

Unable to access eCube Applications using MS Edge

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'https://fmcnaddev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': 'da0634491b476d10e4f7eb10604bcb55'}

Scenario:

unable to access eCube Applications using MS Edge

Steps to Resolve

Identify if user can launch edge

if yes,

Set Edge as default Browser.

- Select the Start Windows logo Start button button, and then type Default apps.
- In the search results, select Default apps
- Under Web browser, select the browser currently listed, and then select Microsoft Edge or another browser.

Set Allow sites to be reloaded in internet explorer mode to Don't Allow

Steps:

1. Open Microsoft Edge.
2. Click on the Settings button (3 dots on the extreme right hand top corner, Alt + F) and select Settings from the menu. (Image 1)
3. On the left, click on Default browser. (Image 2)
4. Choose Don't Allow under "Allow sites to be reloaded in Internet Explorer Mode (IE Mode)
5. Restart the browser and ask user to try again. (Image 3)

Image 1

Click on the Settings button (3 dots on the extreme right hand top corner, Alt + F) and select Settings from the menu.

Image 2 On the left, click on Default browser.

Image 3 unable to access eCube Applications using MS Edge

- If this doesn't work or fix the issue, attach the screenshot (Image 2) from user machine and mention all the t/s steps in work notes

- Attach the incident in tracking ticket (Provided by the Lead) and inform the Available Lead about the same.
- Lead needs to check the same and assign incident accordingly.