



Recruiting Technology

Optimization of OTYS – Manual

*Advice for optimal use of the Internet*

Version 2

**OTYS Recruiting Technology**

E: [support@otys.nl](mailto:support@otys.nl)

T: +31 (0) 318 - 584 900

**Date**

12-4-2013

**Address and contact**

OTYS Nederland  
Landjuweel 52  
3905 PH VEENENDAAL

Mon – Fri from 09.00 - 17.00

T: +31 (0) 318 - 584 900

T: +31 (0) 900 - 666 666 9 (Customer Support)

F: +31 (0) 318 - 508 938

E: [info@otys.nl](mailto:info@otys.nl) (Algemeen)

E: [sales@otys.nl](mailto:sales@otys.nl) (Verkoop)

**OTYS France**

2/4 boulevard des Îles  
Batiment A  
Immeuble "Arc en ciel"  
92130 Issy les Moulineaux  
T : [+33\(0\) 1 80 18 06 00](tel:+330180180600)

**OTYS Česká Republica s.r.o.**

Karmelitská 379 / 18  
118 00 PRAHA 1  
Czech Republic  
T: [+420 257 534 025](tel:+420257534025)

**OTYS Belgium**

Adequat Business Center  
Brusselsesteenweg 159  
9090 Melle  
T: [+32 \(0\) 9 324 11 60](tel:+32093241160)  
F: [+32 \(0\) 9 324 11 61](tel:+32093241161)



## Content

Chapter 1: Information on manual.....	4
Goal.....	4
Divisions .....	4
Basics .....	4
Comments.....	4
Chapter 2: What is the cause?.....	5
A known issue with OTYS .....	5
Unkown issues: local problems.....	5
Common causes: using an old version of OTYS .....	5
Settings for the “Trusted Zone” in Internet Explorer. ....	5
Additional Operation in the case of Windows XP en IE8.....	6
Windows Temp Directory Empty.....	7
Chapter 3 Useful tips.....	8
Your Internet router .....	8
Wifi.....	8
Security .....	8
OTYS settings .....	9
Display e-mails .....	9
Display Candidates .....	9
Internet Explorer – New versions.....	9
Internet Explorer general.....	9
Internet Explorer settings .....	10
Google Public DNS.....	11
Conclusion.....	12
Finally.....	12



## Chapter 1: Information on manual

### Goal

The goal of this manual is twofold, firstly OTYS Recruiting Technology wants to give an explanation about speed and performance issues to those who want an explanation and secondly to give general advice on how to set up your PC so you can optimize your use of OTYS software.

### Divisions

It initially explains how OTYS deals with delays on the server. Secondly, local causes are discussed. To give you extra support, a number of useful tips are given in general to increase the speed of your computer and OTYS.

### Basics

Certain tasks are not explained in this manual because these are considered to be linked to the level of general knowledge of the computer user or beyond the explanation area of this manual. This means to say:

1. Using Windows;
2. Using Internet Explorer;
3. Basic use of OTYS.

### Comments

Comments and reactions on this manual are most welcome. Please send your comments via e-mail to OTYS Recruiting Technology: [handleiding@otys.nl](mailto:handleiding@otys.nl)



## Chapter 2: What is the cause?

### A known issue with OTYS

OTYS continuously monitors the performance. When there are reports of reduced performance, the monitors are closely supervised. If the cause lies with OTYS, then it will be solved by OTYS. To double check this, we have reference clients. Reference clients are customers with whom we have close contact and where OTYS is familiar with and their environment, their internet connection and network connections, are correctly installed.

### Unknown issues: local problems

If our reference customers do not mention any problems, then we perform a second check to see if our monitors are set properly. We will take immediate action if the cause of the problem continues to be caused by the OTYS network. You will be notified of the measures taken via the supportdesk or per e-mail.

If the problem is unknown to us at OTYS, then it is usually something to do with your network or internet connection. In such a case, we ask you to follow the instructions of this manual.

### Common causes: using an old version of OTYS

Do you have the most recent version of OTYS? Please install the latest version to ensure that you do not encounter any problems with the usage of outdated OTYS software. We recommend that you install the latest version at your workstation.

You can install OTYS using this link : **OTYS Installer**

Follow the instructions, choose 'Run' and within a couple of minutes, you can use the updated OTYS software.

If you are using Citrix, Terminal Server or some other client, then it is possible that the installation cannot be performed. If this is the case then you can use **this link**.

### Settings for the “Trusted Zone” in Internet Explorer.

Make sure that your Internet Explorer permits OTYS by following these steps.

1. Click on 'Tools' in your IE browser ;
2. Select 'Internet Options';
3. Click the tab 'Security' on.
4. Before you get on the OTYS site turn the security to “Low”. Then set the OTYS website security to 'Low'.



5. NOTE: Is there no scrollbar? Then click on the Security tab, click 'Default level' or 'Custom level' which enables the scrollbar to come into view again.

To add OTYS as a trusted site you need to apply the following settings:

1. Click the green checkmark to 'Trusted websites';
2. Click the tab 'websites';
3. Uncheck the checkbox 'Server requires authentication';
4. In the bar under 'Add this website to the zone:' field, enter the wildcards in:
  - https://\*.otys.nl
  - https://79.174.130.80\*
  - https://79.174.130.88\*
5. Click on 'close';
6. Set the permissible levels for these zones (scroll bar) to 'Low'
7. NOTE: Do you not have a scroll bar? Click the Security tab, click 'Default level' or 'Custom Level' which enables the scrollbar to come into view. (see figure 2)
8. Click 'Apply'.
9. Click 'OK'.
10. Restart your computer.

#### **Additional Operation in the case of Windows XP en IE8**

When you create an email and get a 'mixed zone' message, you can change the IE settings:

1. Click on 'Extra' in your IE browser;
2. Select 'Internet Options';
3. Click "Security" or the "Security" tab.
4. Click on 'Custom Level'
5. Select 'Miscellaneous' and 'Display Mixed Content', the radio button "Prompt".

You have now set the OTYS application as safe and Internet Explorer performs this without any barriers.



### Internal Network Load

It will not be the first time that unexplainable performance problems on the use of bandwidth engaging applications (video streaming, online radio, peer-to-peer, etcetera). This kind of non-business hobby of your employees is not easy to check and control. In this case it is best to warn your employees that these kind of hobbies result in a slow performance.

### Working memory of your computer

The use of Windows Vista begins with an acceptable memory of 2GB! To see the state of your computer's memory, you can go through the following steps;

1. Hold the CTRL-Shift-Escape key pressed.
2. The Windows Task Manager screen appears.
3. Click on the Performance tab
4. Here you see a blue line.

The higher this line, the more computer memory that is used and the slower the computer shall work. The above image is an indicator of high memory usage. If this line is high, then you can increase the speed of your computer by purchasing more computer memory space.

### Windows Temp Directory Empty

1. Press the key combination 'Windows' and the 'R' key at the same time;
2. A window opens;
3. In the edit field type in: %temp%
4. A new window opens with the Temp directory.
5. Select all the files by using the CTRL A.
6. Click with your right mouse button and select 'Delete'.



## Chapter 3 Useful tips

### Shared Internet Connection

Shared use of the “dedicated internet connection” which is offered in many multi-buildings, is a common cause of problems. This line which is shared throughout the entire building is **not** stable enough to use the business applications over the internet. Therefore, we do not recommend this kind of usage.

### Your Internet router

Reboot your router to change the settings. Especially cheaper ones may suffer from the so-called 'Flooding the NAT table' . This causes problems on the router itself. Restart (waiting 0-10 seconds) can help. Make sure that this happens regularly and ensure that you do it immediately if there are performance problems.

### Wifi

Wifi is the collective name for wireless networks. Many devices now support Wi-Fi you can connect to a wireless router. However it may be the Wifi connection is weak and as a result the performance is reduced. We recommend that you use a cable connection (Ethernet Cat 5 or 6) when you work with OTYS the whole day.

### Security

Firewall programs such as Zone Alert, can sometimes block the Active X components. There are many similar applications, hence it is not possible to discuss the settings of each individual program. However, it is always possible to exclude such an operation for OTYS. Please refer to the manual for the safety of your product.

In many cases, your local safety package, especially your anti-spyware and anti-virus software can react very aggressively with certain interactions of the OTYS application. If you experience connectivity problems, it is always advisable to check if the security package which is installed is actually responsible for it. We therefore recommend that if you have the opportunity to do so, to temporarily disable the security package on one of your computer systems ( or better: to temporarily remove the software). If this brings about an improvement then you can safely draw the conclusion that the conflict lies within your security system.



**Attention:** In some cases your security system installs an additional security system in your browser eg (Internet Explorer). Make sure such software (like toolbars ) are also removed!





## OTYS settings

When you save many of your e-mails, and your search results are many, this demands for a lot of information which in effect slows down the processing.


### Display e-mails

Make sure your messages are displayed per page up to a maximum of 25.

1. Open your Mail Manager
2. Click on 'Settings'. At the top you see a checkbox with 'Show preview'. The setup here says that 100 messages per page can be displayed. This can slow down your OTYS performance since the database is trying to upload per page 100 messages.
3. In the input field enter as a **maximum 25**.
4. Click on 'Save'.

### Display Candidates

In the Candidate Manager you can set the module to display the number of candidates you want to see as desired. If in the Quantity field, 25 is given, this means that the Candidate Manager shows standard a number of 25 candidates. Do not increase this number; the database has to upload these candidates and this can slow down the software use.

1. Open your Candidate Manager;
2. Enter the number '25' in the input field where 'Quantity' is given;
3. Click on Save  to make this a standard function.

When you open the Candidate Manager, standard 25 candidates will be displayed. The same optimum settings apply to all other OTYS modules where you can manually set the number of records to be displayed.

## Internet Explorer – New versions

Internet Explorer offers new versions. The most recent version of Internet Explorer 10 was used when writing this manual. Please be aware that Internet Explorer can automatically update them. This means that you need to check all your settings again, because the previous changes made may be cancelled.

### Internet Explorer general

See how the Internet Explorer works without the use of OTYS. Many people use Firefox as a 'normal' browser (default browser) nowadays without realizing that many of the performance problems are caused through the Internet Explorer itself (because they use Firefox for all their browsing actions). For a proper analysis, we recommend that you switch to using Internet Explorer for some time. If the problem still occurs when installing the browser, then OTYS will also experience the same problem because OTYS' underlying framework (HTML for Applications) also uses Internet Explorer. If you notice that your Internet Explorer also does not work optimally, even with other websites then it can help to download a software update (a newer version). Then pay attention for the settings of the trusted websites!



**Attention:** Every second Tuesday of the month Microsoft releases an update which possibly restores your Internet Explorer settings to the original settings. It may be necessary to check the optimal settings **many times** and fix it.

### Internet Explorer settings

A repetition: Check carefully the trusted sites in the settings of your Internet Explorer. The settings for the security of trusted websites should be absolutely low. Through automatic updates of the software (via Microsoft), these settings can change spontaneously. It is therefore advisable to double check this.

**Make sure you prevent your screens from 'freezing' by ensuring that the settings of the disk space used of the Internet Explorer are set properly.**

If you open an OTYS window, does it remain white? If so, then it can be possible that your Internet Explorer browser is set to a high usage of disk space. The fewer temporary internet files that are saved, the sooner that the OTYS window will open up. You can do this applying the following settings.

1. Open your Internet Explorer;
2. Click on 'Tools';
3. Choose 'Internet Options';
4. Click on the Browsing history the button 'Settings'.
5. The above window will open;
6. Set the disk space use upto a **maximum of 50MB**



## Google Public DNS

In many cases, the IP addresses used by the ISP's domain name servers, are automatically set by your ISP via the Dynamic Host Configuration Protocol (DHCP). In the case of persistent problems, you can check if the problem lies with your own DNS settings. You can do this by replacing your own DNS settings with that of Google's.

In order to use Google Public DNS, you must change the DNS settings in your operating system or the device so that it is recognised. This procedure differs according to the various Operating Systems (OS) and version ( Windows, Mac or Linux) or the device ( computer, phone, or router). We describe below the general instructions, but if it does not correspond with the steps of your Operating System or device please contact your dealer.

1. Click on the bottom right hand side of the toolbar , on the icon Internet Explorer.
2. Click Open Network Sharing Center.
  - 2.1. In case you work with a cable: Click on 'Connections' and 'LAN Connection'
  - 2.2. In case you work with wifi then the correct screen opens directly.
3. Click on 'Properties'.
4. Select Internet Protocol Version 4 (TCP/IPv4) or Internet Protocol Version 6 (TCP/IPv6) and click on 'Properties'
5. Click on Advanced and select the DNS tab. If IP addresses are shown here, write it down for memory's sake , and remove them from this window;
6. Click on 'OK'
7. Select "Use the following DNS server addresses". If IP addresses are shown here, note it down for memory's sake.
8. REPLACE it with the IP addresses of the Google DNS servers::
  - 8.1. For IPv4: 8.8.8.8 and/or 8.8.4.4.
  - 8.2. For IPv6: 2001:4860:4860::8888 and/or 2001:4860:4860::8844
9. Restart the connection that you chose by step 1;
10. Test whether your setup is working correctly by following these steps:
  - 10.1. Open in your browser a hostname like <http://www.google.nl/>. If this opens properly, bookmark this page, and try opening this page again from the bookmark. If both these tests work, then it is correctly configured. If this is not the case proceed with step 10.2.
  - 10.2. In your browser type in a standard IP address. You can use the following: <http://18.62.0.96/> (This refers to the webpage <http://www.eecs.mit.edu/>). In the case that it opens correctly, bookmark the page, and try opening the page again from the bookmark. If both these tests work, it is correctly configured. If this is not the case, proceed with step 10.3.
  - 10.3. Re-do the changes in the DNS that you did in step 1. Test once more following the instructions given in 10.1-10.2. If the tests do not work there is a problem with your network settings; then please contact your ISP or network administrator for assistance
11. Repeat this procedure for any other connections. For additional information see; <https://developers.google.com/speed/public-dns/docs/using>



## Conclusion

To summarize the possible causes, you can check the following:

- Check if your colleagues also experience the same problem to determine whether it is a network problem or a problem with your computer.
- If your colleagues also experience the same problem then it might be a network problem.
- Check on your home computer to see if the problem is also connected with the use of the OTYS system and to determine whether it is a local network problem.
- Follow the above steps to ensure that the causes above are excluded. Please also refer to the checklist .

## Finally

### Register OTYS by means of a Speedtest

Have you been through this manual and do you still experience that your OTYS system does not work optimally, then you can follow the OSD (OTYS System Diagnostics) including the speedtest:

1. Type at the bottom of your OTYS Today window in the white text window, the letters 'OSD' and press enter. Click in the window that opens up the button 'Start connection -test'.
2. The test will now run. You will see "Connection Test in Progress" where you could view the button "Start Connection test". This will take about three minutes to complete.
3. When this test is complete, click 'Submit' to provide the results. Our supportdesk employees can then see any potential problems.



**Attention:** The previously described solutions from this manual cannot be measured or evaluated by us, therefore it is essential that you have already gone through the previous points!

### Register OTYS by means of a supportticket

Continue to report performance issues. We are happy with each and every report received from our customers. It helps us to identify actual problems in our own network on time.

Can you please note the following?

1. Time when the actual delay began



2. Time when the actual delay ended
3. Module in which you were working when the delay occurred.
4. Actions that you took during the process of the delay.

You can report this by sending a support ticket or contacting the support desk via phone directly( +31) (0)900 – 666 666 9.

