Fix for Service Portal not showing Service publications files in Internet Explorer 9 and 10.

Error: "The XML page cannot be displayed".

| I https://evalue.internationaldelivers.com/ser | ervice/SVCDOCS/Navistar/afcs/13914.htm 🖓 🗹 🔒 🐓 🗶 🎯 Master Service Information 🧐 Bypass Thermistor S | System w X |
|---|--|-------------|
| File Edit View Favorites Tools Help | | |
| 👍 🌇 KMx - Your Prescription for 🔃 Home - CSO 🙋 | e) CSO SHAREPOINT 😑 Service Portal Home 🖹 Corporate Homepage 🐰 Google 😰 Web Slice Gallery 👻 🖻 RoboForm | 👌 • 🖷 |
| User Hints 🛃 AFCS | The XML page cannot be displayed Cannot view XML input using XSL style sheet. Please correct the error and then click the <u>Refresh</u> button, or try again later. | |
| Bypass Thermistor System with Freeze Probes (Latin America Only) | End tag 'nolout1' does not match the start tag 'note'. Error processing resource 'https://evalue.internationaldelivers.com/ <exhotlnk app<="" document="https://evalue.internationaldelivers.com/service/SVCDOCS/Navistar/svcmanpdf/S16039.PDF" td=""><td>pearance="h</td></exhotlnk> | pearance="h |

This is caused by PC's that have both Internet Explorer and Chrome. Specifically add-on "ChromeFrame BHO". To fix this error follow the example below.

| File Edit View Favorites | Tools Help | |
|---|---|--------------------------------|
| KMx - Your Prescription f | Delete browsing history InPrivate Browsing Tracking Protection ActiveX Filtering Diagnose connection problems Reopen last browsing session Add site to Start menu | Ctrl+Shift+Del Ctrl+Shift+P |
| Home Publications D | View downloads Pop-up Blocker SmartScreen Filter Manage add-ons | Ctrl+J |
| Document Language Document Type | Compatibility View Compatibility View settings | |
| AFC Letter Aftertreatment Body Builder Circuit Diagrams | Subscribe to this feed Feed discovery | + |
| Diagnostic Trouble Codes | F12 developer tools | |
| Engine Diagnostic Forms Manual - Engine Manual - Truck Operator Manual | OneNote Linked Notes Send to OneNote | |
| PDI Form | Internet options | |

Disable the add-on

| | ChromeFrame BHO | Google Inc | | Enabled | 6/14/2013 8:28 PM | 27.0.145 | 0.04 s | 0.00 s | |
|-----|-------------------------------|-----------------------|------------------------------|----------|----------------------------------|-------------|--------|---------------|---------|
| | Microsoft Corporation | | | | | | | | |
| | Groove GFS Browser Help | Microsoft Corporation | | Disabled | 8/16/2012 5:43 | 14.0.6126.0 | | | |
| | Office Document Cache Ha dler | Microsoft Corporation | | Enabled | 12/21/2010 12:0 | 14.0.6015.0 | 0.02 s | 0.00 s | |
| | Research | Microsoft Corporation | | Disabled | 3/6/2009 3:04 AM | 12.0.6423.0 | | | |
| 1 | Not Available | | | | | | | | |
| 3.1 | 16 | • | Type: Search for this add | | Helper Object search provider | | | | |
| | | | | | | | | | |
| | | | | | _ | | - | \rightarrow | Disable |

| Google Inc | |
|----------------------------|---|
| ChromeFrame BHO Google Inc | Disabled 14/2013 8:28 PM 27.0.145 (0.04 s) (0.00 s) |
| Microsoft Corporation | |

Close and Restart Internet Explorer.

Pages shows with XML correctly.

