eCC - Internet Explorer no longer supports eCube Clinical Applications

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Purpose: Follow this procedure when a user reports issue with Internet Explorer. As of June 15, 2022 Internet Explorer is no longer supported, and you should be using Edge as your default browser when accessing eCube Clinical and eCube Financial applications. We understand that the icon is still on your desktop, however we recommend that you do not use the Internet Explorer browser. Once we have a target date from Microsoft for Internet Explorer icon removal from desktops, we will share it with the team.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility Number

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Advise user as of June 15, 2022 Internet Explorer is no longer supported, and you should be using Edge as your default browser when accessing eCube Clinical and eCube Financial applications. We understand that the icon is still on your desktop, however we recommend that you do not use the Internet Explorer browser. Once we have a target date from Microsoft for Internet Explorer icon removal from desktops, we will share it with the team.

5. Clinics can reference the message sent:

From: Fresenius Kidney Care Clinical Services

Date: June 9, 2022

Re: Transition of eCC and eCF from Internet Explorer to Microsoft Edge

https://fmc4me.fmcna.com/content/uploads/sites/58/2022/06/Memo-for-IE-Decommission-6.9.22.pdf

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Infrastructure Applications & Services

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