

UPDATE: PeopleSoft Attachment Issue

KB2962872 (July 2014 MS14-037: Security update for Internet Explorer) was rolled out by Microsoft on July 8th 2014. After this update was installed, Internet Explorer users could not upload file attachments in PeopleSoft applications. The browser would hang after selecting a file for upload. KB details: <http://support.microsoft.com/kb/2962872>

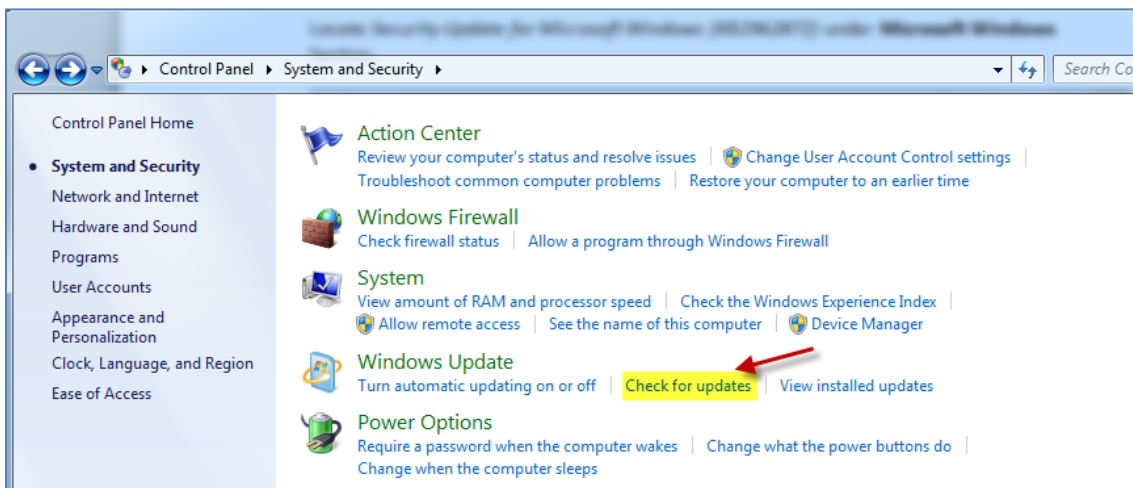
The fix was provided on Aug 12th 2014 by Microsoft, and PeopleSoft/Oracle has confirmed the fix is effective. Installing security update 2976627 should resolve the upload issue in PeopleSoft. You should have already received this update as part of Automatic Windows Update. KB Details: <https://support.microsoft.com/kb/2976627>

Please follow steps below to confirm that your PC is set to Install Updates Automatically.

Check for Windows Update

If you are having trouble attaching documents in PeopleSoft using Internet Explorer v.10 or v.11, please follow steps listed below to check and install Windows Update and it should resolve the issue.

1. Open Windows Update by clicking the **Start** button , clicking **Control Panel**, clicking **System and Security**, and then, under **Windows Update**, click on **Check for updates**.



2. If you see a message telling you that important updates are available, or telling you to review important updates, click the message to view and select the important updates to install.

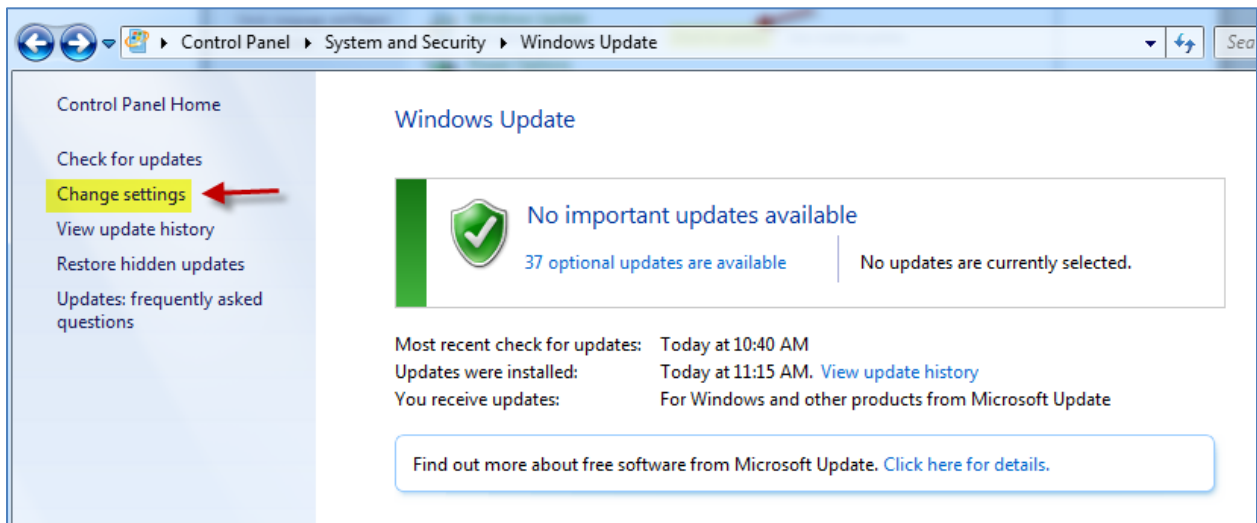
3. Click **Install Updates**.

Please Note: Some updates might require that you restart your computer to finish installing. Save and close all your programs before restarting to prevent data loss.

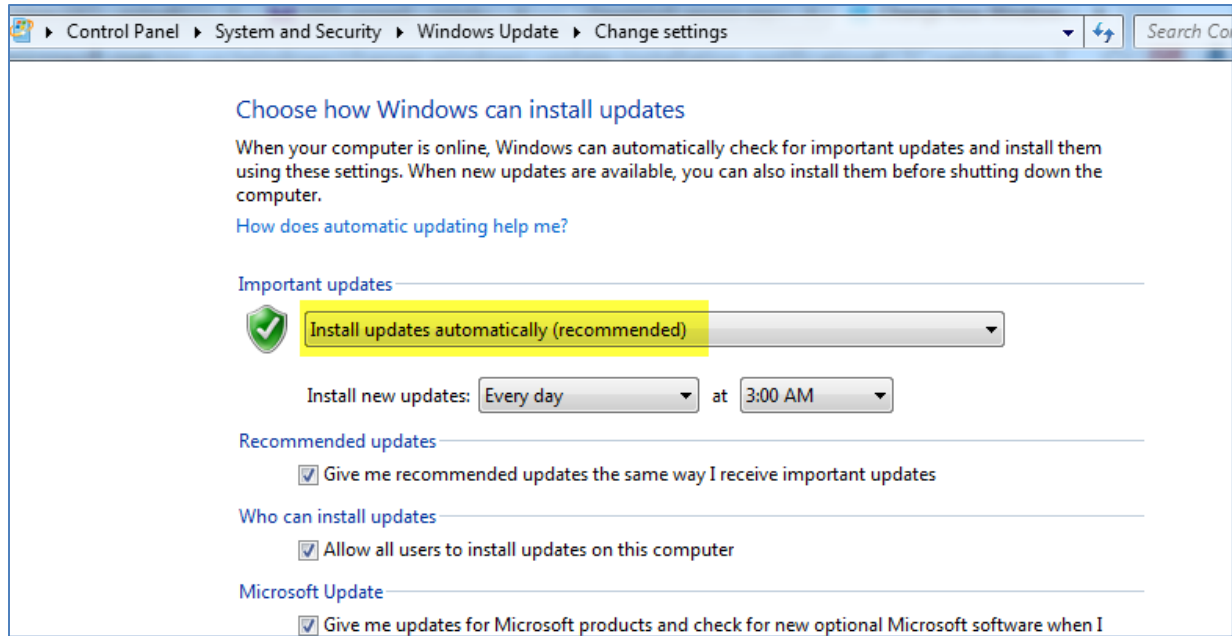
Verify Updates are installed automatically

It is recommended that you should install Windows Updates automatically. Please follow steps below to verify that updates are installed automatically.

1. In the left pane, click **Change settings**.



2. Under **Important updates**, select **Install updates automatically (recommended)**



3. Click **OK.** 🗑️

If you need further assistance, please contact helpdesk via helpdesk@nicu.edu or at Extension 4357.