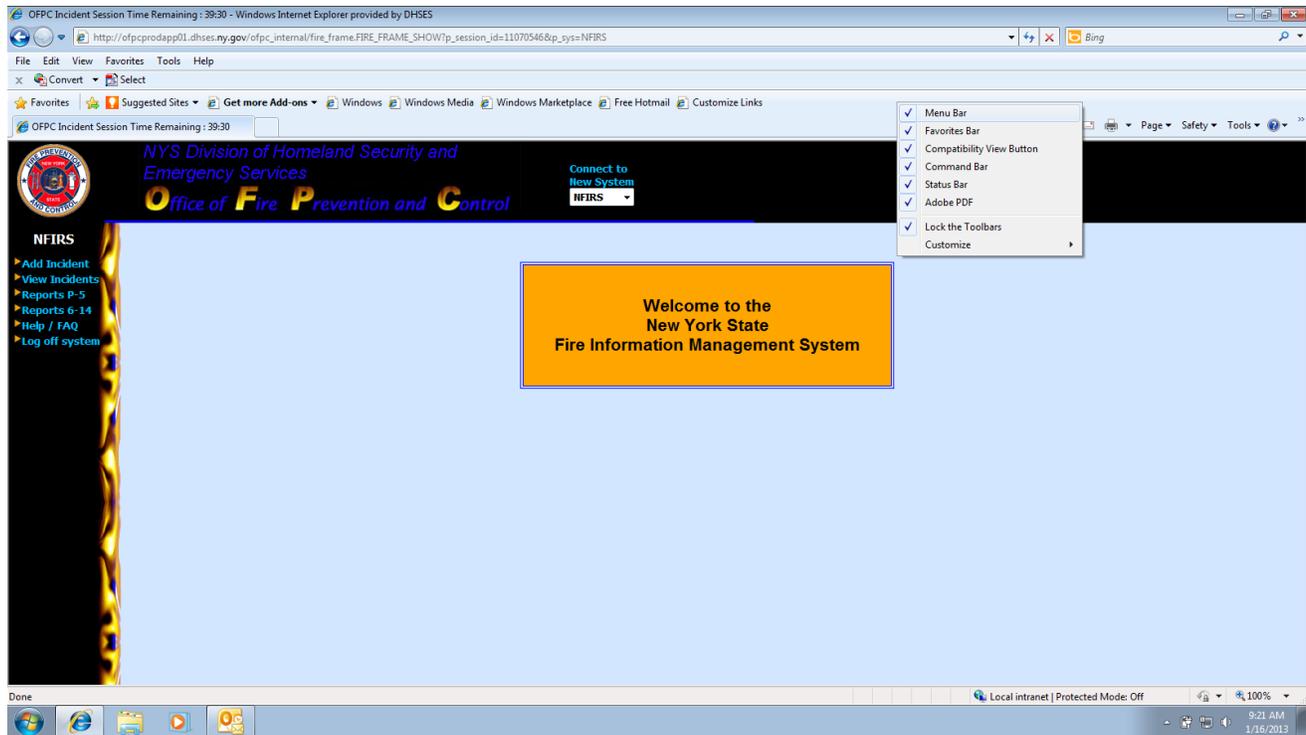


FIRE REPORTING'S IMS NFIRS SYSTEM RECENT ISSUES CAUSED BY INTERNET EXPLORER 10

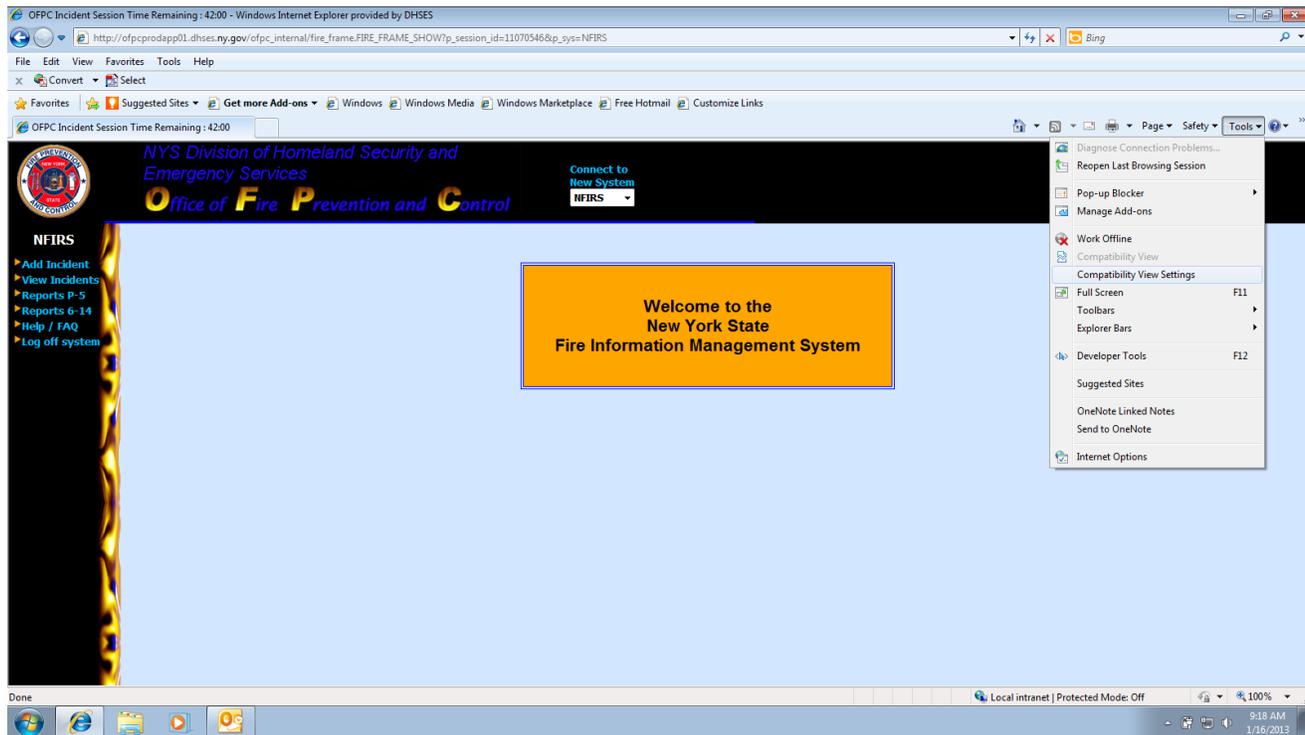
In the past month or so, Fire Reporting has received a number of calls in regards to the IMS NFIRS system not working. What happens is the user is able to log into the system and select add incident, which then brings up the first screen allowing them to add the FDID, incident number and incident date, they then hit the submit key and it immediately gives them an error message that the data has not been submitted and kicks them out of the system.

After several weeks, we were able to figure out that the issue is related to users upgrading to Internet Explorer 10, which also comes standard now on new computers. In working with DHSES IT staff, we were able to make a fix to get the IMS NFIRS System to function in Windows 8. Please follow the 3-step directions below:

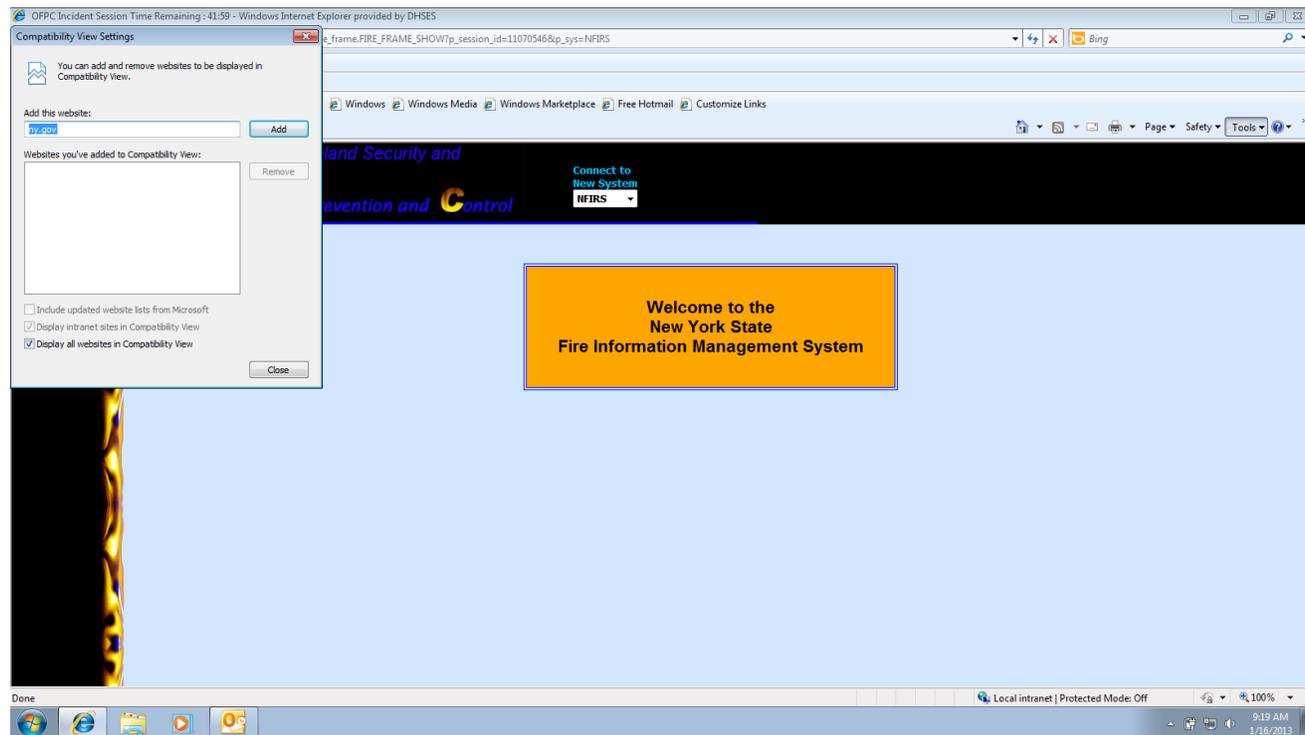
1. Right click on the top bar within IE10 and check, "Menu bar"



2. Click on “tools” --> compatibility view settings



3. Add “fireinfo.dhses.ny.gov” to the list of websites to use compatibility mode on. Paste URL into the “Add this website” and then click the “Add” button.



Distributed by the
NYS Division of Homeland Security and Emergency Services

OFFICE OF
**FIRE PREVENTION
& CONTROL**

Andrew M. Cuomo, **Governor**
Jerome M. Hauer, **Commissioner**

phone 518.474.6746

fax 518.474.3240

email fire@dhSES.ny.gov

WWW.DHSES.NY.GOV