Instructions to Fix LMR/Internet Explorer 10 Issues

With recent Windows Updates, Internet Explorer 10 may have been installed on your system without your knowledge. The LMR Over the Internet Application requires certain settings to be applied to work correctly.

Step 1: Clear your Internet Explorer cache

- The two most common ways to access these is through the “Tools” dropdown menu and/or through a gear-shaped button in the upper right-hand corner of the browser.
- Once in Internet options, delete all browsing history options.
- **DO NOT PRESERVE FAVORITE WEBSITE DATA**
Step 2: Verify that *.partners.org is listed in Compatibility View

- This step must be done every time you clear your cache!
- LMR Over the Internet must always be listed in Compatibility View in order for it to function properly. Compatibility View should be located within the Internet Explorer Tools Menu. To show the IE 10 tools menu right click on the Internet Explorer window and select ‘Menu Bar’.

- With the Menu bar now shown, select ‘Tools’ and then ‘Compatibility View Settings’
• Type *.partners.org and click add to add to Compatibility view

Step 3: Add *.partners.org as a trusted site

• The two most common ways to access these is through the “Tools” dropdown menu and/or through a gear-shaped button in the upper right-hand corner of the browser.
• Once in Internet Options, navigate to the security tab and select “Trusted Sites” and click “Sites”
• A pop-up window will appear where you can add the following sites to the list of Trusted Sites.
• Add *.partners.org as a trusted site

• Once the addresses are correctly added to the list of trusted sites, click the “Close” button to return the “Security” tab of Internet Options. With “Trusted Sites” still selected, click “Custom Level” in order to address more settings:
Once “Custom Level” is selected, a pop-up will appear with some additional settings:
Select the following settings

**ActiveX controls and plug-ins**

- Automatic prompting for ActiveX controls – Enable
- Binary and Script behaviors - Enable
- Download signed ActiveX controls – Enable
- Download unsigned ActiveX controls – Enable
- Initialize and script ActiveX controls not marked as safe – Disable
- Run ActiveX controls and plug-ins – Enable
- Script ActiveX controls marked safe for scripting – Enable

**Miscellaneous**

- Allow script-initiated windows without size or position constraints - Enable
- Use Pop-up Blocker – Disable

**Scripting**

- Allow Programmatic clipboard access – Enable

- When complete, click “OK” and close all Internet Explorer Windows.

**Final Step: Uninstall Partners Active X Controls.**
Once all of the necessary internet settings are addressed, you will need to uninstall the Partners HealthCare ActiveX Controls. Navigate to Control Panel/Programs and Features. Once the list loads, scroll down to “Partners HealthCare ActiveX Controls,” right click, and select “Uninstall.”

After the program has completely uninstalled, restart your machine.

- Go to LMR Over the Internet (https://lmr.partners.org) and sign in.
- You will be prompted to download the Partners HealthCare ActiveX Controls.
- Follow the Install Wizard by selecting all of the defaults.
- Once installed, click the “Continue” button and a pop-up box should appear stating “Please wait while LMR refreshes. This may take a minute.”
- Click “Ok” and LMR should function properly.
If all of the above steps do not work you may also try the following (supported)

In some circumstance in which LMR does not load successfully, click here. Open and run the file to apply a fix for machines with issues. This may be due to a setting that was previously needed for Internet Explorer 8 that causes issues with Internet Explorer 10.

- Click here to automatically create a desktop shortcut to run LOTI in 32-bit mode

If all of the above steps do not work you may also try the following (unsupported)

If you are still unable to access LMR Over the Internet please use System Restore to revert your computer to its most recent working state.

1. Access System restore from:
   a. Start Menu > All Programs > Accessories > System Tools > System Restore.
   b. Follow the Prompts to the last known date at which LMR Over the Internet was working.

or

2. Uninstall Internet Explorer 10: http://support.microsoft.com/kb/2821327

***Please note for downgrades via System Restore and un-installations

- You will need to again setup the required settings from page 1 through 7.
- In addition (if using a 64-bit Operating System) you will need to launch a 32-bit version of Internet Explorer from the following location
  - C:\Program Files(x86)\Internet Explorer\iexplore.exe
  - Click here to automatically create a desktop shortcut