

WebClient and ESS - IE 9 and Compatibility View

Symptom: When accessing WebClient and ESS using Internet Explorer version 9, security questions are asked, often twice. The issue is related to a change in how IE 9 handles default Compatibility View.

Fix: Compatibility view needs to be enabled (checked) for these urls.

To set Compatibility view in IE 9:

Go to your WebClient (or) ESS URL

Example:

<https://www.evolutionpayroll.com/webpayroll/yoursite>

<https://www.evolutionpayroll.com/selfserve/yoursite>

Go to Tools → Compatibility View (mark this option checked)

You also can use the button right next to URL. This button toggles compatibility view on – off

Once this option is set, upon login, IE will retain the setting for this domain.

