Gemini IE11 Rollout Version 1.0 Xoserve IS Operations



User Guide

Gemini Internet Explorer Version 11 (IE11) upgrade activity occurred on 13th May 2018 during the Gemini maintenance window, 03:00 – 05:00 AM BST.

What can it mean to users? Post implementation, the look and feel of the Gemini application is enhanced to be compatible with IE 11. There may be a minor activity (cache clearing) that is required to be carried out on your desktop/laptop to reflect these changes, as described below.

Users may also receive a pop up message (see below), to confirm that Gemini application is only supported in IE 11 browser. If experienced, please follow the 'compatibility settings' workaround mentioned below.



What will happen if the resolution steps are not carried out? There may be a minor impact to the Calendar functionality (e.g. you may not be able to select dates), which is resolved by the cache clearing resolution steps as described below.

If you are experiencing access issues in relation to the above message, you will not be able to access Gemini until the compatibility settings have been changed.



Clearing Cache

All users are requested to perform the below activity in their local desktop/laptop.

STEP 1: Open the Internet Explorer version 11 browser in your Citrix session

STEP2: Click on the **Settings** icon available in the top right corner of the browser as shown below.



STEP 3: After clicking the **Settings** icon select **Internet Options** as highlighted in the picture below.



STEP 4: Click on Delete button as highlighted below



General	Security	Privacy	Content	Connections	Programs	Advance
	key and a second second second		Lincological			and a second second
Home p	bage					
	Toge	ate home	page tabs,	type each add	fress on its o	own line.
-						^
						4
	-					
		Use gu	irrent	Use default	Use n	ew tab
Startu	p					
0.5	tart with ta	shs from t	he last ses	sion		
() S (6) S	itart with ta	sbs from t	he last ses	sion		
© S	itart with ta itart with <u>b</u>	abs from t ome page	he last ses	sion		
© S @ S Tabs	itart with ta itart with <u>b</u>	abs from t ome page	he last ses	sion		
© S @ S Tabs · Char	itart with ta itart with <u>h</u>	abs from t ome page ebpages a	he last sest	sion d in tabs.		abs
© S @ S Tabs · Char Browsi	itart with ta itart with b	abs from t ome page ebpages a	he last sesi are displaye	sion ed in tabs.	I	abs
© S @ S Tabs · Char Browsi	tart with ta start with b nge how we	ebpages a	he last sest are displaye	sion ed in tabs.	Iz	abs
© S @ S Tabs - Char Browsi Dele form	itart with ta start with <u>b</u> nge how we ing history ite tempora informatio	ebpages a ery files, h n.	he last sesi are displaye istory, cool	sion ed in tabs. kies, saved pae	Is sswords, and	abs
© S © S Tabs · Char Browsi Dele form	itart with ta start with <u>b</u> nge how we ing history ite tempora informatio Delete brow	abs from t ome page ebpages a ry files, h n. sing histo	he last sest are displaye istory, cool	sion ed in tabs. kies, saved pae	Iswords, and	abs d web
© S © S Tabs - Char Browsi Dele form	itart with ta start with <u>b</u> nge how we ing history te tempora informatio Delete brow	ebpages a ebpages a ry files, h n. sing histo	he last sest are displaye istory, cool ry on exit	sion d in tabs. kies, saved pas	Is swords, and	abs
S S Tabs - Char Browsi Dele form	itart with ta tart with <u>b</u> nge how we ing history te tempora informatio Delete bro <u>w</u>	ebpages a ebpages a ry files, h n. sing histo	he last sest are displaye istory, cool ry on exit	sion ed in tabs. kies, saved pas <u>D</u> elete	Ia sswords, and	abs d web tings
S S Tabs - Char Browsi Dele form C Appea	itart with tz itart with <u>b</u> nge how we ing history ite tempora informatio Delete brow rance —	ebpages a ebpages a ry files, h n. sing histo	he last sest are displaye istory, cool ry on exit	sion ed in tabs. kies, saved pas <u>D</u> elete	Ia sswords, and	abs d web tings
© S © S Tabs - Char Browsi Dele form © C	itart with ta itart with <u>b</u> nge how we ing history te tempora informatio Delete brow rance — Colors	ebpages a rry files, h n. sing histo	he last sest are displaye istory, cool ry on exit	sion ed in tabs. kies, saved pas <u>D</u> elete	Is sswords, and Set	abs d web tings

STEP 5: After that click on view files as highlighted below

Delete Browsing History
✓ Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
List of websites you have visited.
Download History List of files you have downloaded.
<u>Form data</u> Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
Some settings are managed by your system administrator. About deleting browsing history Delete Cancel

XX>serve

STEP 6: After deleting the files close the folder and then click on OK button.

Once above steps are completed, the Internet cache files residing in the browser will be deleted.

Steps to Resolve Compatibility Error in IE 11 Browsers

While logging into Gemini Application if the below error occurs.

$\langle \rangle$		GE
		Access is restricted b Genies Capyright Notice rise & Offitt al classes as
X	Message from webpage	× orbed only on IE Versions 11.0
	•	OK
	NA Y	0415 and Sun fr

Please follow the steps as described below to resolve the issue.

STEP 1: Click on settings icon available on top right corner of the IE browser (Within your Citrix session, NOT your local web browser session) as show below



STEP 2: After clicking settings icon the new window will open then select Compatibility View Settings as highlighted in the below picture.



STEP 3: The new window will be populated as shown below.



Compatibility View Settings

Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
localhost	Remove
Display intranet sites in Compatibility View	
Use Microsoft compatibility lists	
Learn more by reading the <u>Internet Explorer privacy s</u>	<u>tatement</u>
	Close

STEP 4: Under the Add this website text box type "geminints.com" and then click add.

 \times

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
geminints.com	Add
Websites you've added to Compatibility View:	
localhost	Remove
 Display intranet sites in Compatibility View Use Microsoft compatibility lists 	
Learn more by reading the Internet Explorer privacy :	statement
	Close

STEP 5: Once **geminints.com** is added, please ensure check box is ticked as per the screenshot above then click on close.

The compatibility issues will be resolved and you can successfully login into Gemini Application.

XX>serve

After following these steps, if you are still experiencing difficulty accessing Gemini please call the Xoserve Service Desk - 0845 6000506.