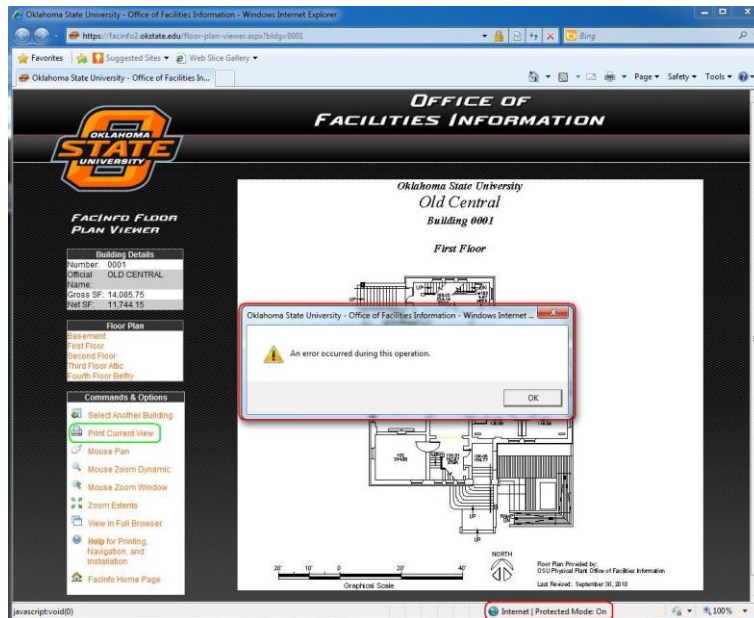


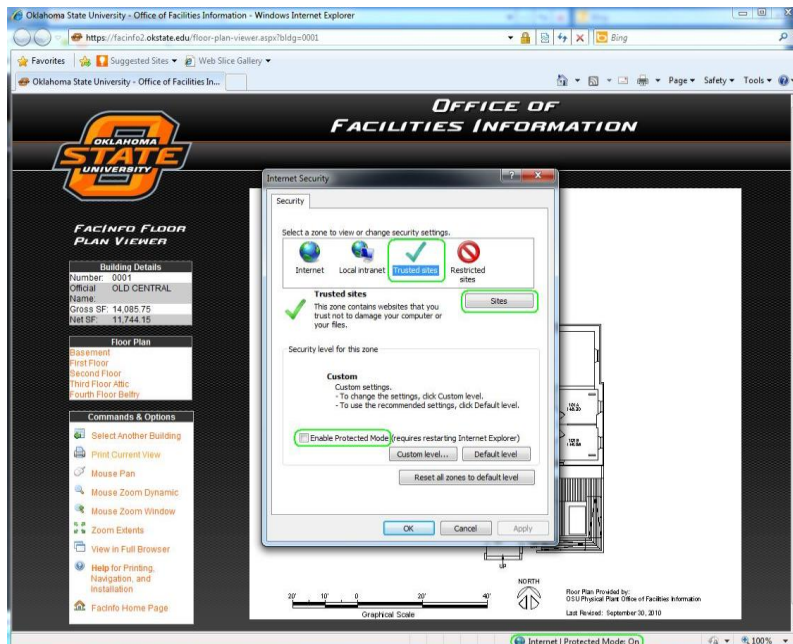
Help with Error Printing Floor Plans using Internet Explorer 8 with Windows 7 and Vista

You may experience the error “An error occurred during this operation” when using the “Print Current View” link on our Floor Plan Viewer:

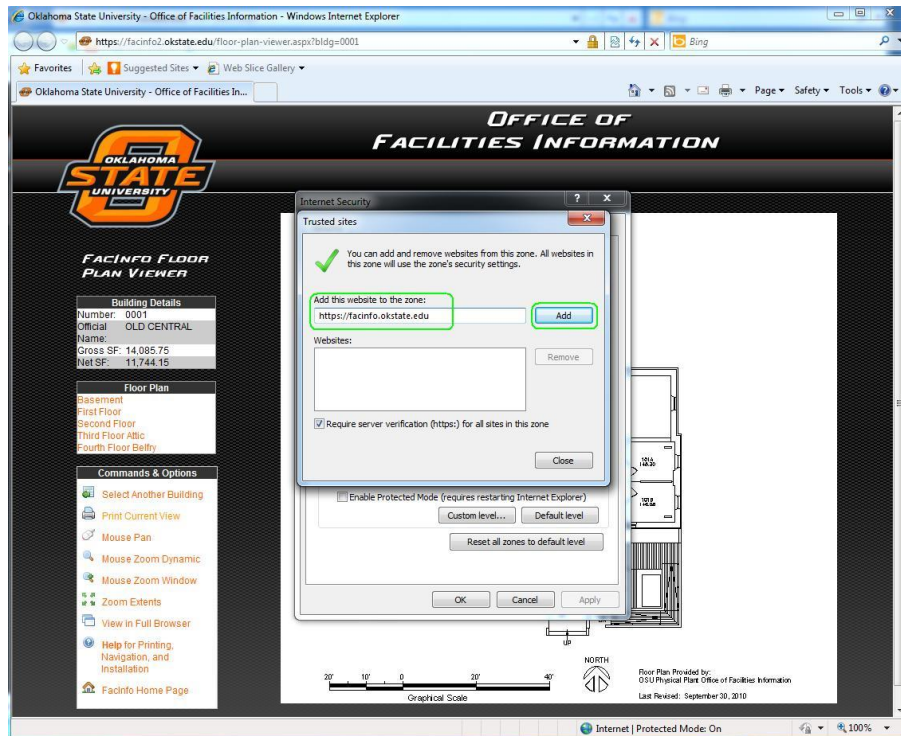


This is related to the IE Protected Mode introduced in IE8 and recent versions of Windows that has been modified in IE9, removing this error.

- Option 1: Upgrade from Internet Explorer 8 to Internet Explorer 9: <http://microsoft.com/ie/>
- Option 2: Add our site to Trusted Sites to safely disable IE Protected Mode. This requires restarting the browser and logging back into the floor plans page.
 - 1) Double-click the “Internet | Protected Mode: On” message at the bottom of the browser, notice “Enable Protected Mode” should be un-checked, and click “Sites”:



- Click "Add" to add <https://facinfo.okstate.edu>. (You may wish to change the entry to *.okstate.edu to add all Oklahoma State University web sites and applications to Trusted Sites.) Click "OK" to close the Internet Security window :



- Close the Floor Plan Viewer window and open a new window by selecting the building again on our Floor Plans page, <http://facinfo.okstate.edu/floor-plans.aspx>. Click "Print Current View". You should now see the Print dialog rather than the prior error message:

