

Wasp

BARCODE TECHNOLOGIES

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BarcodeMaker: Word and Excel are now taking a very long time to load

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Symptom:

When Word/Excel is started it takes very long time (few minutes) to start. After that the toolbar works ok. Sometimes because of the long loading delay Word/Excel might display a prompt to disable the add-in.

On the PC running BarcodeMaker there are firewalls and antivirus software that restrict / enforce the access to the internet.

Problem:

In this particular case, Word/Excel could not reach the revocation servers, which requires internet access to validate the digital certificate used to sign the BarcodeMaker add-in. The internet policies in place by the firewall and antivirus software caused this validation to be delayed which in turn cause Word/Excel to load very slow. Disabling certificate revocation was a workaround in this situation. Microsoft Office, uses settings from Internet Explorer Internet settings as outlined below.

Solution:

1. Start Internet Explorer
2. Use Menu Tools->Options
3. Select the "Advanced tab"

In the Security section, uncheck the following check boxes:

- [] Check for publisher's certificate revocation
 - [] Check for server certificate revocation
 - [] Check for signatures on downloaded programs
- These 3 checkboxes need to be unchecked.

4. Click Apply

5. Click OK and close Internet explorer