

Troubleshoot UCCX Finesse "Compatibility View" Error for Internet Explorer

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Introduction

This document describes an issue that is encountered with Cisco Unified Contact Center Express (UCCX) when an unsupported browser is used for the Finesse Agent or Supervisor Desktop and also provides the diagnosis and workaround for the issue.

Prerequisites

Requirements

Cisco recommends that you have knowledge of UCCX Versions 10.0 and later with Finesse Desktop.

Components Used

The information in this document is based on UCCX Versions 10.0 and later with Finesse Desktop.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

A compatibility mode refers to a software mechanism in which a software emulates an older version of software in order to allow obsolete software or files to remain compatible with the computer's newer hardware or software. Examples of the software that use the mode are operating systems and Internet Explorer (IE). The term 'Compatibility View' or 'Internet Explorer Compatibility View' refers to IE's implementation of a compatibility mode.

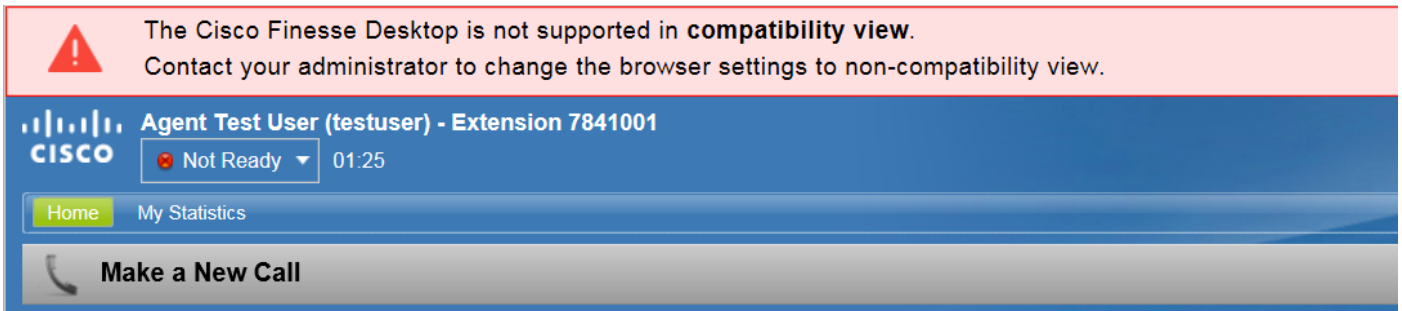
The Finesse Supervisor and Agent Desktop allowed the support for compatibility view in the earlier releases since 10.0. This causes issues with the Cisco Unified Intelligence Center (CUIC) Live

Data gadgets, spike in Central Processing Unit (CPU), etc.

Since the inception of Finesse on UCCX 10.0, compatibility view has not been supported.

UCCX 11.0(1) SU1 introduced a new serviceability enhancement that allows you to identify if an unsupported compatibility view setting on Internet Explorer is used. If Internet Explorer with Compatibility View enabled or with a document emulation mode other than Edge mode, the Finesse desktop displays the error message:

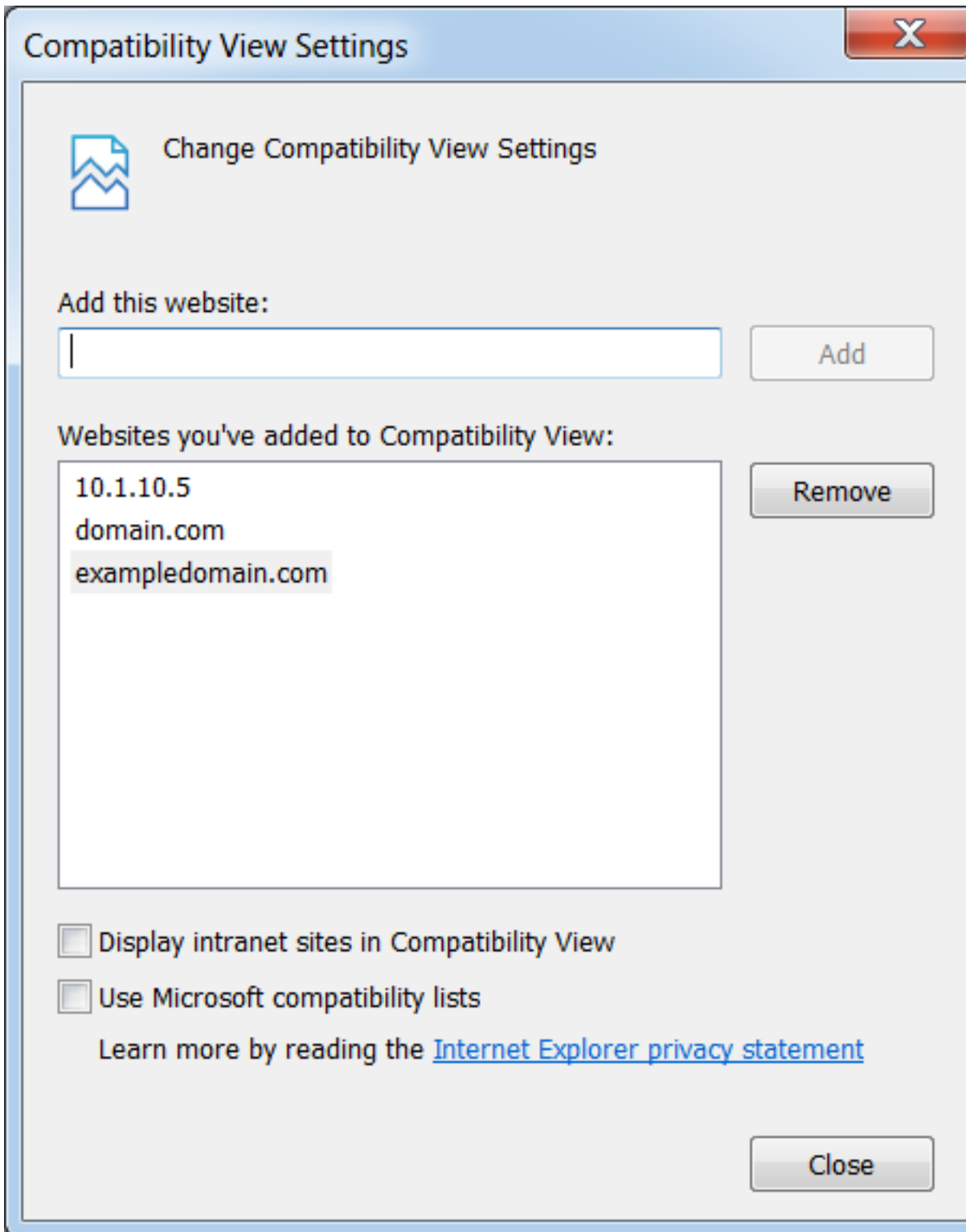
"The Cisco Finesse Desktop is not supported in compatibility view. Contact your administrator to change the browser settings to non-compatibility view."



Solution

Step 1. Ensure Compatibility View is disabled.

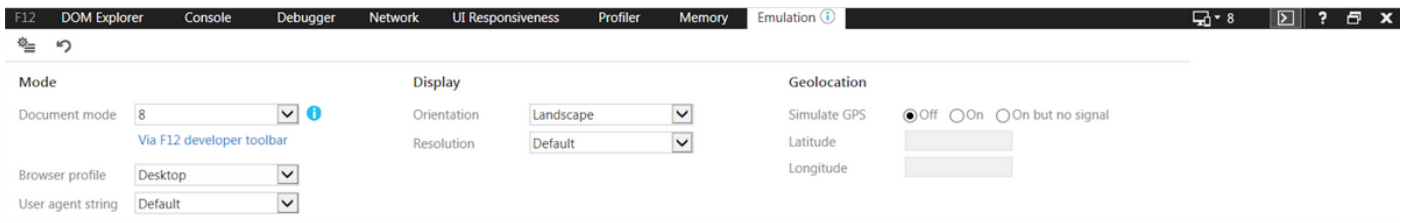
The compatibility view settings can be accessed in Internet Explorer's Tool menu. Ensure Internetworking Protocol (IP) address and Fully Qualified Domain Name (FQDN) are not included in the compatibility view list. If you use a local, intranet domain, ensure the "Display intranet sites in Compatibility View" checkbox is unchecked.



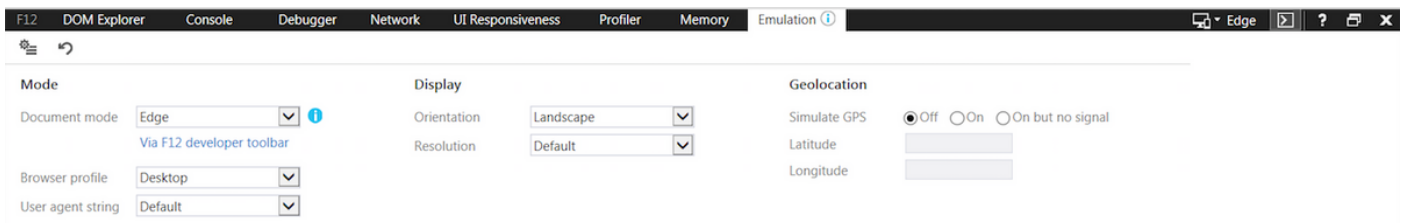
Step 2. Ensure if a supported emulation/document mode is used. Emulation modes other than Edge will result in this error.

In order to configure Emulation mode on IE, **press F12**, or navigate to **Tools menu > F12 developer tools**. There are two places where the document mode can be set. It can be set on the F12 Developer Tools toolbar or in the Emulation tab. Ensure that the native mode is selected. In other words, do not emulate a lower browser version. Follow the guidelines laid out in the UCCX Compatibility matrix in all cases.

In this example, document mode 8 is chosen, which will result in the error message.



In this example, Edge mode for IE 11 is chosen, which is a supported browser emulation per the compatibility matrix.



Optional Step 3. If your Windows administrator manages the emulation mode particular sites run in, they will need to change this policy so that Finesse web page (<https://<hostname>.<domain>:8445/>) is run in the proper emulation. This can be done, for example, via the [Enterprise Mode Site List Manager](#).

Related Information

- **Supported Browsers-**
- [Technical Support & Documentation - Cisco Systems](#)