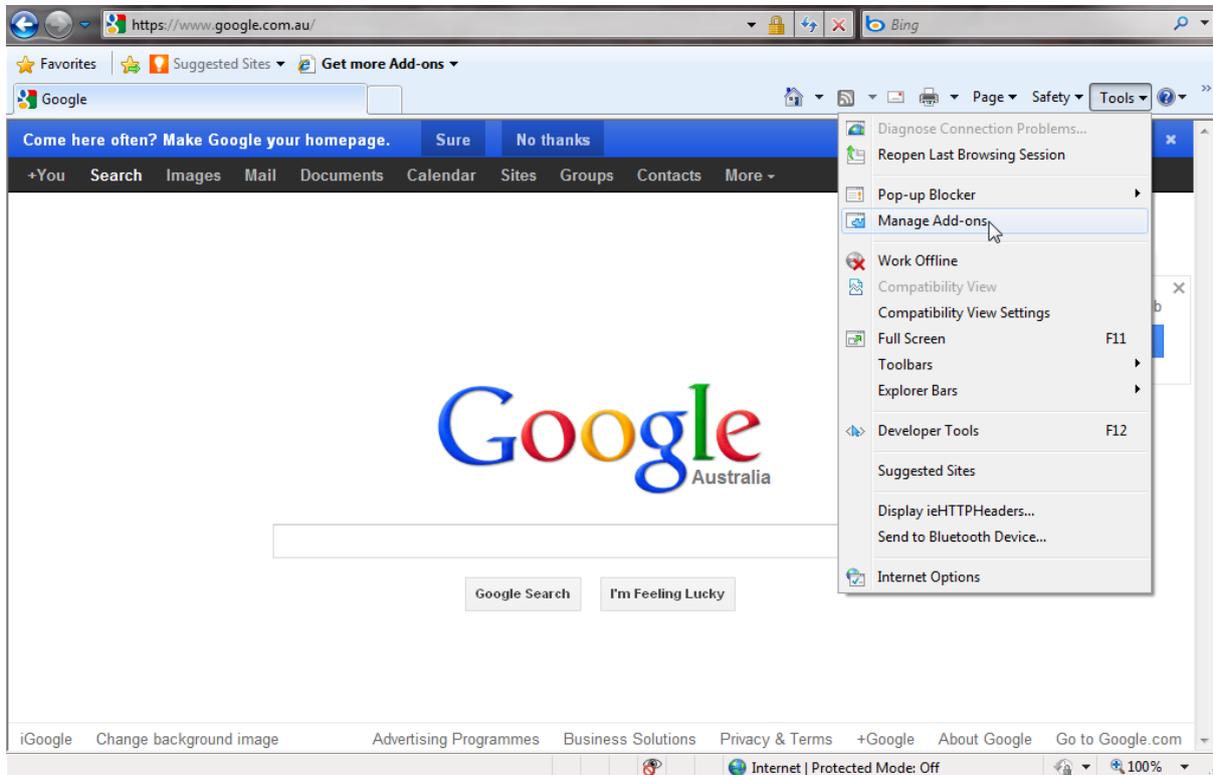


## Launch Internet Explorer

Launch internet explorer and open the *Tools* menu and select *Manage Add-ons*

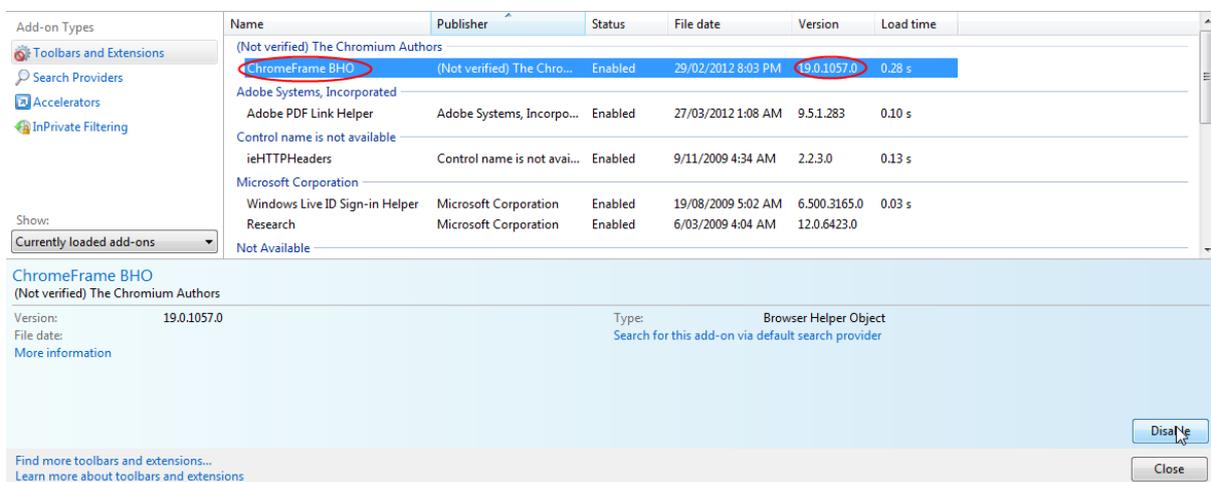


## Disable the ChromeFrame BHO Extension

Select the *Toolbars and Extensions* add-on type and select *ChromeFrame BHO* version 19.0.1057.0.

Click the *Disable* button. Close the browser and re-open and the issue is fixed.

[View and manage your Internet Explorer add-ons](#)



The screenshot shows the 'Add-on Types' pane on the left with 'Toolbars and Extensions' selected. The main pane displays a list of installed add-ons. The 'ChromeFrame BHO' add-on is highlighted, with its name circled in red. The version number '19.0.1057.0' is also circled in red. Below the list, the details for the selected add-on are shown, including the publisher '(Not verified) The Chromium Authors', version '19.0.1057.0', and type 'Browser Helper Object'. A 'Disable' button is visible at the bottom right of the details pane.

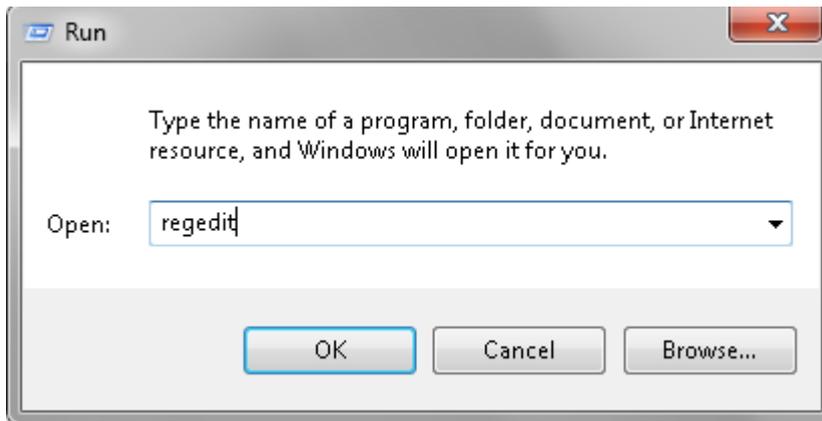
Add-on Types	Name	Publisher	Status	File date	Version	Load time
Toolbars and Extensions	(Not verified) The Chromium Authors					
Search Providers	ChromeFrame BHO	(Not verified) The Chro...	Enabled	29/02/2012 8:03 PM	19.0.1057.0	0.28 s
Accelerators	Adobe Systems, Incorporated					
InPrivate Filtering	Adobe PDF Link Helper	Adobe Systems, Incorpo...	Enabled	27/03/2012 1:08 AM	9.5.1.283	0.10 s
	Control name is not available					
	ieHTTPHeaders	Control name is not avai...	Enabled	9/11/2009 4:34 AM	2.2.3.0	0.13 s
	Microsoft Corporation					
	Windows Live ID Sign-in Helper	Microsoft Corporation	Enabled	19/08/2009 5:02 AM	6.500.3165.0	0.03 s
	Research	Microsoft Corporation	Enabled	6/03/2009 4:04 AM	12.0.6423.0	
	Not Available					

## Remove registry entries

Depending on what version of windows is installed there may be some registry keys that need to be removed. If unsure which version of windows is being used please follow the instructions for both 32 bit and 64 bit windows. If the registry keys do not exist then they do not need to be removed. This can be done as follows:

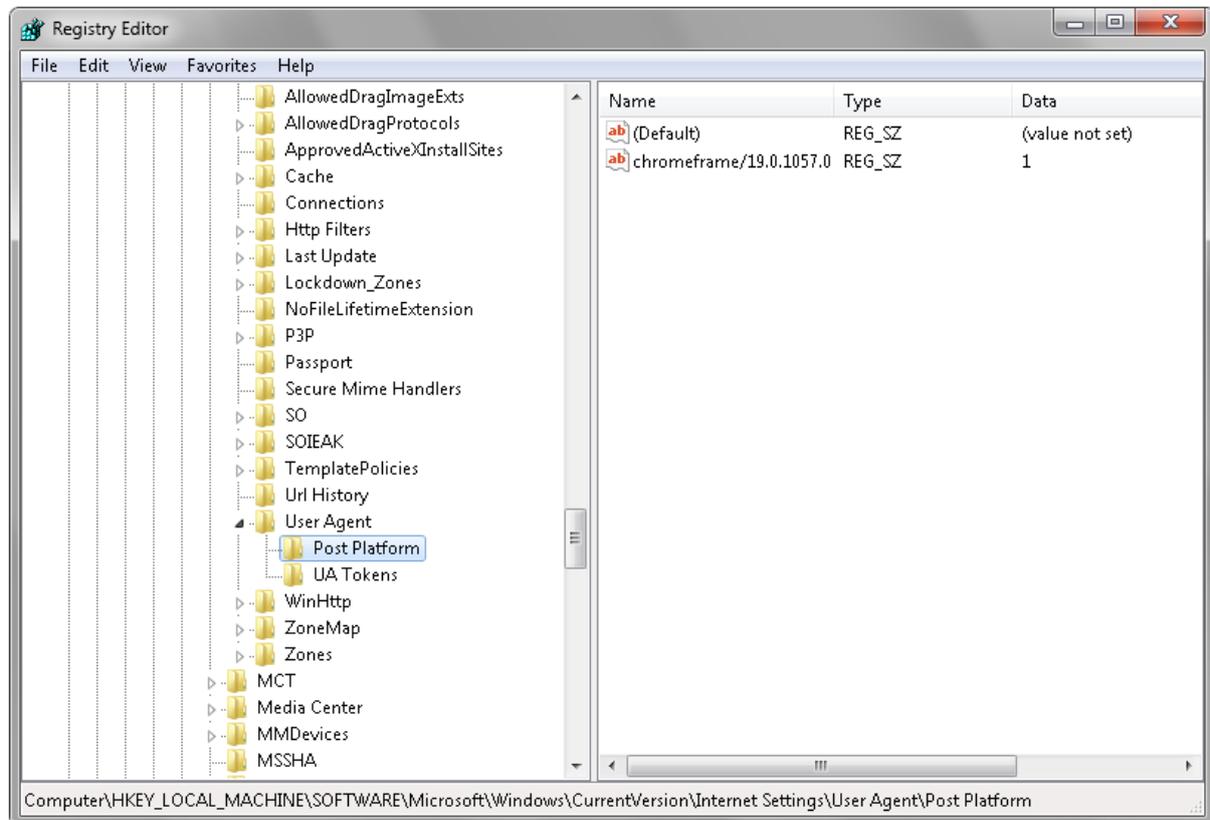
### 32 bit Windows

In Windows Click *start > run > regedit*.

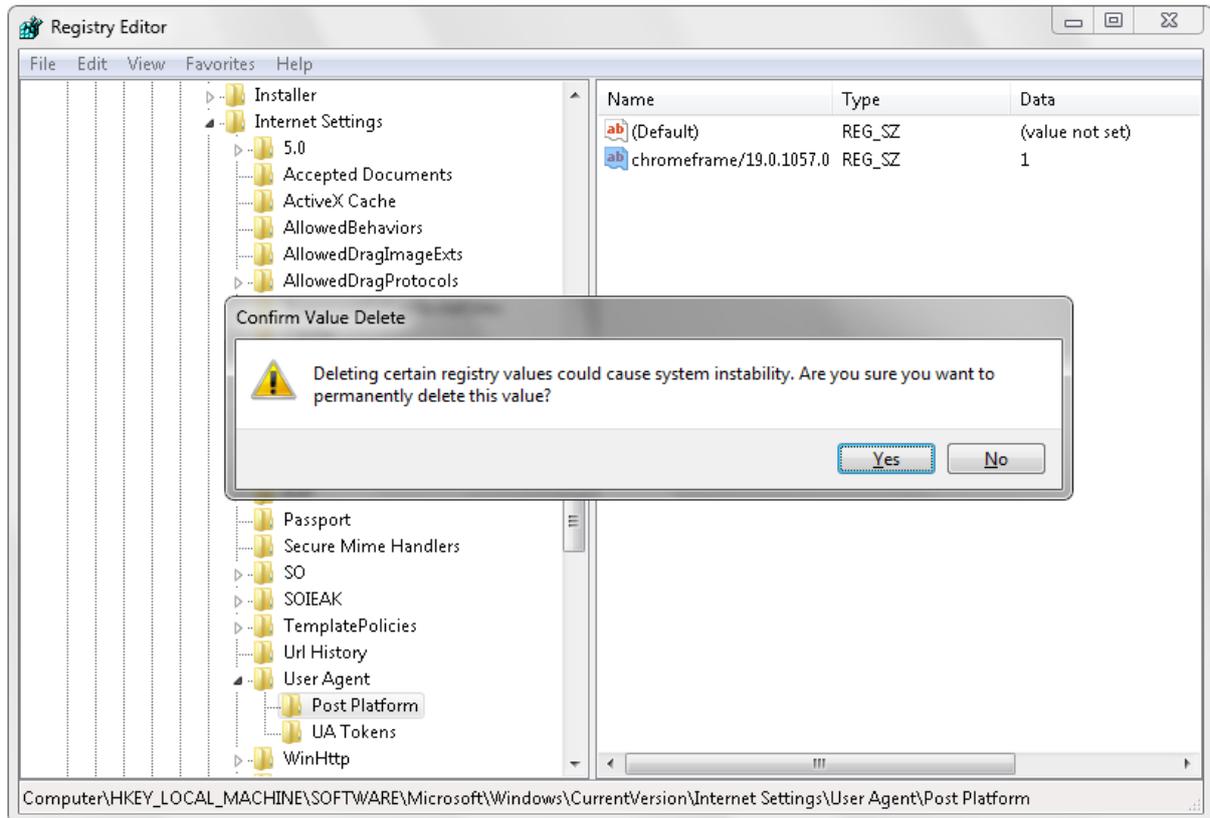


Within the Registry Editor navigate to

*[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\User Agent\Post Platform]*



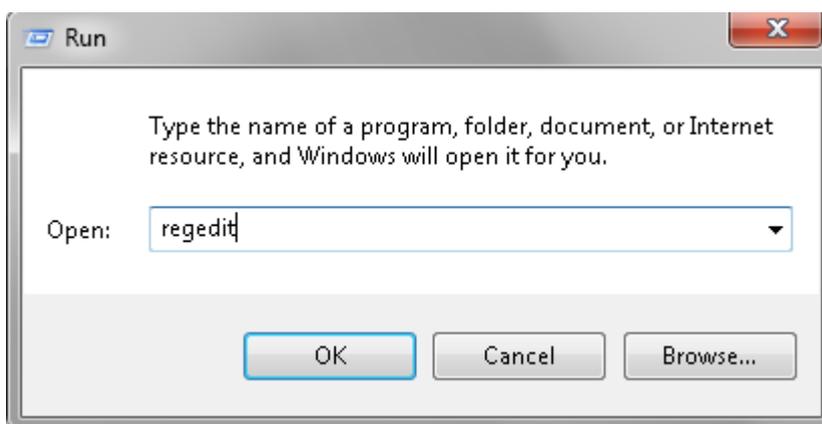
If there is a value for *chrome/19.0.1057.0* then highlight it, press *Delete* and click *Yes* to confirm the deletion.



Close and re-open Internet Explorer.

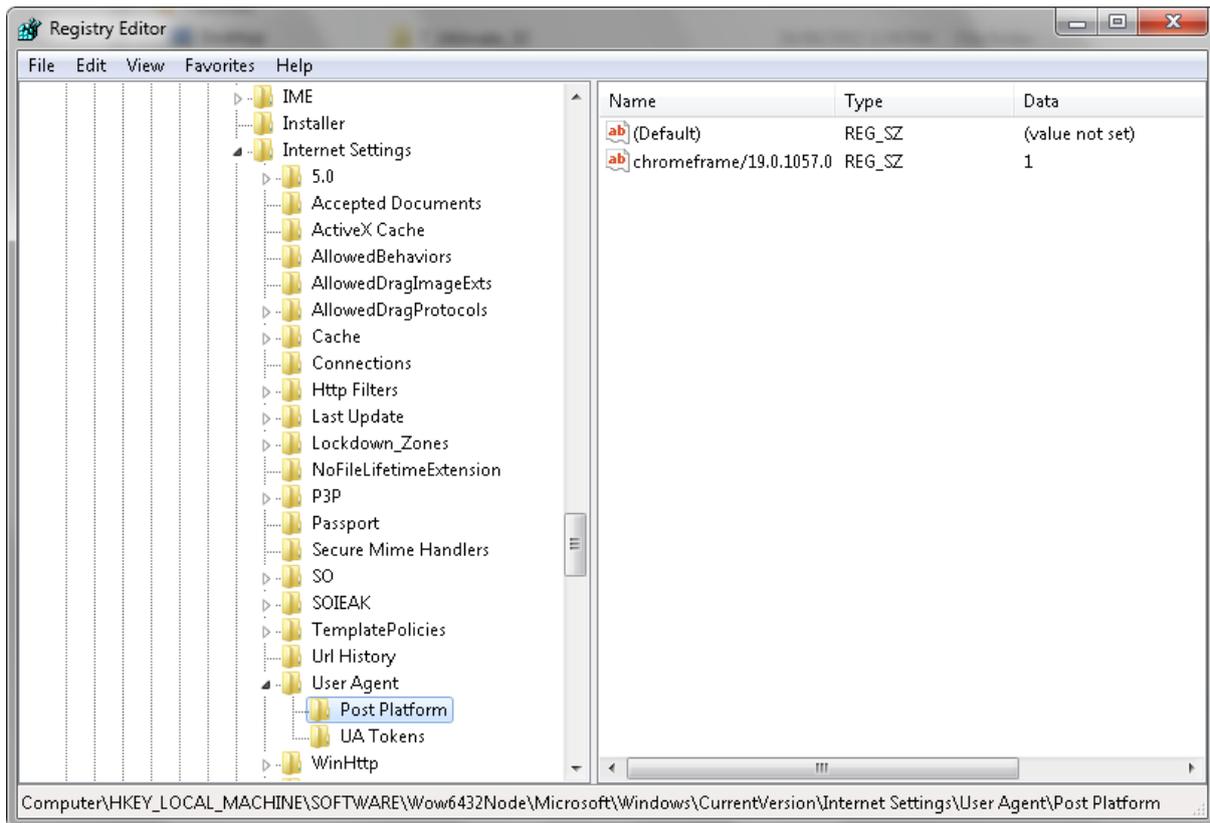
## 64 bit Windows

In Windows Click *start > run > regedit*.

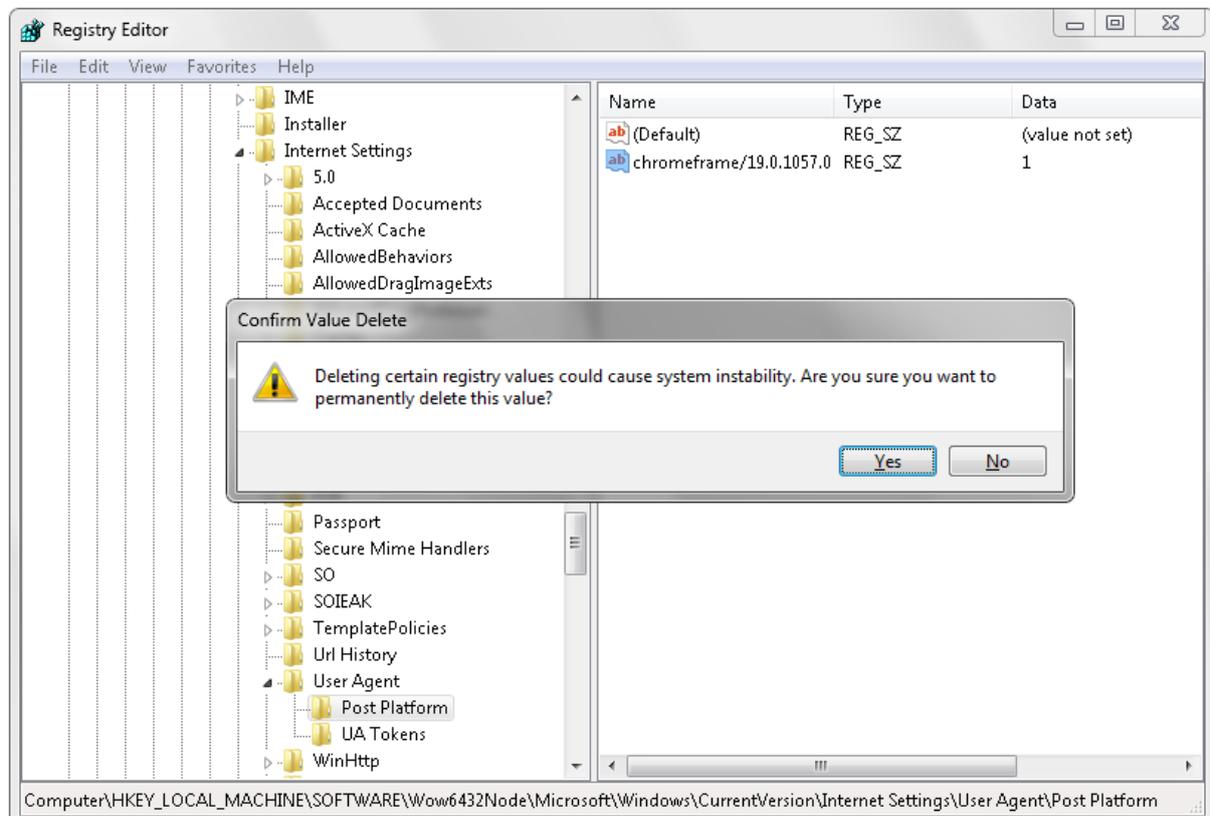


Within the Registry Editor navigate to

*[HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Internet Settings\User Agent\Post Platform]*



If there is a value for *chrome/19.0.1057.0* then highlight it, press *Delete* and click *Yes* to confirm the deletion.



Close and re-open Internet Explorer.