**Internet Explorer Compatibility Issue IE10 Fix**

1. Locate MainFrame.asp in Director server. The location for a default install on Windows 2003 and 2008 server is C:\Program Files\Shoreline Communications\ShoreWare Director\. A Windows 2008 R2 system will be in C:\Program Files (x86)\Shoreline Communications\ShoreWare Director.
2. Make a backup of MainFrame.asp.
3. Open MainFrame.asp with any text editor, such as NotePad.
4. Search for "<head>" tag, at about line #14.
5. Insert **<meta http-equiv="X-UA-Compatible" content="IE=8">** after <head> tag.
6. Save the change and login to Director.
7. The browser will now run in IE8 compatibility mode and not corrupt the database.

**Sample code snippet with above patch in yellow:**

...

<html>

<head>

<meta http-equiv="X-UA-Compatible" content="IE=8">

<!--#include file="meta\_tags.stm"-->

<LINK REL="SHORTCUT ICON" HREF="images/ShoreTelLogo.ico">

<title><%=PrefixTitle%> Director</title>

</head>