

## **NOTICE:**

### **Browser Compatibility Issues with Internet Explorer 9**

VIPR uses eAuthentication for authentication and the eAuth system is most compatible with Internet Explorer 8. Therefore, IE8 is the preferred browser for use with VIPR. Older versions of Internet Explorer (IE6, IE7) as well as the current version of Mozilla Firefox are working options also. If a customer is using IE9 and having issues, there are several options available to the user in this case:

#### **Option 1: Change IE9 to browse in IE8 mode**

- Open IE9 and hit the F12 key (or Tools > Developer Tools Menu). Click Browser Mode and select IE8. Try again.

#### **Option 2: Download Mozilla Firefox, make it your default browser, and try again**

- Mozilla Firefox can be downloaded from <http://www.mozilla.org/en-US/firefox/new/>
- To make Firefox the default browser:
  1. At the top of the Firefox window, click on the Firefox button (Tools menu in Windows XP) and then click Options.
  2. Select the Advanced panel, then click the General tab, and then click Check Now.
  3. Select Yes to set Firefox as your default browser.

#### **Option 3: Rollback from IE9 to IE8**

1. Open the Control Panel. Click on Programs and Features. This may be called Add/Remove programs if you are using an older version of Windows.
2. Click on View Installed Updates in the left pane.
3. Right click on Windows Internet Explorer 9 and select Uninstall.
4. Restart your computer when prompted and it should now be running IE8.

If you continue to have issues with logging into VIPR, please contact the IIA Helpdesk at 866-224-7677, or by e-mail at [helpdesk@dms.nwcg.gov](mailto:helpdesk@dms.nwcg.gov).