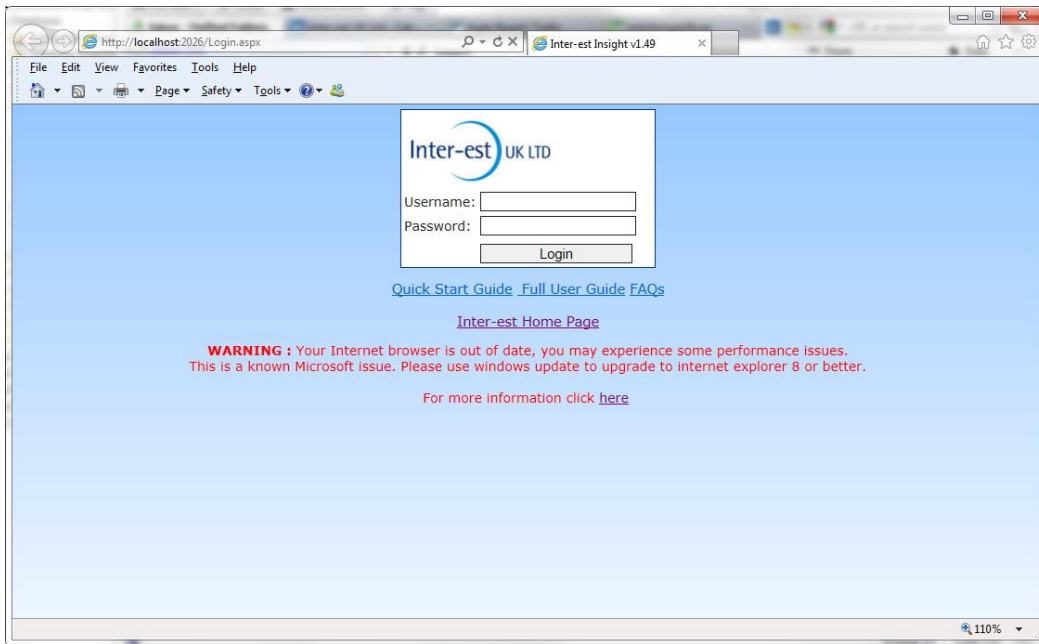


Internet Explorer Versions 6 and 7 Performance Issues

Who is affected

You are affected if you are using Windows XP/ Windows Vista and are using Internet explorer 7 or earlier. You can identify if you are using an old version of Internet Explorer by looking for a red warning when logging into Insight or by selecting About Internet Explorer from its help menu.



Problem description

Inter-est Insight and millions of other websites around the world use JavaScript and AJAX technologies to allow a great end user experience to be delivered within an internet browser. These standard technologies rely heavily on the JavaScript engine which is embedded within your Internet Browser. Microsoft recommends using the latest version of internet explorer for many reasons, but they have also optimised the JavaScript engine to run much much quicker. Insight runs many times faster in Internet Explorer 8 when compared to the previous version Internet Explorer 7. The latest version of Internet Explorer depends on your operating system and is as follows (as of November 2011):

Operating System	Minimum Recommended Version	Latest Internet Explorer Version
Windows XP	Internet Explorer 8	Internet Explorer 8
Windows Vista	Internet Explorer 8	Internet Explorer 8
Windows Vista SP2	Internet Explorer 8	Internet Explorer 9
Windows 7	Internet Explorer 8	Internet Explorer 9

We recommend using Internet Explorer 8 (IE8) as a minimum; IE8 has been available since March 19 2009 and is a very mature technology.

Resolution

Upgrade your machine to use Microsoft's recommended version of Internet Explorer. To do this we recommend doing one of the following:

- Contacting your systems administrator
- Use windows update which can be found on your start menu or at <http://www.update.microsoft.com> to install important updates.