

CertAid Release 2.2 resolves errors for IE 11

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Users processing SAP GRC fire-fighter logs using Internet Explorer 11 may experience very long response times which may also be accompanied by an error message, "mit.edu is not responding".

This is due to a known issue in Internet Explorer 11.

Users can resolve the issue by running [CertAid for Windows](#) release 2.2 or higher. CertAid 2.2 or higher sets the following Windows registry key value:

```
[HKEY_CURRENT_USER\Software\Microsoft\Internet  
Explorer\Main\FeatureControl\FEATURE_FORCE_NATURAL_TEXT_METRICS]  
"iexplore.exe"=dword:00000000
```

See Also

- [CertAid Landing Page](#)