

"view" doesn't work to open document on...



[Manabu Kato](#) 7 posts since

Oct 14, 2008

If someone posted the same question before, I apologize.

This problem only happens on Internet Explorer. When a user choose "view" to read a document, and choose "Open" option, a new window opens but nothing is displayed. We use Clearspace v2.5.3. Is this something to do with settings on IE?

Tags: documents



[Vinh](#) 12,343 posts since

Apr 1, 2008 1. Re: "view" doesn't work to open document on IE Jan 14, 2009 4:56 PM

Hey Manabu,

I'm not sure I understand what's going on. Are you trying to open a binary document with IE? Binary documents are wiki documents with something like Microsoft Word or Excel files uploaded to it. This is exact same document is working for another browser like Firefox?

Thanks,

Vinh



[Manabu Kato](#) 7 posts since

Oct 14, 2008 2. Re: "view" doesn't work to open document on IE Jan 15, 2009 6:14 AM

Hi Vinh, Thank you for your reply. This only happens to an uploaded document such as word or excel and click "view" option under the file name. When you click "view", I get an option of either "open" or "save", and if I choose "open", another window opens but nothing happens in the window (just blank).

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If I simply click the title of the file instead of "view", I get the same "open" or "save" option, and MS Office program starts..and it works.

Thank you.

Manabu



[Vinh](#) 12,343 posts since

Apr 1, 2008 **3. Re: "view" doesn't work to open document on IE** Jan 19, 2009 2:19 PM

Hey Manabu,

I'm not able to reproduce this in IE 7 and 2.5.3. Are you using IE 7 or IE 6?

Thanks,

Vinh



[Manabu Kato](#) 7 posts since

Oct 14, 2008 **4. Re: "view" doesn't work to open document on IE** Jan 20, 2009 5:12 AM

Thank you for your help. Our network admin and I suspect that this is caused by one of our servers. Looks like it's an internal problem.



[Vinh](#) 12,343 posts since

Apr 1, 2008 **5. Re: "view" doesn't work to open document on IE** Jan 20, 2009 9:03 AM

Thanks Manabu.



[Dishant Shah](#) 122 posts since

Jan 7, 2009 **6. Re: "view" doesn't work to open document on IE** Apr 28, 2009 12:03 PM

What was the resolution?

"view" doesn't work to open document on...

We are seeing a similar issue.

Thanks!

Dishant