Browser issues, buildings are slow to load or do not load/error messages

Paul Paisley - 2020-09-02 - Comments (0) - Frequently Asked Questions

Question:

I am having browser issues and buildings are slow to load or do not load/error messages?

Answer:

If using IE 11, make sure that the BUILDER website is not added to the compatibility settings:

1. Go to the BUILDER website
2. hit 'Alt-T' on your keyboard to bring up the toolbar at the top of your browser window
3. Click on Tools>Compatibility view setting
4. If dren.mil is listed under "Websites you've added to Compatibility View" Click remove
5. Click close
6. You may need to clear your Internet Cache and restart your machine if the issue persists

If this does not resolve the issue, contact SMSSupport@erdc.dren.mil for assistance.

- Tags
- Browser
- compatibility
- Compatibility View
- IE 11.0
- load
- performance