Internet Explorer Setting to View Attachments

All Windows clients will need to make the following setting change in order to view attachments in Internet Explorer. Failure to make these changes will result in the following error message: *"File not found or file received has length zero."*

NOTE: No changes are needed to view attachments in Mozilla Firefox or on a Mac using Chrome or Firefox.

1. From within Internet Explorer, select **Tools – Internet Options** from the menu.
2. Click the **Security** tab and click once to select **Local Intranet**. Click the **Sites** button.
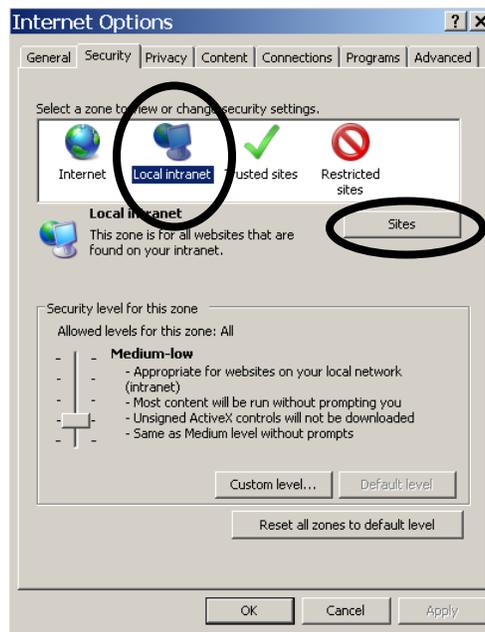
3. The Local Intranet dialog box returns. Verify there is a check in the "*Automatically detect intranet network*" and click the **Advanced** button.

4. Verify the box is **unchecked** to "*Require Server verification for all sites in this zone.*" Click inside the box to "*Add this website to the zone*" and add the following two sites (click the **Add** button after entering each item):

> ***.uakron.edu**

> ***.uanet.edu**

5. The Local Intranet sites should look like the screenshot below. Click the **Close** button. Then, click **OK** and **OK** again to close all open dialog boxes**.**