



HP PartSurfer

HP Partsurfer system users:

If Partsurfer system is experiencing issues with **Internet Explorer 11** which is pre-loaded with Windows 8.1 units, or can also be downloaded from the Microsoft website.

We have a procedure workaround below and once this procedure is executed and saved, you will not need to do it each time you open a new browser, as these settings will be saved into your IE 11 browser configurations.

Special Note:

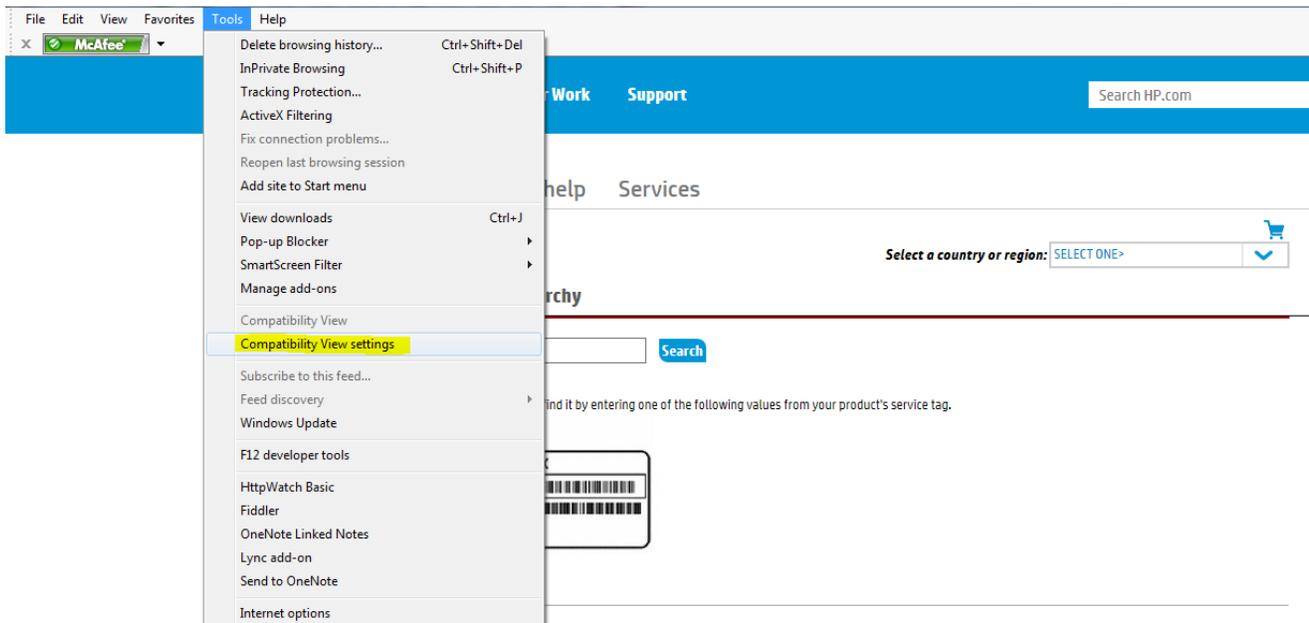
IE10, IE9, IE8 of Windows Internet Explorer are not known have this issue.

Incase you are experiencing issues in IE10, IE9 or IE8 then please follow below workaround procedure to resolve it.

Internet Explorer version 11 workaround procedure.

Please follow the below steps if you are having issues using HP Partsurfer system pages using IE11.

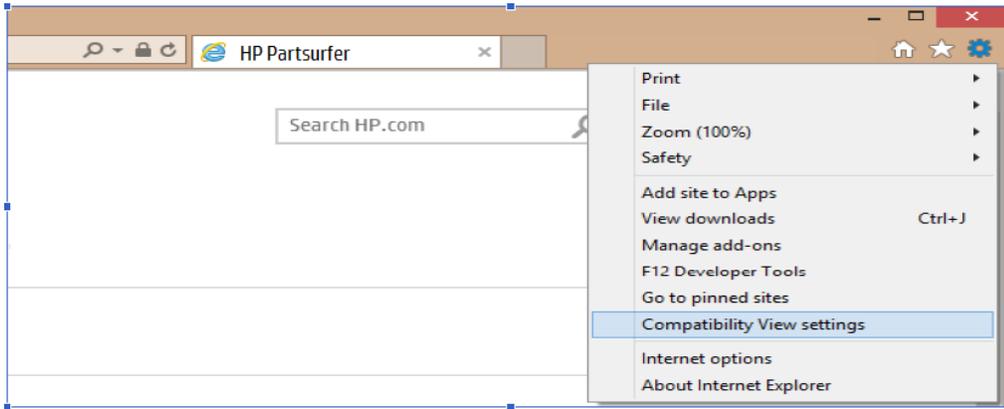
➤ Select tools pull down in the IE browser menu.



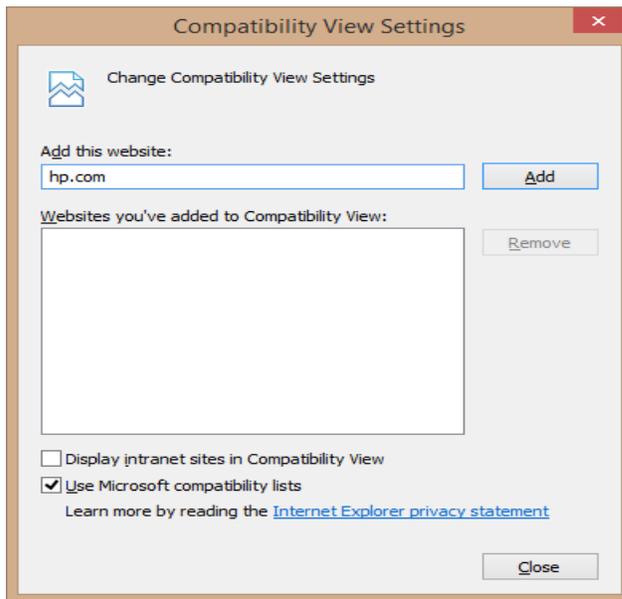
Details:

1. Product name: This is the product name affixed to the front of the device.

Select compatibility View Settings



Enter HP.com within the “Add this website box” and click the “Add” button.



Ensure the “Use Microsoft compatibility View “ box is checked and “click” the close button

