

INTERNET EXPLORER 11

This process documents the process in which State of Ohio can use Cisco Unified CM User Options with Internet Explorer 11 (IE11). Problem: Attempting to login it appears the page is not working
Cause: Compatibility errors

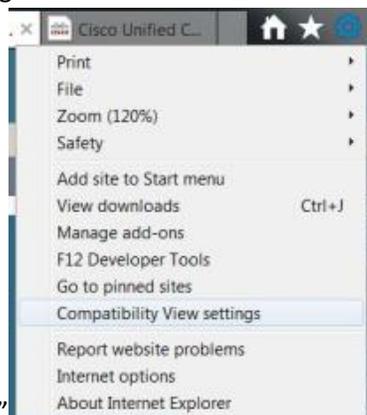
Window with Errors screen shot below:



Solution:

Open Internet Explorer 11.

- 1) Click on Gear Wheel in the upper right corner



- 2) Select "Compatibility View settings"
 - a. Add this website: ngtsohio.com
 - i. Click add and close
- 3) Enter CM User Options address in browser: <https://myphone1.ngtsohio.com:8443/ccmuser> (most common) or <https://myphone2.ngtsohio.com:8443/ccmuser>

- i. Enter your user ID and password and Press Login
Cisco Unified CM User Options with IE11 is working!

