



Illinois State Police

Criminal History Information Response Process “System Requirements”

Illinois State Police • Bureau of Identification • 260 North Chicago Street • Joliet, Illinois 60432

Windows

Operating Systems

Microsoft Windows 7 SP 1 (32-bit and 64 bit)
Microsoft Windows 8 (32-bit and 64 bit)
Microsoft Windows 10 (32-bit and 64 bit)

Web Browsers

Microsoft Internet Explorer 11
Mozilla Firefox ESR 52 (32-bit)

Java

Oracle Java 8 with the latest available update (32-bit)

Adobe Acrobat Reader

To view PDF documentation in CHIRP ensure that you have Adobe Acrobat Reader DC or Adobe Reader 10 or later installed on your computer.

Mac

Operating Systems

Mac OS X 10.8.3 (Only 64-bit JRE is supported)
Mac OS X 10.9 (Only 64-bit JRE is supported)
Mac OS X 10.10 (Only 64-bit JRE is supported)
Mac OS X 10.11 (Only 64-bit JRE is supported)

Web Browsers

Mozilla Firefox ESR 52 (32-bit)

Java

Oracle Java 8 with the latest available update (32-bit)

Adobe Acrobat Reader

To view PDF documentation in CHIRP ensure that you have Adobe Acrobat Reader DC or Adobe Reader 10 or later installed on your computer.

Please note: ISP is not responsible for maintaining the life cycle or providing technical support of these products. Please direct inquiries to the product developers.

Questions regarding the CHIRP website may be addressed to:

Illinois State Police
Bureau of Identification

Hours:
Monday – Friday 8:00 am – 4:00 pm

Phone: (815) 740-5160, option 2
Fax: (815) 740-4401

Email: boi_customer_support@isp.state.il.us

Questions regarding Digital ID/Enhanced Authentication may be addressed to:

Department of Innovation & Technology Customer Service Center/PKI Digital Certificate

Hours:
Monday – Friday 8:00 am – 5:00 pm

Phone: (217) 524-3648 or
Phone: (312) 814-3648

Email: DoIT.Helpdesk@Illinois.gov

Please note: Users may download the required Firefox ESR 52 web browser at the following location: <https://www.mozilla.org/en-US/firefox/organizations/all/>.