IE 11 – Native/Enterprise/ Compatibility Mode

THE PROBLEM
Microsoft’s Internet Explorer can have issues with modern html pages when using “Compatibility” or “Enterprise” Modes.

ITMS has removed support for IE versions below 11.0 (and including use of Enterprise/Compatibility Mode) since February 2016. See ITMS System Requirements in the User Guide for more information.

In ITMS, older IE versions and Enterprise/Compatibility Mode can have some impacts to scanning users. The following are places known to be impacted (however other impacts may also be possible.)

1) Unable to Open Setting Dialog box
2) ITMS freeze when attempting to scan

To resolve these issues the end user needs to disable Compatibility/Enterprise mode.

HOW TO DISABLE

Disabling Compatibility Mode:
1) In IE 11, please select “Tools” and “Compatibility Settings”
2) Remove https://www.itms-online.com from the compatibility lists if it present.
3) Close and Re-open the browser and then log into ITMS.

Disable Enterprise Mode:
1) In IE 11, please select “Tools”
2) De-Select the Enterprise Mode setting

IMPORTANT: Compatibility and Enterprise mode may be setup by an I.T. group policy that may not be visible or accessible by the end user. To verify that compatibility/Enterprise mode is enabled, a feature of IE 11 Developer Tools can be used. If an IT policy has the ITMS website included as a website to use either Compatibility View OR Enterprise Mode, please contact your IT support group to have ITMS removed from the list. ITMS must run in native mode (not Compatibility View or Enterprise Mode).

Methods for Detecting if Compatibility View or Enterprise Mode is in use for ITMS:

- Go to Tools > Compatibility View settings in the Internet Explorer 11.0 browser and see if the ITMS URL (any reference of *.itms-online.com) is included in the list.
- Check for the blue “Enterprise Mode” indicator icon in the URL area at the top of the Internet Explorer 11.0 browser.
- Look for “Enterprise Mode” included and checked in the Tools menu of the Internet Explorer 11.0 browser.
• Using IE 11 Developer Tools (hit F12 in the Internet Explorer 11.0 browser) check for a message in the Console tab indicating that Compatibility View or Enterprise Mode is in use.

1) Ensure that “Console” is selected on the black navigation bar
2) Load https://www.itms-online.com

Look for a log entry in the console that mentions Compatibility View or Enterprise Mode. (text will be in green as in the example below.)
The below examples show some messages that will be shown depending on the configuration of the clients system.

Examples of log entries in IE Developer Tools

Compatibility view set locally

HTML12001: items-online.com is a website you've added to Compatibility View.

Compatibility View Set by Group Policy

HTML12001: items-online.com has been configured to run in Compatibility View through Group Policy.

File: Default.aspx

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