

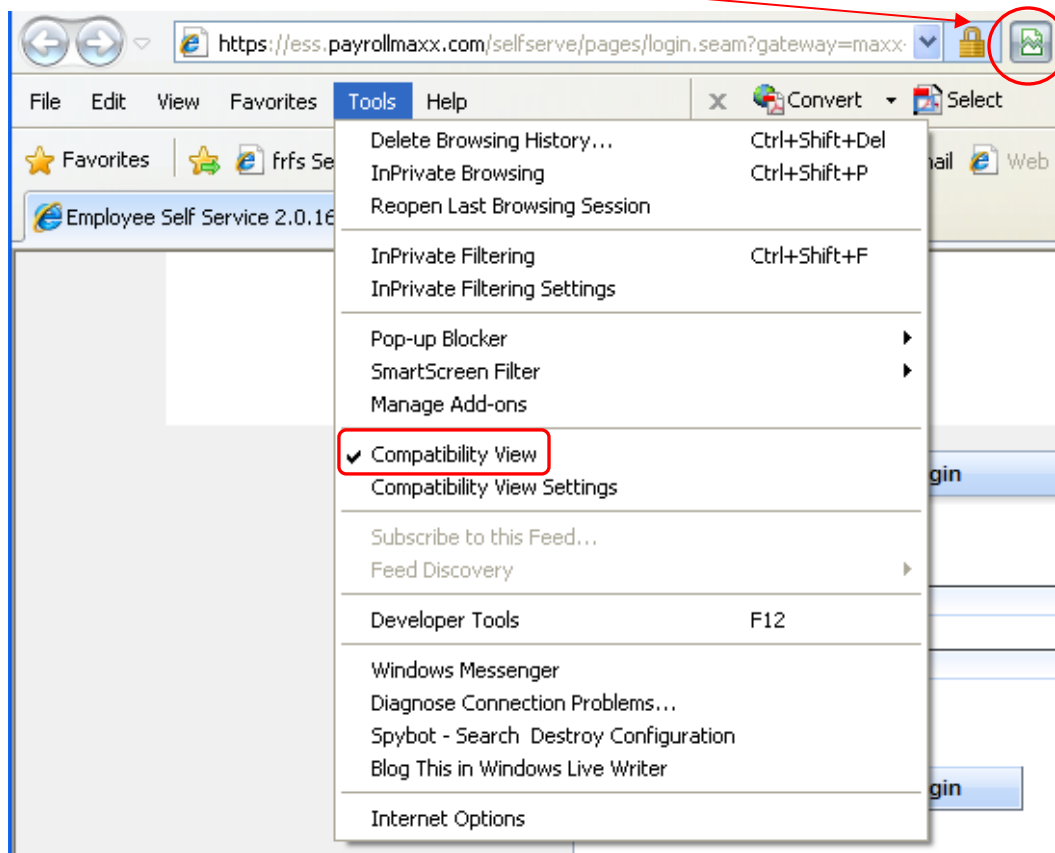
ESS and WebClient – Internet Explorer 9

If you are attempting to login into either ESS or WebClient and the product will not fully load, the issue can be resolved by enabling the Compatibility View option in Internet Explorer 9 (IE 9).

To set Compatibility View in IE 9:

- Go to your ESS or WebClient URL
- Select **Tools**
- Select the **Compatibility View** option. This option is enabled when a ✓ is displayed in front of the Compatibility View option. (See below.)

You can also use the button right next to the URL. This button toggles the compatibility view 'On' and 'Off'.



Once this option is set, upon login, Internet Explorer will retain the setting for this domain.

Note: If you are using Internet Explorer 9 today, please be sure that you have also updated Adobe to version 10.1. If you are using your business computer to login to ESS or WebClient, please consult you IT Department prior to upgrading to ensure that this change does not conflict with other areas of your business.

