Defect: IV01635

Symptom: Some functionalities hang while navigating in ITIM 5.1 when using Internet Explorer 9 installed on Windows Server 2008 R2 (64 bit).

1. ITIM using Internet Explorer 9 installed on Windows Server 2008 R2 (64 bit), ITIM login page is visible but user is not able to login, if the **http://<ip address of machine on which ITIM is installed>** is not included in IE 9's trusted sites.

2. Also ITIM functionality hangs in between while navigating if the Active Scripting option is disabled in IE 9's Tools -> Internet Options -> Security -> Internet - custom level.
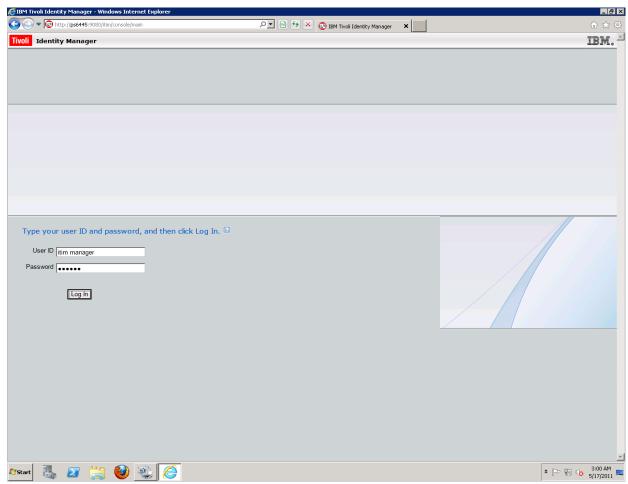

Fig. 1- Login page visible but user is not able to login

Note:
1] ITIM must run in compatibility view mode when using IE 9 for proper functioning.
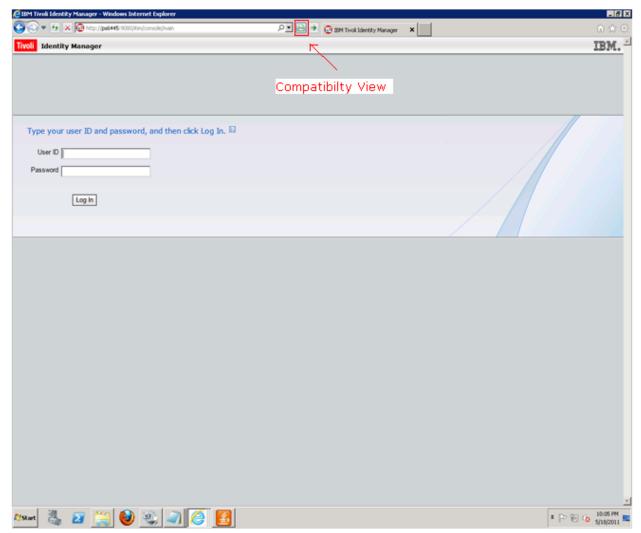
Fig. 2- Compatibility View has been indicated

2] If ITIM login page is visible and you are not able to login when using IE 9, please execute following steps to correct the issue:
1. Open Tools -> Internet Options -> Security -> Trusted Sites – Sites
2. Add "**http://<ip address of machine on which ITIM is installed>**" to Trusted site.
3. Close Trusted Site window.
4. Click OK to apply new changes.

3] If ITIM functionality hangs in between while navigating when using IE 9, please execute following steps to correct the issue:
1. Open Tools -> Internet Options -> Security -> Internet – custom level
2. Enable the "Active Scripting" option.
3. Close the window.
4. Click OK to apply new changes.