GSD. Network - Internet Explorer Retirement

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General Information:

Possible symptoms/errors:

User wants to know more about Internet Explorer RetirementUser wants to use Internet Explorer after June 15, 2022

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The Internet Explorer is out of support from June 15, 2022. Please find Microsoft's announcement here as well as technical FAQs here.

Scope

Out of scope

Internet Explorer 11 desktop application:

Windows 10 client SKUs (version 20H2 and later)Windows 10 IoT (version 20H2 and later)

Internet Explorer mode in Microsoft EdgeInternet Explorer platform (MSHTML/Trident), including WebOCInternet Explorer 11 desktop application on:

Windows 8.1Windows 7 Extended Security Updates (ESU)Windows Server SAC (all versions)Windows 10 IoT Long-Term Servicing Channel (LTSC) (all versions)Windows Server LTSC (all versions)Windows 10 client LTSC (all versions)Windows 10 client SKUs (version 20H2 and later)Windows 10 IoT (version 20H2 and later)

Mitigation Options

Internet Explorer Mode

The same IE11 apps and sites which were used in Internet Explorer can open in Microsoft's Edge browser using the Internet Explorer mode (also called "IE Mode"). Please find all relevant information regarding IE Mode here.

In Fresenius the IE Mode is globally pre-configured on all scoped devices and site entries are centrally managed by FDT. The most recent IE Mode site list can be inspected by browsing to the URL

"edge://compat/enterprise" within the Edge browser.

Changes to this globally managed site list can be requested via ServiceNow incident to the resolver group "Ext_WW_Physical-Workplace_SLS_Capgemini".

Known Issue: In minor cases setting the IE mode can brake Single-Sign-On (SSO) functionalities. For further troubleshooting guidance please visit this link.

Further help: If the IE Mode is not solving the compatibility issue or any other negative side effects appear, Microsoft is eager to help identifying the root cause as well as guiding required changes either in the application or the Edge browser itself. This service is called "AppAssure" and comes with no additional cost. It can be requested via ServiceNow incident to the resolver group "Ext_WW_Physical-Workplace_SLS_Capgemini

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Virtualized IE

After June 15, 2022, the Internet Explorer can be provided as virtualized application in single justified cases using Citrix technologies as temporary solution. This can only be done if the IE Mode is not solving the issue and/or the root cause cannot be solved even after Microsoft's AppAsure Service was involved. Requests for a virtualized IE must be processed by the IT-Request process. Charges are based on time and material.

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Microsoft's announcement

https://blogs.windows.com/windowsexperience/2021/05/19/the-future-of-internet-explorer-on-windows-10-is-in-microsoft-edge/

technical FAQs

https://techcommunity.microsoft.com/t5/windows-it-pro-blog/internet-explorer-11-desktop-app-retirement-faq/ba-p/2366549

IE Mode

https://docs.microsoft.com/en-us/deployedge/edge-ie-mode

SSO troubleshooting guidance

https://docs.microsoft.com/en-us/deployedge/edge-ie-mode-sitelist#configure-neutral-sites