



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB076-00

Issue Date:

January 19, 2022

Title:

Update DVD Base Tool 13.x does not work Internet Explorer

Applies to:

- Update DVD Base Tool version 13.x and above
- Microsoft Internet Explorer

Effective Duration:

Permanent

Problem:

The PRIMERGY Update DVD Base tool is not compatible with Internet Explorer

Cause:

The PRIMERGY Update DVD Base tool version 13.x and above will no longer work with Internet Explorer because support for the browser is ending.

Solution:

Install Microsoft Edge browser, Chrome, or Firefox and set it as the default web browser to replace Internet Explorer.

Revision History:

REVISION	DATE	CHANGE SUMMARY
00	January 19, 2022	Initial Release
