

**ISSUE/QUESTION**

HRIS Upgrade Issues for users on Internet Explorer 6.0

**ANSWER**

HRIS is experiencing issues with users that have Internet Explorer 6.0 and different service packs installed. Through testing, we have discovered the best solution and quickest resolution is to install Internet Explorer 7.0.

If you are unable to upgrade to Internet Explorer 7.0, we are finding that at a minimum, users must have the following version of Internet Explorer 6.0:

IE 6.0.2900.5512  
XPSP-SP3-gdr  
080814-1236  
SP3

We are quickly trying to find a better solution to these errors, and as soon as we receive more information, we will communicate with all agencies.

Please share this information with any users that may not be included on the Listserv.

**AUTHORITY**

ADOA Benefits Service Division

**ISSUED**

February 19, 2009