

NAS4 IE8 Rendering Issue

Issue:

It seems a few NAS4 customers are experiencing IE8 rendering of NAS4 webpage problems or problems only when operating on their local LAN. (Renders fine in remote or standalone mode when accessed via an external method)

The issue is that Microsoft have decided that intranet pages should be displayed in compatibility view (IE8 running in IE7 rendering mode)

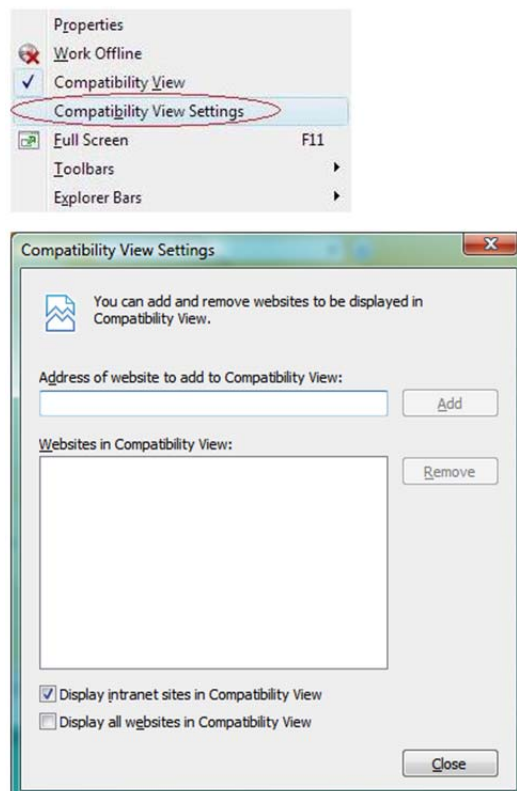
When accessing remotely, IE8 doesn't see it as an intranet site, thus the confusion of IE8 rendering under certain circumstances. This issue has been complicated by the Microsoft decision to hide the compatibility button when IE8 decides you should render in compatibility mode. NAS4 is not IE7 compatible.

The result is either a blank NAS4 index page or a partially rendered presentation form page.

Fix:

Go to Tools -> Compatibility View Settings and un-tick display intranet sites in Compatibility View.

A new entry in the 'Tools' menu allows for advanced configuration of the feature.



For a full Microsoft explanation, please follow the link below.

<http://blogs.msdn.com/b/ie/archive/2008/08/27/introducing-compatibility-view.aspx>

As detailed in this article, we will implement the recommended meta tag changes in the html for the next release of NAS4.

It is worthy of note that one Editure customer who disabled compatibility mode via everyone's profile, inadvertently resolved several other internal web based application issues.

If you have any concerns or questions, please don't hesitate to contact Editure on 1300 798 042 or email via the feedback button on the NMS4 tool bar.