

## To All Knowledge Base users

If you have upgraded your Internet Explorer browsers to version 8, you will encounter some formatting and display errors when viewing the Knowledge base content on this site. This is because currently the knowledge base is not supported on Internet Explorer v8. Figure 1 shows a screen shot of how the knowledge base page appears, with errors.

To resolve these errors and view the knowledge base as normal, please enable the "Compatibility View" button as indicated by the yellow arrow in Figure 2, then reload the browser. This will resolve all format and display errors, in particular the drop down selection for products and category will be enabled. The layout of the answers is also improved. This setting will only need to be done once as it is remembered each time the user revisits the page.

Figure 1 – Page with errors:

**Support & Troubleshooting** Answers Help

Product Category Search Text  Search Tips

Search By: Phrases Sort By: Default Sort

44 Answers Found Page: 1 of 3

	Product	Category	Summary
1	SP C311N, C312DN	Drivers/Utilities	How to uninstall/delete a printer driver
2	SP C311N, C312DN	multiple	How to install the PCL driver
3	SP C311N, C312DN	multiple	How to select the default printer in Windows
4	SP C311N, C312DN	Drivers/Utilities	Errors when installing a printer driver
5	SP C311N, C312DN	multiple	How to install DeskTopBinder - SmartDeviceMonitor for Client from CD-ROM
6	SP C311N, C312DN	Troubleshooting	Issues affecting Windows Server 2008 Terminal Service Easy Print
7	SP C311N, C312DN	Drivers/Utilities	Installing a printer from a limited user account
8	SP C311N, C312DN	How to	How to print a system configuration page

Figure 2 – Corrected page:

http://www.ricoh-support.com/enduser/support/knowledgebase.asp?url=https%3A%2F%2Fwww.ricoh-support.com/enduser/support/know...

File Edit View Favorites Tools Help

Google

Convert Select

Favorites Suggested Sites Free Hotmail Web Slice Gallery

http://www.ricoh-support.com/enduser/support/kno...

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**Support & Troubleshooting** Answers Help

Product Category Search Text  Search Tips

Printers Color  All

SP C311N, C312DN

Click the >> button to proceed

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