

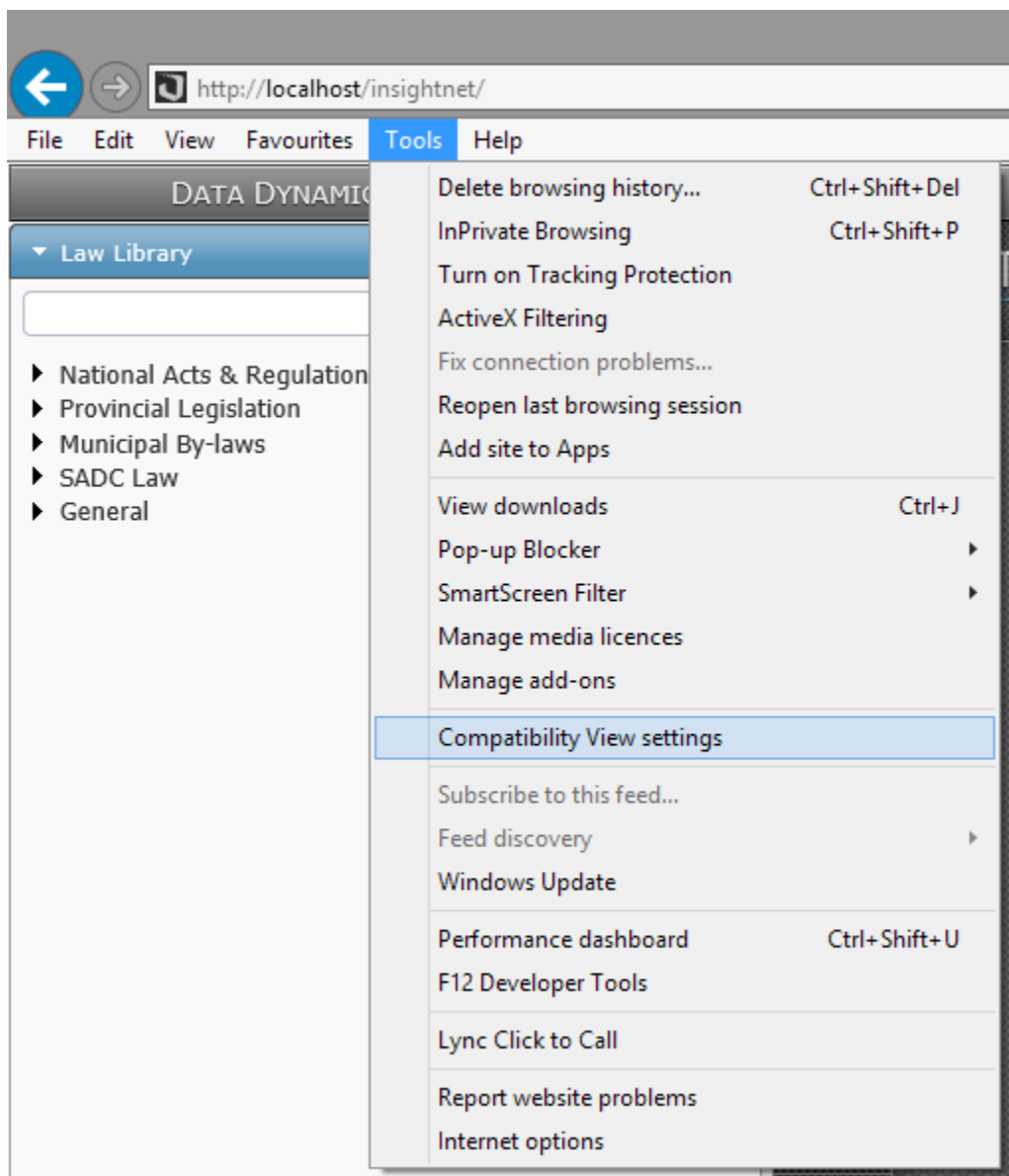


## Insight (v2) Browser IE Compatibility Mode and Active Scripting

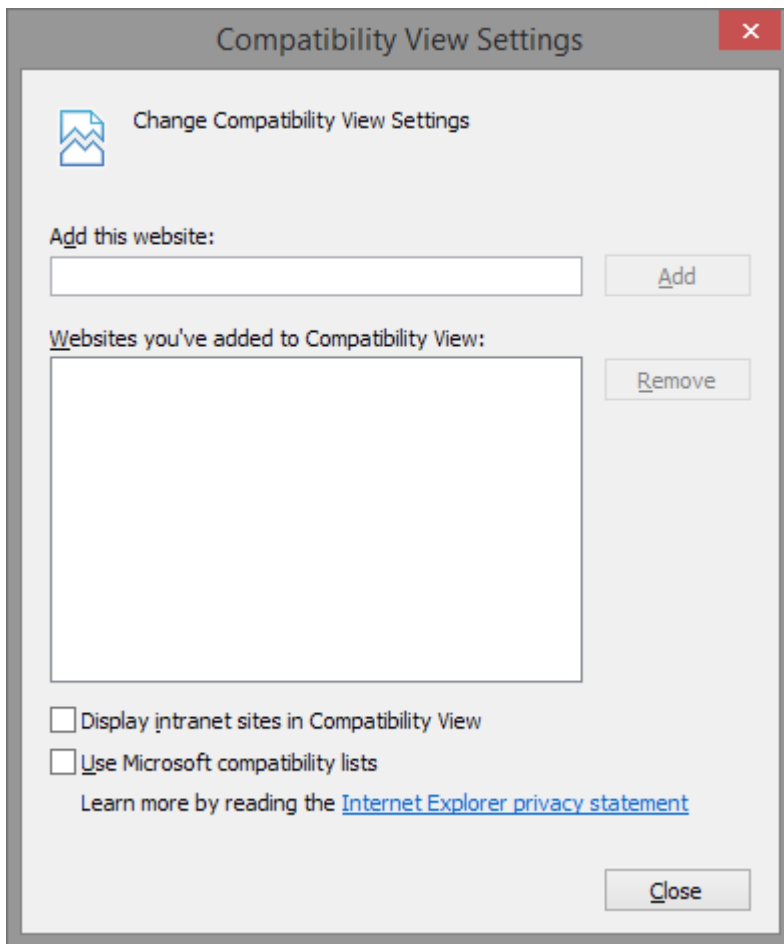
PLEASE BROWSE TO <http://www.ddyn.com/> FOR ADDITIONAL TECHNICAL SUPPORT AND FAQ

It is common behaviour for IE to render local intranet sites in a compatibility view which will prevent **InsightNet** from rendering correctly. To prevent this from occurring please follow these steps:

1. Go to **Tools** menu in Internet Explorer 11. (Press **ALT** if the menu bar is not visible)



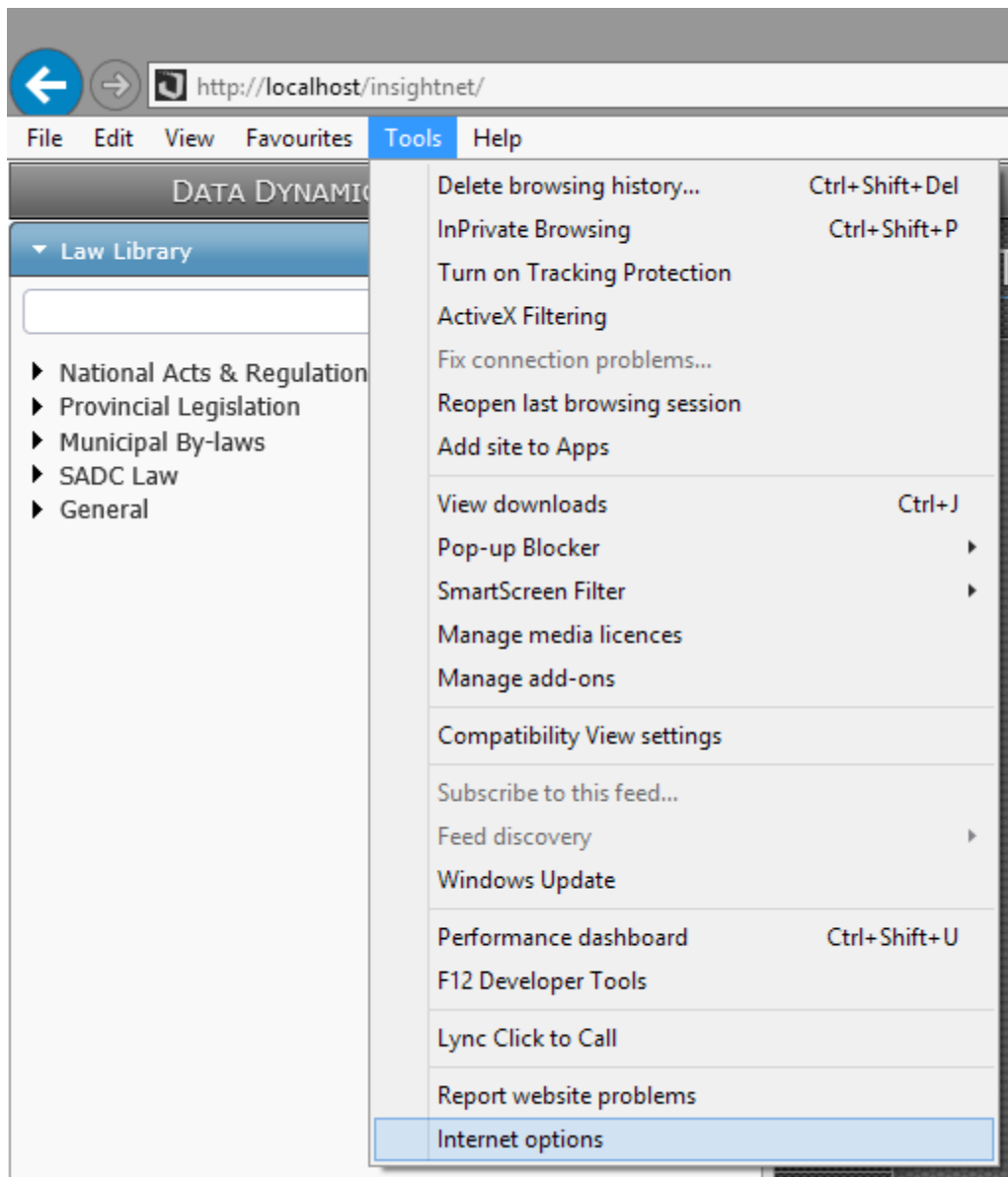
2. Click on Compatibility **view settings** to open the dialog.
  - a. Uncheck '**Display intranet sites in compatibility view**'.
  - b. Uncheck '**Use Microsoft compatibility lists**'.
  - c. If the intranet (e.g. **localhost**) that **InsightNet** is running on is listed within the '**Websites you've added to Compatibility view**' list box, please select it and click **remove**.
  - d. Click **Close**.



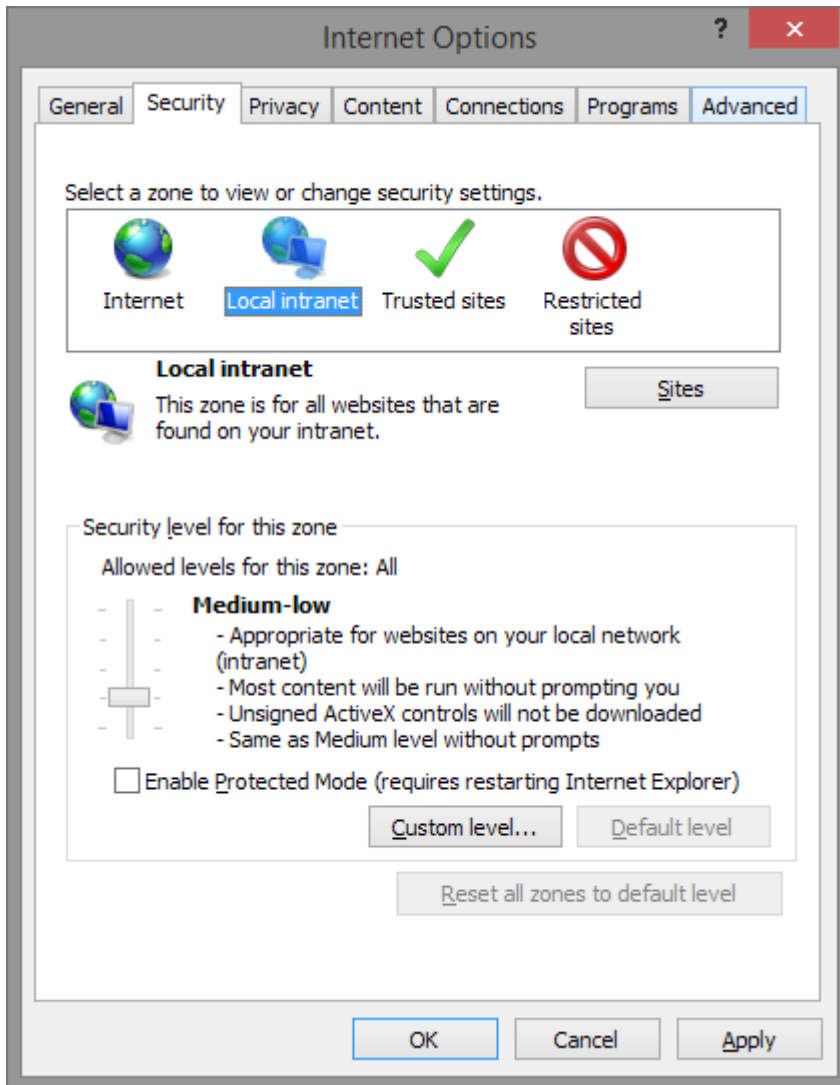
3. Refresh the browser window by pressing **F5**. (IE may need to be restarted to view the changes)

If the previous steps have not eliminated the problem, a security restriction may be preventing active scripting from executing.

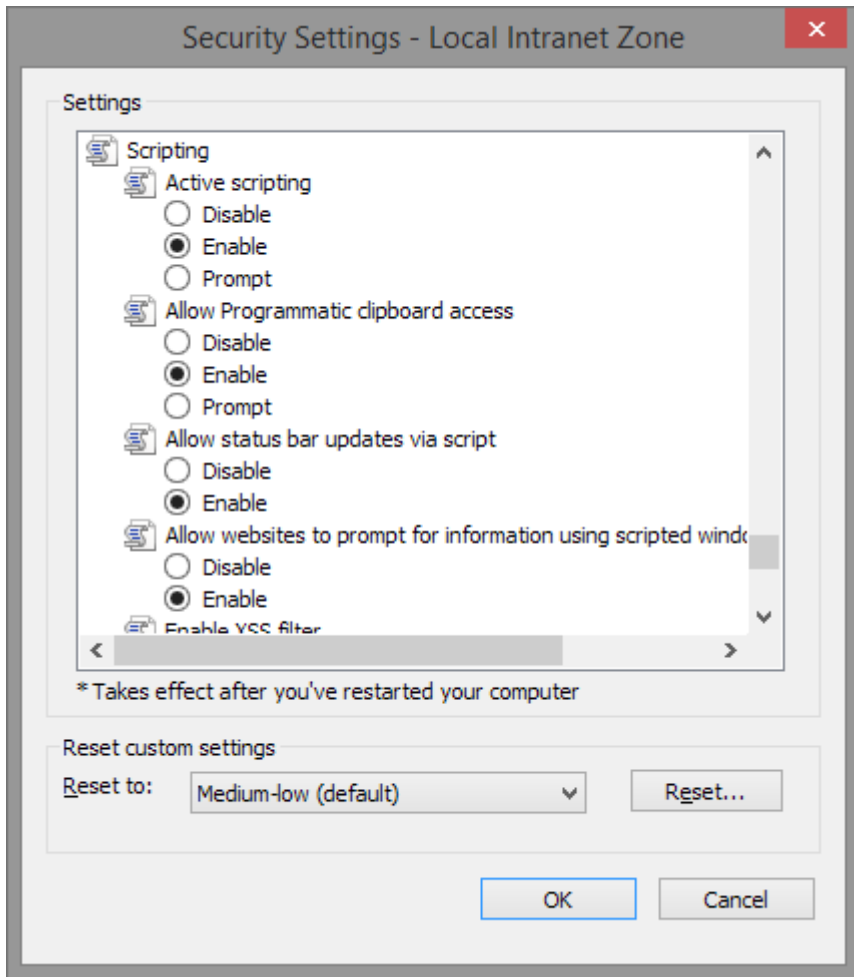
4. Go to **Tools** menu in Internet Explorer 11. (Press **ALT** if the menu bar is not visible)



5. Click on **Internet Options** to open the dialog:
  - a. Within the dialog select the **Security** tab.



- b. Select **Local intranet** zone. Click the **Custom Level** button.
- c. Within the **Security Settings** dialog, scroll down to the **Scripting** and ensure that **Active Scripting** is **enabled**.
- d. Once **Active Scripting** is enabled, click **OK** to close the dialog box.



6. Click **OK** to close the **Internet Options** dialog and refresh the browser window by pressing **F5**. (IE may need to be restarted to view the changes)

*Legislation Compliance at your Fingertips*

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*Data Dynamics call line – 031 2628240 or 087 550 1870*