

When browsing to GlobalSearch Web or GlobalCapture pages in Internet Explorer you may encounter a blank screen. You will not be prompted to authenticate, and a blank browser window will remain in view. This is typically related to browser settings. By default, Internet Explorer displays what it determines "local" or "intranet sites" to be displayed in compatibility mode. If you are experiencing a blank page problem when trying to connect, confirm this is the problem by opening IE's developer tools by pressing **F12** on your keyboard and looking at the compatibility mode of the browser.



If you change this value to **Edge**, it will refresh the page and you should be able to see content on the page you were trying to view. This is only a temporary fix. To prevent users from having to take these steps every time they launch a new browser session, additional steps are required. Microsoft provides two ways to resolve this problem, listed below. Alternately, you can use a different browser (Chrome, Firefox), what will not present this type of issue.

Changing Internet Explorer Settings

This method requires changing the settings on each individual machine in order to work. Depending on your group policy and local security settings, an administrator may need to assist in making these changes.

Change the compatibility view setting within Internet Explorer:

- 1. Click on the **Gear Icon** 🔯 on the top right of your browser.
- 2. Select **Compatibility View settings** on the drop-down menu that appears.





3. In the settings window that appears uncheck the option **Display intranet sites in Compatibility View.**

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
server	<u>A</u> dd
Websites you've added to Compatibility View:	
 Display intranet sites in Compatibility View ✓ Use Microsoft compatibility lists Learn more by reading the Internet Explorer privacy s 	<u>R</u> emove
	Close

4. When you click on **Close** in the settings window, your browser will automatically refresh and the page you were trying to reach should display and/or you will be prompted for authentication credentials.



SolobalCapture	uure ∧ 00 (2, 62) ¢ (+)
Windows Security	
i excylore The server server is adving for your user name and password. The server reports that it is from server. Warning: Your user name and password will be sent using basic authentication on a connection that in it succure.	
Beer name Password Remember my credentials	
OK Cancel	

Your browser will remember these settings going forward.

Changing Settings via Group Policy

This setting can also be defined in a group policy that can be pushed out to domain users. This is a network administrator level task that would only be used in scenarios where your network admin is familiar with Active Directory and Group Policies.

- 1. Open your Group Policy Editor and navigate to:
 - Computer Configuration \rightarrow Administrative Templates \rightarrow Windows Components \rightarrow Internet Explorer \rightarrow Compatibility View

Local Group Policy Editor				- • ×			
File Action View Help							
a 🔛 Windows Components 🗠	Compatibility View						
ActiveX Installer Service	Turn on Internet Explorer Standards	Setting	State	Comment			
And reactives to windows	Mode for local intranet	Turn on Internet Explorer 7 Standards Mode	Not configured	No			
App Package Deploymen		Turn off Compatibility View	Not configured	No			
Application Compatibility	Edit policy setting	🔠 Turn on Internet Explorer Standards Mode for local intranet 👘	Not configured				
AutoPlay Policies	Requirements:	Turn off Compatibility View button	Not configured	No			
Biometrics	At least Internet Explorer 8.0	Include updated website lists from Microsoft	Not configured	No			
BitLocker Drive Encryptio		E Use Policy List of Internet Explorer 7 sites	Not configured	No			
Credential User Interface	Description: This policy setting controls how	Use Policy List of Quirks Mode sites	Not configured	No			
Desktop Gadgets	Internet Explorer displays local						
Desktop Window Manage	intranet content. Intranet content						
Device and Driver Compa	is defined as any webpage that						
Digital Locker	belongs to the local intranet						
📫 Edge UI 🖉	accurry zone						
Event Forwarding	If you enable this policy setting,						
Event Log Service	Internet Explorer uses the current						
Event Viewer	content. Additionally, all local						
Family Safety	intranet Standards Mode pages						
File Explorer	appear in the Standards Mode						
File History	available with the latest version of						
Game Explorer	change this behavior through the						
HomeGroup	Compatibility View Settings dialog						
	box.						
h Application Compatit	Museu disable this policy setting						
Browser menus	Internet Explorer uses an Internet						
Compatibility View	Explorer 7 user agent string (with						
Corporate Settings	an additional string appended) for						
Delete Browsing Histo	Additionally, all local intranet						
Internet Control Pane	Standards Mode pages appear in						
Internet Settings	Internet Explorer 7 Standards						
Privacy	Mode. The user cannot change						
Security Features	Compatibility View Settings dialog						
Toolbars	box.						
Internet Information Serv							
Location and Sensors	If you do not configure this policy						
Maintenance Scheduler	Internet Explorer 7 user agent	/					
NetMeeting V	string (with an additional string						
<	Extended Standard						
7 setting(s)							



- 2. Double click on Turn on Internet Explorer Standards Mode for local intranet
- 3. Set the policy to **Enabled** and click on **Apply** and then **OK**

Turn on Internet Explorer Standards Mode for local intranet						
Turn on Internet Explorer Standards Mode for local intranet Previous Setting Next Setting						
 Not Configured Comment: Enabled 						
O Disabled	At least Internet Explorer 8.0					
Supported on						
Options:	Help:					
	This policy setting controls how Internet Explorer displays local intranet content. Intranet content is defined as any webpage that belongs to the local intranet security zone. If you enable this policy setting, Internet Explorer uses the current user agent string for local intranet content. Additionally, all local intranet Standards Mode pages appear in the Standards Mode available with the latest version of Internet Explorer. The user cannot change this behavior through the Compatibility View Settings dialog box. If you disable this policy setting, Internet Explorer uses an Internet Explorer 7 user agent string (with an additional string appended) for local intranet content. Additionally, all local intranet Standards Mode. The user cannot change this behavior through the Compatibility View Settings dialog box. If you disable this policy setting, Internet Explorer uses an Internet Explorer 7 user agent string (with an additional string appended) for local intranet content. Additionally, all local intranet Standards Mode pages appear in Internet Explorer 7 Standards Mode, The user cannot change this behavior through the Compatibility View Settings dialog box. If you do not configure this policy setting, Internet Explorer ruses an Internet Explorer 7 user agent string (with an additional string appended) for local intranet content. Additionally, all local					
	OK Cancel Apply					

4. Reboot your machine