

Some pages in CCMWeb showing Page Cannot Be Displayed error or unable to select menus/sub-menus

PROBLEM

You can log into the Contact Center Management website, but some or all of the sub pages (Reporting, Your Site, etc.) return a **Page Cannot Be Displayed** error, or clicking on options produces no effect.

SYMPTOMS

You are running Internet Explorer 9, 10, or 11.

CAUSE

IE9, IE10, and IE11 need to run in **Compatibility Mode** in order to work with the CCMWeb website.

RESOLUTION

For IE9 and IE10:

To the right of the Address Bar there is the Compatibility Mode icon. It resembles a page torn in half. If this icon is highlighted blue, you are running in Compatibility mode. Otherwise click on it to toggle it.

Compatibility Mode **OFF**

Compatibility Mode **ON**

For IE11:

1. Tap or click the Tools button and then tap or click Compatibility View settings.
2. Under Add this website, enter the URL of the site you want to add to the list, and then tap or click Add.

APPLIES TO

IE9, IE10, IE11

Keywords: CCMWeb page cannot be displayed compatibility mode IE9 IE10 internet explorer 9 10 11

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