

Diagnostic Device Hardware & Windows®

Number: AHW-15-09

Subject: Restore Internet Explorer 11 Update

Date: Dec. 4, 2015

## 1.0 – Introduction

Various web-based resources used by diagnostic laptop and tablet devices, i.e.: ElsaPro, ODIS Service etc., will require (the previously hidden) Internet Explorer 11 update from Windows®.

Please check, and if necessary restore and install the hidden IE11 update on all diagnostic devices in service using the following procedure.

## 2.0 – Restore IE11 Update

### Note:

*The Windows update process may require considerable time and device memory to complete. As a result, we recommend removing the diagnostic device from service to perform the procedures.*

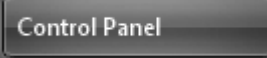
### Prerequisites:

- ☐ Diagnostic device plugged in to A/C power adapter and booted to Windows desktop
- ☐ Network connection: Ethernet cable or WLAN. (Minimum recommended network download speeds: **6 Mbps** (single brand) or **8 Mbps** (dual brand).)
- ☐ Diagnostic tablets mounted in base station with USB mouse and keyboard connected.

1. From the Windows desktop, go to: **Start:**

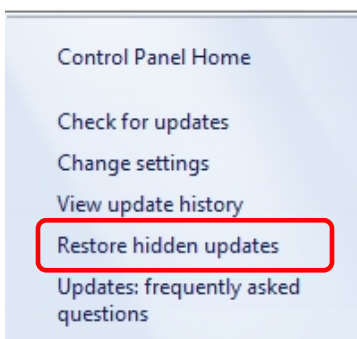


and then select:



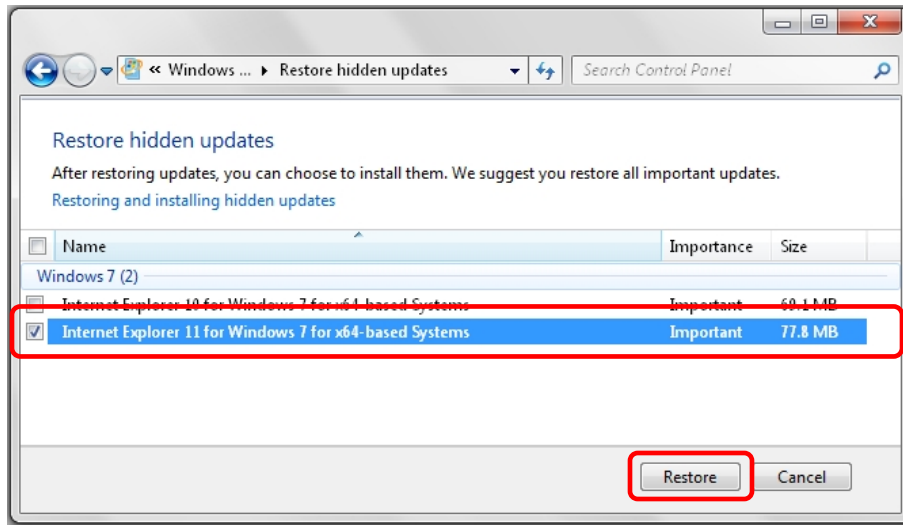
2. Select:  **Windows Update**

3. From the Control Panel menu, select **Restore hidden updates**:



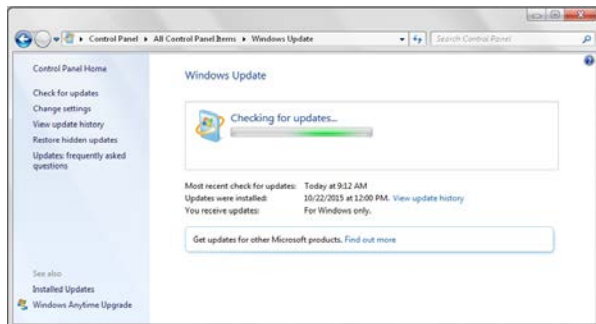
(cont.)

4. Highlight the **IE11 update** as illustrated, and then select **Restore**:

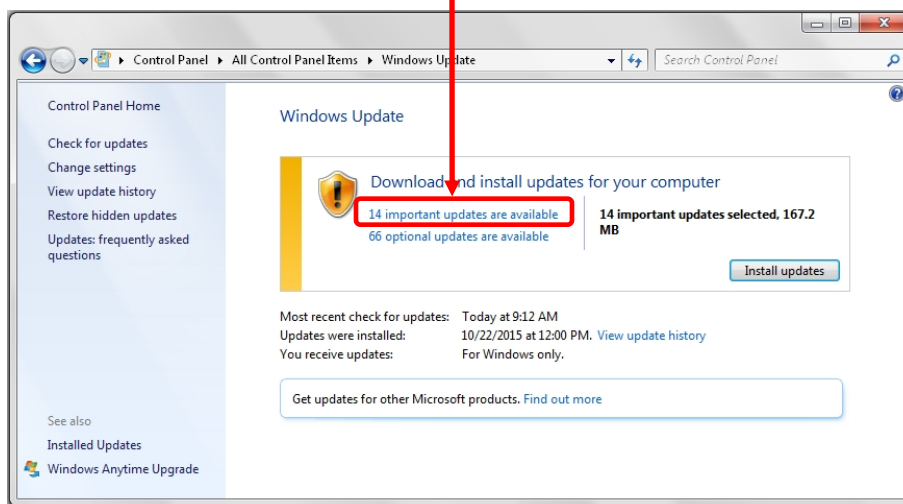


Windows automatically checks for all available updates.

5. No action necessary. This step may take some time... **please be patient**:

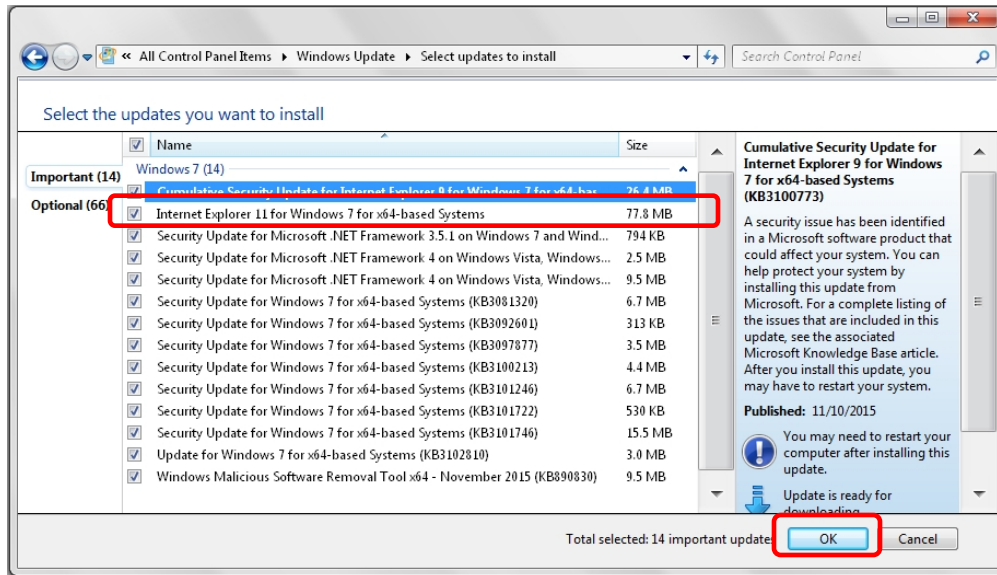


6. Click **XX Important updates are available**:

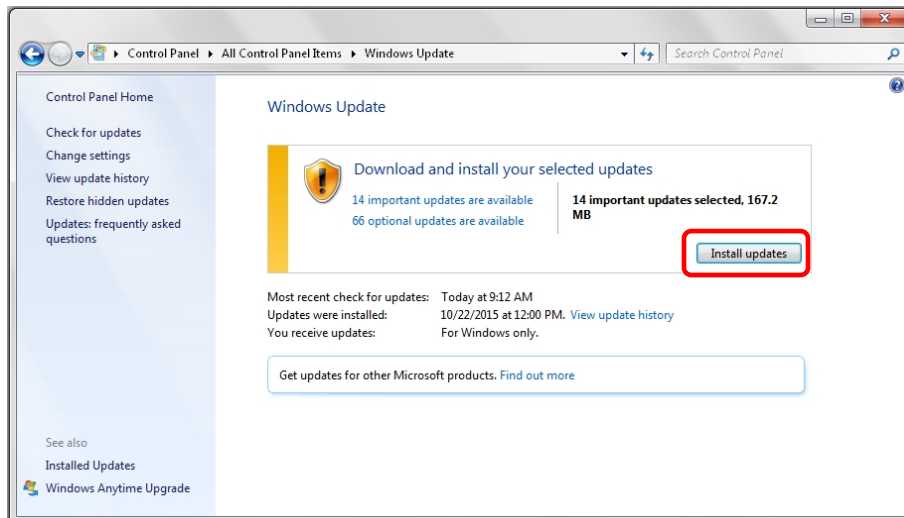


(cont.)

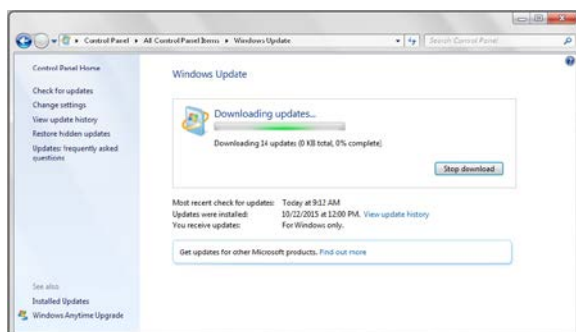
7. Confirm that the **IE11 update** is listed for download, and then select **OK**:



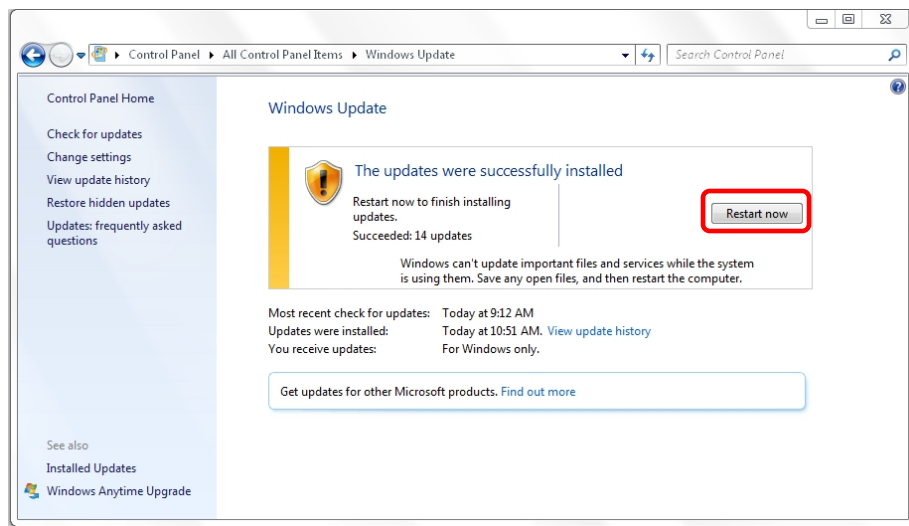
8. Select **Install updates**:



9. No action necessary. This step may take some time... **please be patient**:



## 10. Select **Restart now**:



### **Note:**

*The device restart process after a Windows update installation may take some time... please be patient while the device resolves the updated files and restarts.*

## 11. Return the device to service.