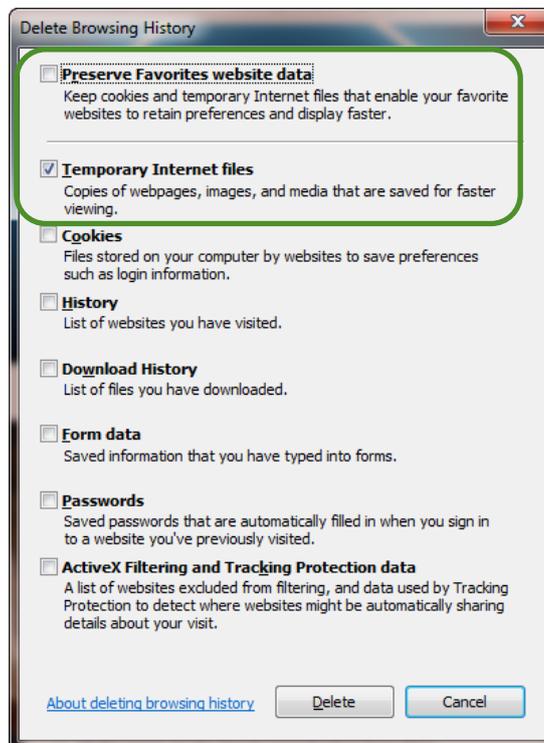
- Deleting cache data
- Enabling interactive functionality (Classic only)
- Enabling the necessary security access
- Giving your users access to apex classes (AddressTools Premium only)

Deleting cache data

If AddressTools Free / Premium is working for you but not your users it may be an issue with their browsers cache. An initial first check is to login to your users account from your computer and see if the application works. If AddressTools does work then the user has a caching issue with their browser. To delete the cache, identify the browser they use below and follow the steps.

Internet Explorer

1. Open Internet Explorer and then press [Ctrl+Shift+Del]
2. You will see this screen:

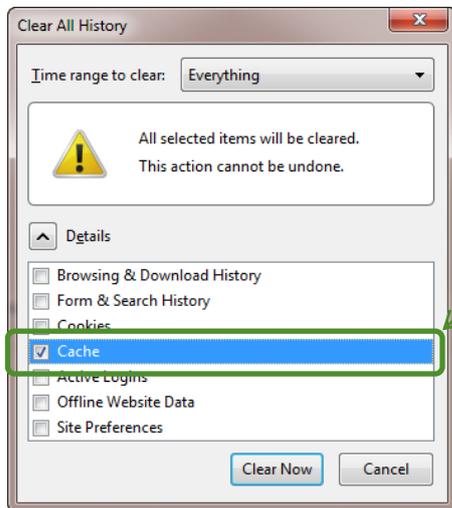


3. Tick the *Temporary Internet Files* check boxes and ensure that *Preserve Favourites website data* is not ticked.
4. You internet's cache has now been deleted and AddressTools should work for you.



Firefox

1. Open Firefox and then press the [Ctrl+Shift+Del] keys.
2. You will see the screen below:

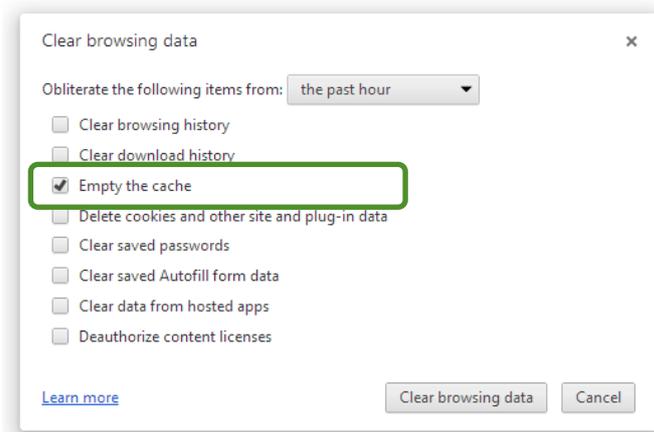


3. Tick the **Cache** checkbox and ensure the "Time range to clear:" is set to **Everything**.

4. Next select **Clear Now**, this will delete all of your cache data and AddressTools should now work.

Google Chrome

1. Open Google Chrome and then press the [Ctrl+Shift+Del] keys
2. You will see the screen below:



3. Tick the **Empty the Cache** checkbox and select **Clear browsing data**.

4. Your internet's cache has now been deleted and AddressTools should work for you



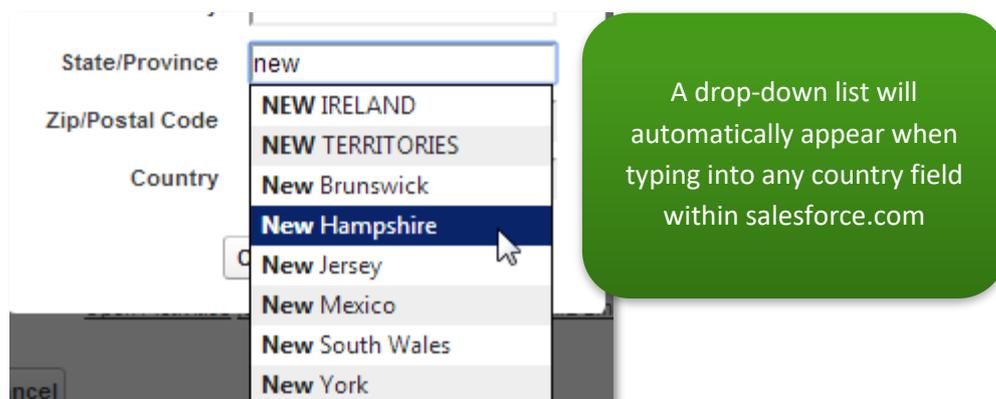
Enabling interactive functionality (Classic only)

AddressTools can provide state/country autocomplete, street-level validation and QuickComplete country functionality to standard Salesforce pages. Lead, Contact, Account and Contract address blocks are configured by default after installing defaults, and Custom Objects are supported by our Premium version. See [here](#) for more information on AddressTools Premium.

The interactive functionality can be enabled by using a [Browser Addon](#). Every user must have the Browser Addon installed however once installed, there is no further action required.

Browser Addon Guide: <http://bit.ly/1sjTHtQ>

After configuration of the interactive functionality, you can confirm that it is enabled by navigating to a standard Lead, Contact, Account or Contract record and editing the state or country field. As you begin to type a value, you will notice a dropdown list appear, populated with valid states or countries.



NOTE

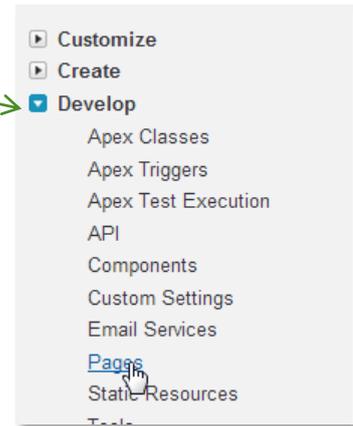
You may need to clear your browser's cache before the changes above take effect. Alternatively, the cached values will automatically expire within 24 hours of any settings or data changes. The Browser Addon is required for AddressTools Classic only.



Enabling the necessary security access for your users

Incorrect security settings and access for your user's maybe the reason why AddressTools is not working for them – as a system administrator you are automatically granted access, however this may not be the case for your users. To modify your users security settings follow the steps below:

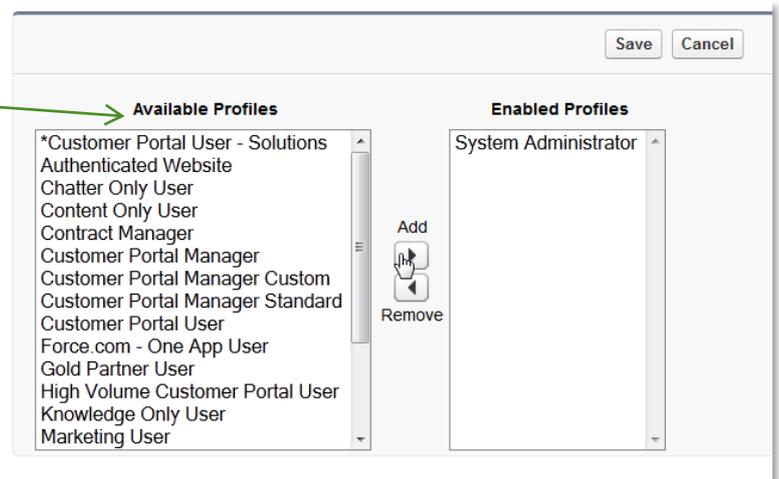
1. Within the **App Setup** section in Salesforce Setup expand **Develop** and then select the **Pages** link.



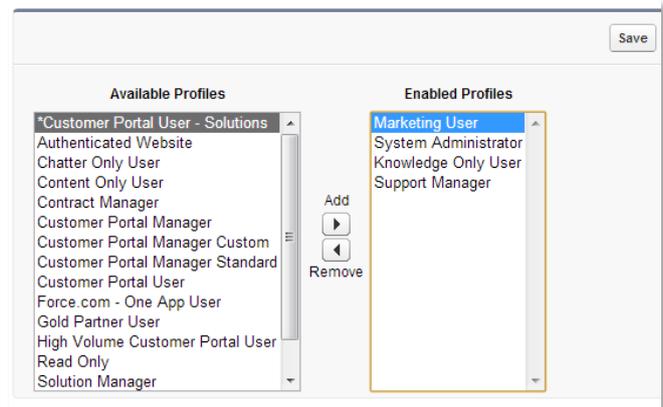
2. This will then display a list of Visualforce pages, locate **CountryComplete/AddressTools**. For AddressTools Free the Namespace Prefix will be "pw_cc" and for AddressTools it will be "pw_ccpro". Once located select the **Security** link under the action column.

| Action | Label ↑ | Name | Namespace Pref |
|-----------------------|-----------------------|-----------------------|----------------|
| Security | AddressValidationHome | AddressValidationHome | pw_ccpro |
| Security | CaseSwarmRuleSetup | CaseSwarmRuleSetup | cloudswarm |
| Edit Del Security | chatterAssassin2 | chatterAssassin2 | |

1. You will then see a list of the available profiles and a list of the enabled profiles. Use the **Add** and **Remove** buttons to modify the lists to set the user permissions.



- Once you have added all the required profiles that you wish to use the AddressTools application select **Save**.



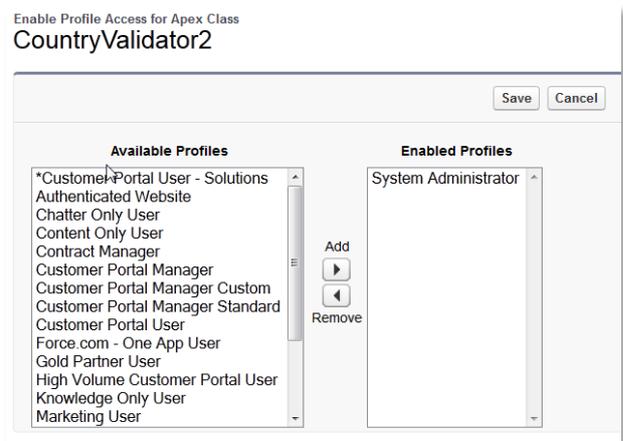
Giving profiles access to apex classes (AddressTools Premium only)

For AddressTools Premium the profiles that you have enabled in the previous step need to also have access to the apex classes. Follow the steps below to set this up:

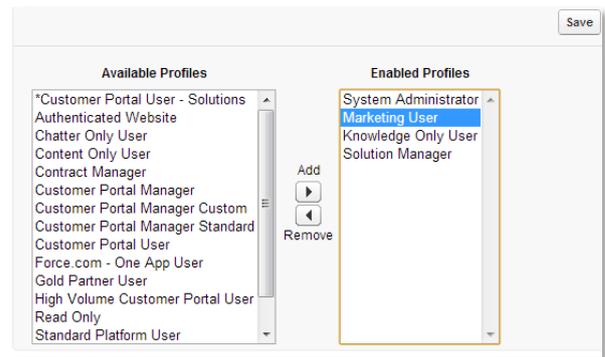
- Within the **Develop** section (previous step) select the **Apex Classes link**.
- This will then populate a list of all Apex Classes, locate "CountryValidator2" and select **Security**.



- Using the same method as the previous step, enable all the profiles that you wish to use AddressTools, and then save.



- Here shows the necessary profiles added to the “Enabled profiles” section, all profiles in this section will now have access to the Apex Classes that are required for AddressTools to work.



- Now in the Apex Classes locate “Location LookupController” and repeat the same steps – enabling the same profiles.



Contact Us

If AddressTools is still not working for you, please check out our other troubleshooting guides as these may provide the answer.

Alternatively contact us at: support@provenworks.com

