

Easy Use of Kemp's Prime with Microsoft Edge

[Please note: This information only applies to the use of Kemp's Prime Standard systems hosted on ConvergeOne. It does not apply to Kemp's Prime Web.]

Internet Explorer offered a seamless experience with Kemp's Prime Standard that was hosted on ConvergeOne. You could log on to the web portal (<https://portal.kempscaseworks.com>) and then click on any icon to start that program. According to Microsoft, starting June 15, 2022, Internet Explorer 11 will no longer be supported on some systems.

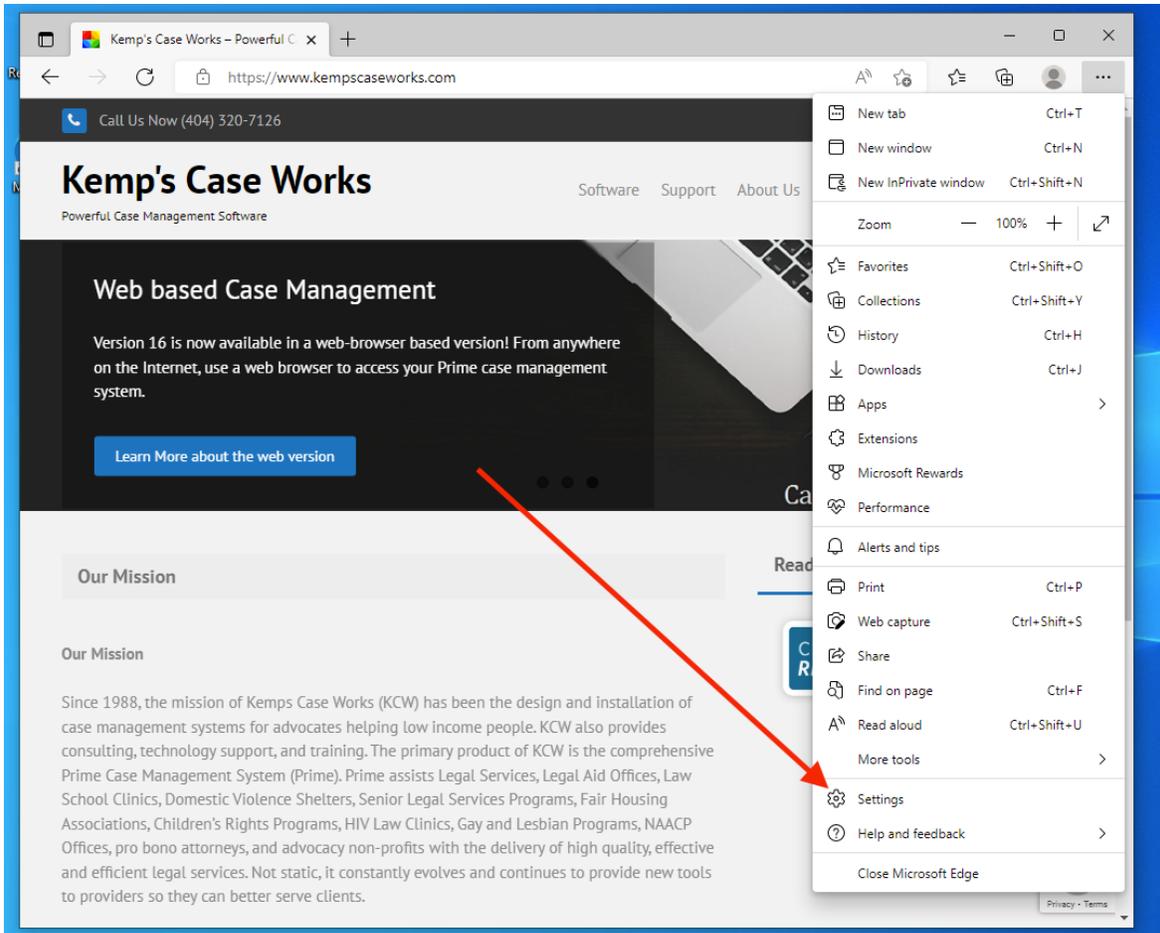
This leaves the choice of continuing to use Internet Explorer or finding something else.¹ Browsers other than Internet Explorer, would allow you to use the system, but it unfortunately involved more user interaction—typically, a user had to tell the browser to download a file, then open it, and would finally have to reenter their password to get connected and start Prime.

If you are using a newer, fully updated Windows operating system, you may be able to make your user experience seamless once again using Microsoft Edge. Follow these easy-to-use steps. The images shown are from a Windows 10 (Version 20H2) with the latest patches. These settings have also been tested in a Windows 11 (Version 21H2) system.

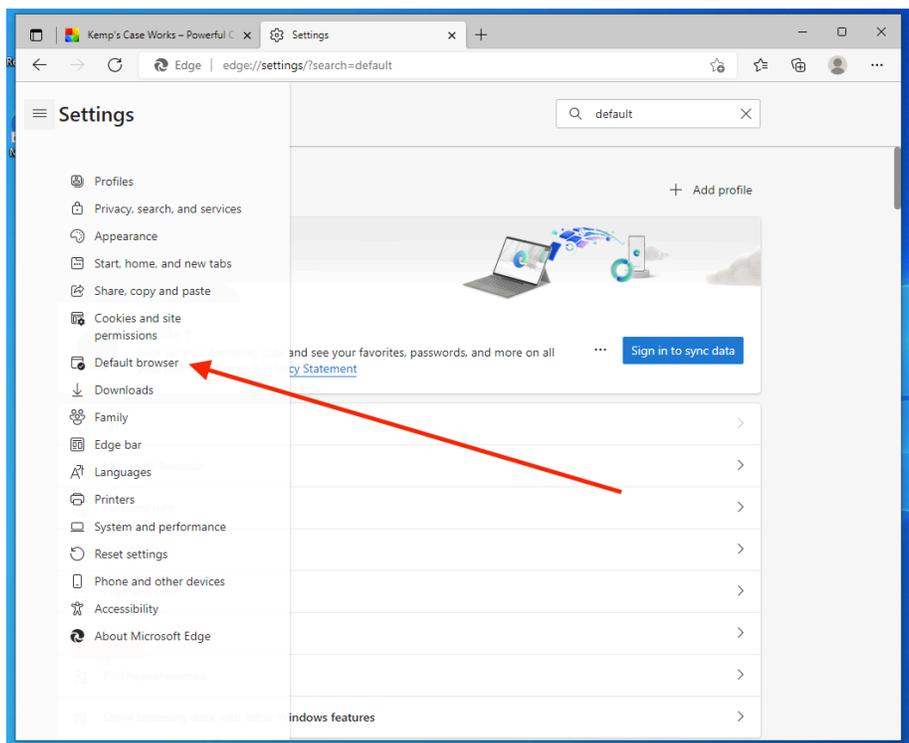
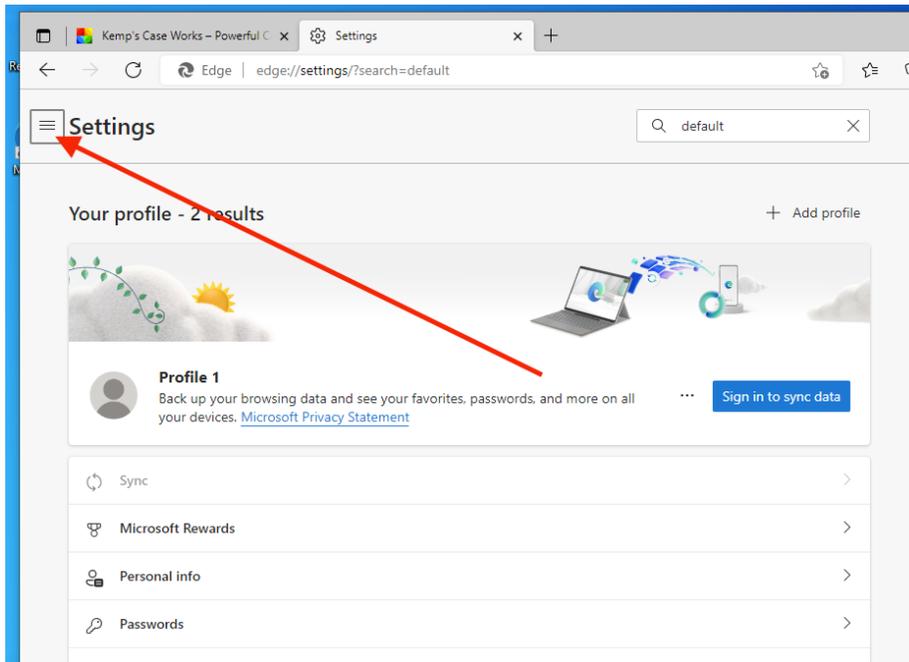
1) Open Edge

¹ Another alternative that does not involve the use of a browser at all is Microsoft's RemoteApp alternative. You can find more information about it at <https://bit.ly/3lg2J8l>.

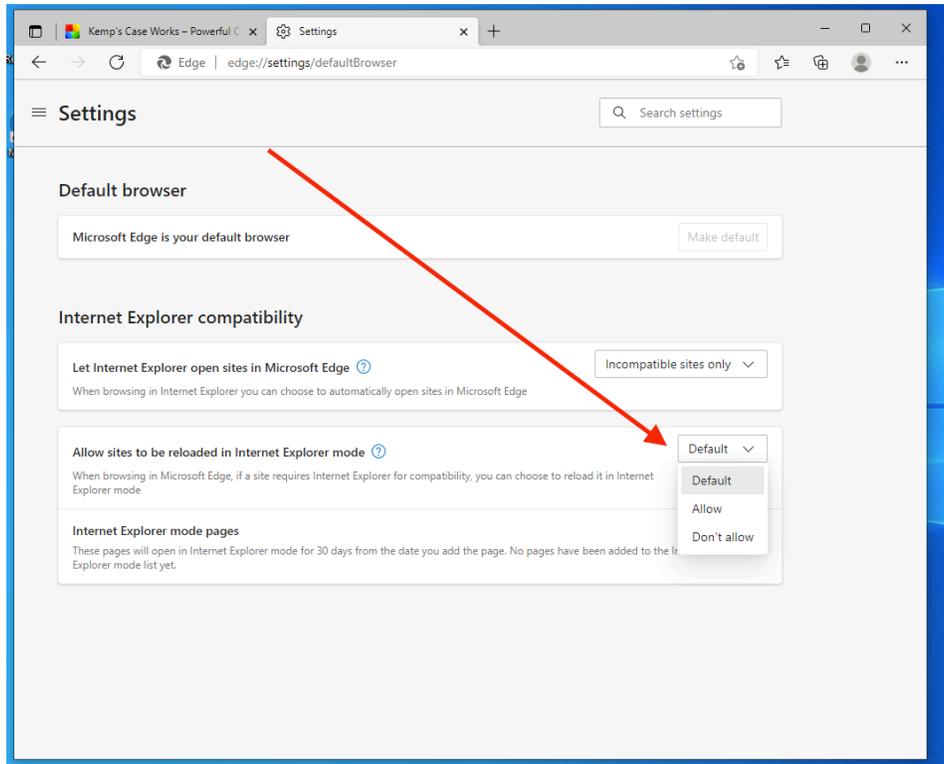
- 2) In the upper-right corner of any window, click the ellipses button (three dots) and select “Settings” in the menu that appears.



3) From the setting menu, choose “Default browser”. Depending on your browser configuration, you may have to click on the menu image to see this option (show here).



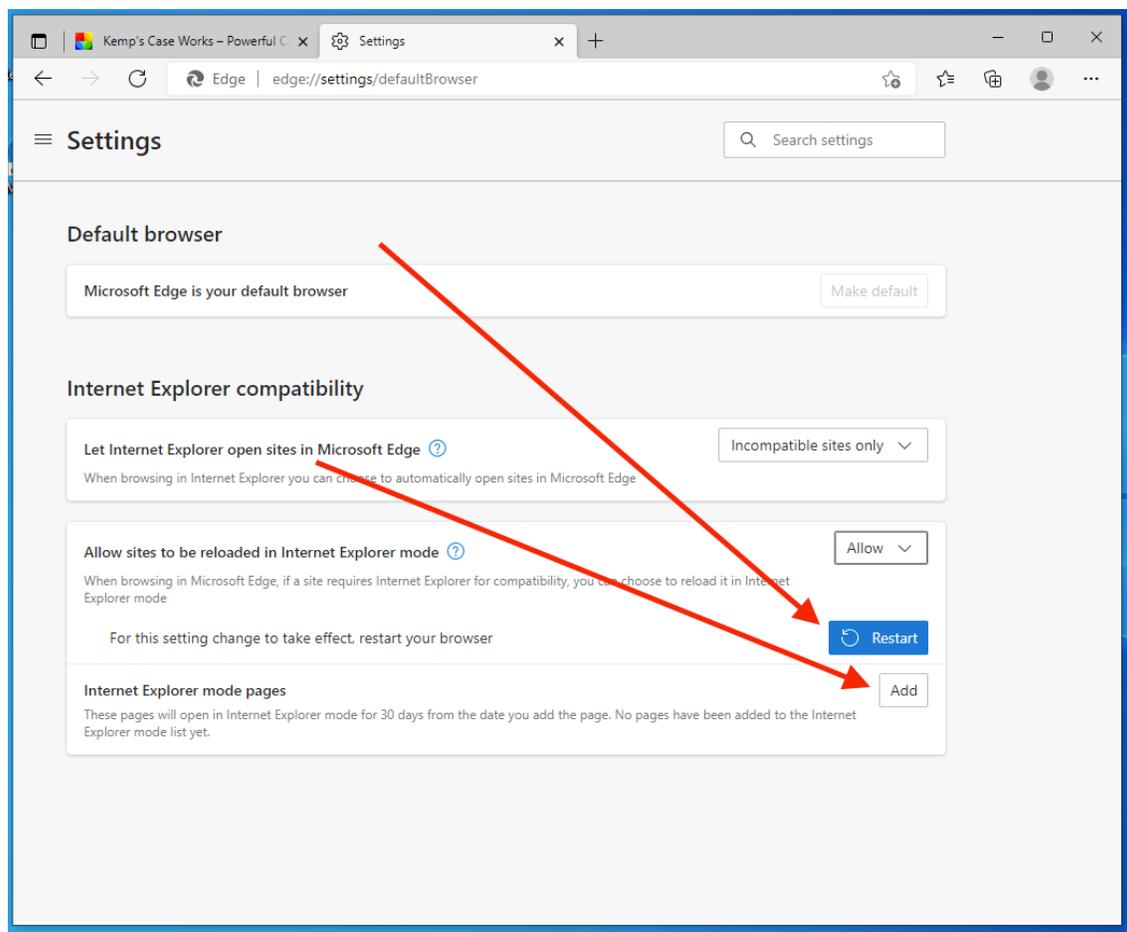
4) Change the “Allow sites to be reloaded in Internet Explorer Mode” to “Allow”.



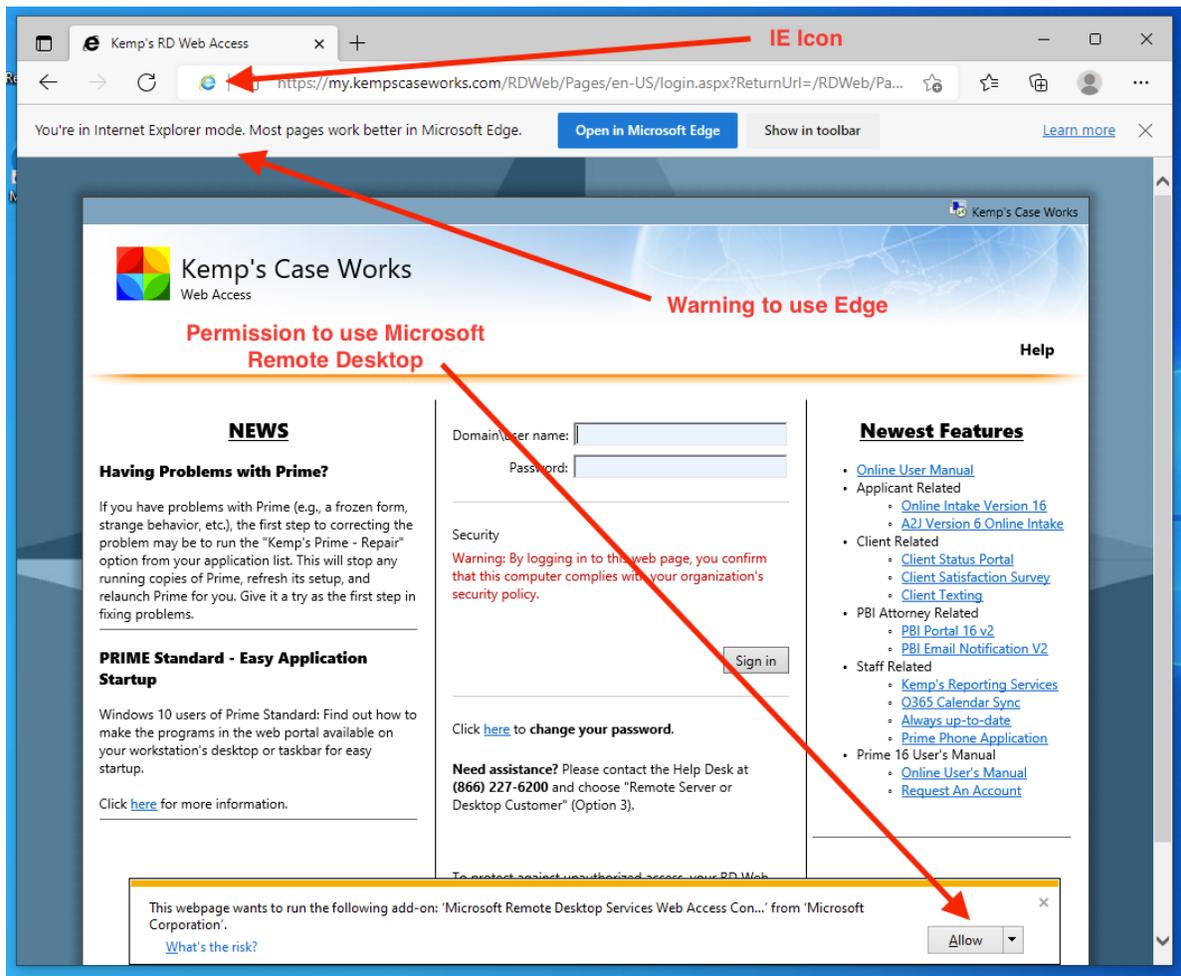
- 5) There may be a note saying that the browser needs to be restarted for this change to take effect and a “Restart” button shown. Wait to restart as you can also use the option immediately below to add the web portal to the Internet Explorer mode pages. Adding the portal web address here will automatically open the portal in Internet Explorer mode. Note that adding the web portal to the list will only last for 30 days.

The web portal address is:

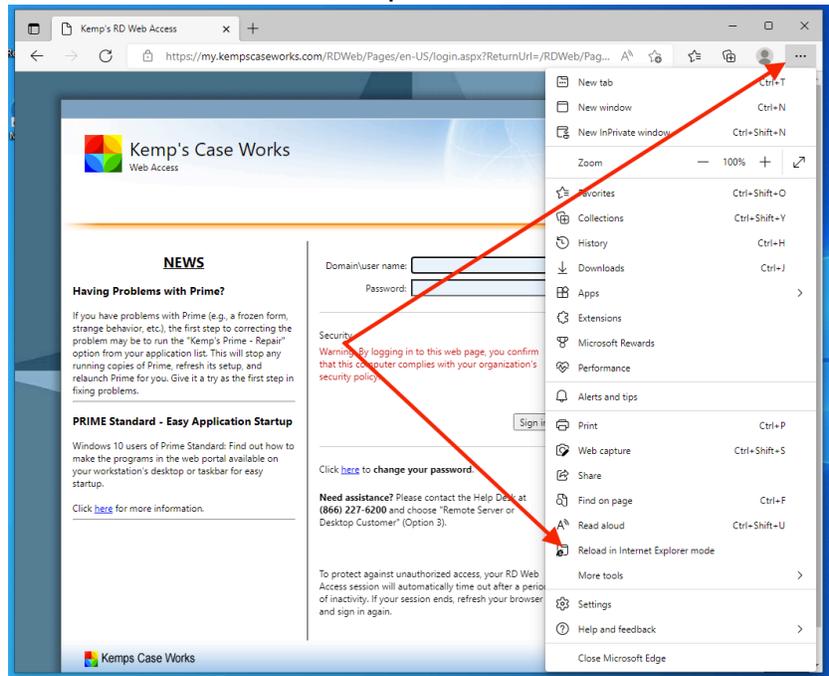
<https://portal.kempscaseworks.com>



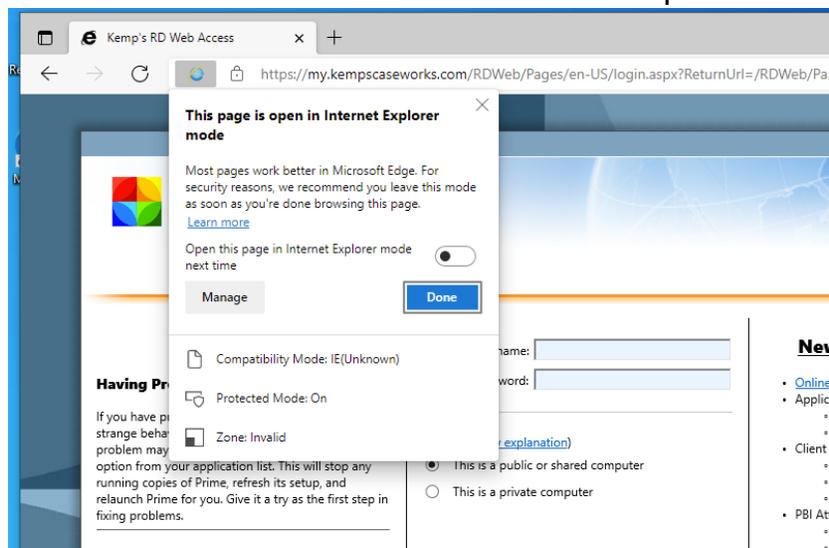
- 6) If you see the “Restart” button (mentioned in #5, above), go ahead and click it to restart Edge.
- 7) If you added the portal to the list, when you open that web page, you will see a special icon and a warning about using Microsoft Edge. You may also be prompted to allow the use of Microsoft Remote Desktop Services—this prompt should only happen the first time. If you see that prompt, click “Allow” to make your logon process easier.



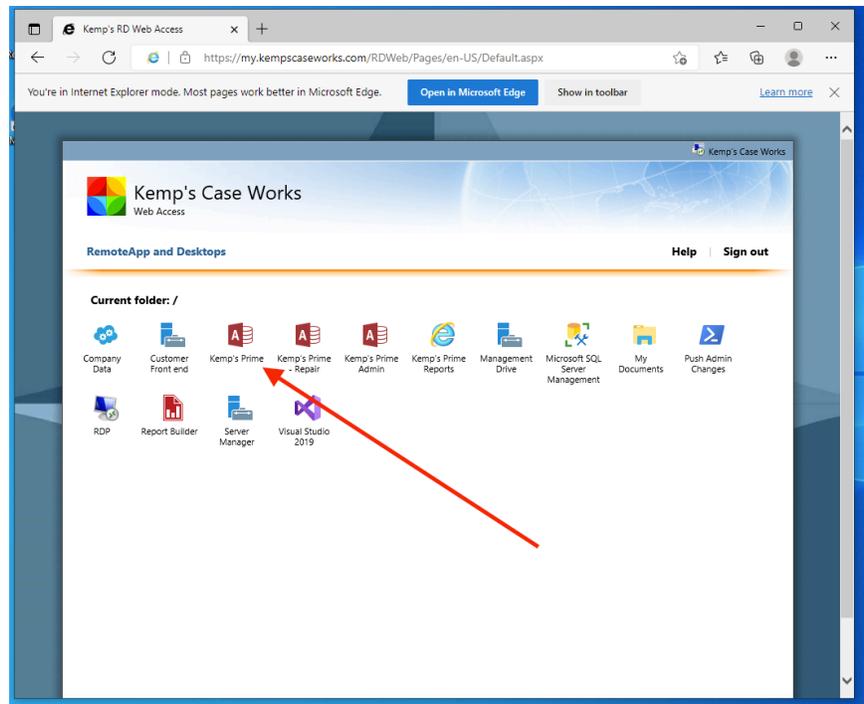
8) If you did not add the web portal to the list, when you open the web portal page, click on the ellipses button, and choose “Reload in Internet Explorer Mode”. Then you may see the same type of warning as in #7, above asking you to Allow the Remote Desktop add-on.



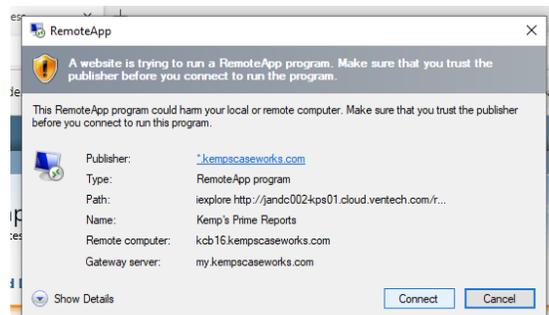
You may also be asked if you want to open the website in Internet Explorer mode next time. You can enable that to make the process easier next time.



9) Log on to the web portal and choose your application.



10) The application should begin without prompting for the download of a file, opening that file, and prompting again for a password. You may need to tell a prompt to continue to connect.



For domain users, some of these features may be controllable using policy settings within your domain, thereby relieving users from having to make these changes.