



## TECHNICAL SUPPORT ARTICLE

**Relates to issue:** TSA0004: Issues with displaying documents with particular file extensions

[www.qudos-software.com](http://www.qudos-software.com)

### Issues with displaying documents with particular file extensions

When a web application such as Qudos 3 attempts to display a file from a server, that file is served to it by IIS (Internet Information Service). Within IIS, MIME (Multipurpose Internet Mail Exchange) types instruct a Web browser or mail application how to handle files received from a server, and IIS serves only files with extensions registered in its MIME types list.

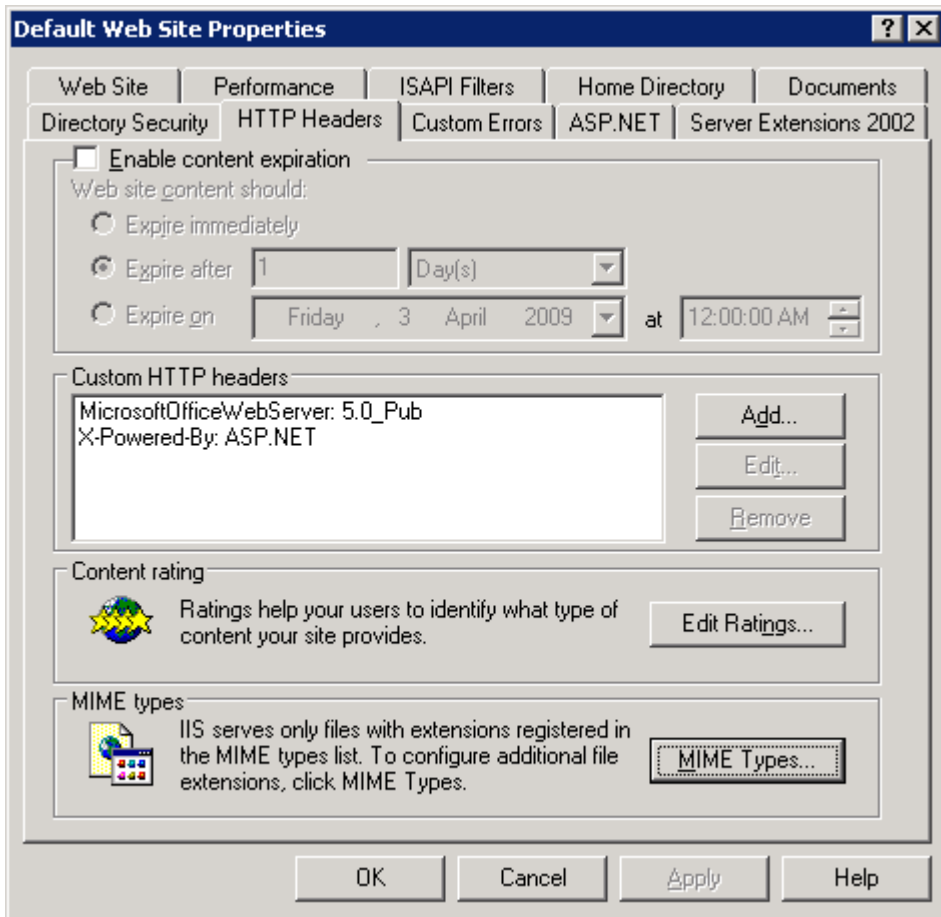
Problems may occur when the required file type is not registered.

For example, opening MS Office 2007 documents, when the application is hosted on a server with versions of MS Server and IIS prior to Windows Server 2008 and IIS7 – and file extensions such as docx (Word 2007 format) or xlsx (Excel 2007 format) are not registered.

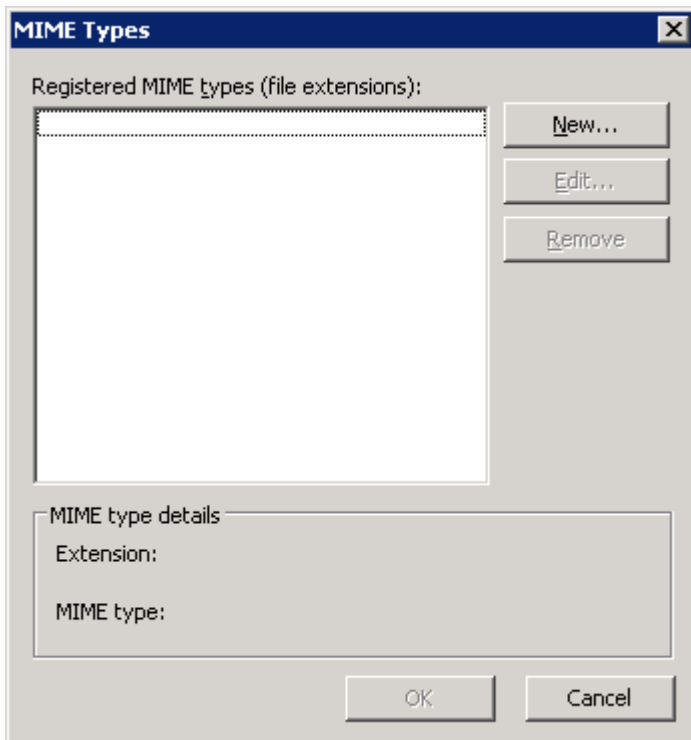
In Qudos 3, this issue may occur when opening documents from the Master Documents List or attachments to various records. It may be simply resolved by adding the relevant document extensions to the MIME Types listed in IIS. These document types can be added to either the default web site or each relevant application. There are also global and wildcard options for registering all extensions – see IIS Help file for more information.

To add a document type, open IIS and navigate to the default web site or application. Right click on the site and select Properties.

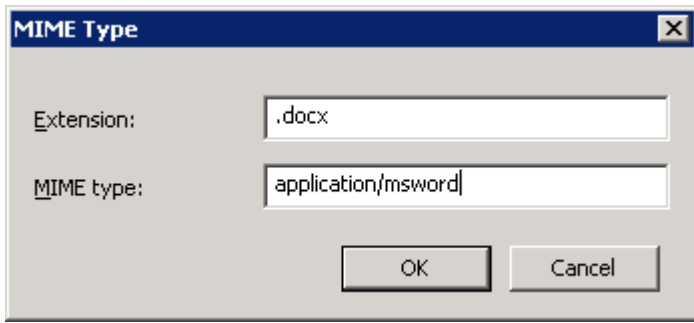
Screen shots and other details may vary with different versions of IIS.



Click on the MIME Types button



Next, click on the New button and add the details for the additional document type.



Repeat the last step to add any additional document types necessary.

For further information on IIS and MIME types, please visit [Microsoft.com](http://Microsoft.com).