

GE Transportation Customer Web Center (CWC)



Troubleshooting Guide – Unsupported browser version issue

Table of Contents

- 1 INTRODUCTION 3**
- 1.1 SCOPE 3
- 1.2 INTENDED USERS 3
- 1.3 BROWSER ISSUE 4
 - 1.3.1 *Browser Version Issue* 4
 - 1.3.1.1 *Check your browser Compatibility mode* 5

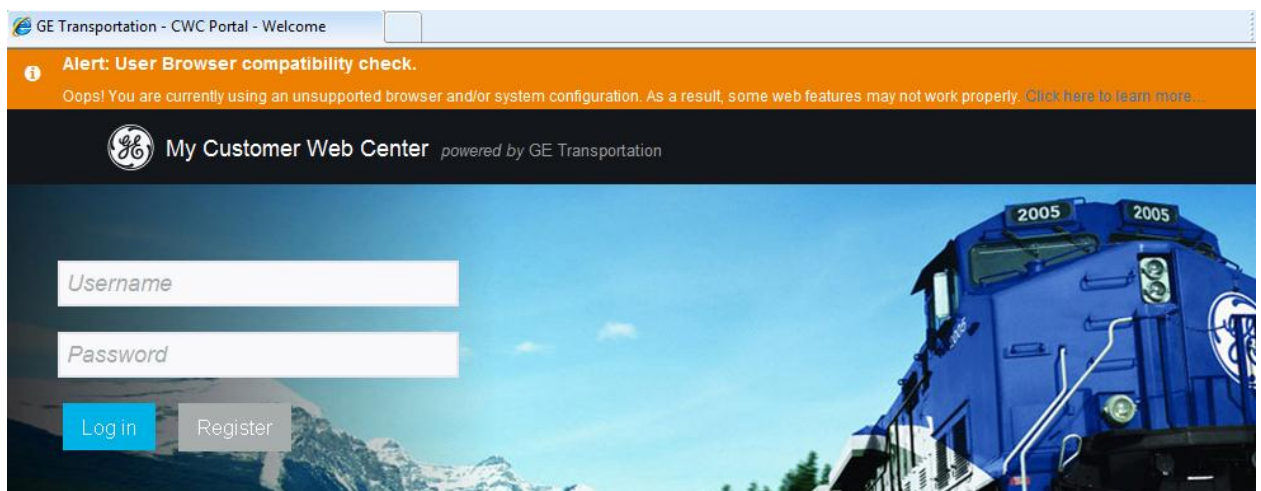
1 Introduction

1.1 Scope

This document provides users with instructions on how to resolve Unsupported Browser Version/Compatibility issue.

1.2 Intended Users

Any user who gets the following error message when login to CWC.



1.3 Browser Issue

1.3.1 Browser Version Issue

The system can flag an error Alert for two possible reasons.

- a. Browser Version
- b. Internet Explorer with Compatibility view.

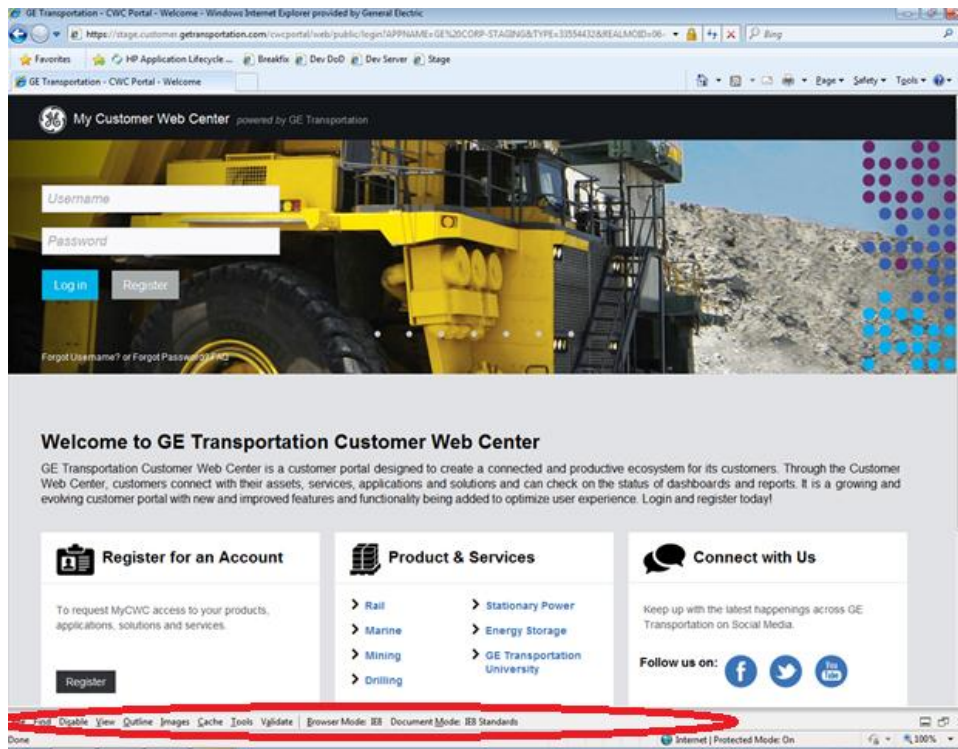
For supported browser versions please see below.

User Browser Compatibility x			
Description	Your System settings	Best Viewed On	Troubleshooting Tips
Browser	IE	IE, Chrome, Firefox, Safari	Please use a compatible browser
Version	7.0	IE 8.0 & 9.0, Chrome 24.0 to 30.0, Firefox 18.0 to 24.0, Safari 5.0.4	Please use a compatible browser version

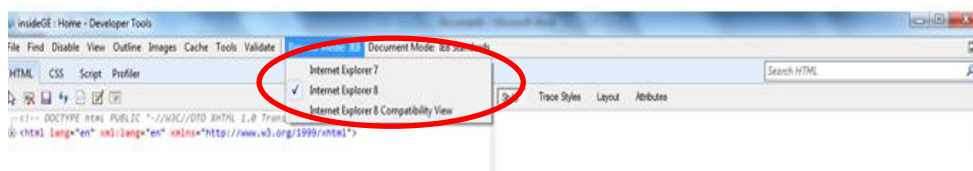
For IE compatibility issues follow the below steps.

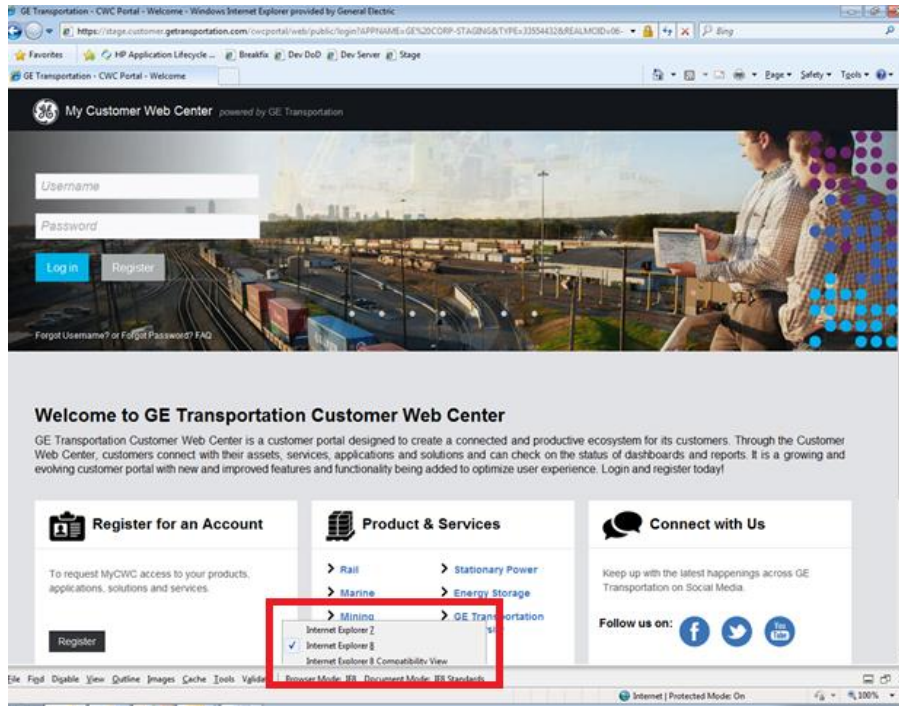
1.3.1.1 Check your browser Compatibility mode – Even when Browser version is supported, you could see the message possibly because of compatible view issue on IE.

1. To change the browser from IE8 or IE9 Compatibility View mode, Click F12 key in keyboard. Developer toolbar will get added at the bottom of the browser above the status bar or on top of the page.

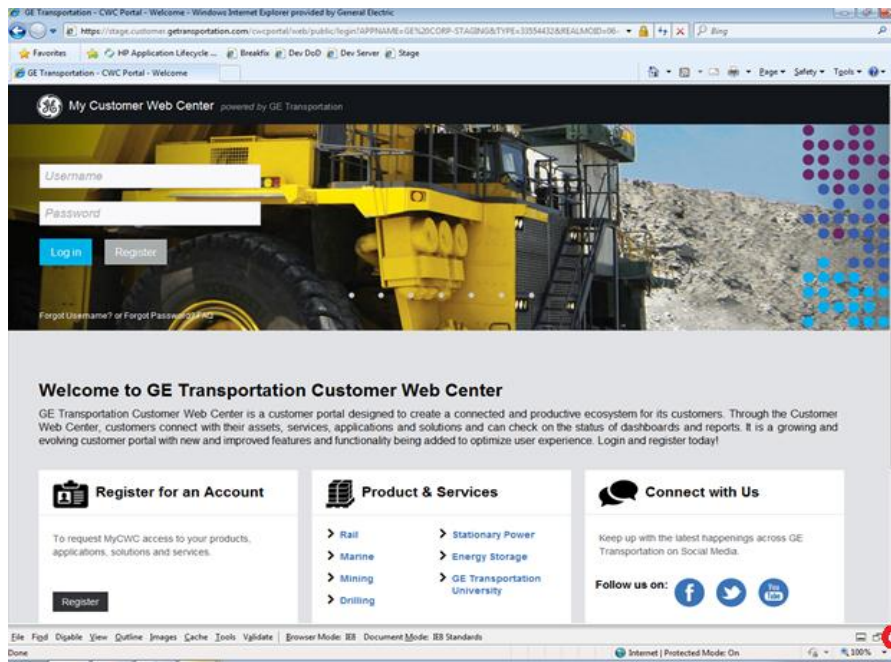


2. Click on Browser Mode IE 8 or IE9 and make sure “Internet Explorer 8 Compatibility View” is **NOT** selected.





3. Click on the 'x' and close the developer tool bar.



4. Your Browser Compatibility error message bar should go away now.