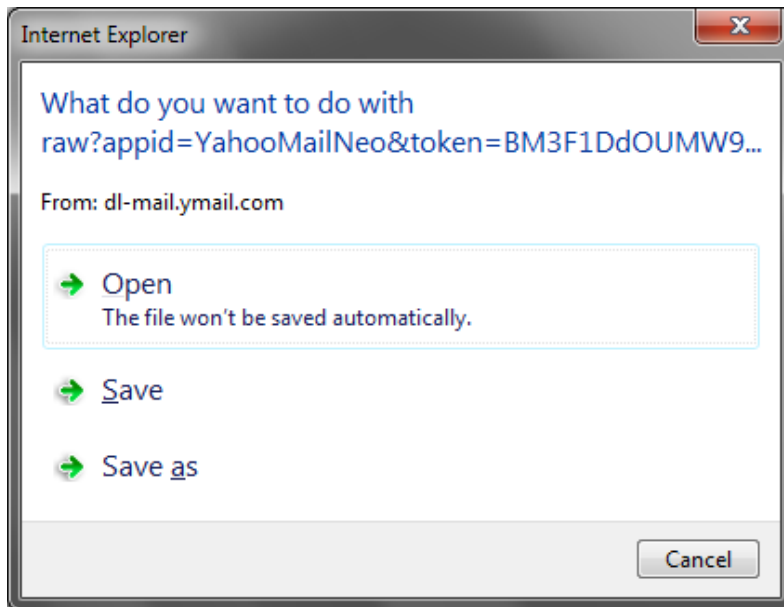


Occasional Issues Downloading Files in IE

There is an issue that has been popping up lately where patrons cannot download attachments while using Internet Explorer. This affects files you download from any website, but the most common issue you will hear from patrons concerns email attachments. Here are the symptoms of what occurs:

A patron is logged into Gmail or Yahoo (or any other site for that matter) and attempts to download a file. Typically a small yellow bar at the bottom of the browser will appear asking whether they want to Open, Save, or Cancel. Instead, a white dialogue box appears in the middle of the screen asking if they want to Open, Save, or Save As (pictured below).



Clicking “Open” just closes the dialogue box and nothing happens. Clicking “Save” does the same thing. Clicking “Save As” opens a new save as dialogue box, but the file name is changed from the original. The file name may be a URL instead of a file name, or it may have an underscore where the period in the file extension should be (e.g. “resume_doc” instead of “resume.doc”).

Solution

Switch to Firefox or switch to another computer.

Similar issue when Printing

If a patron uses the webmail’s “Print” functionality, a similar issue sometimes occurs. This generates a PDF version of the attachment, which the browser opens using the Adobe Reader browser plugin. But sometimes, it doesn’t work in Internet Explorer—the page spins for ~30 seconds, then displays a “Page cannot be displayed” error message.

Work-around: Use Firefox.