

NTRLS IT: Real Stories  
**How to repair IE8**

**Issue / Problem:**

Internet Explorer 8 keeps sometimes gets out of whack with updates and upgrades.

**Background Information you should know about:**

What is IE8? Internet Explorer 8 is the latest web browser from Microsoft. It can be installed on XP or Vista and comes with Vista. More info can be found about it by going to <http://www.microsoft.com/windows/internet-explorer/default.aspx?WT.srch=1>.

**Resolution / How we solved the problem:**

After upgrading your browser from IE7 to IE8 or sometimes from the usage of the browser over time with updates and upgrades and third party software installs, you may notice some glitches or bugs with the browser not operating correctly. You can do the following to fix a lot of the problems you may be experiencing:

For a quick reset of the browser to fix most bugs you should do this:

1. Open the browser, right click on the border and add the MENU check mark option. Then click on the TOOLS menu and then go to the Bottom and click INTERNET OPTIONS. If the browser won't open, then go into control panel and then click on INTERNET OPTIONS.
2. You should now be on the screen with multiple menu tabs across the top that read General, Security, Privacy, Content, Connections, Programs and Advanced. The only menu you really need to use is the last one, Advanced.
3. Make sure you copy your home page URL, if you forget the exact name for it, into memory by highlighting it off the General tab at the top and pressing Ctrl+C.
4. Now you can click on the last tab on the top and at the bottom of that tab you will see the RESET option. Click that and it should reset all features and erase all settings and turn off all of your plugins in the browser.
5. Next close the browser and reopen it and answer all the questions that come up and then go back into INTERNET OPTIONS and paste in your home page and hit apply at the bottom.
6. You will now need click the tab that says Programs and click the button that says MANAGE ADD-ONS.

7. In MANAGE ADD-ONS you will see your plugins like Adobe Flasher Player, etc. Here you can turn on the ones that you want to function or that need to function for certain web sites to work properly and turn off the plugins that may not be needed or aren't functioning properly
8. Hit APPLY and OK at the bottom of the INTERNET OPTIONS when done and you have successfully reset IE8.

If you have any questions or comments, please contact me at [abeatty@ntrls.org](mailto:abeatty@ntrls.org).