

## Internet Explorer Troubleshooting Check List for Intermittent - Unrecorded Errors

- 1> Turn off hardware acceleration
  - Click Start, type desk.cpl in the Open box, and then press Enter.
  - Click the Settings tab, and then click Advanced.
  - Click the Troubleshoot tab, and then move the Hardware Acceleration slider to None.
  - Note If the Troubleshoot tab is not present, your graphics card does not support hardware acceleration. Skip this method.
  - Click OK two times.
- 2> Turn off script debugging and Runtime Error messages
  - Internet options - advanced – browsing section - disable script debugging
  - Here under Browsing section, check the first two and un-check the third check-box:
    - Disable script debugging (Internet Explorer)
    - Disable script debugging (Other)
    - Display a notification about every script error
  - Click Apply/OK.
- 3> Disable Smarts Tags in Internet Explorer
  - Tools, Internet Options, Advanced tab
- 4> Disable all third party add-ons to Internet Explorer
  - Start, Control Panel, Internet Options, Advanced tab
  - Under browser section
  - Then un-checking the “Enable third party browser extensions”
- 5> Use software rendering instead of GPU rendering
  - Advanced tab - Under Accelerated Graphics.
- 6> Run sfc /scannow
- 7> Re-register Internet Explorer DLL file
  - Fix-IE Program - <http://www.thewindowsclub.com/downloads/Fix%20IE.zip>
- 8> Disable Browser Smooth Scrolling
- 9> Check mouse settings for anything not set to default
- 10> Clear dns cache
  - ipconfig /flushdns
  - Restart DNS Service from Command Line
  - net stop dnscache
  - net start dnscache
- 11> If issue is with one particular site on lan then add to hosts file
- 12> Test IE from safe mode to see issue still appears.
  - Or remove all unnecessary programs from startup one by one till issue is resolved.
- 13> Clean registry with CCleaner – very safe for cleaning registry.
- 14> Fix Intermittent Runtime Errors in Internet Explorer with MS FixIt Program