

# Liberty Net

Liberty only works with Internet Explorer, it will NOT work with any other browser (Chrome, Safari, FireFox etc.).

If you are having problems displaying case's or files in liberty it could be due to multiple issues, including the compatibility with the version of Internet Explorer you are using.

## [How do I know what version of Internet Explorer I am using?](#)

Windows 7 or Windows 8, 8.1 with Internet Explorer 11

- 1) [Windows 7/8 IE 11](#) (this could fix most display problems)  
Some systems (mostly Windows 8 or upgraded to 8.1) have Internet Explorer 11 installed and cannot be rolled back to an earlier version. In this situation the only option is to adjust the compatibility mode. The Liberty creators have not made a "compatible" version for Internet Explorer 11, however, we have tested and had success with changing the compatibility mode.

Windows 7 with Internet Explorer 8 through 10

- 1) [Problems displaying web page\(s\)](#)  
The Liberty creators have tried to keep up with the different versions of Internet Explorer. However, the creators of Internet Explorer have built in multiple ways to fix this error. By completing this how to you should fix any issues with displaying web pages in Internet Explorer 8 – 10
- 2) [Compatibility Mode](#)  
Internet Explorer has built in a Compatability Mode to help display older web pages that unable to be displayed with the newest version of Internet Explorer
- 3) [Pop-up Blocker](#)  
Documents in Liberty can open as a PDF or in a Tiff viewer, if your pop-up blocker is on this could stop the document from opening.
- 4) [Roll Back to an earlier version of Internet Explorer](#)  
This should be your last resort option, by going to an earlier version of Internet Explorer you could lose some of the security updates that came out with the newest version of Internet Explorer. This option also may not be available depending on what version of Internet Explorer came installed on your system.

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## How do I know what version of Internet Explorer I am using?

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- 1) Open Internet Explorer
- 2) Click on the Gear in the top right of the web page
- 3) Select About Internet Explorer



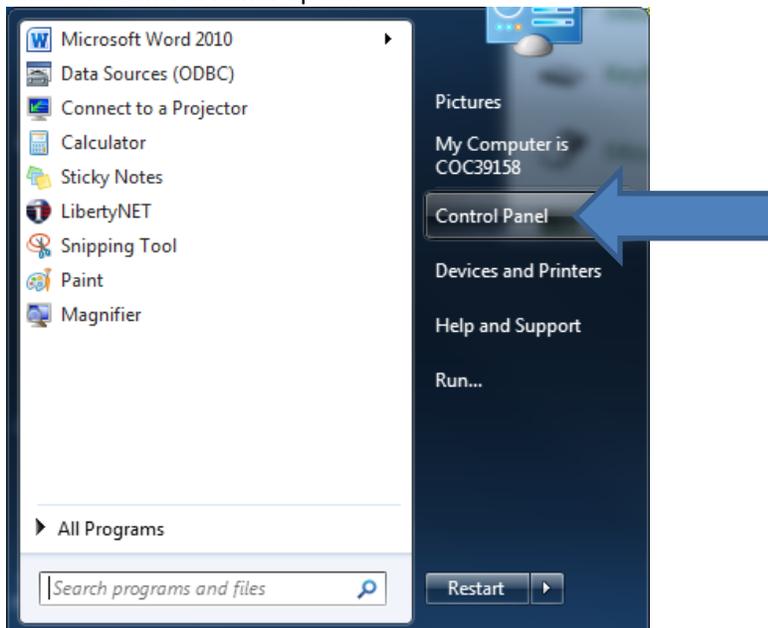
## Problems displaying web page(s) [\(Back to top\)](#)

**Delete all shortcuts and favorite links for Liberty FIRST**

Click the **Start Menu**

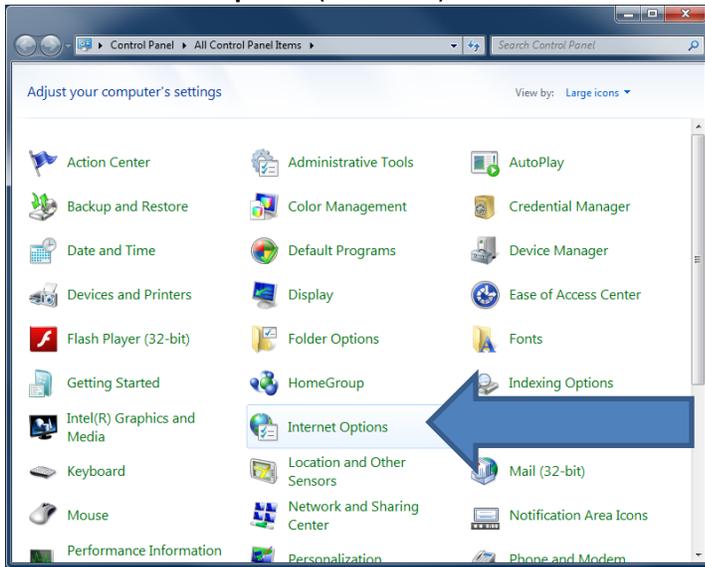


Click the **Control Panel** option



# Liberty Net

Find the **Internet Options** (Icon view)



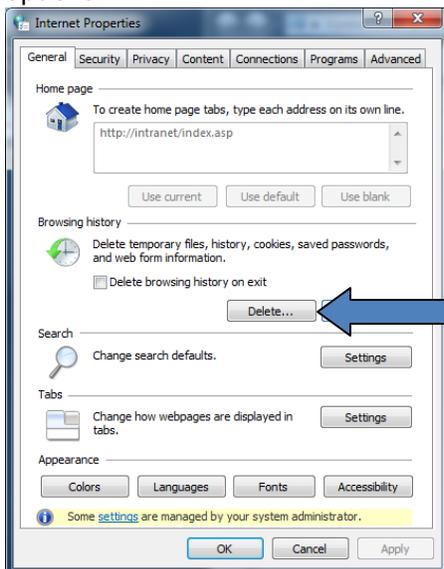
Find the **Internet Options** (Category view)

Click on **Network and Internet**

Then **Internet Options**



In the Internet Options screen under the **General Tab** select the **Delete** button under Browsing history options:

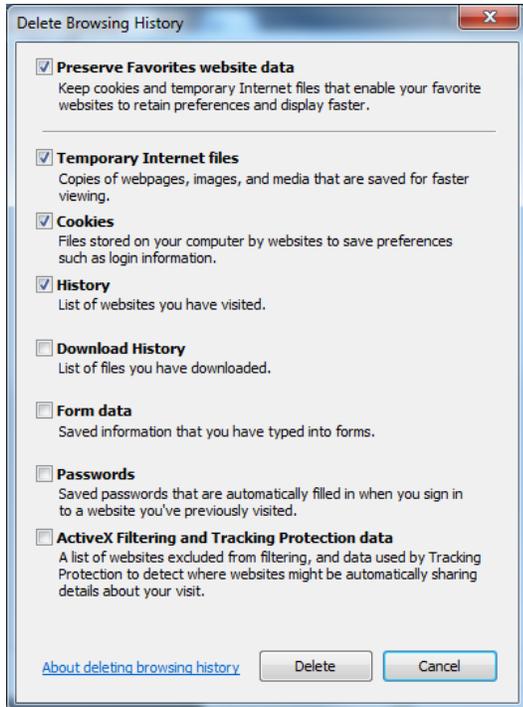


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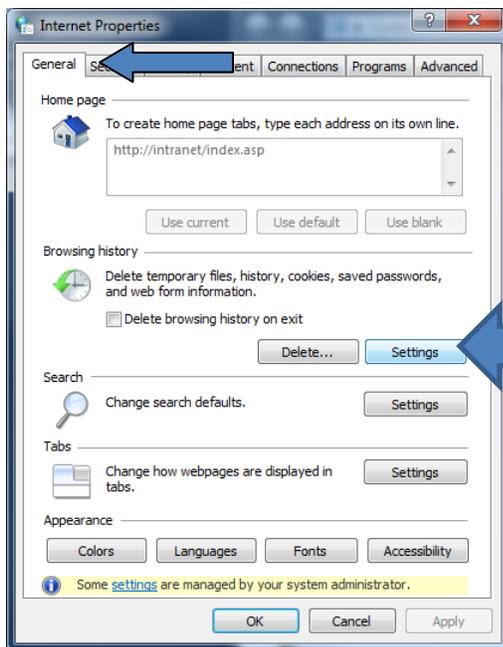
# Liberty Net

## Delete browsing history

**\*\*NOTE\*\*** if you DO NOT check the Preserve Favorites website data you will lose any and all information to website's you use often and will have to re-enter them as you return to them. However, it will not delete your favorites.



When this is done DO NOT close Internet propertiesIn the Internet Options screen under the **General Tab** select the **Settings** button under Browsing history options:



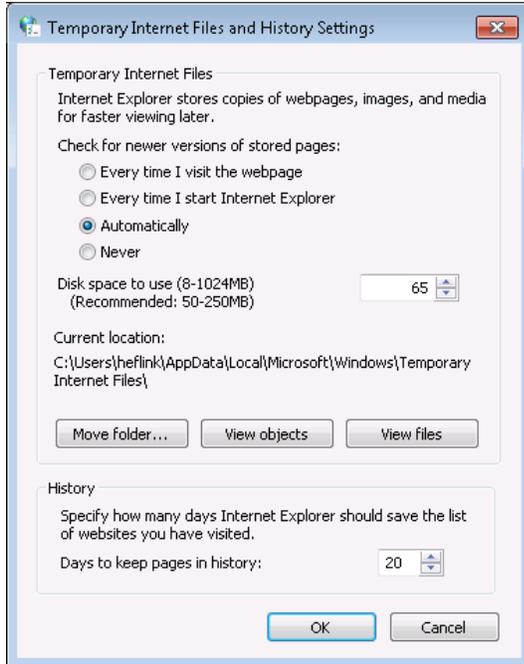
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# Liberty Net

Change the following options:

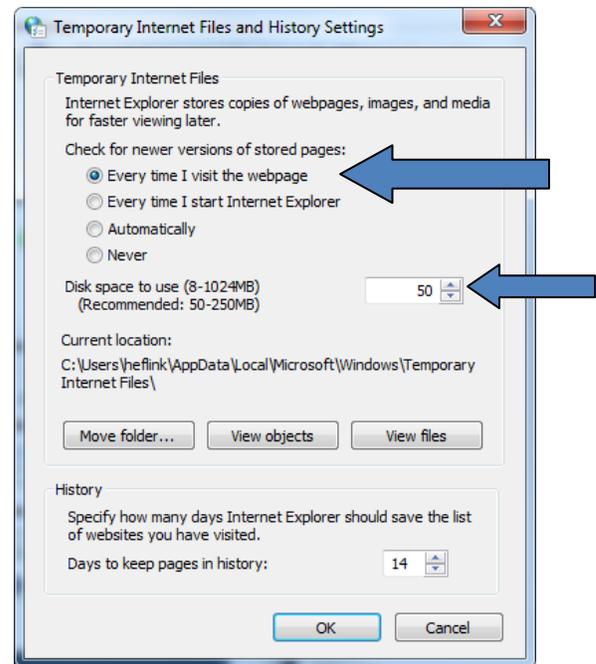
FROM:

**Automatically**  
**Disk space to use (whatever number is there)**

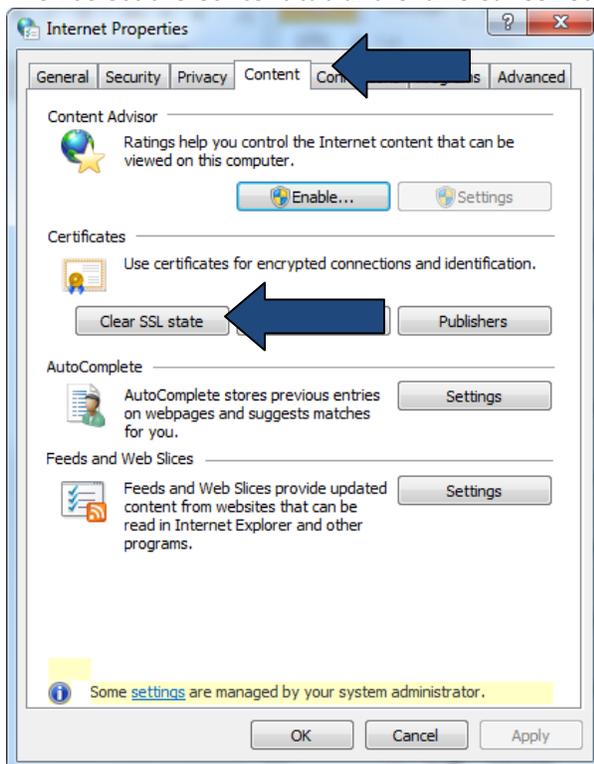


TO:

**Every time visit the webpage**  
**Disk space to use 50**



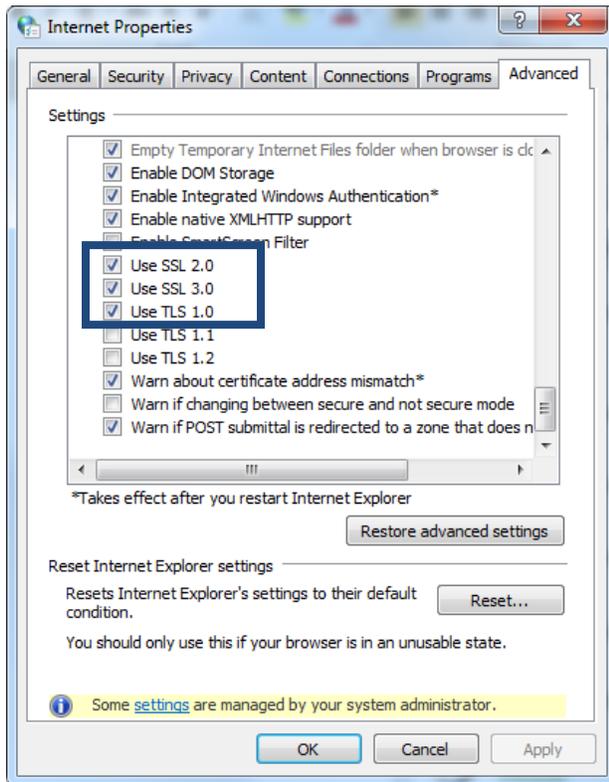
Then select the Content tab and Click Clear SSL State (Secure Socket Link)



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Then select the Advanced tab, scroll to the bottom and check the Use SSL 1.0, 2.0 and 3.0 the others are fine to be selected as well.



Click OK or Apply, Then close all internet explorer windows and re-open the internet and go back to the page that was causing problems, to test the system and see if the problem is fixed. If you are still having the same problem, Make sure you closed all the internet windows or this change will not take effect.

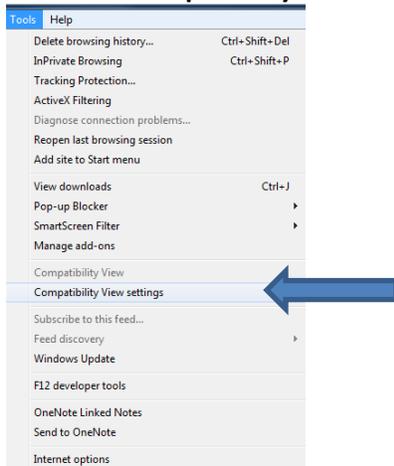
## Compatibility Mode [\(Back to top\)](#)

Open **Internet Explorer** 

Select **Tool** from the Menu bar

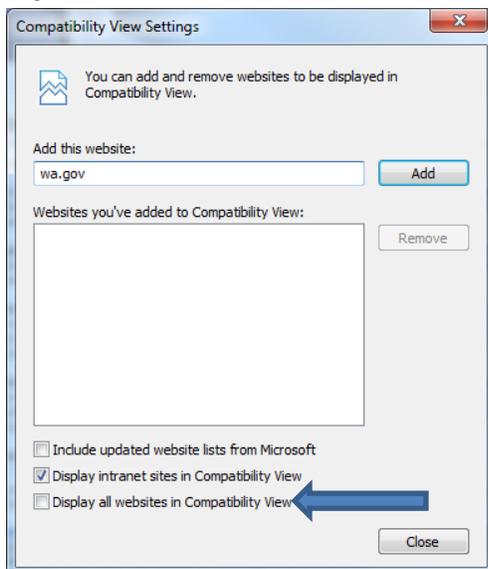
# Liberty Net

Then click **Compatibility View Settings**

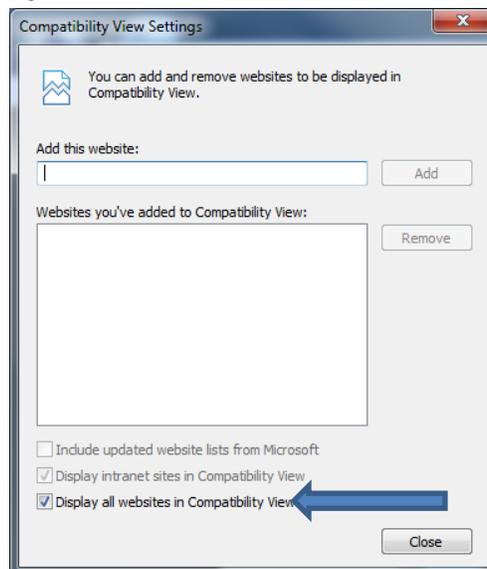


**Compatibility View Settings** window will open Check the last box **Display all websites in Compatibility View**

From:



To:



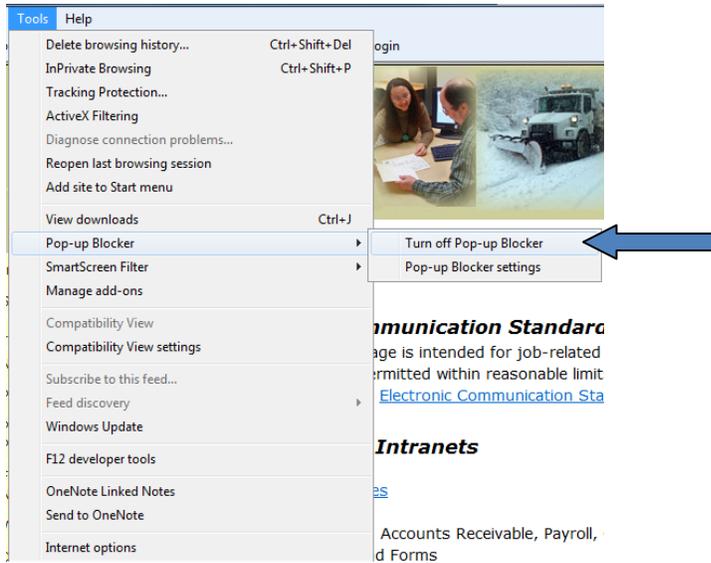
Then click **Close**

## Pop-up Blocker ([Back to top](#))

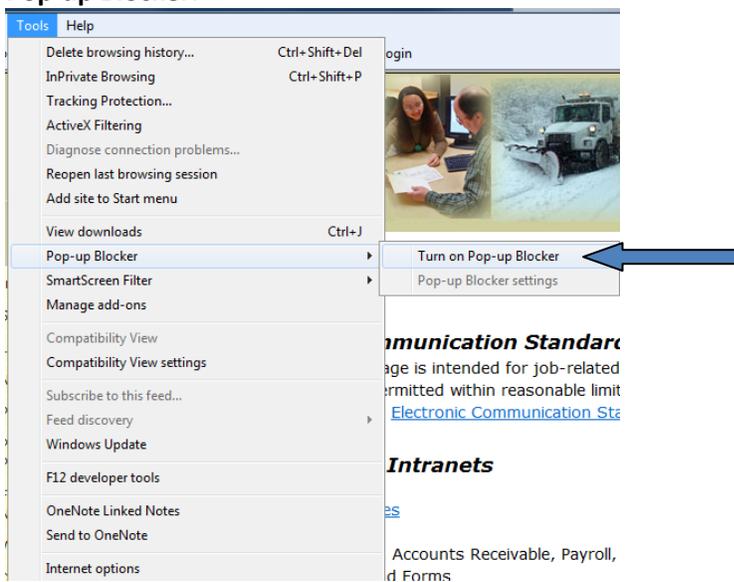
Open internet Explorer 

Select **Tool** from the Menu bar, then click **Pop-up Blocker** move your mouse over and click on **Turn off Pop-up Blocker**

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No windows will open to check if it took simply do the steps above again and see that it shows **Turn on Pop-up Blocker:**

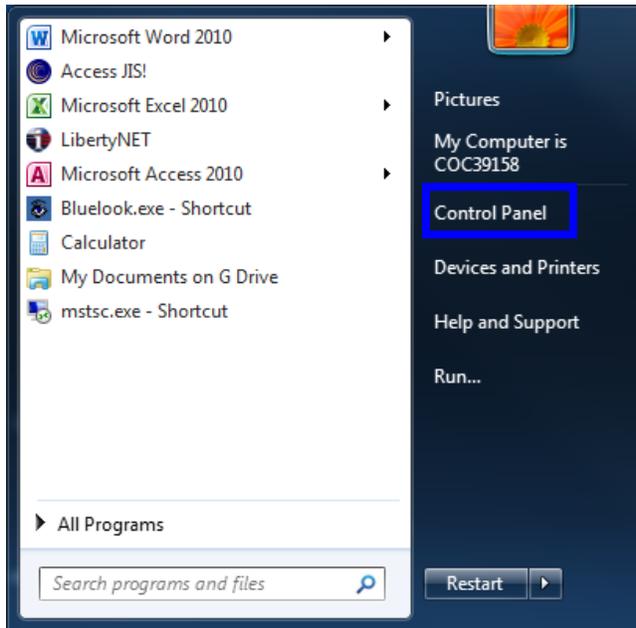


**Roll back to an earlier version of Internet Explorer** ([Back to top](#))

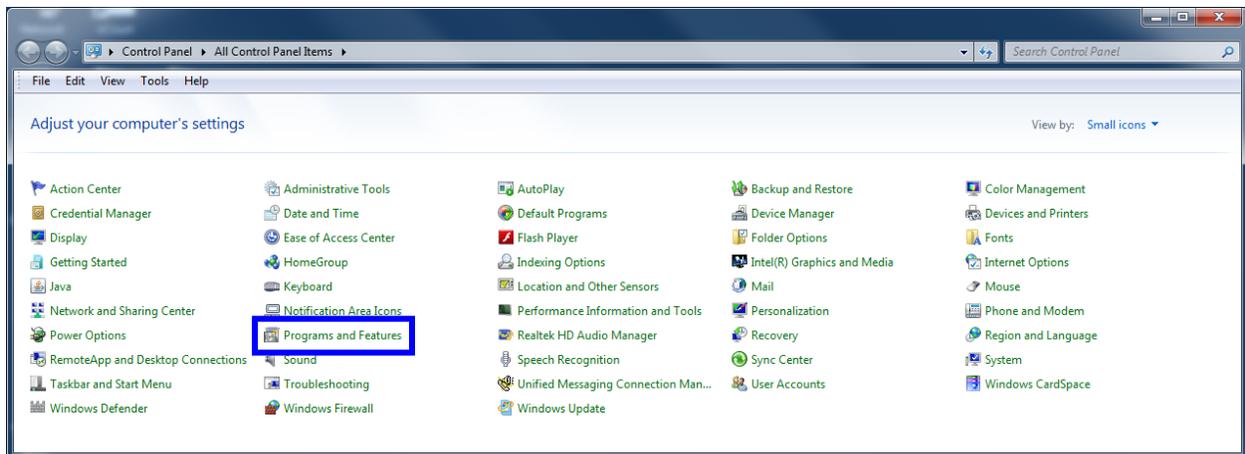
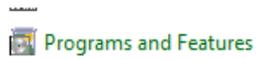
Start menu 

# Liberty Net

## Control Panel



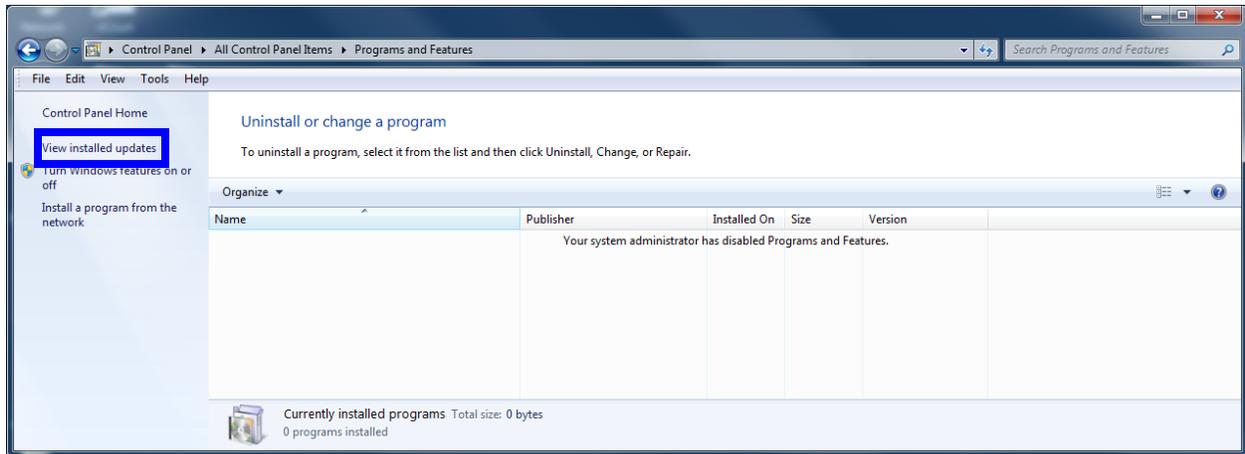
## Programs and Features



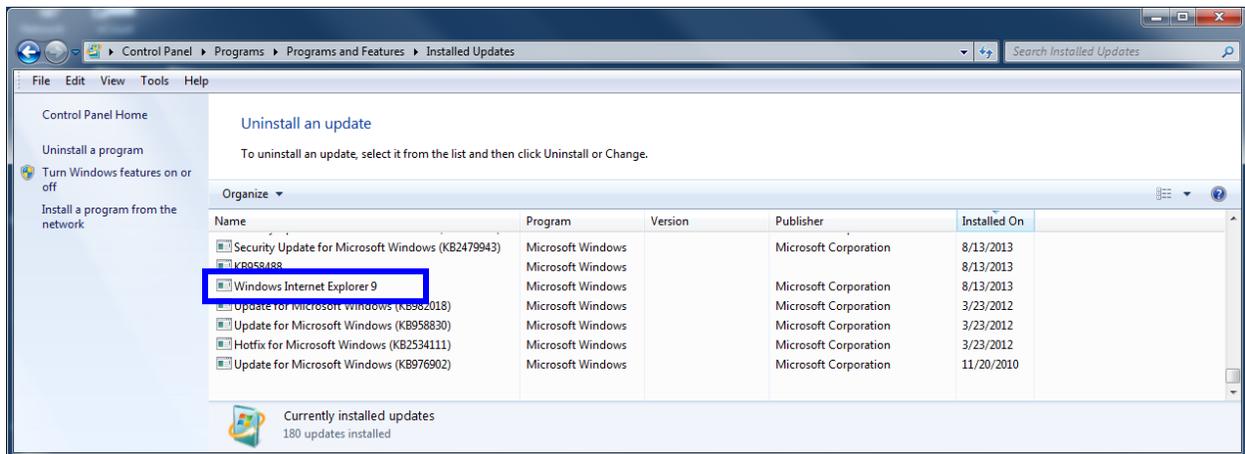
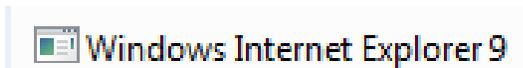
View installed updates [View installed updates](#)

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# Liberty Net



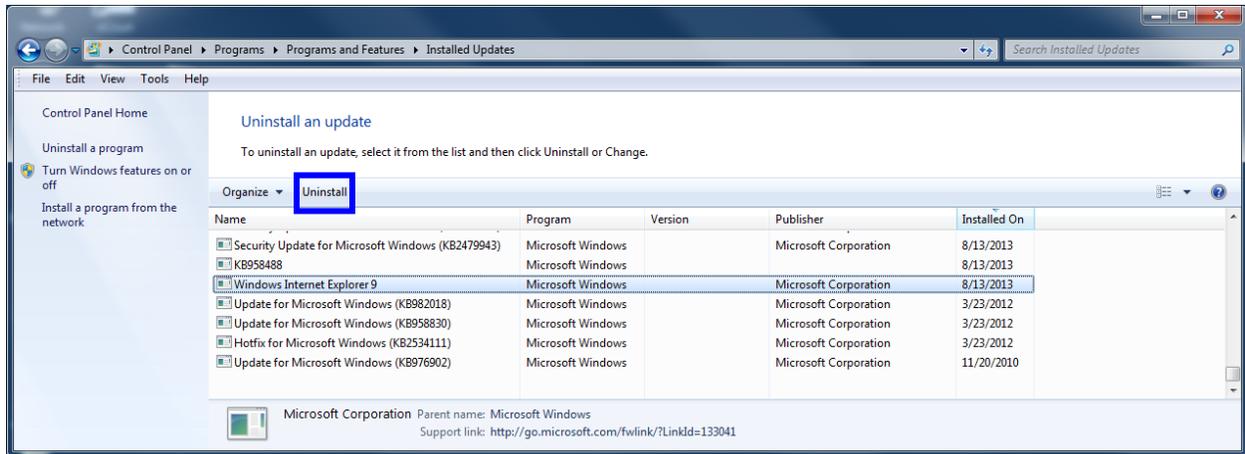
Locate the file named: Windows Internet Explorer (followed by a version number)



Single click on this file, then click Uninstall (this will revert Internet Explorer to the last good working install)

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# Liberty Net

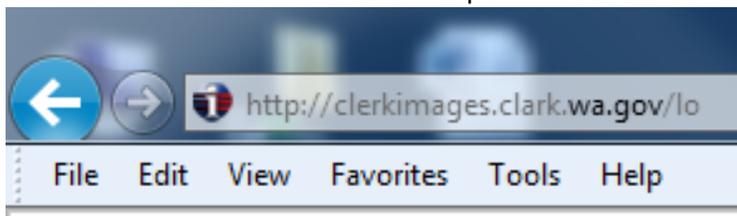


You will have to restart your computer, there could be some updates that are removed or installed through the restart process. Once it has completed try to log into the web page that was causing you issues.

## Windows 7/8 IE 11 ([Back to top](#))

- 1) Delete any shortcuts or Favorite links to LibertyNet
  - a. The link is (<http://clerkimages.clark.wa.gov/LO>)

If you do not have the tool bar with Tools on it push the F10 button on your keyboard to make it appear

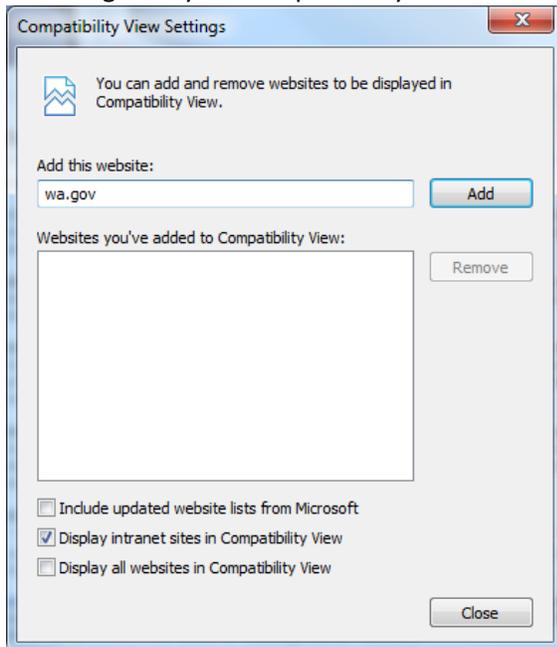


- 2) Select Tools
  - a. Then Compatibility View Settings

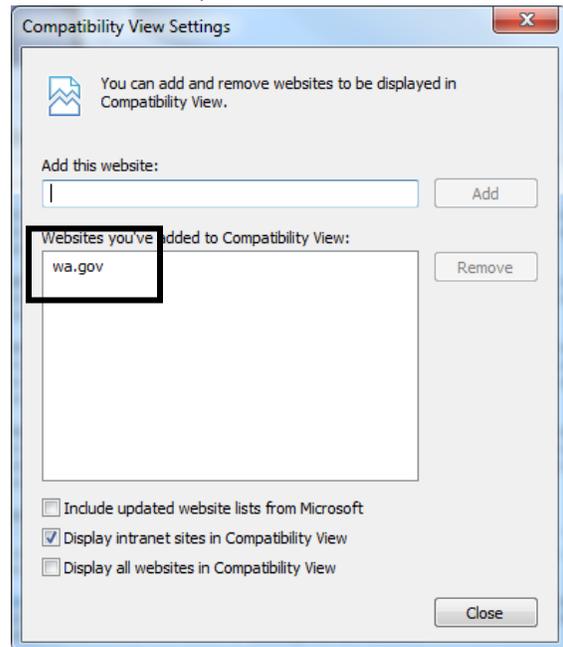
# Liberty Net

This window will open (before)

Add wa.gov to your compatability view websites



After it is added, Then click Close



Then click Close

Close ALL internet explorer windows and try to retrieve a file in liberty if it still fails please go back to the trouble shooter on this page.

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