

IMS Hardware Refresh and Software Upgrade

The Office of Information Technology (OIT) is pleased to inform you of the upcoming IMS Hardware Refresh and Software Upgrade, which will be implemented on Monday, November 5th, 2012. This refresh and upgrade will ensure that IMS is able to run in Windows Internet Explorer (IE) 8 and beyond.

A Java update will be necessary in order to access IMS after the Hardware Refresh and Software Upgrade. The Java update was deployed to all EEOC laptops on October 31st, and it is important to ensure this update installed correctly. Please run the attached "Java Version Check" executable to see if the software installed correctly. **If you are experiencing issues logging into IMS please contact your local IT specialist to perform Java Update Steps (listed below).**

FEPA offices should have received an email on October 25th regarding the need for the same Java software update to their desktops. **If you are experiencing issues logging into IMS then you should update their desktops/laptops by following the Java Update Steps listed below.**

*** JAVA UPDATE STEPS***

NOTE: You must run this upgrade in the Windows Internet Explorer (IE) browser.

1. Go to the **IMS launch page**. Be sure the link opens in Windows IE.
2. Click the "IMS Support Software" link at the bottom of the page.
3. Under File, click the "JAVA 6.35 Install Executable" link.
4. In the File Download-Security Warning dialog, click the Run button. After a few seconds, the Java Setup-Welcome dialog should appear.
5. Click the Install button. After a few seconds, the Java Setup-Installation Progress window should appear.
6. The Java Setup-Complete window will automatically appear. Click the Close button.

Once JAVA has been successfully installed you can access IMS via the usual URL: <https://ims.eeoc.gov/>

Additional messages which may appear while accessing IMS will be "This page contains both secure and non-secure items" and Security Certificate and Digital Signature dialog boxes. Continue to click "Yes" and "Run" for all of these until IMS has been successfully accessed. The OIT Team is aware of and working on the resolution for these messages.

In addition, FEPA Gateway users may see an extraneous message in the "Status Bar" of the "File Upload" screen. It may appear on the bottom left of your monitor indicating an error has occurred. Please ignore this message, there is no issue. You may also see a new pop-up window which states that the file "Uploaded Successfully". Click OK to close the pop-up window.

As always, we appreciate the opportunity to serve our user community as we continue to upgrade and improve IMS for the EEOC and FEPA customers.

If you have any questions or concerns, please contact the EEOC Help Desk @ 202-663-4767 or e-mail them at eeoc.helpdesk@eeoc.gov.