**Mozilla browser - KB00183**

Impacted App/Service: Mozilla browser

Title: An error message appears when launching the application

Short Description: Errors 501 or 401 may appear when trying to login to the site

Resolution:

1. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
2. Within the search pattern, type **regedit** and hit the Enter key.
3. Once the Registry Editor is launched, expand the sections to reach **Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Print**
4. At the right section of the screen, double click on the **AEyeDellCompatiblity**.
5. After the popup dialog appears, set the **Value data** field as **1**.
6. Close the Registry Editor tool.
7. Create an incident ticket assigned to the **Mozilla Support** group.
8. In the Description field, provide the user’s **System Name** (aka Machine Name) using the SysInfo tool.
9. Submit the incident ticket.