

Troubleshooting IE issues

In conjunction with Microsoft, we have been able to determine most of the common issues that arise when using IE to access Freegal Music. These situations or conflicts are generally due to either the installation of other software on the affected system or institutional installation standards that vary from the software publisher's defaults or sometimes both. This makes it impossible to anticipate all possible scenarios. The following list is a troubleshooting protocol that should handle the most commonly occurring issues. It is important to re-test after trying each step since any one of them could resolve the problem.

In the case of scripting errors preventing login (or being logged out as soon as you login), try these steps:

1. Disable Script debugging
Tools>Internet Options>Advanced>
Make sure "Disable Script Debugging is checked.
Scroll down a bit more and un-check "Display a notification about every script error"
2. Verify Default Level Settings
Tools>Internet Options>Security
Click the button that says "Default level" (make sure Active Scripting, ActiveX, and Java are not being blocked by IE)
3. Remove all temporary Internet files
Tools>Internet Options>General
Check the box for Delete browsing history on exit. Then click Delete... and clear current browsing data.
4. Make sure the latest updates have been applied to the browser
5. Check Anti-Virus settings and make sure the Anti-Virus program is not set to scan the Temporary Internet Files or the Downloaded Program Files.
6. Turn off Smooth Scrolling
Tools>Internet Options>Advanced
Un-check the "Use Smooth Scrolling" box.
7. Make sure Hardware Acceleration is turned off. (Some drivers don't allow hardware acceleration.) This process varies depending upon which version of Windows you are running.