Cannot open pdf files on internet explorer

Skip to main content Tribus: San Jose California Posted: Mon Jul 28, 2014 11:52 am I'm having a hard time setting the correct settings to allow IE 11 to open file:// hyperlinks.When I click on a file:// hyperlinks in IE 11, nothing happens. In Chrome, it opens fine.From what I research so far, this is a security setting.I need to enable file:// hyperlinks in both Windows 7 and Windows 8.1.Thanks for any help! Ars Tribunus Angusticlavius et Subscriptor Tribus: Made in the UK from 100% Genuine Baryonic Matter Posted: Tue Jul 29, 2014 2:14 am I'm having a hard time setting the correct settings to allow IE 11 to open file:// hyperlinks.When I click on a file:// hyperlinks in IE 11, nothing happens. In Chrome, it opens fine.From what I research so far, this is a security setting.I need to enable file:// hyperlinks in both Windows 7 and Windows 8.1.Thanks for any help!Speak to your administrator. I have a fairly tightly managed IE11 here at work, and file:// hyperlinks work just fine.Bear in mind that you have to get your slashes right, though. Ars Tribunus Angusticlavius et Subscriptor Posted: Tue Jul 29, 2014 5:39 am File Protocol NavigationBy default, Internet Explorer prevents navigation to Uniform Resource Identifiers (URIs) using the "file:" protocol when the current URL matches the following conditions:•The current URL is opened in the Internet zone or the Restricted Sites zone.•The current URL uses a protocol other than "file:".This is a security measure designed to prevent malicious sites from accessing system file objects.By default, this feature is enabled for Internet Explorer and disabled for applications hosting the WebBrowser Control. To enable this feature by using the registry, add the name of your executable file to the following setting.HKEY_LOCAL_MACHINE (or HKEY_CURRENT_USER) SOFTWARE Microsoft Internet Explorer Main FeatureControl FEATURE_BLOCK_CROSS_PROTOCOL_FILE_NAVIGATION contoso.exe = (DWORD) 00000001The feature is enabled when the value is set to (DWORD) 00000001 and disabled when the value is (DWORD) 00000000.Note Because this feature is designed to make Internet Explorer more secure, disabling this feature is strongly discouraged. Ars Legatus Legionis et Subscriptor Posted: Tue Jul 29, 2014 9:31 am Adding the site that hosts the links to the Trusted zone is far safer than disabling the file URL protection. Ars Tribunus Angusticlavius et Subscriptor Posted: Tue Jul 29, 2014 9:36 am Adding the site that hosts the links to the Trusted zone is far safer than disabling the file URL protection.For sure. I don't advocate disabling this protection either; I just wanted to link and quote the correct documentation. Tribus: San Jose California Posted: Tue Jul 29, 2014 10:08 am File Protocol NavigationBy default, Internet Explorer prevents navigation to Uniform Resource Identifiers (URIs) using the "file:" protocol when the current URL matches the following conditions:•The current URL is opened in the Internet zone or the Restricted Sites zone.•The current URL uses a protocol other than "file:".This is a security measure designed to prevent malicious sites from accessing system file objects.By default, this feature is enabled for Internet Explorer and disabled for applications hosting the WebBrowser Control. To enable this feature by using the registry, add the name of your executable file to the following setting.HKEY_LOCAL_MACHINE (or HKEY_CURRENT_USER) SOFTWARE Microsoft Internet Explorer Main FeatureControl FEATURE_BLOCK_CROSS_PROTOCOL_FILE_NAVIGATION contoso.exe = (DWORD) 00000001The feature is enabled when the value is set to (DWORD) 00000001 and disabled when the value is (DWORD) 00000000.Note Because this feature is designed to make Internet Explorer more secure, disabling this feature is strongly discouraged.Thanks for this, but I can't find this entry in my registry (run with administrative rights). I've checked under local_machine and current_user but the "FEATURE_BLOCK_CROSS_PROTOCOL_FILE_NAVIGATION" doesn't exist. I've tried both browsing and search.Are there any other places I can look? Tribus: San Jose California Posted: Tue Jul 29, 2014 10:09 am Adding the site that hosts the links to the Trusted zone is far safer than disabling the file URL protection.Thanks, but I've added it under my trusted zone and it still doesn't work. It shows up as "//myservername/". Tribus: San Jose California Posted: Tue Jul 29, 2014 10:12 am Also, I don't know if this makes a difference, but the files I'm trying to access are on my domain file server.So, the link looks like this... file://MyDomainServerName/folder/file.pdfWorks fine in Chrome, does nothing in IE 11. Ars Legatus Legionis et Subscriptor Posted: Tue Jul 29, 2014 10:14 am You need to add that domain to the trusted sites. Tribus: San Jose California Posted: Tue Jul 29, 2014 12:30 pm You need to add that domain to the trusted sites.I figured it out! I was mistakenly adding my domain to the trusted site rather than the external website.The hyperlink is located on a secure internal website page. Example: it points to a local Windows domain file: Example: file://myDomainServer/myfile.pdfIn Internet Explorer 11 (in Windows 7 or 8.1):1. Go to Internet Options2. Go to "security tab"3. Go to "trusted sites"4. Go to "sites" button5. Add the external website: . Click "close"6. Uncheck "Enable Protected Mode"7. Click "ok"Now everything works! No registry changes necessary.Thanks everyone for your help! Last updated on: 2021-04-30 Authored by: Rackspace Support If you have created a cloud server on Microsoft® Windows® but are having problems downloading files from your server, you might need to enable file downloads by default in some versions of Internet Explorer as part of its security policy. To allow file downloads in Internet Explorer, follow these steps. Open Internet Explorer. From the Tools menu, select Internet Options. In the Internet Options dialog box, click the Security tab. Click Custom Level. In the Security Settings dialog box, scroll to the Downloads section. Under File download, select Enable, and then click OK. In the confirmation dialog box, click Yes. Click OK > Apply > OK. You can now download files. Use the Feedback tab to make any comments or ask questions. You can also start a conversation with us. ©2020 Rackspace US, Inc. Except where otherwise noted, content on this site is licensed under a Creative Commons Attribution-NonCommercial-NoDerivs 3.0 Unported License See license specifics and DISCLAIMER It might be possible that you try to open internet explorer but internet explorer won't open on your window. Here are some troubleshooting steps you may try to fix the problem.Here are some methods to fix the Internet Explorer won't open1) Reset Internet Explorer:If some add-on is causing your Internet Explorer not working properly means Internet Explorer won't open, then resetting Internet Explorer to its default settings should fix the issue. To do so:1:- Make sure Internet Explorer closed properly.2:- Search windows for internet options and select the matched result.3:- Cick on the Advanced tab.4:- Under reset internet explorer settings, click on the reset option.5:- Click Reset.6:- Click Close.7:- Try to open Internet Explorer, and it should respond normally.2) Run internet explorer as administrator:To instant fix, your problem would be running Internet Explorer as an administrator. Here are a few steps to do:1:- On your window desktop, right-click on the internet explorer icon and select Run as administrator.2:- In case, you don't find an internet explorer icon on your window desktop, you can type internet explorer in the search box, right-click on result matching and select Run as administrator.3:- If you use window 7 then you can easily click on the start button> All program> right-click on Internet Explorer and select Run as administrator.3) Disable software security of window:It could be possible that some piece of your security or antivirus software is causing the problem. Try to uninstall or disable it to fix the problem. Here are some ways to disable your software security:1:- Right-click on the Task-bar and select Task Manager.2:- Click on the startup tab.3:- Select the program(s) you want to uninstall or disable and click on the Disable button in the right bottom corner. Then, internet explorer should open properly.4) Run system file checker:As we know, internet explorer is a built-in browser. Any corrupted system files could cause internet explorer not working in a proper way. Now you can use a system file scanner to run a scan. Here's the process to do so:1:- Type cmd in the windows search box.2:- Right-click on Command prompt and select Run as administrator.3:- Click on Yes option at the user Account Control prompt.4:- When Command prompt open, type the sfc/scannow command and press Enter on your keyboard.5:- When verification reaches 100%, you can see that all issues found and corrected.6:- Check it, you can open internet explorer normally.5) Restore your system to a restore point:If yet your problem not get solved by using the above process, you may try using system restore to undo system changing and sort out all issues. Here are some steps to restore your system to a restore point.1:- Type restore in the windows search box and select create a restore point or system restore.2:- When the System restore window pops-up, select choose a different restore point and click next.3:- Check the box beside Show more restore points, and select a point in time when you have remembered Internet Explorer was last working properly, click on Next.4:- Save any open files on your PC, then click finish.5:- Click yes, and your PC will restart. CTX804493 {{tooltipText}} Article | How To / General Question 3rd party / compatibility | {{likeCount}} found this helpful | Created: {{articleFormattedCreatedDate}} | Modified: {{articleFormattedModifiedDate}} Citrix Workspace App Receiver for Windows When launching an application or desktop via an Internet Browser (Google Chrome, Firefox, Internet Explorer, etc.) users are prompted to save or download the ".ica" file.   In recent releases of IE, Edge, Google Chrome, Firefox, and latest Citrix Workspace App clients many of the issues mentioned below have been resolved.By default, the OS (Windows, Mac, Linux) should automatically set how to open ".ica" file when trying to launch any resource via Citrix Workspace or Citrix Storefront via the Web Store if the Citrix Workspace App is installed properly. Confirm Citrix Workspace App is installed or use Citrix Workspace App for HTML5 ("Web Browser" option) instead. If you continue to encounter this behavior please review the steps outlined below. There can be a number of resolutions to the issue including but not limited to the following: Install the Latest Version of Citrix Workspace App Install the latest Citrix Workspace App version which can be downloaded here: Download Citrix Workspace App Automatically Open ICA Files When clicking on an application or desktop to launch via Citrix Workspace or Citrix Storefront on an Internet Browser (not within Citrix Workspace App) and an ".ica" file shows in the download bar on the bottom left please follow these steps to automatically open said file: ICA file is downloaded during the process. After the ICA file is downloaded, enable the browser to open similar files automatically.Note: Instructions below are similar for other OS's when using Google Chrome, Firefox, or Edge Browsers. Internet Explorer: Navigate to the Citrix Workspace Store or Citrix Storefront Store Select the resource you are trying to access - Application or Desktop You will receive a notification on the bottom of the browser to "Open, Save, Cancel" Select the Save. The download bar will now show to "Open, Open Folder, View Downloads", Select the drop-down list next to "Open" and select "Connection Manager" Google Chrome: Navigate to the Citrix Workspace Store or Citrix Storefront Store Select the resource you are trying to access - Application or Desktop Chrome will prompt a dialog box to save the ".ica" file Hit save to save it in the "Downloads folder" On the bottom left you will see the file, click the "^" which is the drop-down list for the file in the download bar and select "Always Open Files of This Type" Firefox: Navigate to the Citrix Workspace Store or Citrix Storefront Store Select the resource you are trying to access - Application or Desktop Firefox will prompt you with a dialog box to save the ".ica" file Select "Do this automatically for files like this from now on" Select "Open With" and click "Browse" Select "Connection Manager" Edge Browser: Navigate to the Citrix Workspace Store or Citrix Storefront Store Select the resource you are trying to access - Application or Desktop Edge automatically saves the file to the downloads folder by default On the bottom left you will see the file, click the "..." which is the drop-down list for the file in the download bar and select "Always Open Files of This Type" Opera Browser: Navigate to the Citrix Workspace Store or Citrix Storefront Store Select the resource you are trying to access - Application or Desktop Opera automatically saves the file to the downloads folder by default On the top right you will see the downloads icon, click on the "..." which is the drop-down list for the file in the download bar and select "Always Open Files of This Type" Associate .ica File Type With Citrix Connection Manager On Windows computers, go to Control Panel > Settings > Apps > Default apps > Choose default apps by file type Under Name, find .ica file type. Ensure that the current default is set to Citrix Connection Manager. If not, click Change program and choose Citrix Connection Manager. Note: Connection Manager is the wfcrun32 file located as C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe Remove or Disable Third Party Browser Adware Remove or disable any third party browser based Adware software that could be interfering with the successful launch of the ICA file. Restart the browser after removing these software and try again. Clear the "Do not save encrypted data to disk" Option If you are using Internet Explorer, click Tools > Internet Options > Advanced tab and clear the option "Do not save encrypted data to disk.". This option should be cleared because the dynamic files are stored in the Temporary Internet Files folder. When applications are clicked, a file is downloaded to the folder, then launched using MIME type. If access to the folder is disabled or not available, the process cannot occur successfully. Below are for older Browser/Citrix Receiver Deployments: No longer recommended to perform these steps in newer releases of Internet Browsers. Steps remain for any users not fully updated to the latest and greatest.   Add Website to Trusted Sites Add the site to the Trusted sites list if using Internet Explorer browser using the following steps: Go to Tools > Internet Options > Security tab > Sites In the Add this website to the zone field, enter your organization's website and click Add. Repeat this for the .com, .net, .org, or .gov Web site addresses of your organization to allow the use of the ActiveX ICA client object for the launched connection to be automatically accepted. Note: It might be required to also add any additional subdomain.domain.com URLs to the Trusted sites list in the Security tab setting if still experiencing unwanted prompts. Disable ActiveX Filtering (Enable ActiveX) Caution! Refer to the Disclaimer at the end of this article before using Registry Editor. Configure Internet Explorer as follows to allow successful application launching: Disable ActiveX filtering feature for the Web Interface site, either by: Disabling ActiveX filtering globally: Click Gear icon, select Safety, de-select ActiveX Filtering. Alternatively, press Alt key and click Tools menu (ActiveX filtering is enabled if a "tick" appears next to it and is disabled if the "tick" disappears). Or Disabling ActiveX filtering for an individual site when ActiveX filtering is enabled globally: Log on to the Web Interface site and attempt to launch an application. Click the blue warning sign appears, indicating filtered content. Click the blue warning sign and select Turn off ActiveX Filtering. Enable ICA launch using one of the following options: Add the site to the Trusted sites list: In the Security tab of Internet Options, add the Web Interface site to Trusted Sites list to allow the use of the ActiveX ICA client object for the launch. Or Disable the MIME filter: Rename the following registry key: HKEY_CLASSES_ROOT\PROTOCOLS\Filter\application/x-ica Log off and close window then restart the browser after making this change. Enable Citrix ICA Client plugin Configure Internet Explorer as follows to allow successful application launching: Enable Citrix ICA Client IE plugin by following the steps below: Launch Internet Explorer Go to Tools > Manage add-ons Select Citrix ICA Client plugin and click Enable There can be a number of reasons for the issue including but not limited to: The *.ica file on the client needs to be associated with Citrix Workspace App Outdated Internet Browsers in use Caution! Using Registry Editor incorrectly can cause serious problems that might require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.