

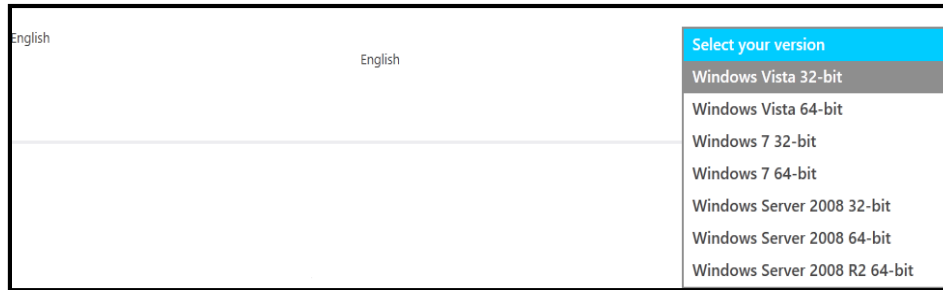
## Internet Explorer 9 Compatibility

Problem: PubMed/LocatorPlus not working properly with QuickDoc, showing Internet Explorer 7 is in use.

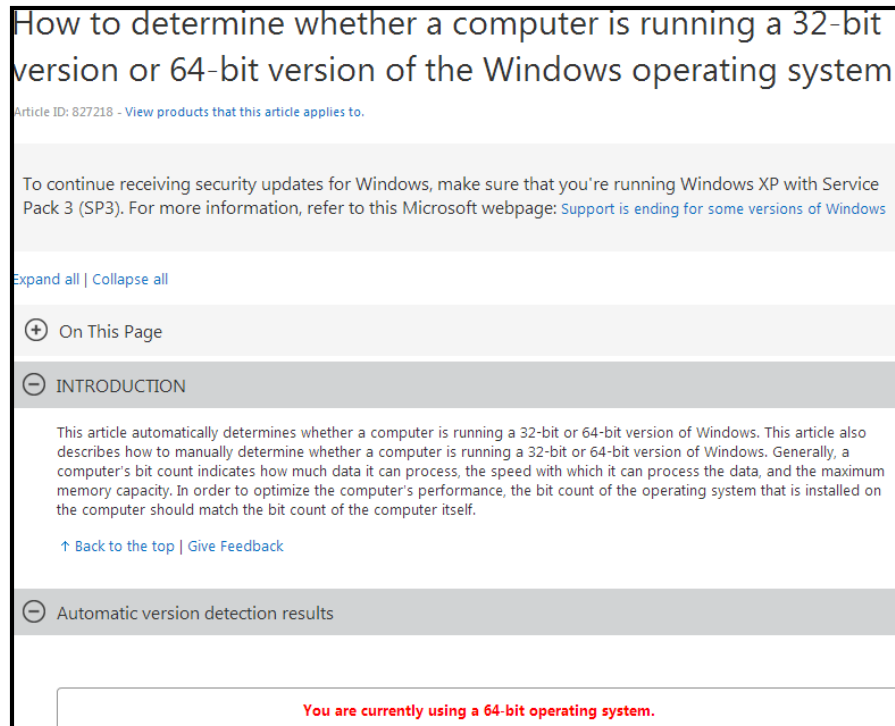
Solution: Update to Internet Explorer and allow compatible settings using the registry editor.

You will require enough admin rights to complete this update. Check with IT to verify that you can access the registry editor and, if needed, download and install a recent version of Internet Explorer.

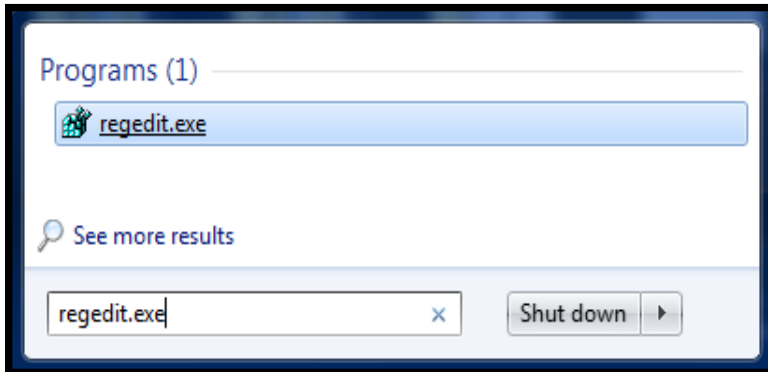
Start by downloading and installing Internet Explorer 9(recommended) or higher (Try it with IE8 first) using the following link: <http://windows.microsoft.com/en-us/internet-explorer/ie-9-worldwide-languages>.



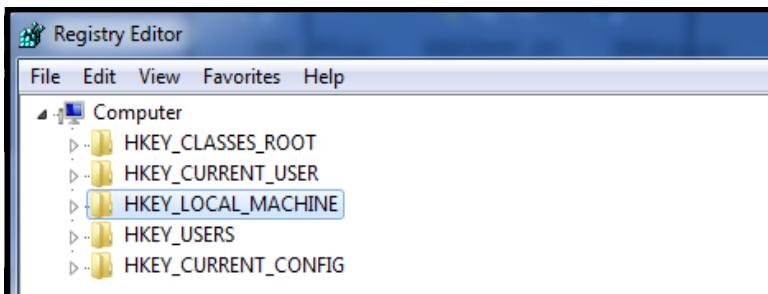
Note the version that you download, specifically whether it is 32- or 64-bit. If you're not sure, ask IT or check at this website: <http://support.microsoft.com/kb/827218>

A screenshot of a Microsoft support article titled "How to determine whether a computer is running a 32-bit version or 64-bit version of the Windows operating system". The article ID is 827218. The text explains that to continue receiving security updates for Windows, users should ensure they are running Windows XP with Service Pack 3 (SP3). The article also describes how to manually determine the bit count of the operating system. At the bottom of the article, a red message states: "You are currently using a 64-bit operating system." The article includes a table of contents with sections for "On This Page", "INTRODUCTION", and "Automatic version detection results".

Open up your registry editor (*regedit.exe*) using the search box in your start menu.



Follow this path:



**-HKEY\_LOCAL\_MACHINE**

**-SOFTWARE**

(If you are running a 64bit machine (see above for instructions on verifying this) look inside your **Wow6432Node** folder)

**-Microsoft**

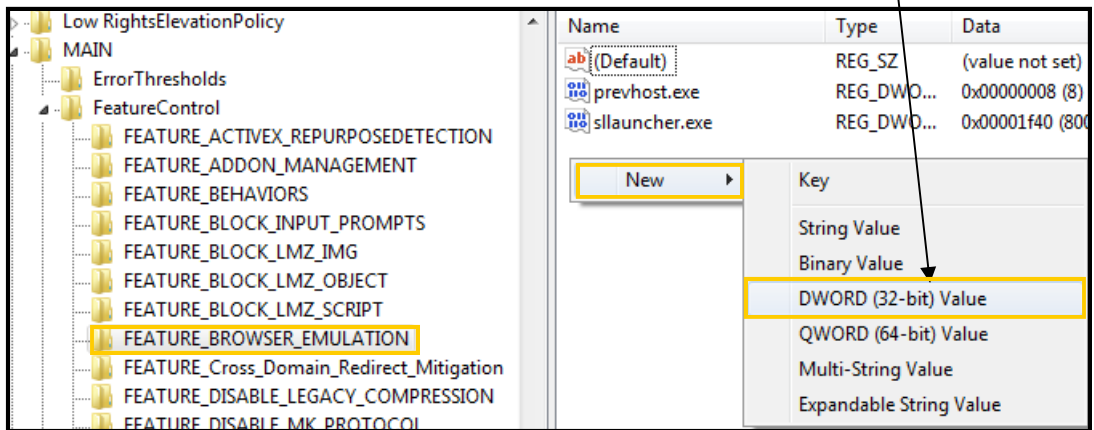
**-Internet Explorer**

**-MAIN**

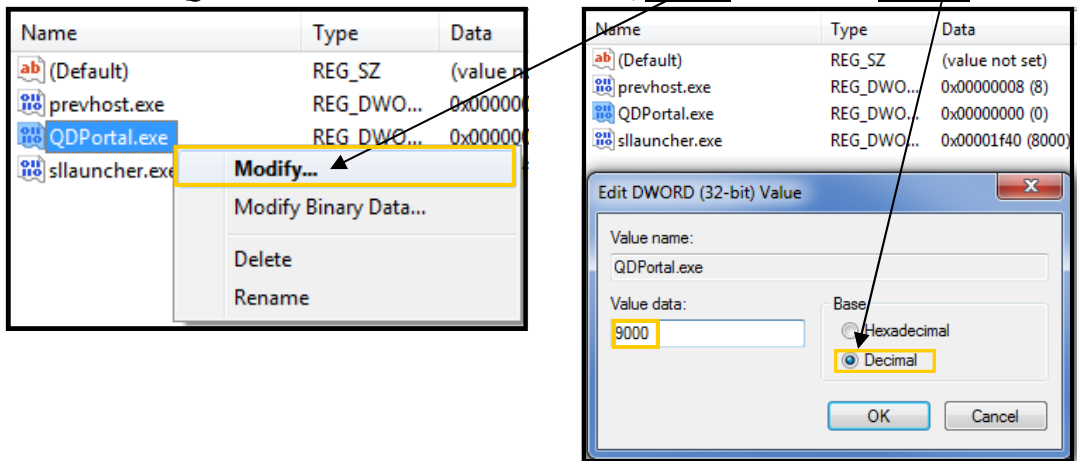
**-FeatureControl**

**-FEATURE\_BROWSER\_EMULATION**

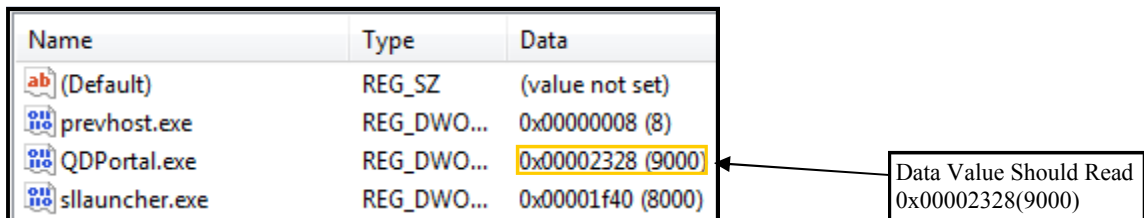
Right-click on the right side of the screen to create "New" and choose DWORD 32bit Value.



Add in the Name QDPortal.exe. Once this has been created, Modify it and choose Decimal.



Make the value 9000(8000 for IE8). When you are finished it should show 2328(9000)/2328(8000).



Data Value Should Read  
0x00002328(9000)

Go back into QDPortal and open *PubMed/LocatorPlus*. You should no longer see the message at the top of the screen which states that your machine is running Windows 7.