

Web of Knowledge does not support Internet Explorer 9 (IE9) at this time. One known issue is a blank results display. Tests have shown that this and other possible display problems can be resolved by using the "Compatibility View" option. This feature can be found under Tools > Compatibility View or by clicking on the broken/torn page icon located near the URL bar.

For more details, see the following Microsoft knowledgebase article:

### **Method 1: Enable Compatibility View for specific websites in Internet Explorer**

To enable Compatibility View for specific websites that are not displayed correctly or that are not working correctly, follow these steps:

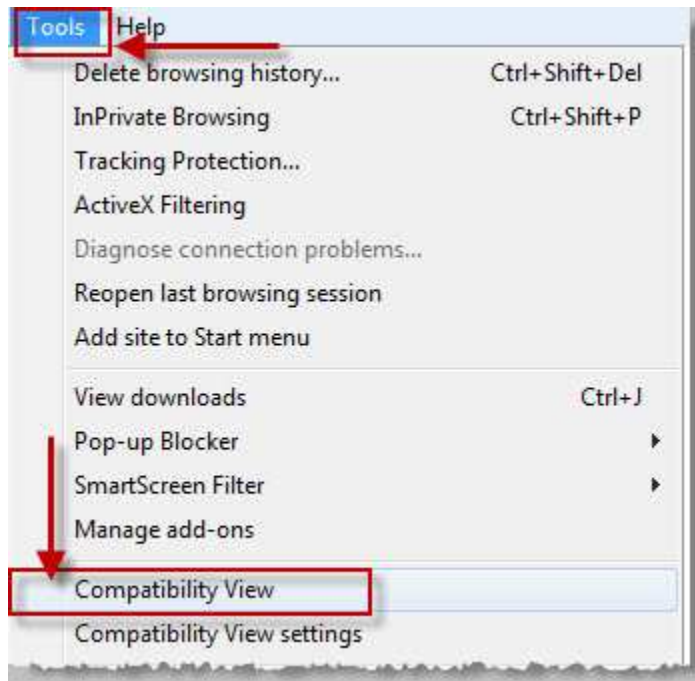
1. Open the website that is not displayed correctly or that does not work correctly in Internet Explorer 8 or in Internet Explorer 9.
2. Click the **Compatibility View** button that is located directly to the right side of the address bar next to the **Refresh** button.

Collapse this imageExpand this image



Or, on the **Tools** menu, click to select the option **Compatibility View**. If the **Tools** menu is not displayed, press ALT to display the **Tools** menu.

Collapse this imageExpand this image



#### Note

- If the **Compatibility View** button does not appear on the right side of the address bar, or if the command is not available under the **Tools** menu, you cannot use this method. You may be experiencing a different problem, or the network administrator may have used a Group Policy setting to configure the Compatibility View settings on your computer.
  - If you are using a home computer, see the "[Similar problems and solutions and support information](#)" section for alternative steps.
  - If you are using a computer in an enterprise environment, contact your administrator or the help desk.
- 3. If this method worked, you may have to repeat this method for each website that experiences these problems.

**Note** When you use this method to fix a website, Internet Explorer saves your Compatibility View setting for that website. Every time that you visit that site, Compatibility View will be used.

Please see the article below for more information on Compatibility Mode:  
<http://support.microsoft.com/kb/956197>