

If you have already worked with a GFC CMLS technician to configure your computer so RE/Xplorer works with Internet Explorer 9, but you are still having problems doing searches or loading reports, please follow these simple instructions.

1. Log out of RE/Xplorer.
2. From any website within Internet Explorer, go to **Tools> Internet Options**.
3. Click the **Advanced** tab.
4. Go to the **Browsing** section and remove the check in **Disable script debugging (Internet Explorer)**.
5. Click **OK**.

The two major indications that this box has been re-checked are:

1. When you do a search, the number of matches on the right side of the screen stops updating when you enter criteria.
2. Reports do not load- the report screen opens, but it is completely blank and never changes.

Please print this out and keep it next to your computer. You will likely have to perform this simple fix from time to time when REX stops working properly.