

PD Online™ Microsoft Word Download Issue

Issue: Some PD Online users have reported trouble opening the Word versions of documents. When they go to open the file using the provided link, a window opens for a split second then closes with a “*blip*.”

The issue seems only to affect users running some versions of Windows and accessing the courses using certain versions of Internet Explorer. Those users running Windows but using non IE browsers (including Firefox, Safari, or Chrome) do not report the issue.

Cause: If the problem is isolated to the Word documents only (i.e., the user can download other files without issue), the cause may be a setting on the user’s computer.

Solution: The simplest solution is for the user to download the PDF version of the document using the provided link. The user may change his or her computer settings to allow the files to download. However, because of the number of variables (OS version, browser version, personal settings, etc.), the steps document below may not resolve the issue. **In all cases, users should only try these steps if they feel confident in their computer skills and should proceed at their own risk.**

Windows XP and Internet Explorer

1. Open Windows Explorer (typically, Start → All Programs → Accessories → Windows Explorer).
2. From the “**Tools**” menu item, select “**Folder Options ...**” then the “**File Types**” tab.
3. In the “**Registered file types**” list, find and click on “**DOC**” extension.
4. Click “**Advance**” button.
5. Uncheck “**Confirm open after download**” in “**Edit File Type**” window.
6. Click OK button to close it.
7. Click OK button to close “**Folder Options**” window.
8. Restart the course and try the link again.

Windows 7 and Internet Explorer

1. Open Windows Internet Explorer.
2. Select “**Tools**” from the Menu Bar. This opens a dropdown menu.
3. Select “**Internet Options**” from the dropdown menu. This opens the “**Internet Options**” window.
4. Select the “**Security**” tab.
5. Highlight “**Internet**” in the “**Zone**” section.
6. Select the “**Custom level...**” button. This opens the “**Security Settings – Internet Zone**” window.

7. Scroll down to the “**Downloads**” section (about half way down the menu).
8. Select “**Enable**” for the three sub choices (see image):
 - Automatic prompting for file downloads
 - File download
 - Font download
9. Select “**Ok**” to save changes and close the “**Security Settings – Internet Zone**” window.
10. Select “**Ok**” to save changes and close the “**Internet Options**” window.
11. Restart the course and try the link again.

