



## **Electronic Technical Support**

### **Browser compatibility and configuration testing**

#### **Internet Explorer 6.0 for Windows**

Version 1

| Revision | Date   | By          | Description                    |
|----------|--------|-------------|--------------------------------|
| 1        | 4/5/05 | Adam Brandt | Preliminary Draft of document. |
|          |        |             |                                |
|          |        |             |                                |
|          |        |             |                                |
|          |        |             |                                |

## Related Documents

None

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## Browser Overview

Internet Explorer 6.0 Service Pack 2 is the most current version of Microsoft's popular browser. On operating systems other than Windows XP, Service Pack 1 is the most recent version available. Internet Explorer 6 is the most commonly user browser on the market and comes with all Microsoft Windows operating systems. Web pages are typically created and specifically tuned to work best with Internet Explorer, because of its market dominance, which typically results in very few issues with using it.

### Downloading Internet Explorer 6

Internet Explorer 6.0 can be downloaded from <http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.msp>

## Browser Requirements

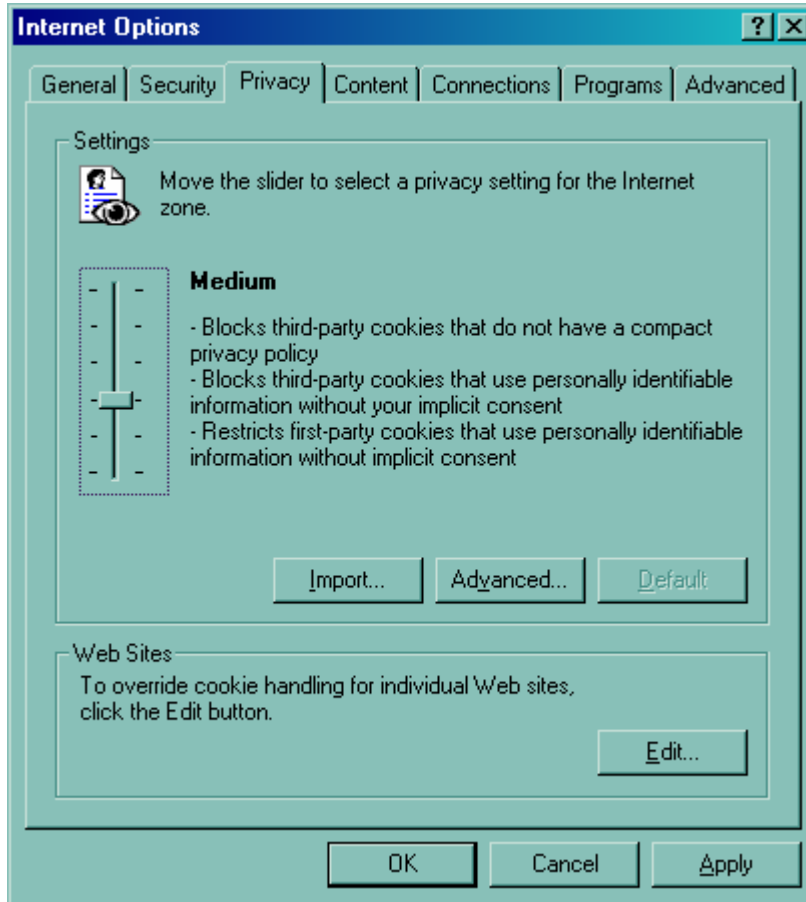
From <http://www.microsoft.com/windows/ie/evaluation/sysreqs/default.msp>

|                           |  |
|---------------------------|--|
| <b>Computer/Processor</b> | Computer with a 486/66-MHz processor or higher (Pentium processor recommended)   |
| <b>Operating System</b>   | Microsoft Windows® 98, Windows 98 Second Edition, Windows Millennium Edition (Windows Me), Windows NT® 4.0 with the high encryption version of Service Pack 6a (SP6a) and higher, Windows 2000, or Windows XP  |
| <b>Memory</b>             | <b>For Internet Explorer 6 SP1:</b><br>RAM requirements depend on the operating system used<br><b>Windows 98:</b><br>16 MB of RAM minimum<br>Full install size: 11.5 MB<br><b>Windows 98 Second Edition:</b><br>16 MB of RAM minimum<br>Full install size: 12.4 MB<br><b>Windows Me:</b><br>32 MB of RAM minimum<br>Full install size: 8.7 MB<br><b>Windows NT® 4.0 with SP 6a and higher:</b><br>32 MB of RAM minimum<br>Full install size: 12.7 MB<br><b>Windows 2000:</b><br>32 MB of RAM minimum<br>Full install size: 12 MB<br><b>Windows XP:</b><br>32 MB of RAM minimum<br>Full install size: 12 MB |
| <b>Drive</b>              | CD-ROM drive (if installation is done from a CD-ROM)   |
| <b>Display</b>            | Super VGA (800 x 600) or higher-resolution monitor with 256 colors   |
| <b>Peripherals</b>        | Modem or Internet connection; Microsoft Mouse, Microsoft IntelliMouse®, or compatible pointing device  |

# Proper Settings

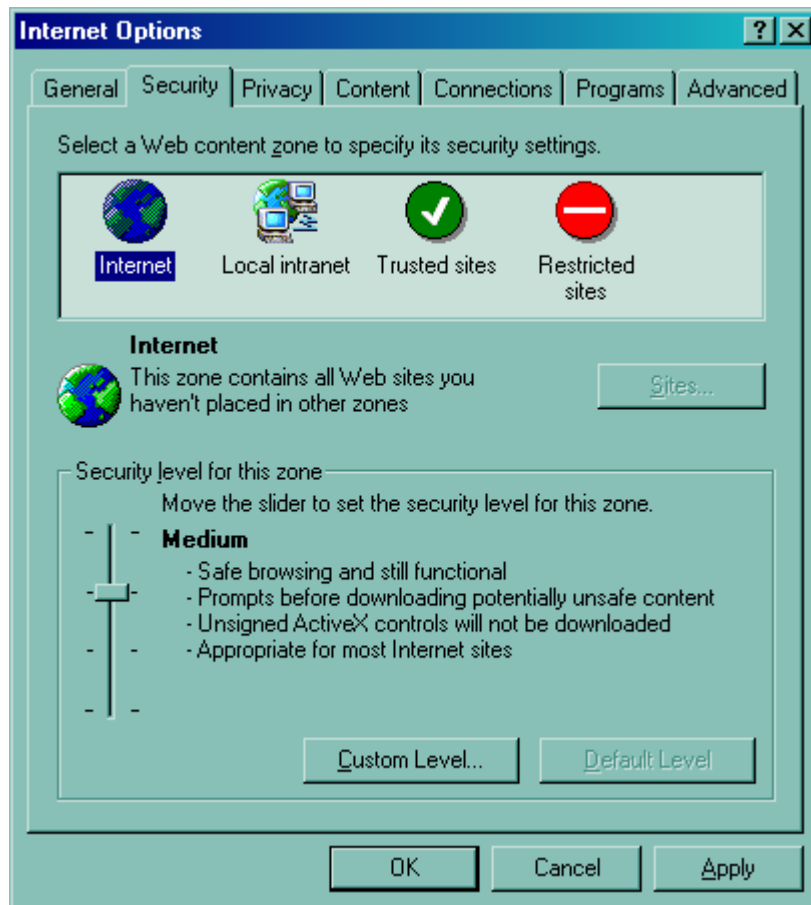
## Enabling / Clearing Cookies

1. Go to Tools -> Internet Options
2. Select the Privacy tab from the top.
3. For sites that access databases within a frame, this setting has to be set to "Low" to allow Third Party Cookies. Otherwise, the setting has to be set to "Medium" in order to log in to our databases.



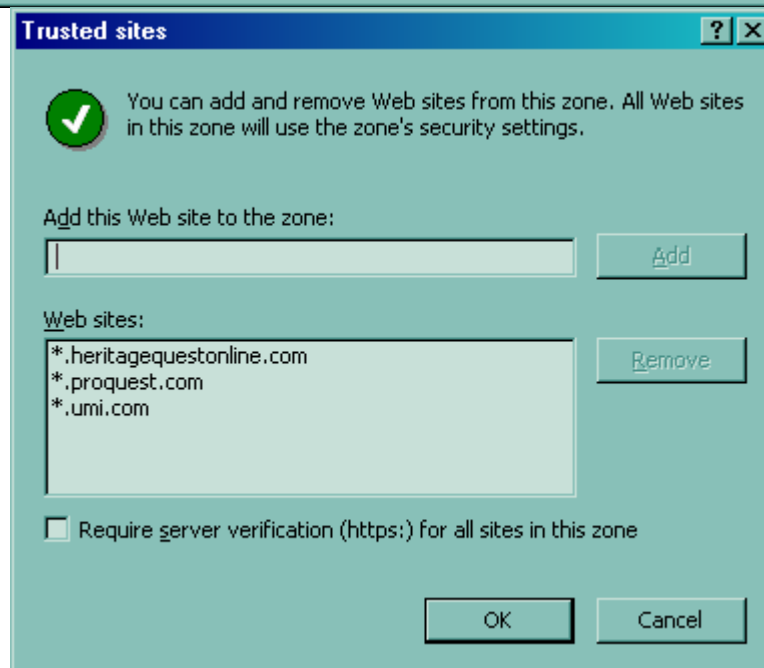
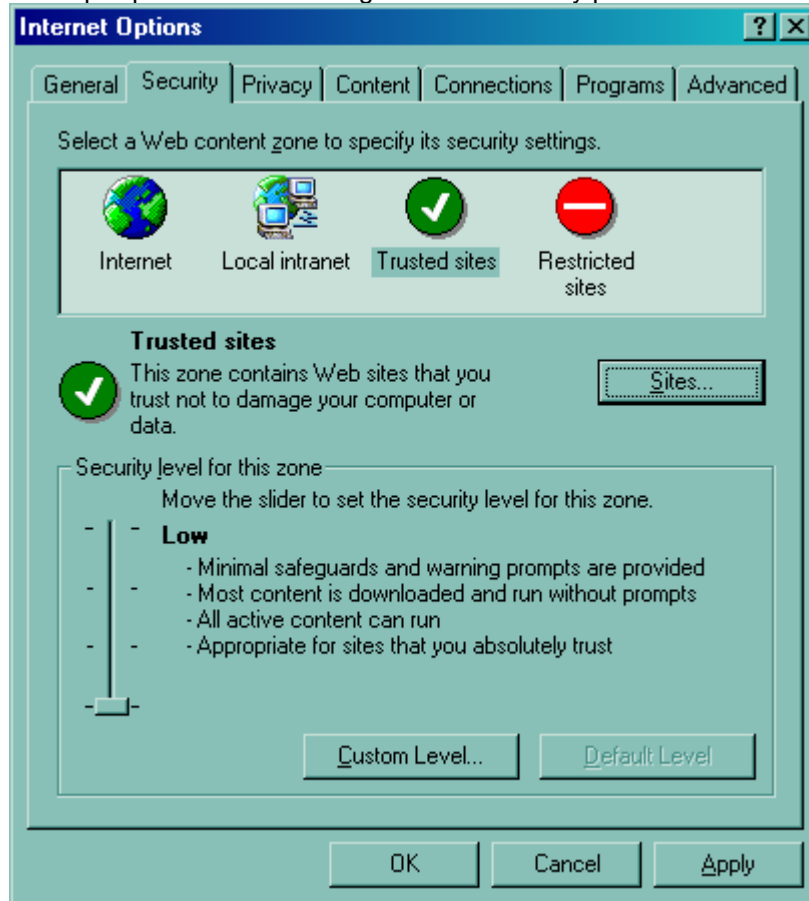
## Correct Security Settings

1. Go to Tools -> Internet Options
2. Select the Security tab from the top.
3. This setting has to be set to "Medium" for the "Internet" content Zone.



## Special settings for SP2

1. If you are using Service Pack 2, you may need to add the database you are trying to connect to as a trusted site. Click on the "Trusted Sites" zone and click on "Default Level".
2. Then click on "Sites" and add the domain of the database you are trying to connect to.
  - \*.umi.com and \*.proquest.com for ProQuest products
  - \*.heritagequestonline.com for Heritage Quest Online
  - \*.bigchalk.com and \*.proquestk12.com for Bigchalk and Elibrary products



## **Known Issues**

No known issues with compatibility of this browser version with ProQuest products.

**End of Document**