VOLKSWAGEN FINANCIAL SERVICES
THE KEY TO MOBILITY

Volkswagen Insurance Brokers GmbH · 38112 Braunschweig

IE Compatibility Mode

11/24/2023   Datum

Dear Ladies and Gentlemen,

This guide is designed to help you set up and use Internet Explorer compatibility mode in the Edge browser.
This mode is mandatory in order for the "Claims Management System" (CMS) application to be usable for you.

Content

Yours sincerely,

Volkswagen Insurance Brokers GmbH

WD132/230718

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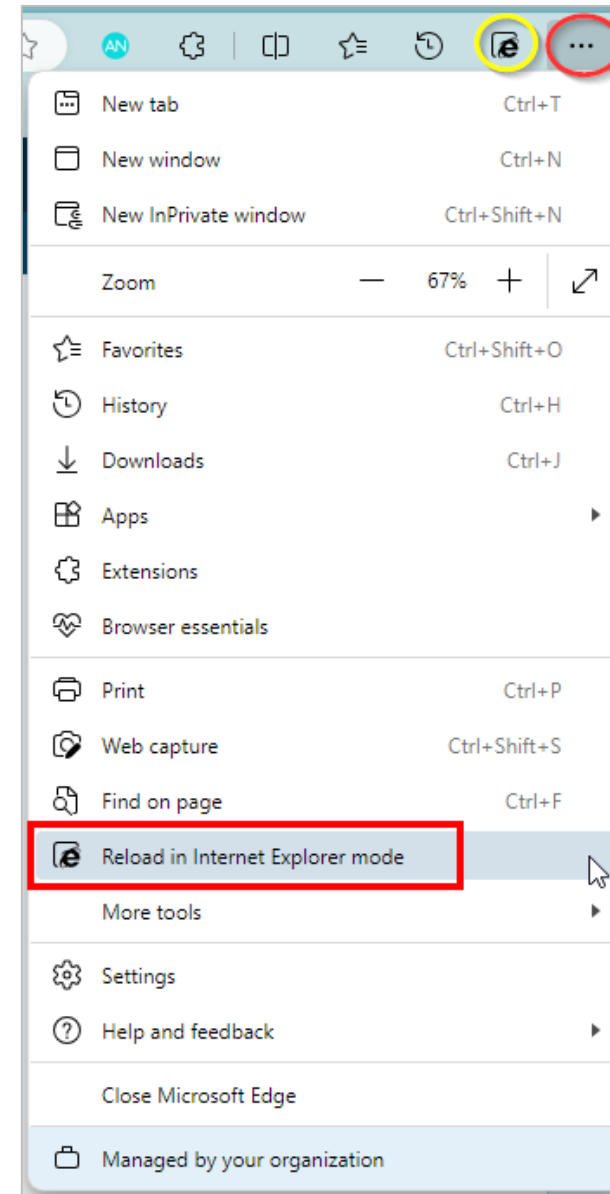# 1   Starting the application in compatibility mode

The conditions that must be fulfilled for this are set out in the following chapters.

1. Call up the address of the application in the Edge browser (recommendation: save page as favorite)

2. Now click on the menu item (circled in red) in the upper right corner
   ... / "Reload in Internet Explorer mode"

   Or if available, press the special button (circled in yellow) directly (faster).

3. Now log in to the application with your individual data. The display should now be clean and pop-up windows should ideally be displayed correctly.

The "Reload" function is manually initiated by the user. Either you have an extra symbol (circled in yellow) or the menu is opened via the three-dot button (circled in red) and then the option marked in red is selected with the mouse.

AN		
New tab		Ctrl+T
New window		Ctrl+N
New InPrivate window		Ctrl+Shift+N
Zoom	— 67% +	↗
Favorites		Ctrl+Shift+O
History		Ctrl+H
Downloads		Ctrl+J
Apps		▶
Extensions		
Browser essentials		
Print		Ctrl+P
Web capture		Ctrl+Shift+S
Find on page		Ctrl+F
Reload in Internet Explorer mode		
More tools		▶
Settings		
Help and feedback		▶
Close Microsoft Edge		
Managed by your organization		

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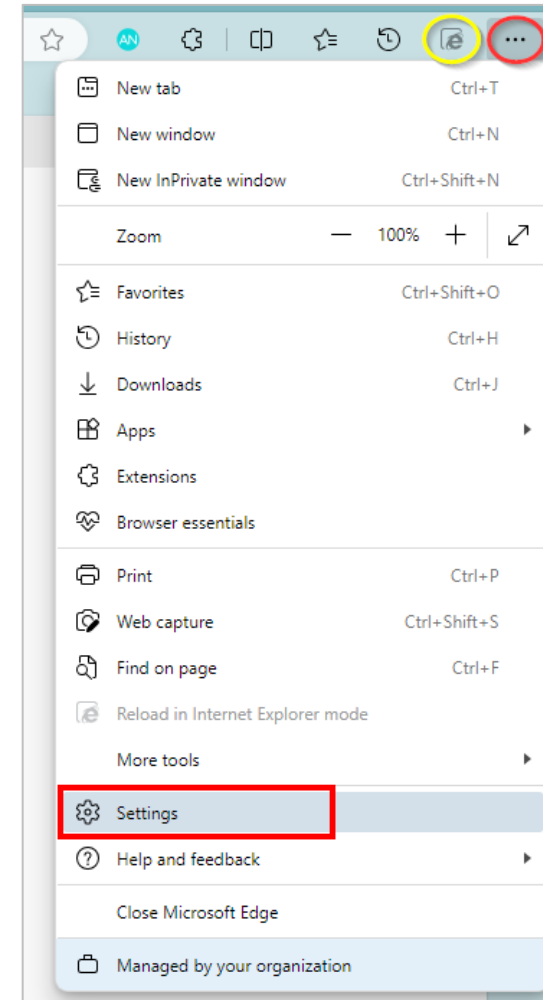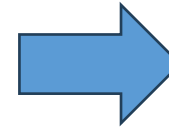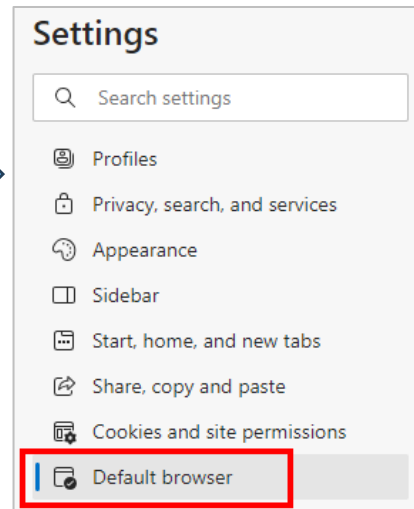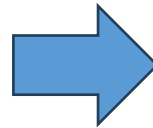
2   Condition 1: Set up compatibility mode

2.1   Open Edge Settings

To access Settings, you'll need to open Microsoft Edge. After that, click on the three dots in the top right corner of the new tab. A table of contents will open and under the item "Settings" you will get to to Microsoft Edge settings.
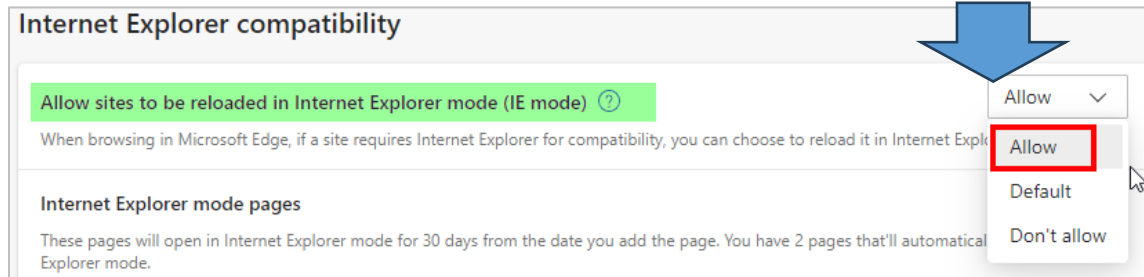
2.2   Open Default Browser settings

On the left side of the column, you can make various settings. To change the browser, click on "Default Browser".

2.3   Allow Compatibility Mode

Under the item "**Allow reloading of websites in Internet Explorer mode (IE mode**)", select "Allow".

Settings

Q Search settings

- Profiles
- Privacy, search, and services
- Appearance
- Sidebar
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- **Default browser**

New tab   Ctrl+T
New window   Ctrl+N
New InPrivate window   Ctrl+Shift+N

Zoom   —   100%   +   ⤢

Favorites   Ctrl+Shift+O
History   Ctrl+H
Downloads   Ctrl+J
Apps   ▶
Extensions
Browser essentials

Print   Ctrl+P
Web capture   Ctrl+Shift+S
Find on page   Ctrl+F
Reload in Internet Explorer mode
More tools   ▶
Settings
Help and feedback   ▶
Close Microsoft Edge
Managed by your organization

Internet Explorer compatibility

Allow sites to be reloaded in Internet Explorer mode (IE mode)   ⓘ

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explo

Internet Explorer mode pages

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 2 pages that'll automatica Explorer mode.

Allow   ∨
Allow
Default
Don't allow

Caution: Before using the setting the browser has to be restarted!

3   Condition 2 – Allow PopUps

The CMS application requires the approval of pop-ups in the Edge browser.

The setting options for pop-ups can be found quickly if you search for them.
Now please open "Popups and Redirects" **in the "All Permissions" section.**

Continue on the next page.

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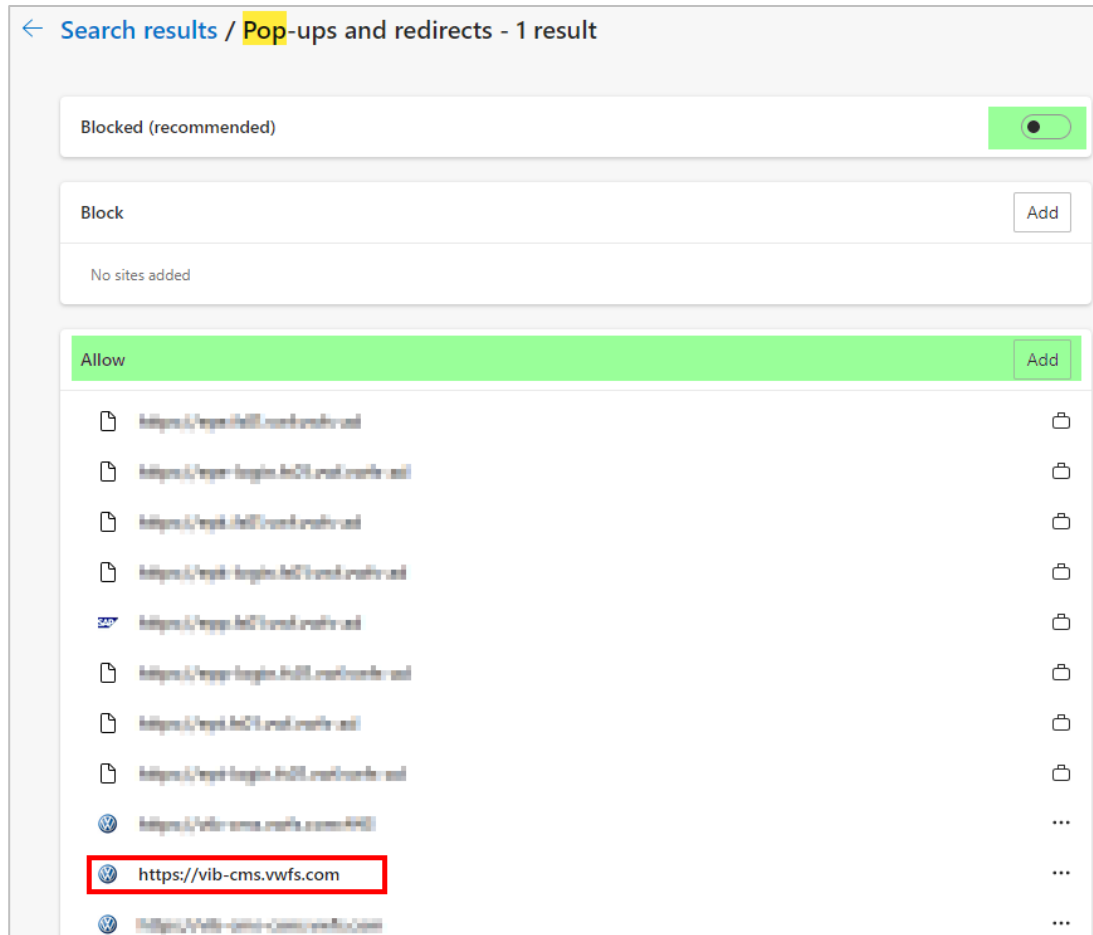
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Continued - Allow PopUps

Now either disable the "Blocked" option or add the URL of our application in the "Allow" section.
As shown in the adjacent image.

4 Cookies? Will not be set!

In case this question is asked:
The CMS application does not set cookies!

← **Search results** / Pop-ups and redirects - 1 result

Blocked (recommended)	⬤

Block	Add
No sites added	

Allow	Add

🗋 ~~https://npc-full.corb.vwfs.ad~~ 📋

🗋 ~~https://npc-login.b01.corb.vwfs.ad~~ 📋

🗋 ~~https://npc-full.corb.vwfs.ad~~ 📋

🗋 ~~https://npc-login.b01.corb.vwfs.ad~~ 📋

SAP ~~https://npc.b01.corb.vwfs.ad~~ 📋

🗋 ~~https://npc-login.full.corb.vwfs.ad~~ 📋

🗋 ~~https://npc.b01.corb.vwfs.ad~~ 📋

🗋 ~~https://npc-login.full.corb.vwfs.ad~~ 📋

Ⓥ ~~https://vib-cms.vwfs.com/PID~~ ...

Ⓥ **https://vib-cms.vwfs.com** ...

Ⓥ ~~https://vib-cms-com.vwfs.com~~ ...

5   Use „Group Policy"

All of the settings mentioned here can also be made by your IT department via the so-called "group policies". This is always the best solution for the end user.

Here are some tips from our own IT department:

"... there is sufficient documentation on the policies and how to set them up on the relevant Microsoft pages.
What is Internet Explorer mode? | Microsoft Learn
Enterprise site configuration strategy | Microsoft Learn
Configure IE mode Policies | Microsoft Learn

GPO Configuration: Configure IE mode Policies | Microsoft Learn

Unfortunately, there is not THE possibility to flip the switches X, Y and Z and turn the controls A, B and C to the values 1,2,3. The configuration depends on the client's configuration on site, and a solution we describe here would most likely not work without customization.
Therefore, if car dealerships operate a system landscape that is centrally managed, the operating service provider MUST deal with the policies. This is not only about IE mode, but also about curing in general.

It is in no way guaranteed that a selection of settings given by us will lead to success, but it would only increase the effort further, as then a troubleshooting on our part is expected for an environment that we neither know nor can influence. The configuration of the systems is basically an interlocking of many gears."

6   General Notes for Understanding

The CMS application has been developed to run in Microsoft Internet Explorer 11 (IE). Microsoft, the manufacturer of IE, has already discontinued support. However, since there are a lot of applications that run on IE, Microsoft has created the so-called compatibility mode for the Microsoft Edge browser. For the compatibility mode, Microsoft has currently guaranteed a runtime until 2029.

➔ Applications in question must be made known to the Edge browser or "reloaded" in compatibility mode.

PS: The Edge browser offers a second manual option for compatibility mode (recognizable on page 3). However, this is only valid for 30 days and is therefore not recommended.