DEFENSE TRAVEL
MANAGEMENT OFFICE

Defense Travel System
A New Era of Government Travel

Directed to the DBsign Installation Page when Java is Installed

I. GENERAL SOFTWARE UPDATE INFORMATION

Issue: Internet Explorer 11 recently incorporated software changes that are preventing browser and JAVA detection from operating correctly during the DTS login. As a result, DTS users are unable to log in to DTS. Users receive the "DBsign Installation Page," directing them to install JAVA when it is already installed. Reinstalling JAVA does not resolve the issue.

Workaround:

1. First, verify that you are using Internet Explorer 11 by following the below steps:

   A. In Internet Explorer, select the gear-shaped Tools button in the upper right corner, then select "About Internet Explorer".
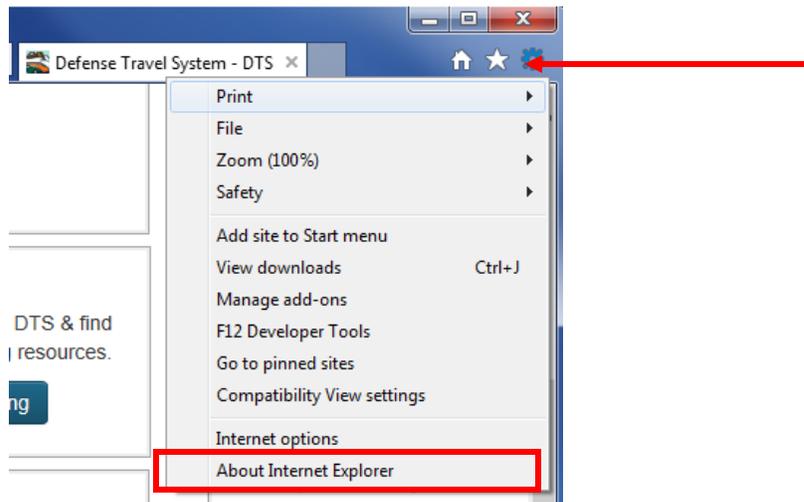
   B. In the About Internet Explorer window, Internet Explorer 11 will appear:

If you are using Internet Explorer 11, please follow these steps. This workaround will only resolve this issue specifically with Internet Explorer 11.

1. In Internet Explorer 11, select the gear-shaped Tools button in the upper right corner, then select "Compatibility View Settings".

2. In the Compatibility View Settings window, ensure that "osd.mil" is included in the "Add this website" field and select the Add button. You can then close the settings window.
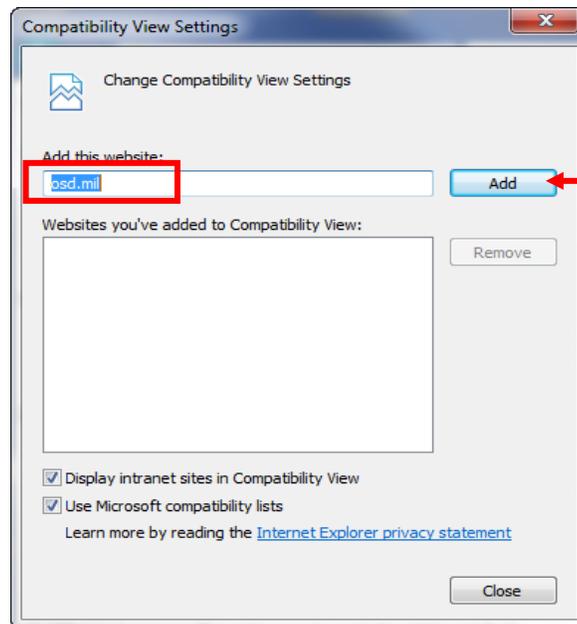
3. Internet Explorer should refresh the page and the DTS Privacy and Ethics page should appear (it may be necessary to close IE11 and revisit DTS first).