FMMI - COMMON FIXES

ITD is constantly updating our computers to ensure APHIS has the best performance and security possible. These updates can sometimes interfere with the normal FMMI layout. Users will see a screen incorrectly formatted and assume that FMMI is down. However there is an easy solution to rectify the issue. Below are some common occurrences that users have experienced at times. With an easy fix, FMMI will return to normal for users.
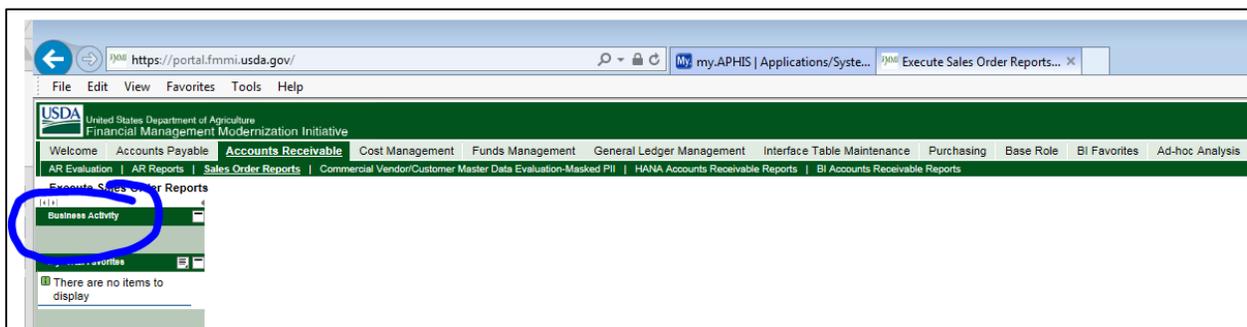
For example:

You BI report query screen is incorrectly formatted.

Or you could be missing options and/or the "Business Activity" is blank.

In most cases these problems can be resolved by taking the following actions.

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1. **Delete your Browsing History**

    - Log off FMMI and **close ALL open browsers**
    - Open **a single new browser**
    - Go to Tools > Delete browsing history
        o   Deselect Preserve Favorites….
        o   Select Temporary Internet files and website files
        o   Select Cookies and website data
    - Click "Delete" and allow process to complete with pop-up at bottom of browser screen (normally takes less than a minute)
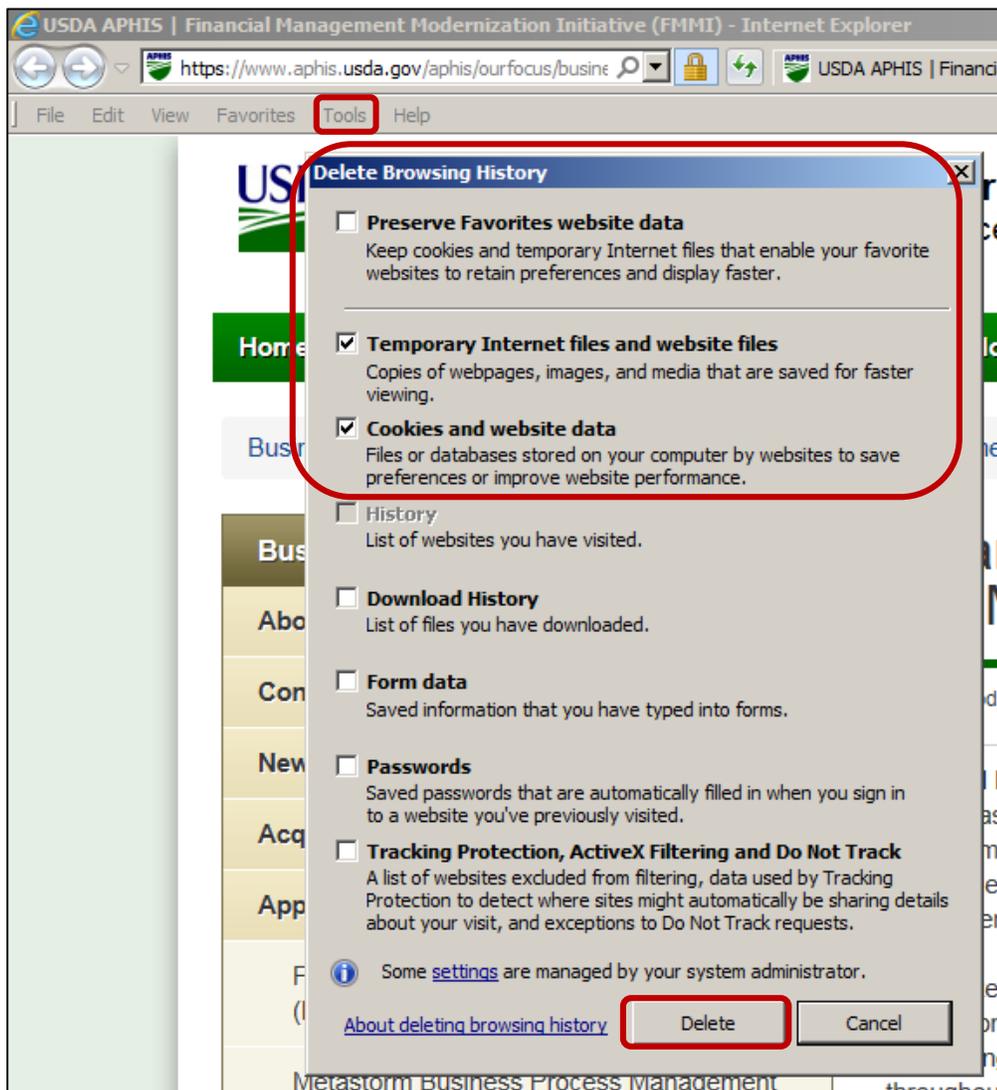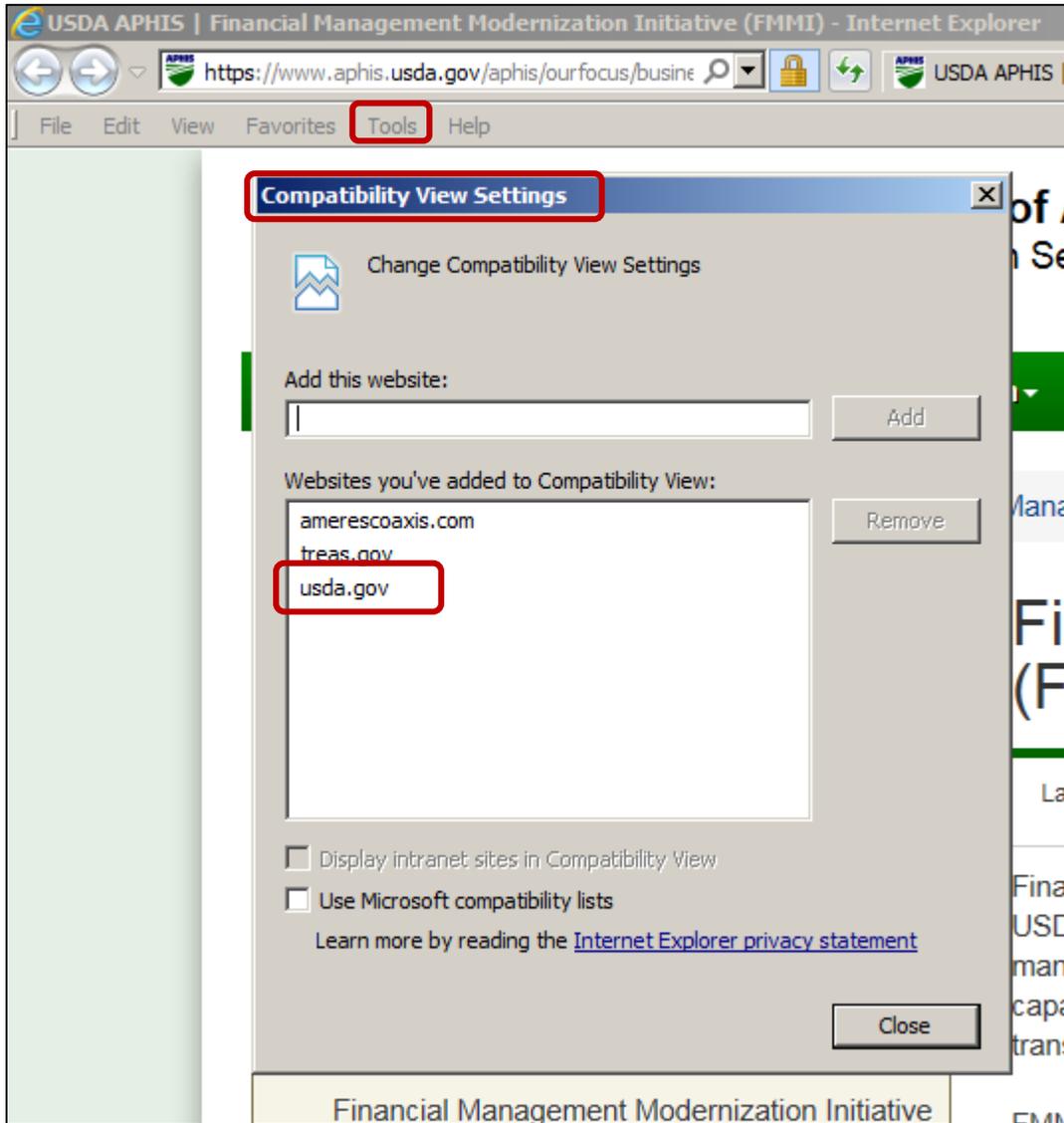

You will receive this message when your browsing history has been cleared.

Internet Explorer has finished deleting the selected browsing history.   ×

    - Log into FMMI again to see if this has corrected the issue.

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2. **Verify that usda.gov is under your compatibility view.**
   - Go to Tools > Compatibility View Settings

If neither of these tricks fix your problem you may need to submit a ticket through ATAC. Before contacting ATAC, make sure you check out other systems (i.e., ACMS/APHIS Portal). In your email to ATAC, let them know when the problem began, what you were doing and that you have cleared your browsing history and verified the compatibility view.