

Knowledge Base Article: Article 239

Click&DECiDE and I.E. 10

Date: November 15th, 2013

Problem:

How to use I.E. 10 with Click&DECiDE?

Explanation:

With any version from DataSet Report 2009 (V6) to Click&DECiDE version 12, the Web Portal will not work for people using Internet Explorer 10 (coming with Windows 8 RT and PRO) on a platform with a Windows version lower than Windows 8 or Windows Server 2012.

This is due to a bug inside IIS that Microsoft will soon fix. In the meantime Microsoft offers to patch the Server via a hotfix for Servers running the supported following systems:

- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2 Service Pack 1 (SP1)

Notice that the Web Portal performances are much more efficient under an OS greater than Windows 2003. We recommend at minimum Windows 2008 R2 for a Production Server.

Solution:

Here is the hotfix <http://support.microsoft.com/kb/2600100> to be installed on the Server.

Workaround

Workaround: use a browser more standards compliant Web: Firefox, Chrome.

Remarks

Support for Internet Explorer 8.0 is partial. For people still using Windows XP or Windows 2003, Internet Explorer 9.0 being not available on these platforms, we strongly recommend that you upgrade to a modern browser and standards-compliant (Firefox, Chrome).

Note also that the Google Charts require I.E. 9 or greater, and that you **must not** activate the Compatibility View Mode.

Note also that, since Click&DECiDE version 12 and greater, the Compatibility View Mode **must not** be activated neither in I.E 8 nor I.E 9 for the Cubes.