

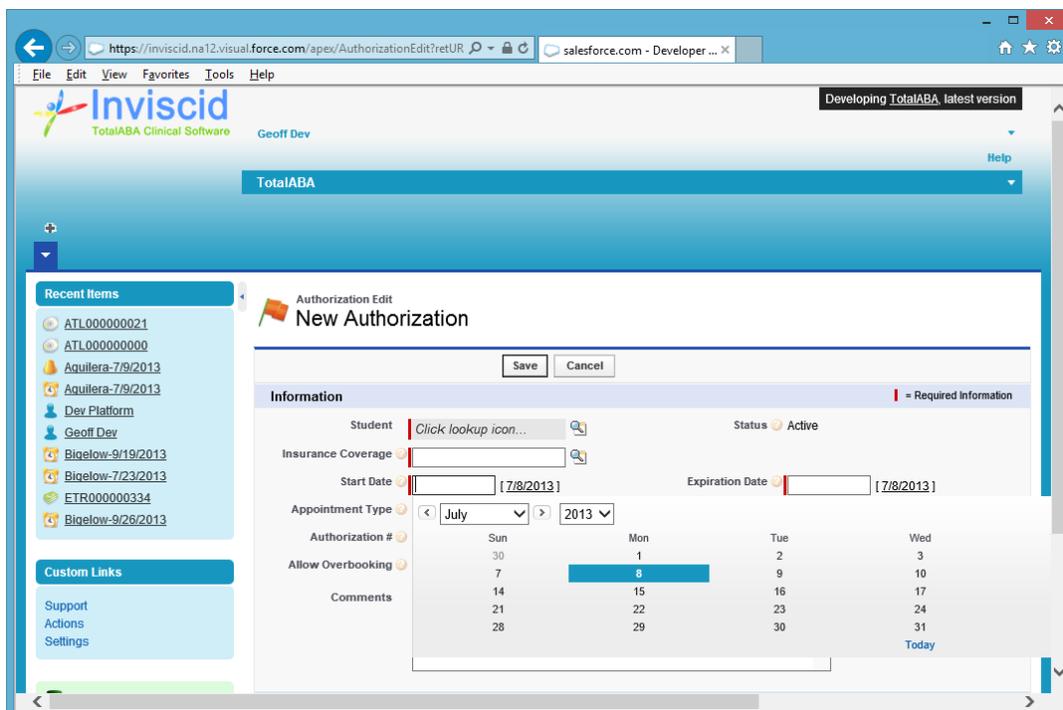
TotalABA and Microsoft Internet Explorer Version 10

Summary

Unfortunately, certain pages in TotalABA have display issues when using MS IE 10 (see Image #1 for an example). This is a known issue among the force.com community and a permanent solution is being worked on. It is not a TotalABA issue, instead it is a problem between Salesforce and Microsoft. Other browsers (e.g. Google Chrome, Mozilla Firefox, Safari) do not experience these problems. If possible, it is recommended that you use one of those browsers when accessing TotalABA. However, if you prefer or are required to use IE 10, there are two solutions that can be used to fix the display problems. One is a temporary solution and the second is a permanent one. If you have any questions, please contact us at support@inviscidsoftware.com.

Note: If you are not experiencing any problems with IE10 or are using another browser, there is nothing that needs to be done.

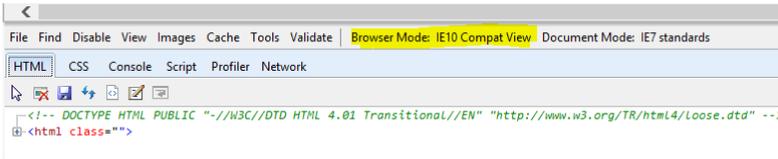
Below is an example of a problem you may see while using IE10. Notice how the display of the tabs and the calendar are both experiencing issues.



Temporary Solution

The steps in this solution must be performed every time a new session of IE10 is started and you access TotalABA (and experience problems). However, it is extremely quick and easy to perform.

1. Press **F12** to open the console tools. These will appear at the bottom of your browser.
2. Change the Browser Mode (see image below) from **Internet Explorer 10 Compatibility View (IE10 Compat View)** to **Internet Explorer 10 (IE10)**.

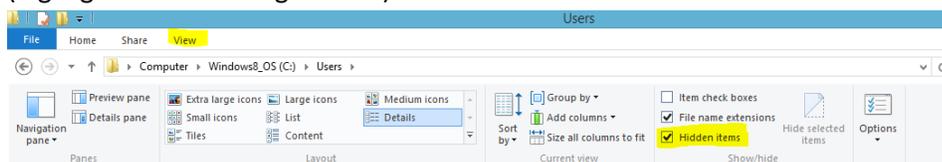


3. Press **F12** again to close the console tools.
4. You are now all set to use TotalABA without problems.

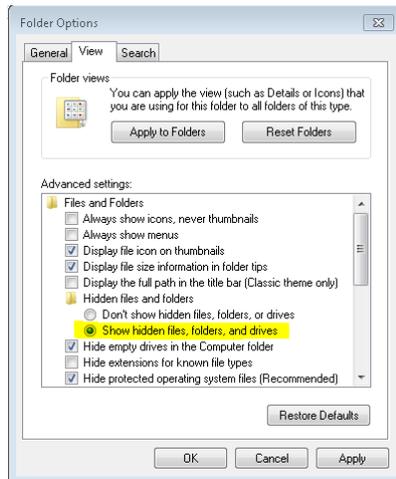
Permanent Solution

The steps in this solution only needs to be performed once per user on a given computer and should completely solve the IE10 display issues. However, there have been reported instances of Windows Update actually placing force.com back into iecompatdata.xml. If the problem ever returns after a Windows Update, please repeat the steps below.

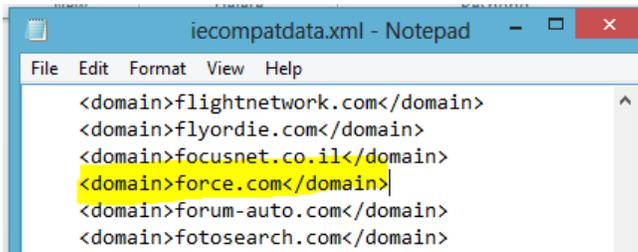
1. Close all open instances of IE10.
2. Open the following folder on your computer -
C:\Users\johndoe\AppData\Local\Microsoft\Internet Explorer\IECompatData\. Note that most Windows installations are on the C: drive, however, your setup may be different. Furthermore, you will need to replace the johndoe portion of the file path with the user name that is used to log into Windows. If you are unable to locate this path, please refer to steps a or b below.
 - a. If using Windows 8, go to the View menu in the file explorer and check Hidden items (highlighted in the image below).



- b. If using an earlier version of Windows, go to the Organize menu and select Folder and search options. This will bring up the dialog below. Select **Show hidden files, folders and drives**, then click OK.

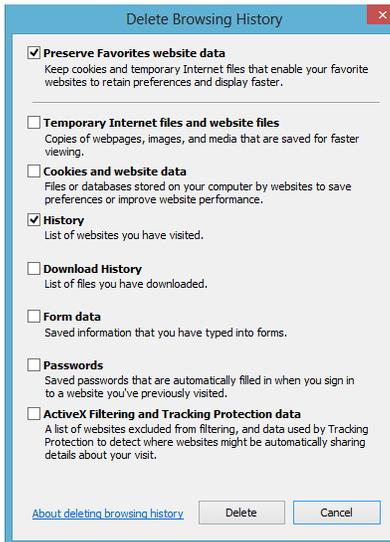


3. Make a backup of the file **iecompatdata.xml** located in C:\Users\johndoe\AppData\Local\Microsoft\Internet Explorer\IECompatData\. Right click on the file and choose Copy or press CTRL+C. Next right click again (do not select a file) and choose Paste or press CTRL+V.
4. Right click on iecompatdata.xml and choose Open with > Notepad.
5. In Notepad, place the cursor at the beginning of the file, select the Edit menu item, then Find... or press CTRL+F.
6. Search for **force.com**, and then close the Find window.
7. Delete the entire line that reads <domain>force.com</domain>. Do not make any other changes to the file.



8. Save your changes to iecompatdata.xml and close Notepad.
9. Open IE10.
10. Go to Tools \ Internet Options and on the General tab click the Delete... button. This will bring up the Delete Browsing History window. A shortcut is to simply press CTRL+SHIFT+DELETE in IE10 to get to the same window.

11. Check only **Preserve Favorites website data** and **History** as shown below, then click the Delete button.



12. You are now done. Login into TotalABA and use IE10 and you normally would.