

WHAT TO DO I HAVE “UNDEFINED” IN THE MAIN MENU

Oracle and Internet Explorer 10 are not currently compatible. IE 10 is too high of a version and prevents the Oracle Application (iSupplier) from functioning properly.

There are some options available in order to resolve this issue

1. You can download Mozilla Firefox browser which is located at <http://www.mozilla.org/en-US/firefox/new/>

OR

2. Roll Internet Explorer back to an older version. To roll back IE10 to IE9 in Windows 7 perform the following precisely:

- * Go to Control Panel, Programs and Features, click on View Installed Updates.

- * Find Internet Explorer 10 and uninstall.

- * Once you reboot the computer you will then be using IE9.

- * To disable IE10 from installing on a Windows 7 computer go to <http://www.microsoft.com/en-us/download/details.aspx?id=36512>

- a. Make sure to follow the instructions precisely

OR

3. Depending on your operating system, some version of Internet Explorer 10 has a compatibility view which can resolve the issue. Click the Tools, move down the menu to Compatibility View and click. There should be a checkmark beside Compatibility View.

If you have tried all of the options above and continue to get the “Undefined” in the main menu, please email isupplier@nashville.gov.