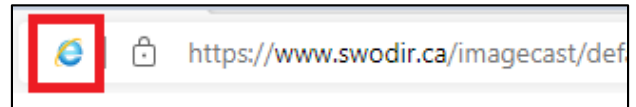


# Oneview – MS Edge New Behavior

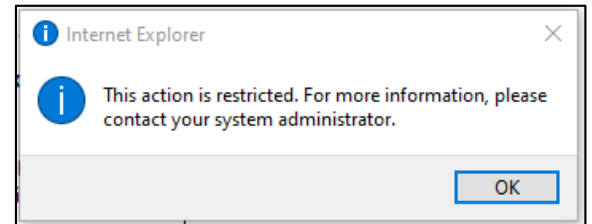
(IT configurations must be completed first)

1. Launching Edge, the “e” icon, confirms Internet Explorer mode for launching OneView.

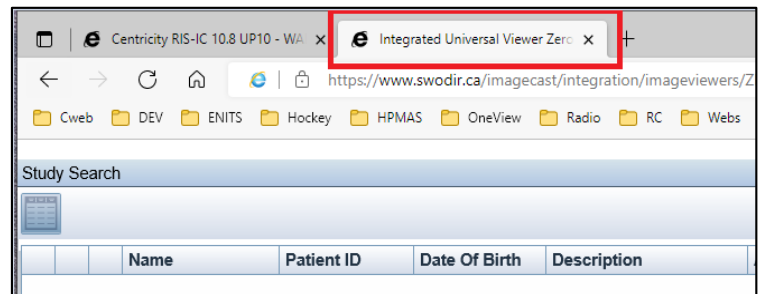


2. **\*NEW\*** Pop up error due to launching in Edge. Ignore. Click OK (immediately).

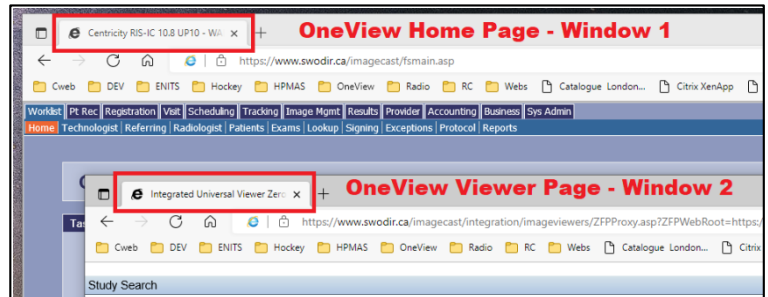
*NOTE: if this message is not clicked quickly, you may have to re-load the Oneview Viewer.*



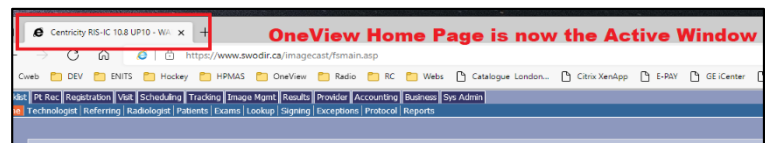
3. **\*NEW\*** The viewer opens in a new tab, and will be titled ‘Integrated Universal Viewer Zero Footprint Client’.



4. **\*NEW\*** Drag the Viewer TAB (shown above) down, so it opens into a new window. There will be two windows (like in IE), a Oneview Home Page Window 1 and the OneView Viewer Page Window 2.



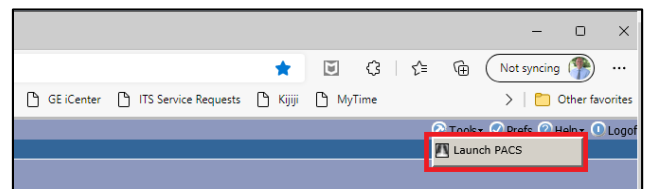
5. Click on the OV Home Page Window so it is the active window. With the viewer page window now in the background, it will open the image much like it did previous to using MS Edge.



## Troubleshooting

6. If the new Pop up error from Step 2 is left too long without clicking “OK”, the Oneview viewer window will load incorrectly in a new tab Titled: ‘ICAPIBlankPage’.

To resolve, please perform the following steps.



- A: Close the failed viewer tab (titled: ICAPIBlankPage) by clicking “X” on the TAB.
- B: Then from the Oneview home page click “Tools”, then click “Launch PACS” to re-launch the viewer again.
- C: When the error message pops up, quickly click “Ok”, then continue through steps 3 to 5.