WBSCM Service Desk: IE8, 9, and 10 Browser Settings –

WBSCM officially supports Internet Explorer (IE) as the browser client, specifically versions IE8, 9, and 10 (running in "compatibility mode"). WBSCM does not officially support Internet Explorer version 11. Even though IE11 can be run in 'compatibility mode', are users have reported issues and inconsistent results while using IE11 with WBSCM. Users of IE11 should consider downgrading to IE10 should they encounter issues when using WBSCM. The procedure to downgrade from IE11 to IE10 is fairly straight forward and the process steps to downgrade from IE11 to IE10 are provided at the end of this document (See "Downgrading from Internet Explorer version 11 to Internet Explorer version 10"). Other browsers (e.g. Firefox, Google Chrome, Safari, Google/MSN/Bing Bot, etc.) are not officially supported as they may work for some WBSCM functions, but may not work for all WBSCM functions.

Not sure what browser version you are using?
To perform a browser version check see the information at the very end of this document under "Perform Browser Check**".**

When a user reports an error that occurred while using a browser other than Internet Explorer, the WBSCM Service Desk may first request that the user try to recreate the error using Internet Explorer version 8, 9 or version 10 (running in "compatibility mode"). If the function in error was previously executed successfully using the same browser, please provide this information to the WBSCM Service Desk technician when you open an incident.

New WBSCM users that need to create an account in eAuth should use Internet Explorer version 8, 9, or 10. Once a user registers with eAuth and WBSCM, he or she will need to follow the IE8, 9, or 10 configuration steps detailed below to avoid runtime issues with their WBSCM functions.

WBSCM users who upgrade their Internet Explorer browser to version 8, 9, or 10 need to confirm that the following items have been properly configured after the upgrade.

1. Internet Explorer Version 8, 9, 10 Compatibility View Setting
   In order to assure that all functions will work properly when using Internet Explorer version 8, 9, or 10 users must use the "Compatibility View" option available in Internet Explorer.

2. Internet Explorer Version 8 ,9, or 10 Compatibility View Window Setting
   WBSCM uses functions such as browser side scripting and Active X controls in order to generate a more robust user display and also leverage the processing capacity available at the desktop. By including "usda.gov" entry in the Compatibility View window and the Trusted Sites window, users can satisfy the browser security setting requirements of WBSCM.

3. Internet Explorer Version 8, 9, 10 Zoom Level Setting
   In certain situations, the IE browser session may "freeze" while using WBSCM.   Often, this is due to a display incompatibility between the browser Zoom setting and the WBSCM web page. Users can avoid these situations by maintaining their IE browser Zoom setting at 100%.

The following sections provide steps users should take to configure their IE8, 9, and 10 browser in order to access and use WBSCM. Please note that the screen prints shown are from IE 8. Higher versions may look slightly different. You can view help on the following topics:

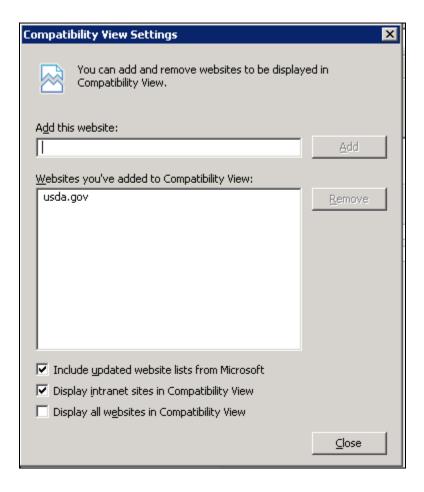## Add USDA.gov to Compatibility View Websites List:

1. Open Internet Explorer
2. Select **Compatibility View Settings** from the **Tools** menu

You will then see the pop-up box below:

3. In the *Add This Website* text box type "**usda.gov**" and click the **Add** button.

4. Click the **Close** button.

All USDA.gov web pages will now appear in IE compatibility mode.

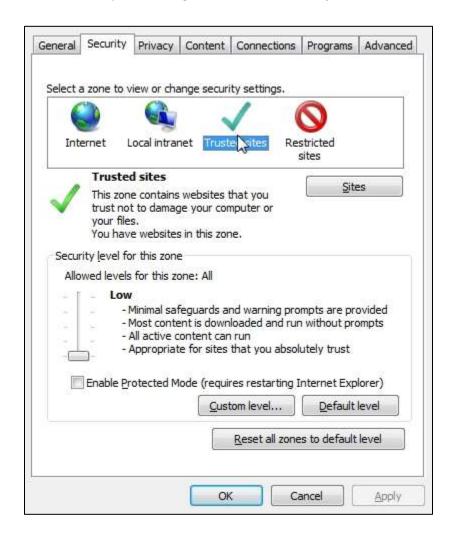## Add WBSCM to the Trusted Sites List:

1. Open Internet Explorer.

2. Select **Internet Options** from the *Tools* menu.

3. In *Internet Options* dialog box, select the **Security** tab.

4. Select **Trusted Site**s from the *Zone* choices.

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5. Click the **Sites** button.

6. Add "*.usda.gov" to the *Trusted Sites* zone by clicking the **Add** button. Then confirm that "*.usda.gov" has been added to the *Websites* list of *Trusted Sites*
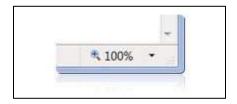
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Set IE8, 9, 10 Zoom Setting for WBSCM:

For WBSCM, users should check their **Internet Options Advanced** tab and deselect
"Reset zoom level for new windows and tabs".

Users should then manually set the Zoom Level to 100% using the '*Zoom level option'* at the bottom
right of their browser screen.

Downgrading from Internet Explorer 11 to Internet Explorer 10:

1. Close all active programs.

2. Click the **Start** button.

3. Click the **Control Panel** icon.

4. Click on **Programs and Features.**

5. Click **View Installed Updates** in the task pane.

6. Now select **Windows Internet Explorer 11** shown under Microsoft Windows updates.

7. Click the **Uninstall** button.

8. Follow the instructions on the screen. The IE11 uninstall process lasts for about 3-5 minutes and you will be able to access Internet Explorer 10 as usual after restarting your computer.
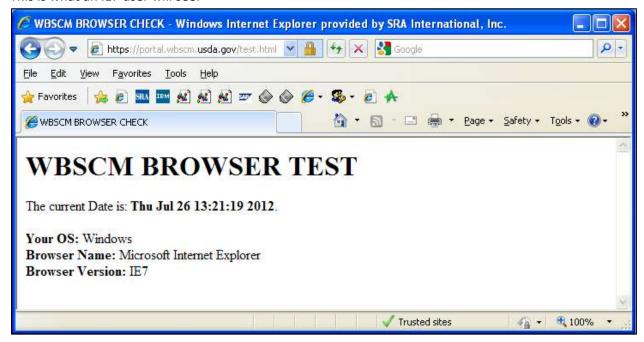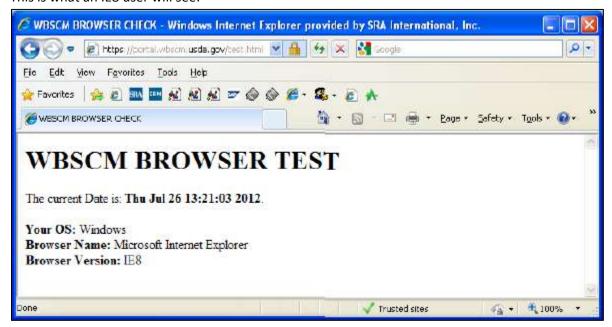
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Perform Browser Check:

To perform a browser check type the following URL in the Navigation toolbar:
https://portal.wbscm.usda.gov/test.html

This is what an IE7 user will see:

This is what an IE8 user will see:

This is what an IE8 ("Compatibility mode") user will see:

This is what a Firefox user will see: