

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

### This guide will cover:

- Deleting cache data
- Modifying homepage layouts
- Adding the custom sidebar component and showing on all pages
- Enabling necessary security access
- Giving profiles access to apex classes (AddressTools Premium only)

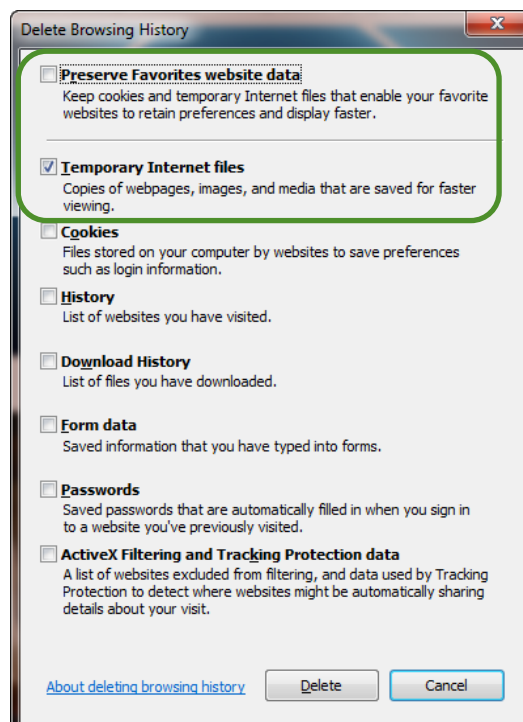
### Deleting cache data

The most likely reason AddressTools Free / Premium is not working for you is a caching issue, to resolve this you will need to clear and delete all of your browsers cache data. Identify your browser below and follow the steps to clear the cache.

*Note: The JavaScript resource is set on a 24 hour cache, therefore after this period the resource will automatically refresh.*

#### 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.

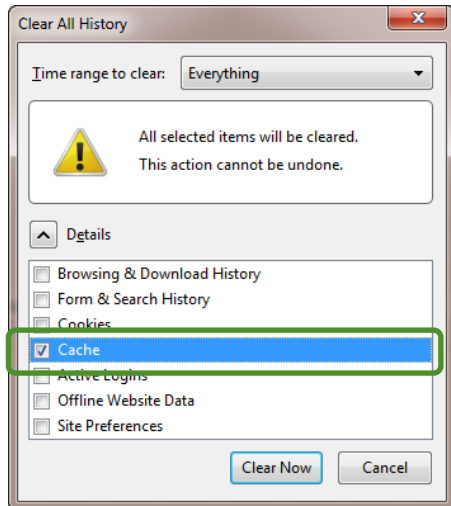
4. You internet's cache has now been deleted and AddressTools should work for you

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## Firefox

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

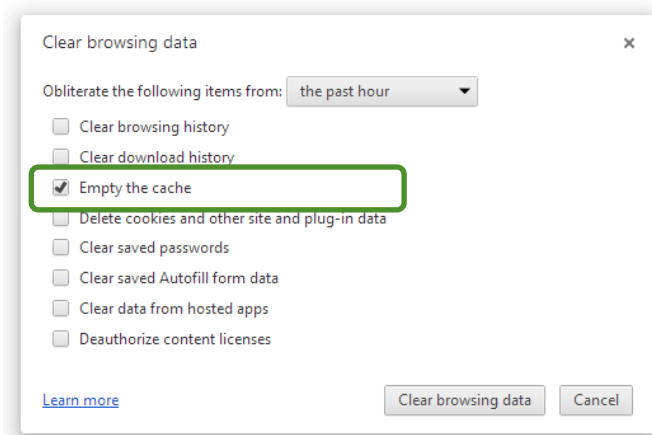


3. Tick the **Cache** checkbox and ensure the Time range to clear: is set to **Everything**.

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:



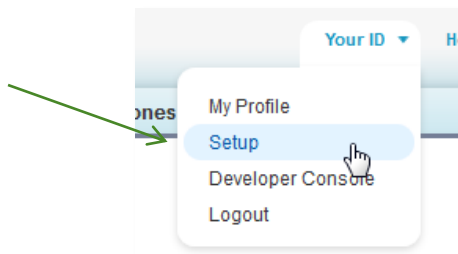
3. Tick the **Empty the Cache** checkbox and select **Clear browsing data**.

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

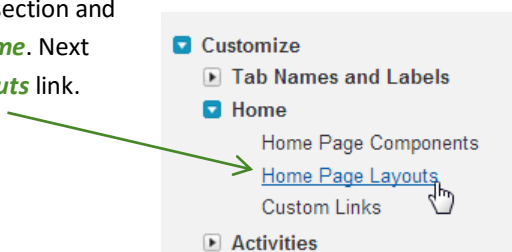
## Modifying homepage layouts

If this does not resolve the problem then ensure that you have correctly modified your homepage layouts and added the correct components to it. To do this, 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**. Next select the **Home Page Layouts** link.



3. This will then populate a list of the homepage layouts that you have, locate the **Dashboard Home Page Default** or your desired homepage layout and select **edit**.

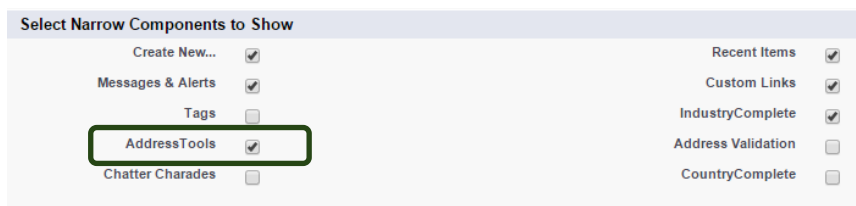
### Home Page Layouts

This page allows you to create different tab layouts for the Home Tab.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

Action	Name ↑	Created By	Last Modified By
<a href="#">Edit</a>   <a href="#">Del</a>	Customer Portal - Solutions	Scott CPE Yen, 13/06/2012 18:55	Scott CPE Yen, 13/06/2012 18:55
<a href="#">Edit</a>   <a href="#">Del</a>	Customer Portal Home Page	Rohit Maheshwari, 13/06/2012 18:55	Your ID, 13/06/2012 18:55
<a href="#">Edit</a>   <a href="#">Del</a>	Dashboard Home Page Default	Rohit Maheshwari, 13/06/2012 18:55	Your ID, 26/08/2012 15:41
<a href="#">Edit</a>   <a href="#">Del</a>	Partner Portal - Gold	Scott CPE Yen, 13/06/2012 18:55	Your ID, 13/06/2012 18:55

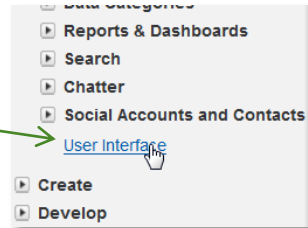
4. Ensure that the **AddressTools** tick box is marked. Then **save** the new home page layout.



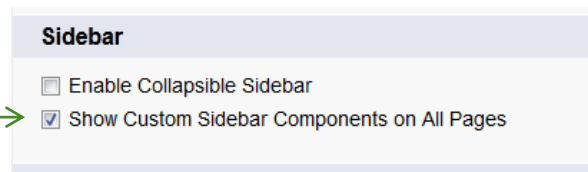
## Adding Custom Sidebar Component

If AddressTools is still not working for you then you may not have added the Custom Sidebar Component correctly on all pages.

5. Whilst still in the Salesforce setup, select the **User Interface** link located at the bottom of the **App Setup** section



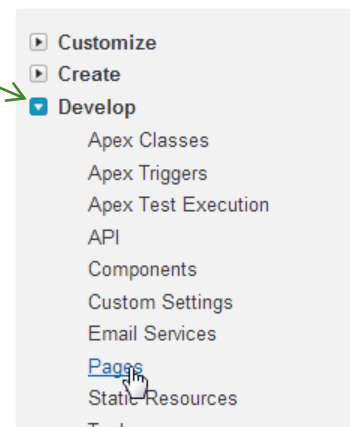
6. Within the User Interface locate the **Sidebar** section and ensure that **Show Custom Sidebar Components on All Pages** is selected. Then save.



## Enabling the necessary security access

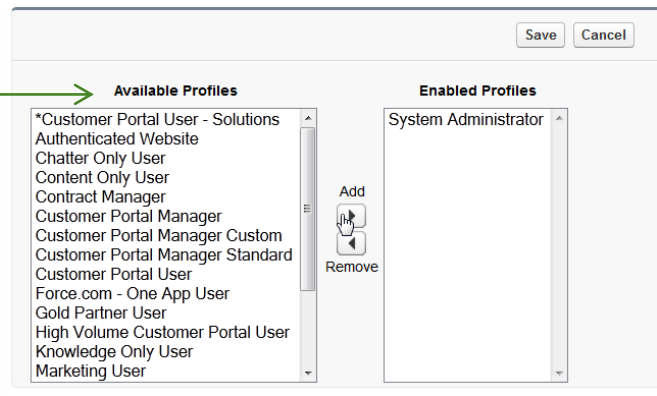
Incorrect security settings and access for users may be the reason why AddressTools is not working for you, to modify your security setting follow the steps below:

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 **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.

- 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.



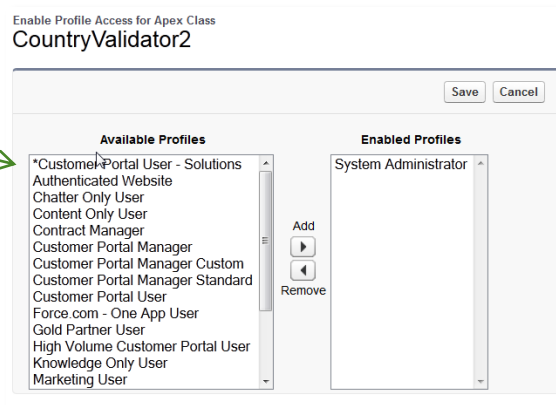
## Giving profiles access to apex classes (AddressTools Premium only)

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, **Add** and **Remove** all profiles that you wish to take advantage of AddressTools.



- Now in the Apex Classes locate "Location LookupController" and repeat the same steps.

## Contact Us

If AddressTools is still not working for you, please check out our other troubleshooting guides.

Alternatively contact us at: [support@provenworks.com](mailto:support@provenworks.com)