

Setting Compatibility of Internet Explorer

PURPOSE

This document shows the issues that users may encounter while using Internet Explorer to access the CS Lucas system. It also shows detailed procedure on how to fix these issues.

WHY IS THIS IMPORTANT?

This is important to ensure that users will be able to access the system using Internet Explorer as a browser.

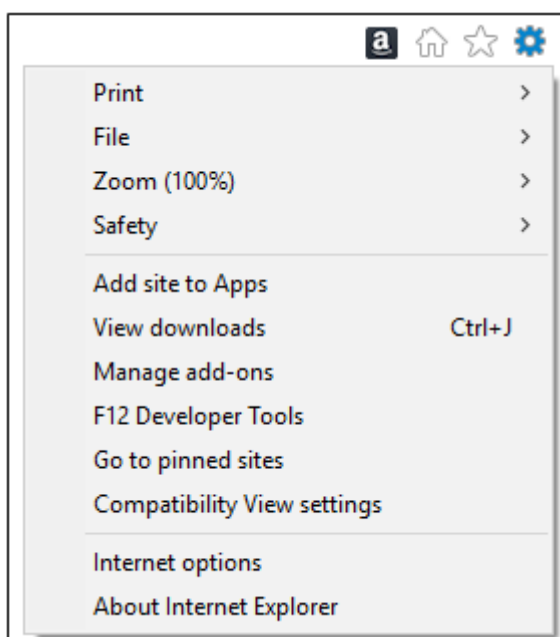
PROCEDURE

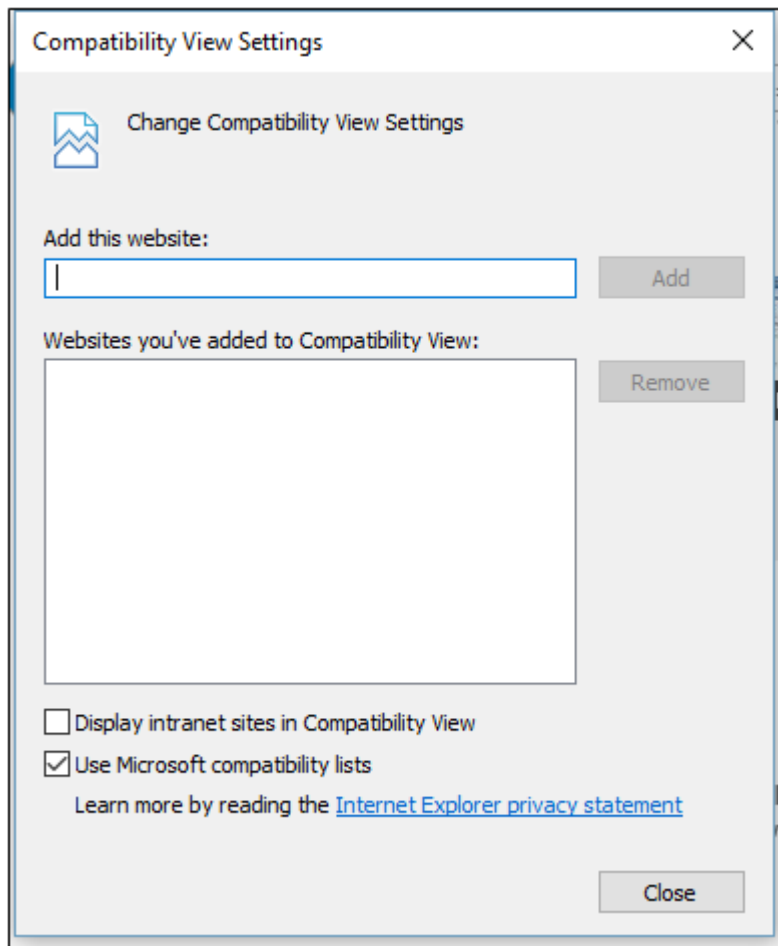
Issue 1: Menu Bar Overlapping

Solution:

1.1 Go to Tools, untick Compatibility View.

1.2 If Compatibility View is disabled, click on Tools > Compatibility View settings, untick Display intranet sites in Compatibility View, click Close.



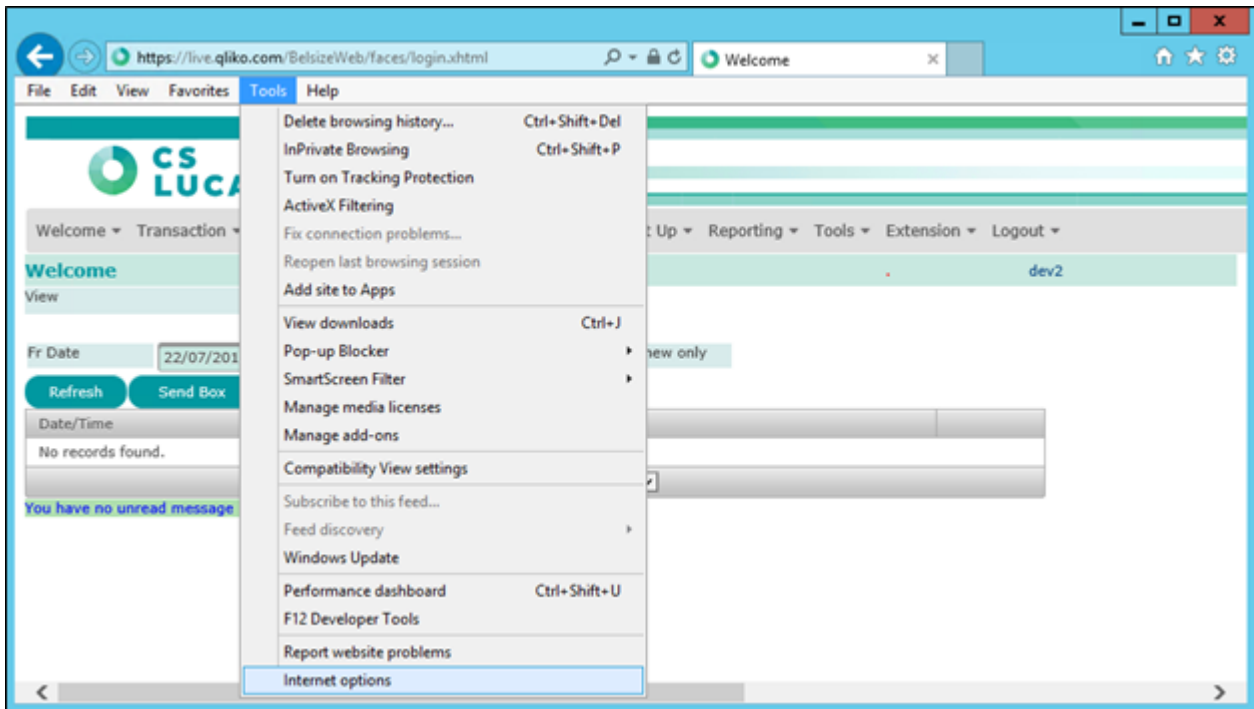


Issue 2: Menu bar cannot click.

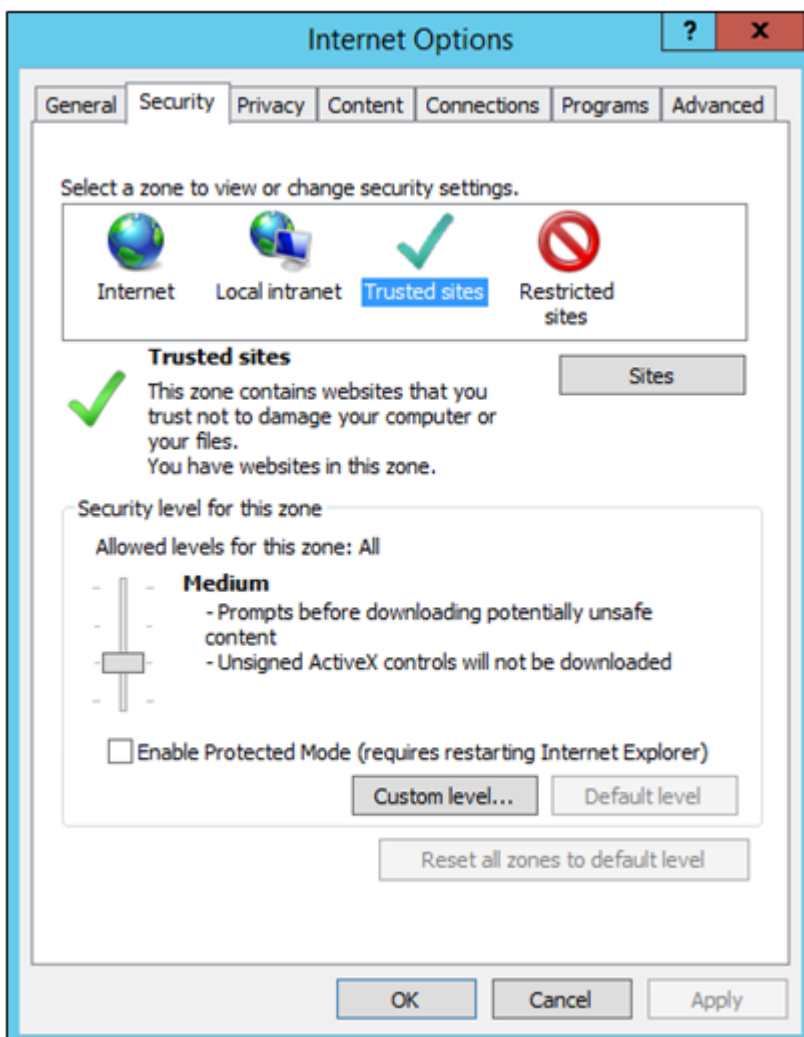
May happen on IE 8 and above.

Solution:

2.1 Go to Tools > Internet options.

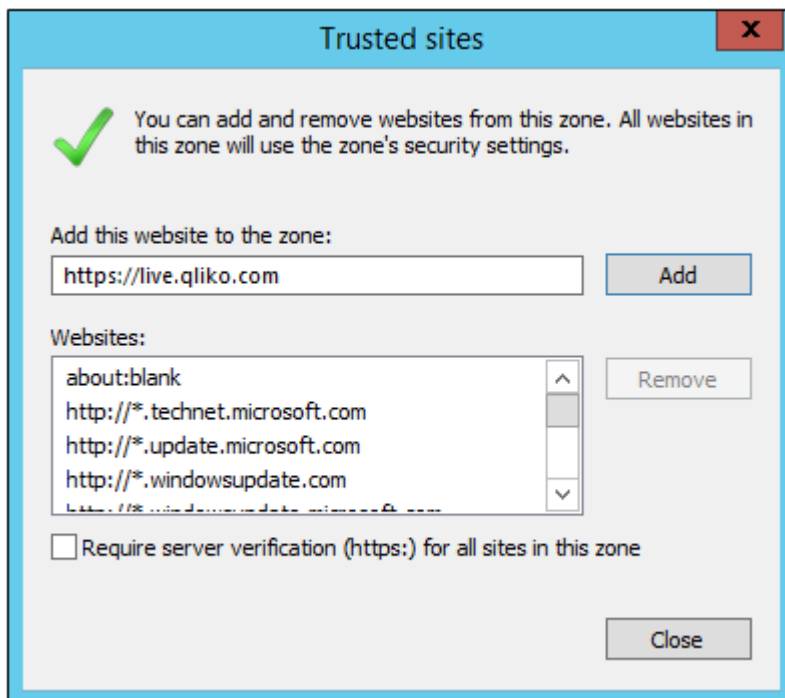


2.2 Click Security tab.

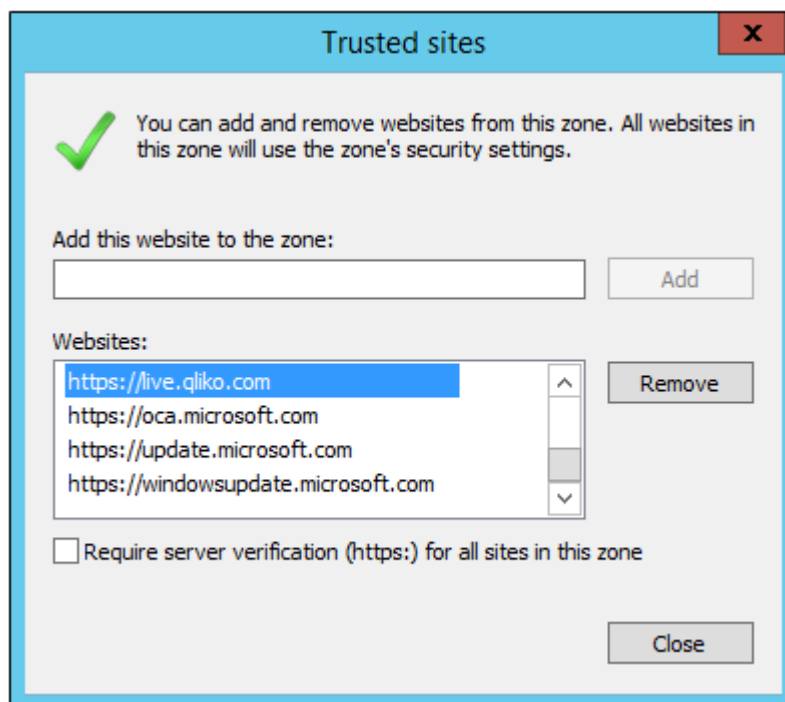


2.3 Select Trusted Sites and click Sites.

2.4 Type in the URL. The URL in the screenshot is for illustration purposes, use the CS Lucas provided URL to access for your company.



2.5 Click Add.



2.6 Click Close.

2.7 Click OK.

2.8 Close this IE.

2.9 Open a new IE.

FREQUENTLY ASKED QUESTIONS

RELATED INFORMATION

CHANGE HISTORY

Date	By	Changes
15-Feb-2008	Shu Fen	Created.
29-July-2016	Clarissa	Rewritten. Reformatted.