

Internet Explorer 10 – eGrant workaround

If you get this message when you try to get to the login for the eGrant

Server Error in '/applications/DE53eGrants' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" configuration file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

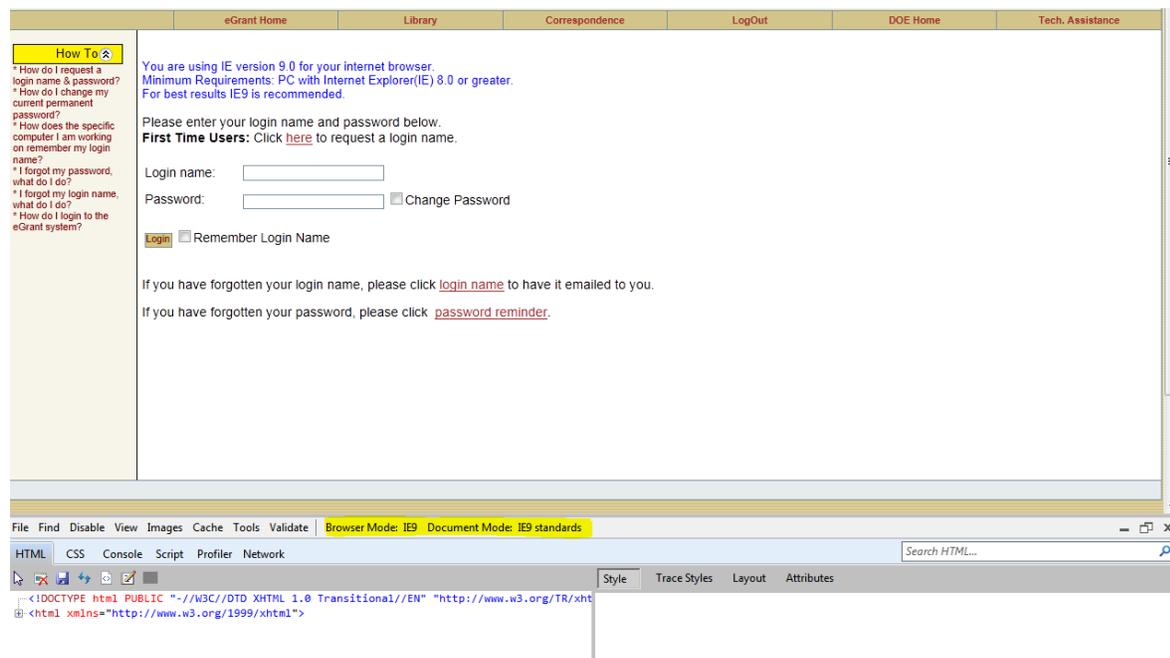
```
<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="Off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->
<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```

AND you are using IE 10:

1. Press the F12 button
 - a. A window should open at the bottom of your page that looks like this:



- b. Where it is highlighted in yellow, click and make sure it has IE 9 in both places.
 - c. Once you do this, it should re-load the page and allow you to log in.
2. If, after doing these steps, you are able to login, but you cannot select the 2014-15 application, please try it on another computer. For some reason, some computers will not release settings and allow the webpage to refresh.