Internet Explorer and Edge Browser Compatibility with Webmail- Article no. 5204

Introduction

DC Metro, IL, MA, NY and PA Webmail Users:

- Several **features** and **functions** in **Webmail** don't work as expected with Microsoft's **Edge Browser** or some newer versions of **Internet Explorer**

Resolution Steps

Known Issues:

- Emails may display all white or as a server error with a red x icon
- Some frames might display white screen or blank screen where content should display
- Error messages show in some operational frames

To Work Around these Known Issues:

- **Use another web browser** to access webmail
- Change the webmail interface to **Standard HTML** from **Advanced Ajax**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=439