IPAC: Internet Explorer 10/11 Known Issues and Browser Compatibility Mode Guide

Known Issues:

Internet Explorer Version Identification and Compatibility Mode Instructions:
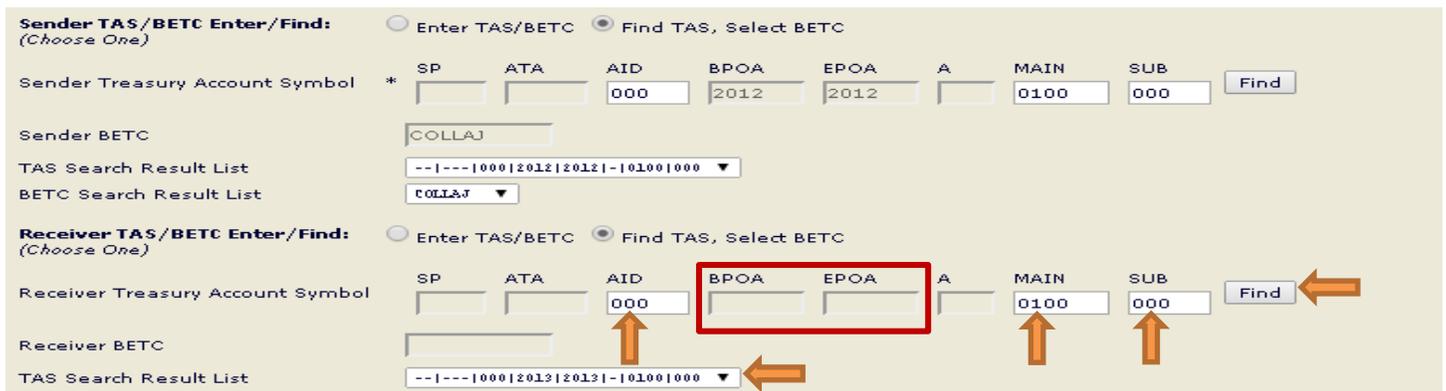
Known Issues:

1. Unable to Upload a Bulk File
- User populates 'Upload ALC' field and selects a file to be uploaded
- User selects 'Upload file' button, but the application does not respond
- Note: This issue can occur on all bulk file upload screens within IPAC Admin, IPAC Base, RITS Admin, RITS Base, TRACS Admin, and TRACS Base

Bulk File Upload

Upload ALC * 00001111

C:\Users\z1aaa00\Desktop\BulkConTest.txt   Browse...

Upload File   Cancel   Help

**2. Receiver TAS BPOA and EPOA Fields Do Not Auto-Populate**
- Payment or collection transaction in progress
- User selects the 'Find TAS, Select BETC' radio button to locate a Receiver TAS
- User populates the AID, Main, and SUB fields
- User selects the 'Find' button resulting in the population of the 'Receiver TAS Search Result List' drop-down menu
- User selects a TAS from the drop-down box, but the application does not populate the Receiver TAS BPOA and EPOA fields

Sender TAS/BETC Enter/Find: (Choose One)   ○ Enter TAS/BETC ● Find TAS, Select BETC

	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	
Sender Treasury Account Symbol *			000	2012	2012		0100	000	Find

Sender BETC   COLLAJ

TAS Search Result List   --|---|000|2012|2012|-|0100|000 ▼

BETC Search Result List   COLLAJ ▼

Receiver TAS/BETC Enter/Find: (Choose One)   ○ Enter TAS/BETC ● Find TAS, Select BETC

	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	
Receiver Treasury Account Symbol			000				0100	000	Find

Receiver BETC

TAS Search Result List   --|---|000|2013|2013|-|0100|000 ▼

3. **'Edit' Button Unresponsive for Adjustment Transactions**
   - Adjustment transaction in progress
   - User selects the radio button for an individual line item
   - User selects the 'Edit' button, but the application does not respond
   - Note: The 'Adjust Entire Transaction' button will render a response
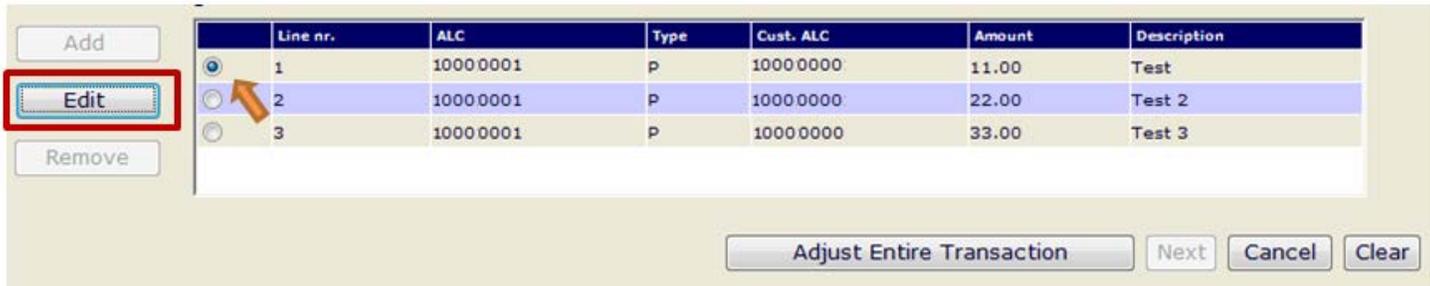
IPAC users may be able to find a resolution to one or more of the issues described above by using Internet Explorer versions 10 or 11 in compatibility mode. Details for selecting compatibility mode start on page 3.

Identifying Internet Explorer Version and Converting to Compatibility Mode:

1. **How to Identify the Internet Explorer Version**

   Method 1

   - Open a browser/web page using Internet Explorer
   - From the menu bar, select 'Help'
   - From the drop down menu, select 'About Internet Explorer'
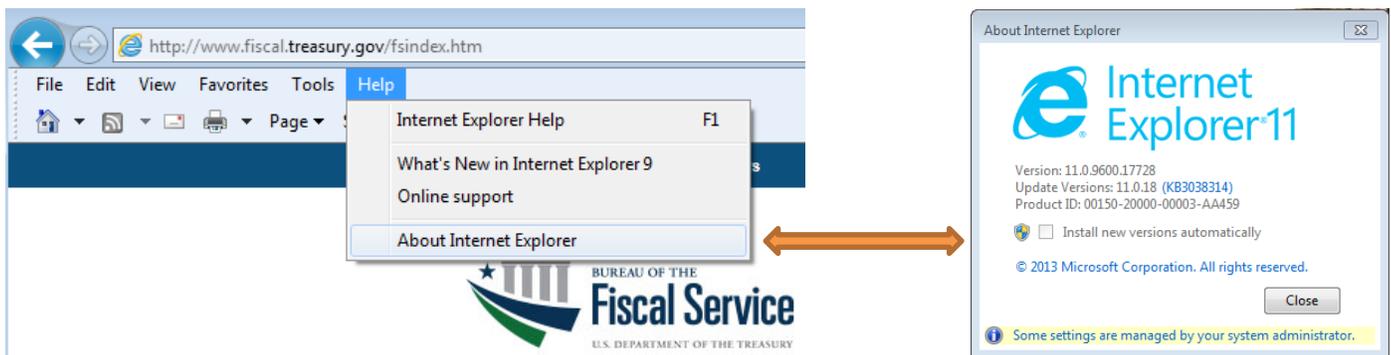
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Identifying Internet Explorer Version continued

Method 2

- Select the gear icon in the upper right hand corner of the browser/web page, directly below the 'X' used to close the browser, and select 'About Internet Explorer' from the drop down menu
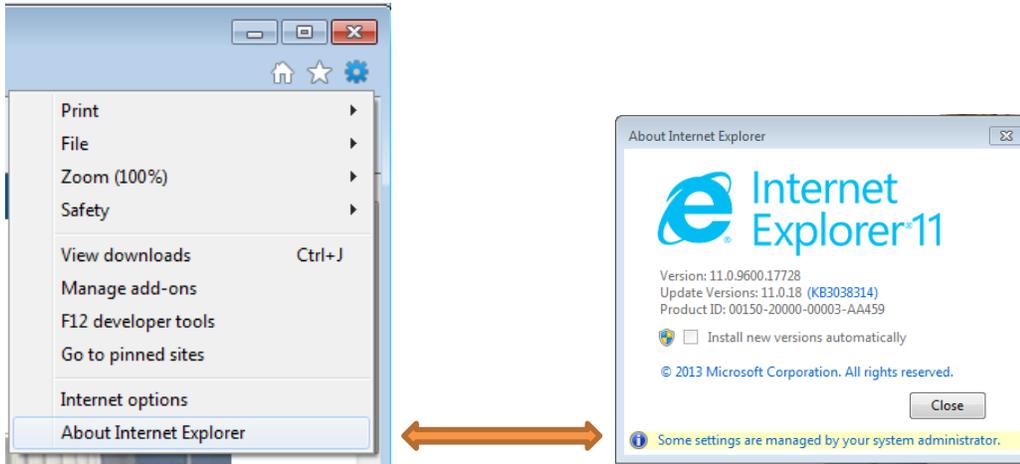
2. **Converting Internet Explorer to Compatibility Mode**

Users are encouraged to log out of the IPAC application before selecting compatibility mode and to open a new browser for the purposes of logging back in to the IPAC application. Some users, due to organizational information technology policy, may not have the authority to select compatibility mode and will need to contact their organization's information technology administrator for assistance. It is possible that the use of compatibility mode will not resolve the issues previously described. In that event, users should contact their organization's information technology administrator to discuss a reinstallation of Internet Explorer version 9.

- Log out of the IPAC application or open a new browser/web page
- From the menu bar, select 'Tools'
- From the drop down menu, select 'Compatibility View Settings'
- For the website treas.gov, select the 'Add' button to populate the 'Compatibility View' list, and select the 'Close' button