

IE 8 Compatibility Mode No Longer Supported

Technical Support Engineers are reaching out with the guidance that Maestro Learning Management System functionality does not support Microsoft Internet Explorer Compatibility Mode.

Applicable environment: ALL (ex: Production, Sandbox, Pub)

Release February 2015 notes shown below:

NOTICE: As of the 5.201502 release, Maestro core functionality will not support Microsoft Internet Explorer Compatibility Mode

Microsoft introduced Compatibility Mode for Internet Explorer to ease the burden on slower moving technology in keeping up with the latest browser updates. As a SaaS organization with monthly releases built on technology specifically selected to minimize the challenges of rapidly adopting browser updates, we do not see this as a challenge with Maestro. Moreover, compatibility mode itself has traditionally resulted in conflicts with the latest in adaptive web technology. Unfortunately, this is a challenge that we experience.

Many of the user experience updates we will implement during the next 12 months would be inhibited by the need to support compatibility mode. This is not to say that Maestro will not work with Compatibility Mode ON, but that our best practice and support of IE will be with Compatibility Mode OFF.

Please see below for the guidance internal teams provided with regards to Compatibility Mode.

Scenario 1:

To check for group policy when SSO'ing into LMS:

- 1) Right click on SSO link select Copy Shortcut, Paste into word document.
- 2) Press F12 and click on the console tab.
- 3) Click on the SSO link to SSO into the LMS.
- 4) Scroll up on the console tab to find a statement which includes the home domain i.e. 'mycompany.com' and Compatibility Mode applied by Group Policy.
- 5) Click on a link in the LMS to resolve the issue and check console again, notice the statement indicating Compatibility Mode applied by Group Policy no longer is displayed.

Resolution: the URL pasted into the word document on Step 1 will need to be added to the exceptions list for the group policy. (Note: Additional group policy information <https://technet.microsoft.com/itpro/internet-explorer/ie11-deploy-guide/group-policy-compatibility-with-ie11>)

Scenario 2:

To check for 'Display intranet sites in Compatibility View':

- 1) Open IE
- 2) Select the "Settings (cog)" in the top right corner
- 3) Choose the option "Compatibility View Settings"
- 4) Make sure the "Display intranet sites in Compatibility View" is unchecked
- 5) Remove any sites like "geolearning.com" from the "Websites you've added to Compatibility View"
- 6) Click "Close"
- 7) Close IE and re-open IE