

There are two manifestations of the “binary script error” that may impact Internet Explorer 9 and 10 users. The first, and most common, is a JavaScript compatibility issue that may easily be overcome by enabling the browser’s “Compatibility View” feature. The second has to do with browser security features which may be disabled by your organization as a common security practice. The instructions outlined below will step you through addressing both manifestations.

**MANIFESTATION #1** Please complete the 3 steps outlined below.

### STEP 1: ACCESSING “INTERNET OPTIONS”

- Still within Internet Explorer, please hold down “**ALT**” + “**T**” on your keyboard.
- From the “Tools” menu that displays, please click on “**Internet Options.**”

### STEP 2: CLEARING/ADJUSTING CACHE SETTINGS

- Under the “**GENERAL**” tab you will see a heading for “Browsing History” towards the center of the Internet Options dialog.
- Click on the “**Delete**” button.
- Verify the following:
  - o “**Preserve favorites website data**” should **not** be checked.
  - o “**Temporary Internet Files**” and “**Cookies**” **should be checked.**
- NOTE: The other choices on this dialog box are recommended, but not required.
- After verifying the above choice selections, please click the “**Delete**” button at the bottom of this dialog.
- Click on the “**Settings**” button, also located under “Browsing History,” and verify that “**Every time I visit the webpage**” is selected.
- Click “**OK**” to return to the Internet Options dialog
- Select the “**CONTENT**” tab at the top of the dialog.
- Click on the “**Clear SSL State**” button, and then “**OK**” on the confirmation dialog.
- Close ALL instances of Internet Explorer to confirm this modification.

### STEP 3: ENABLE “COMPATIBILITY VIEW”

- Open a new Internet Explorer window.
- Access <https://learn.dau.mil/>, but DO NOT login.
- Once our website displays, please hold down “**ALT**” + “**T**” on your keyboard.
- From the “Tools” menu that displays, please select “**Compatibility View Settings.**”
- “**dau.mil**” should already be typed in the “Add this website” field. Please click the “**Add**” button the right so that it drops down into the list of “Websites you’ve added to Compatibility View.”
- Click on the “**Close**” button at the bottom of this dialog and wait a moment while our website automatically reloads.
- Proceed to login and test your course.

If you continue to experience difficulty, please follow the instructions outlined for “Manifestation #2” on the next page of this document.

**MANIFESTATION #2** Please complete the 3 steps outlined below.

### **STEP 1: ACCESSING "INTERNET OPTIONS"**

- Still within Internet Explorer, please hold down "ALT" + "T" on your keyboard.
- From the "Tools" menu that displays, please click on "Internet Options."

### **STEP 2: CLEAR YOUR BROWSER CACHE TO ENSURE YOUR LAST SESSION WITH OUR SITE IS CLOSED**

- Under the "GENERAL" tab you will see a heading for "Browsing History" towards the center of the Internet Options dialog.
- Click on the "Delete" button.
- Verify the following:
  - o "Preserve favorites website data" should **not** be checked.
  - o "Temporary Internet Files" **and** "Cookies" **should be checked**.
- NOTE: The other choices on this dialog box are recommended, but not required.
- After verifying the above choice selections, please click the "Delete" button at the bottom of this dialog.
- Select the "CONTENT" tab at the top of the Internet Options dialog.
- Click on the "Clear SSL State" button, and then "OK" on the confirmation dialog.

### **STEP 3: CONFIRMING BROWSER SECURITY SETTINGS**

**\*\*IMPORTANT\*\*** If you are unable to perform any of the following steps, your local I.T. Help Desk or system administrator will need to verify/modify these settings on your behalf. If your I.T. department is unable to perform the outlined steps, please ask that the request be escalated to your network support team.

- Select the "SECURITY" tab at the top of the Internet Options dialog.
- Click on the "Trusted Sites" icon and then select the "Sites" button.
- Under the heading, "Add this website to the zone," please enter: <https://learn.dau.mil/>  
**NOTE: If you already have 'dau.mil' or 'myclass.dau.mil' added to your Trusted Sites list, the 'learn.dau.mil' URL will still need to be added.**
- Click on the "Add" button to the right.
- Click on "Close" or "OK" at the bottom of the Trusted Sites dialog.
- Ensure that the "Trusted Sites" icon is still highlighted, then click on the "Custom Level" button toward the bottom of the Internet Options dialog.
- From the list of settings, locate the heading for "ActiveX controls and plug-ins" and ensure that "binary and script behaviors" is enabled.
- Scroll down and locate the heading for "Miscellaneous." Ensure that "enable MIME sniffing" is enabled.
- Click on the "OK" button to close the Security Settings dialog.
- Click "Apply" (if applicable) and then "OK" to close out of the Internet Options dialog.
- Close all instances of Internet Explorer prior to returning to <https://learn.dau.mil/> to test your course.