

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

### This guide will cover:

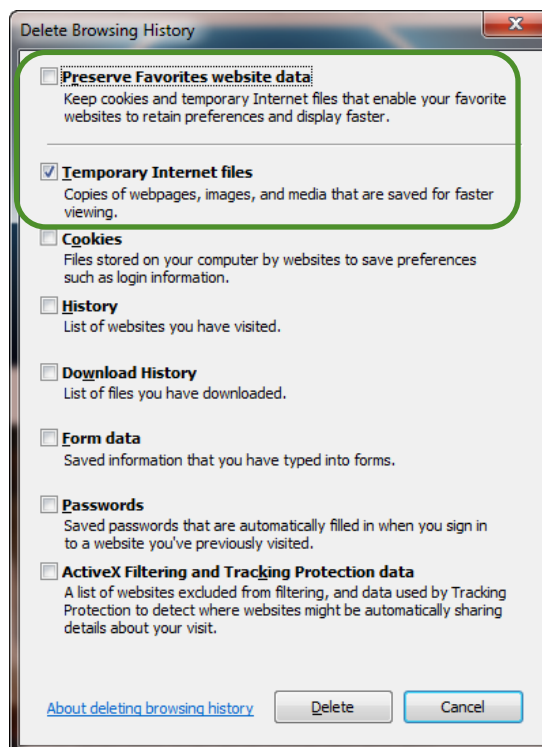
- Deleting cache data
- Modifying your users homepage layouts
- Adding the custom sidebar component to your users pages
- Enabling the necessary security access
- Giving your users access to apex classes (AddressTools Premium only)

### Deleting cache data

If AddressTools 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:

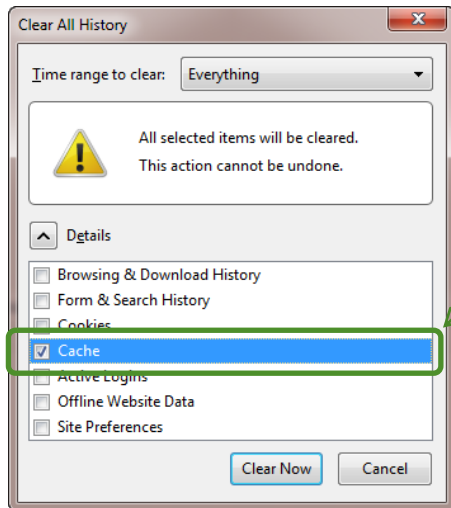


3. Tick the **Temporary Internet Files** check boxes and ensure that **Preserve Favourites website data** is not ticked.
4. You internet's cache has now been deleted and AddressTools should work for you.



## Firefox

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

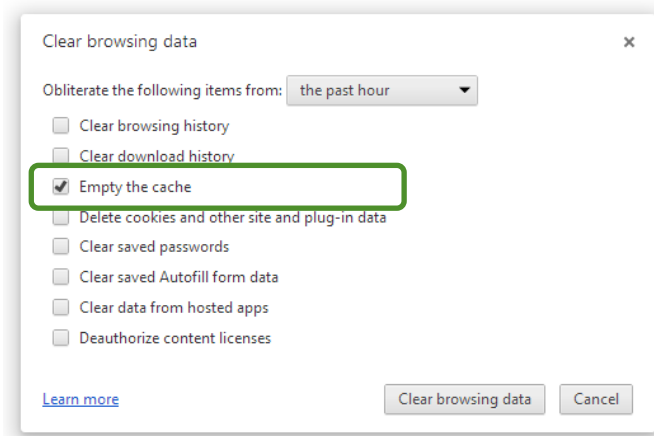


3. Tick the **Cache** checkbox and ensure the Time range to clear: is set to **Everything**.

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:



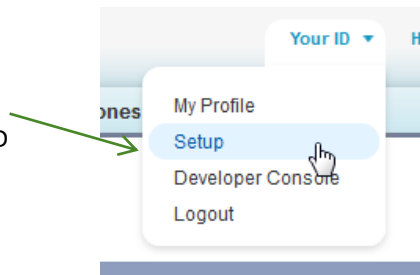
3. Tick the **Empty the Cache** checkbox and select **Clear browsing data**.

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

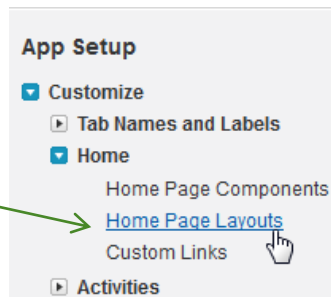
## Modifying your users homepage layouts

Your user's homepage layouts may vary to the layout that you are using, therefore the sidebar components may not be available for these users – resulting in the application not working. To check what layout your users are using and to modify the settings of their layout - making the necessary sidebar components available - follow the steps below:

1. Visit the Salesforce Setup by selecting it from the pick list underneath your Salesforce ID



2. Navigate to the **App Setup** section and expand **Customize** then **Home** you will then see the **Homepage Layouts** link – select this.



3. This will then populate a list of the homepage layouts on your org, select the **Page Layout Assignment** button to see what layout each profile has assigned to it.

A screenshot of the Salesforce Page Layout Assignment table. The table has columns for Action, Name, and Created By. A green arrow points from the text in step 3 to the 'Page Layout Assignment' button above the table.

| Action                                     | Name ↑                                      | Created By  |
|--|---|---|
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Customer Portal - Solutions</a> | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Customer Portal Home Page</a>   | <a href="#">Rohit Maheshwari</a> , 13/06/2012 18:55 |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Dashboard Home Page Default</a> | <a href="#">Rohit Maheshwari</a> , 13/06/2012 18:55 |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Human Resource Layout</a>       | <a href="#">Your ID</a> , 29/10/2012 17:02          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Marketing Member Layout</a>     | <a href="#">Your ID</a> , 29/10/2012 17:02          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Partner Portal - Gold</a>       | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Sales Member Layout</a>         | <a href="#">Your ID</a> , 29/10/2012 17:01          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Support Home Page</a>           | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Web Design Members</a>          | <a href="#">Your ID</a> , 29/10/2012 17:03          |

| Profile                           | Page Layout                 |
|-----------------------------------|-----------------------------|
| *Customer Portal User - Solutions | Customer Portal - Solutions |
| Authenticated Website             | Web Design Members          |
| Chatter Only User                 | Home Page Default           |
| Cirrus Computers Profile          | Home Page Default           |
| Content Only User                 | Web Design Members          |
| Contract Manager                  | Dashboard Home Page Default |
| Customer Portal Manager           | Human Resource Layout       |
| Customer Portal Manager Custom    | Customer Portal Home Page   |
| Customer Portal Manager Standard  | Customer Portal Home Page   |
| Customer Portal User              | Customer Portal Home Page   |
| Force.com - One App User          | Home Page Default           |
| Gold Partner User                 | Partner Portal - Gold       |
| Guest License User                | Human Resource Layout       |
| High Volume Customer Portal User  | Human Resource Layout       |
| Knowledge Only User               | Support Home Page           |
| Marketing User                    | Marketing Member Layout     |
| Read Only                         | Support Home Page           |
| Solution Manager                  | Marketing Member Layout     |
| Standard Platform User            | Home Page Default           |
| Standard User                     | Dashboard Home Page Default |
| Support Manager                   | Support Home Page           |
| System Administrator              | Dashboard Home Page Default |

4. This will populate a list showing all of the profiles that your Salesforce org has, each profile has a page layout assigned to it. Note the page layouts for the profiles that AddressTools is not working for and select save.

For example if the application is not working for Marketing Users then note "Marketing Member Layout".

5. Next locate the homepage layout that the application does not work for within the list and select *Edit*.

| Action                                     | Name ↑                                      | Created By  |
|--|---|---|
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Customer Portal - Solutions</a> | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Customer Portal Home Page</a>   | <a href="#">Rohit Maheshwari</a> , 13/06/2012 18:55 |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Dashboard Home Page Default</a> | <a href="#">Rohit Maheshwari</a> , 13/06/2012 18:55 |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Human Resource Layout</a>       | <a href="#">Your ID</a> , 29/10/2012 17:02          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Marketing Member Layout</a>     | <a href="#">Your ID</a> , 29/10/2012 17:02          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Partner Portal - Gold</a>       | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Sales Member Layout</a>         | <a href="#">Your ID</a> , 29/10/2012 17:01          |
| <a href="#">Edit</a>   <a href="#">Del</a> | <a href="#">Support Home Page</a>           | <a href="#">Scott CPE Yen</a> , 13/06/2012 18:55    |

- Ensure that the **AddressTools** tick box is marked the select **Save**.

**Select Narrow Components to Show**

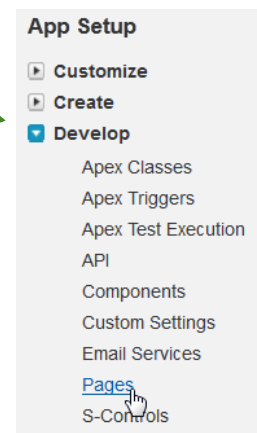
|   |  |
|---|--|
| Create New... <input checked="" type="checkbox"/>       | Recent Items <input checked="" type="checkbox"/>     |
| Messages & Alerts <input checked="" type="checkbox"/>   | Custom Links <input checked="" type="checkbox"/>     |
| Tags <input type="checkbox"/>                           | IndustryComplete <input checked="" type="checkbox"/> |
| <b>AddressTools</b> <input checked="" type="checkbox"/> | Address Validation <input type="checkbox"/>          |
| Chatter Charades <input type="checkbox"/>               | CountryComplete <input type="checkbox"/>             |

*Note: You will need to repeat this step for all the profiles that AddressTools is not working for.*

## Enabling the necessary security access for your users

Incorrect security settings and access for your user’s may be 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:

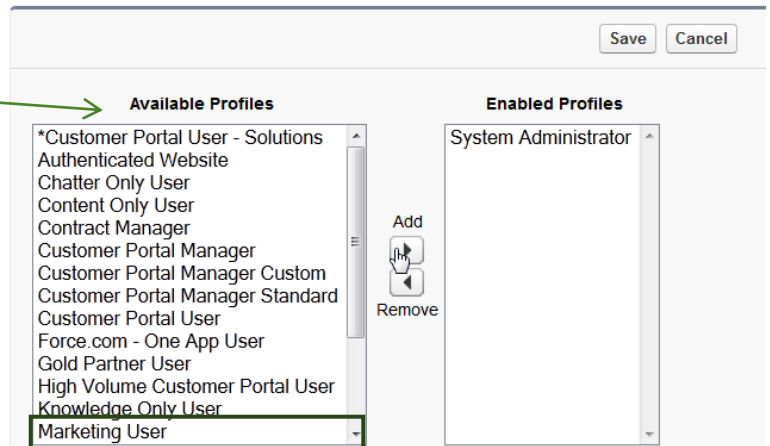
- In the **App Setup** section within the Salesforce Setup expand **Develop** and then select the **Pages** link



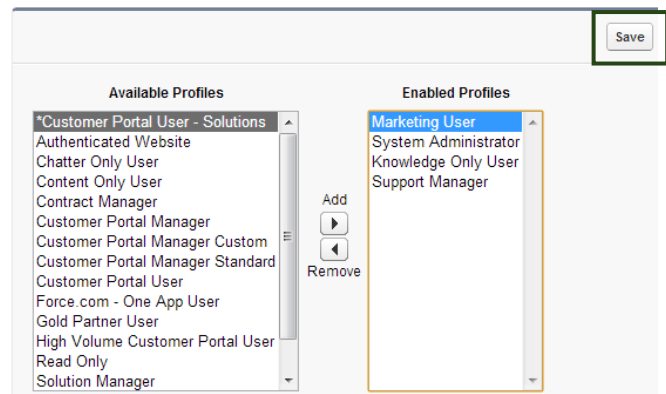
- This will then display a list of all Visualforce pages, locate AddressTools. For AddressTools Free the Namespace Prefix will be “pw\_cc” and for AddressTools Premium, it will be “pw\_ccpro”. Once located select the **Security** link under the action column.

| Action  | Label ↑                               | Name                                  | Namespace Pref |
|---|---------------------------------------|---------------------------------------|----------------|
| <a href="#">Security</a>  | <a href="#">AddressValidationHome</a> | <a href="#">AddressValidationHome</a> | pw_ccpro       |
| <a href="#">Security</a>  | <a href="#">CaseSwarmRuleSetup</a>    | <a href="#">CaseSwarmRuleSetup</a>    | cloudswarm     |
| <a href="#">Edit</a>   <a href="#">Del</a>   <a href="#">Security</a> | <a href="#">chatterAssassin2</a>      | <a href="#">chatterAssassin2</a>      |                |

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



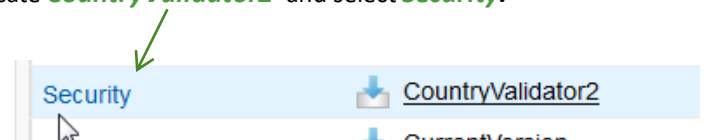
- Once you have added all the required profiles that you wish to use the AddressTools application select **Save**.



## Giving profiles access to apex classes (AddressTools Premium only)

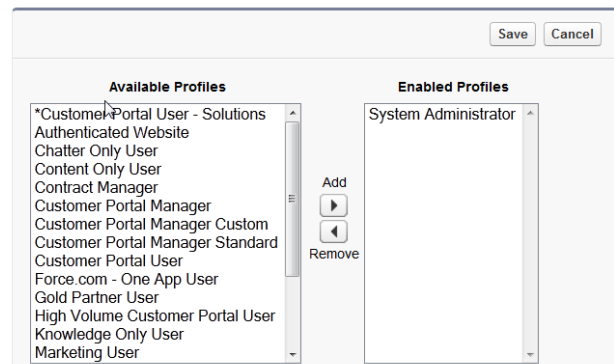
For AddressTools Premium, the profiles that you have enabled in the previous step need to also have access to the apex classes. Follow the steps below to set this up:

- 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**.

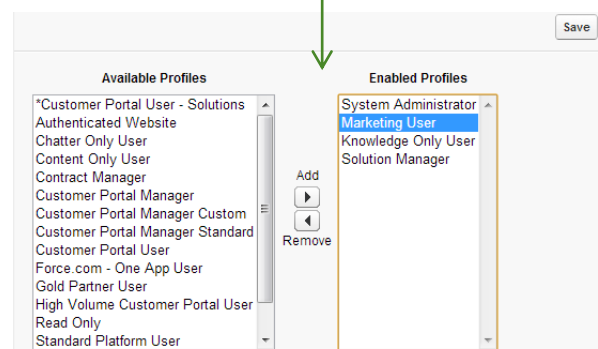


- Using the same method as the previous step, enable all the profiles that you wish to use AddressTools, and then save.

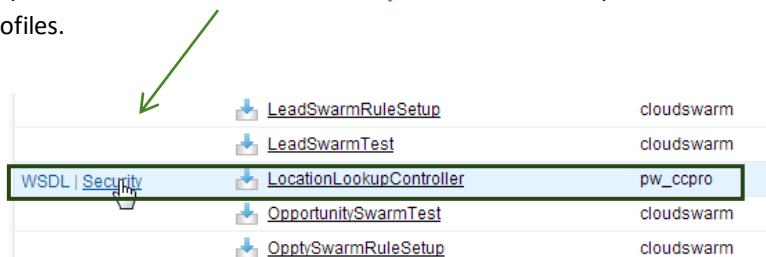
Enable Profile Access for Apex Class  
CountryValidator2



- 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 **LocationLookupController** 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](mailto:support@provenworks.com)

We will be happy to answer and questions or problems that you may have.