

Complaint:

I'm receiving a "Conversion" error when I attempt to complete my application. How can I fix this?

Background Information:

This error is common in Taleo when using Internet Explorer 9 (IE9). Unfortunately, Taleo does not support this browser version at this time. One solution is to switch IE9 to "Compatibility View" (pictured here). This setting makes IE9 mimic older versions of the web browser and may correct the error that you are seeing.

How to Turn Internet Explorer Compatibility View On or Off for a Website:

When you turn on Compatibility View, the webpage you're viewing, as well as any other webpages within the website's domain, will be displayed as if you were using an earlier version of Internet Explorer.

This will show you how to add (turn on) and remove (turn off) websites to be displayed in Compatibility View.

Note

Not all website display problems are caused by browser incompatibility. Interrupted Internet connections, heavy traffic, or website bugs can also affect how a webpage is displayed.

METHOD ONE

Through the Address Bar

NOTE: If Internet Explorer recognizes a webpage that is not compatible, you will see the Compatibility View icon button  on the Address bar.

1. To Turn On Compatibility View for the Webpage

A) Click on the unhighlighted Compatibility View icon button. (See screenshot below)

NOTE: The webpage will now reload with Compatibility View turned on for it.



2. To Turn Off Compatibility View for the Webpage

A) Click on the highlighted (blue) Compatibility View icon button. (See screenshot below)

NOTE: The webpage will now reload with Compatibility View turned off for it.



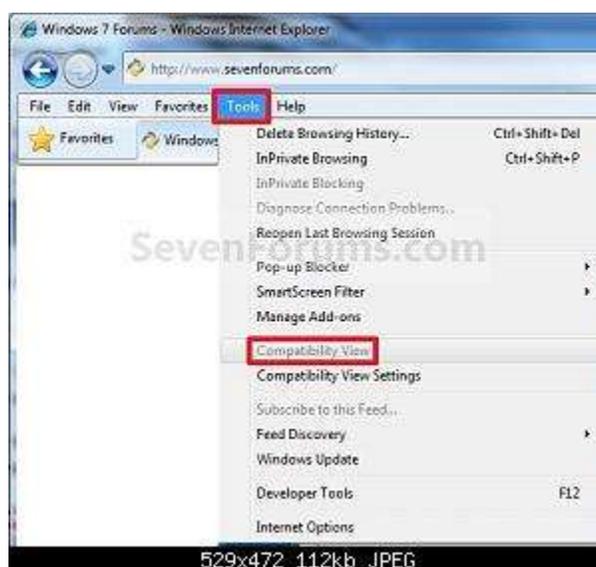
METHOD TWO

Through the Tools Menu

NOTE: This will let you turn on or off Compatibility View for the current webpage.

1. Click on the **Tools Menu Bar** item. (See screenshot below)

NOTE: If **Compatibility View** is grayed out, then the webpage has no compatibility issues and does not need to have Compatibility View turned on for it. You can still use **METHOD THREE** below to turn on Compatibility View for it though if you like.

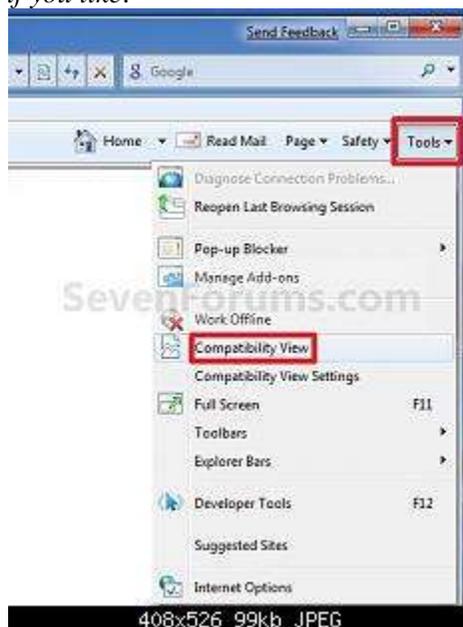


A) Go to step 3.

OR

2. Click on the **Tools Command Bar** button. (See screenshot below)

NOTE: If **Compatibility View** is grayed out, then the webpage has no compatibility issues and does not need to have Compatibility View turned on for it. You can still use **METHOD THREE** below to turn on Compatibility View for it though if you like.



3. To Turn On Compatibility View for the Webpage

A) Click on **Compatibility View** to check it. (See screenshots above)

NOTE: The webpage will now reload with Compatibility View turned on for it.

4. To Turn Off Compatibility View for the Webpage

A) Click on **Compatibility View** to uncheck it. (See screenshots above)

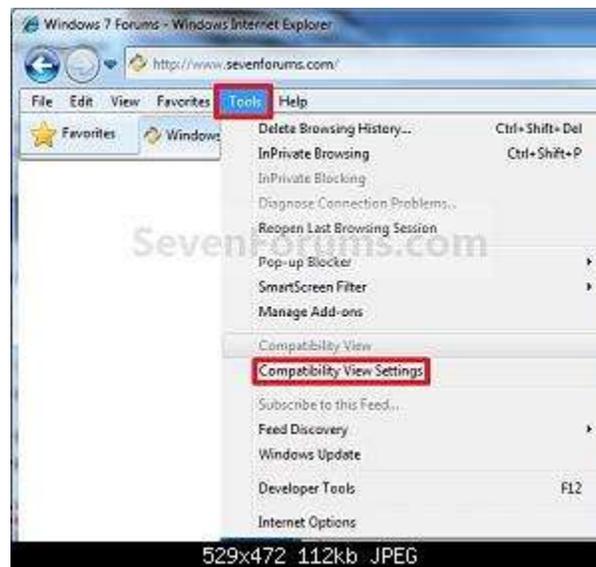
NOTE: The webpage will now reload with Compatibility View turned off for it.

METHOD THREE

Through Compatibly View Settings

NOTE: This will let you turn on or off Compatibility View for a webpage by adding or removing the webpage address from the Compatibility View list.

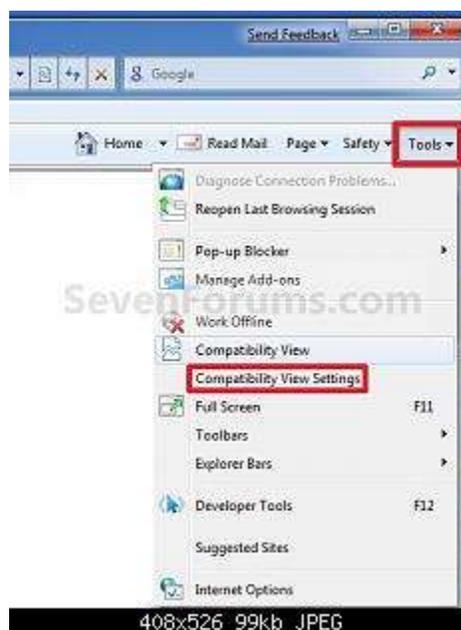
1. Click on the **Tools Menu Bar** item. (See screenshot below)



A) Go to step 3.

OR

2. Click on the **Tools Command Bar** button. (See screenshot below)



3. Click on **Compatibility View Settings**. (See screenshots above)

4. To Add a Webpage to the Compatibility View List

A) Type in the webpage address that you want to turn on Compatibility View for, and click on the **Add** button. (See screenshot below)

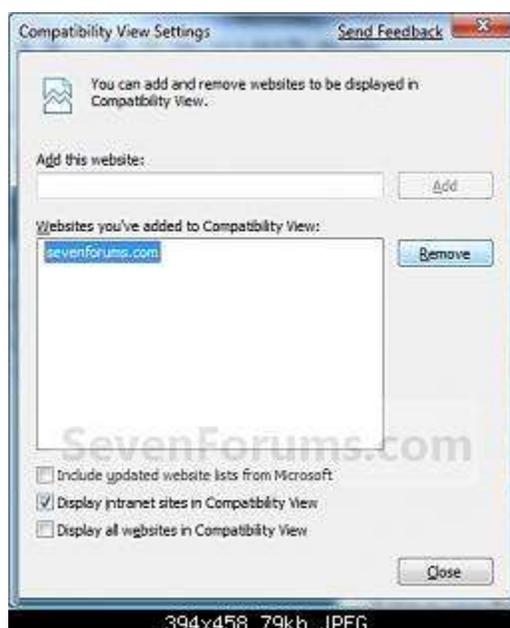
NOTE: The current webpage address will automatically be filled in for you. Just clear it if you want to add a different address instead.



B) Go to step 6.

5. To Remove a Webpage from the Compatibility View List

A) Select a listed webpage address that you want to turn off Compatibility View for, and click on the **Remove** button. (See screenshot below)



6. Click on the **Close** button. (See screenshots above)