

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.

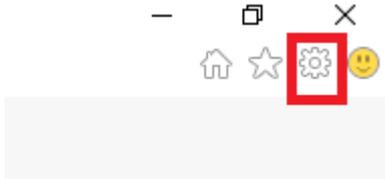
If you are experiencing access issues in relation to the above message, you will not be able to access Gemini until the compatibility settings have been changed.

Clearing Cache

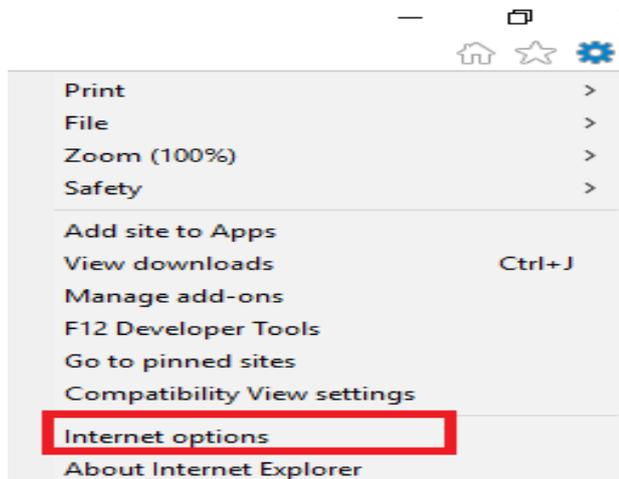
All users are requested to perform the below activity in their local desktop/laptop.

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

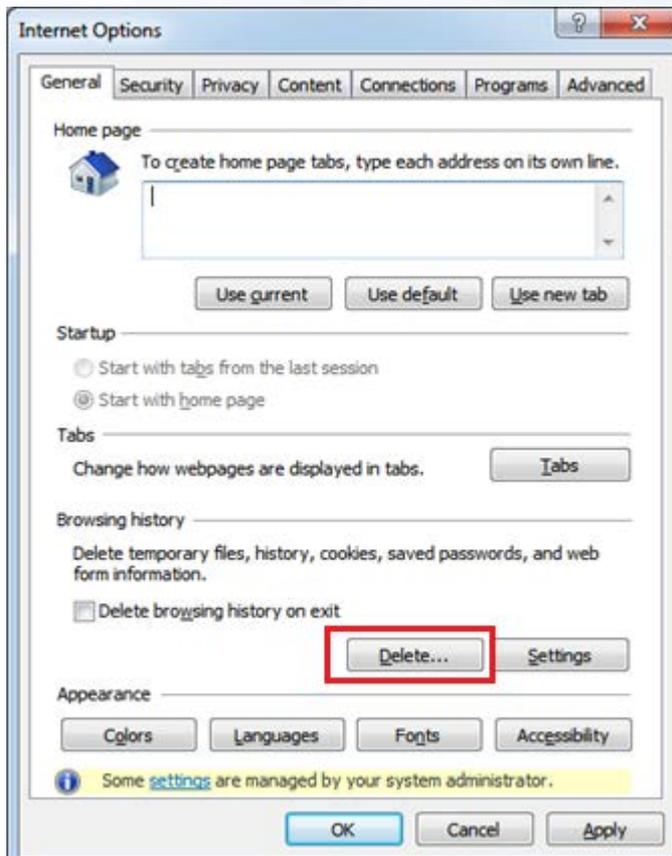
STEP2: Click on the **Settings** icon available in the top right corner of the browser as shown below.



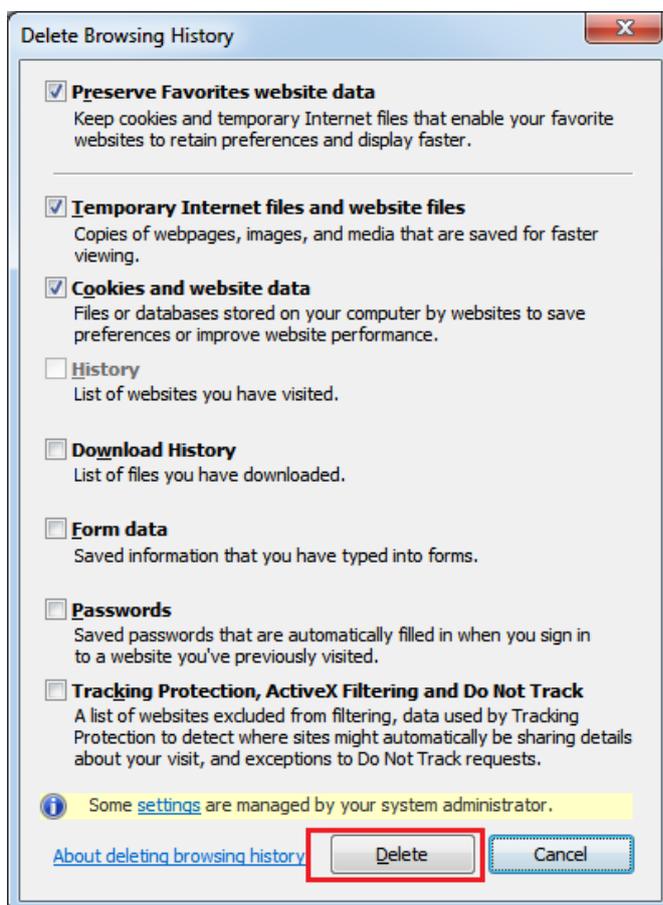
STEP 3: After clicking the **Settings** icon select **Internet Options** as highlighted in the picture below.



STEP 4: Click on **Delete** button as highlighted below



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

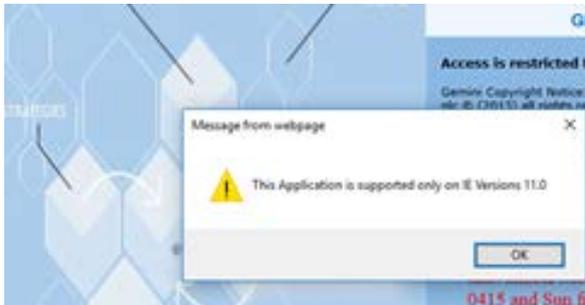


STEP 6: After deleting the files close the folder and then click on **OK** button.

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

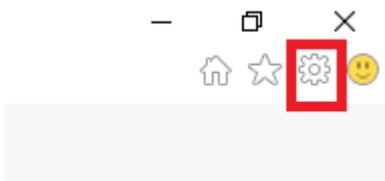
Steps to Resolve Compatibility Error in IE 11 Browsers

While logging into Gemini Application if the below error occurs.

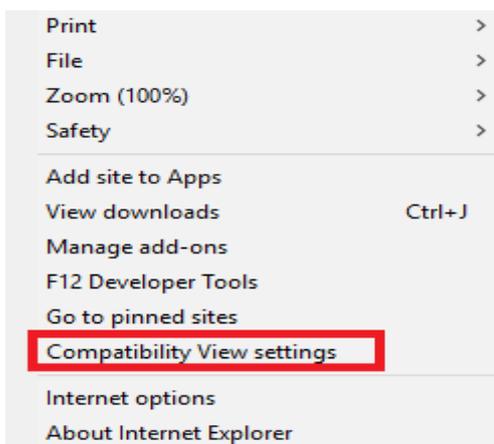


Please follow the steps as described below to resolve the issue.

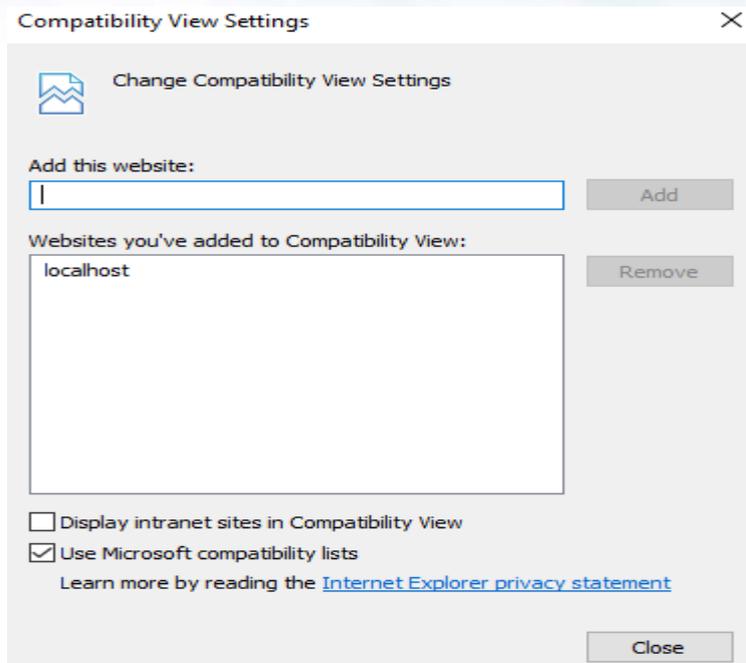
STEP 1: Click on settings icon available on top right corner of the IE browser (**Within your Citrix session, NOT your local web browser session**) as show below



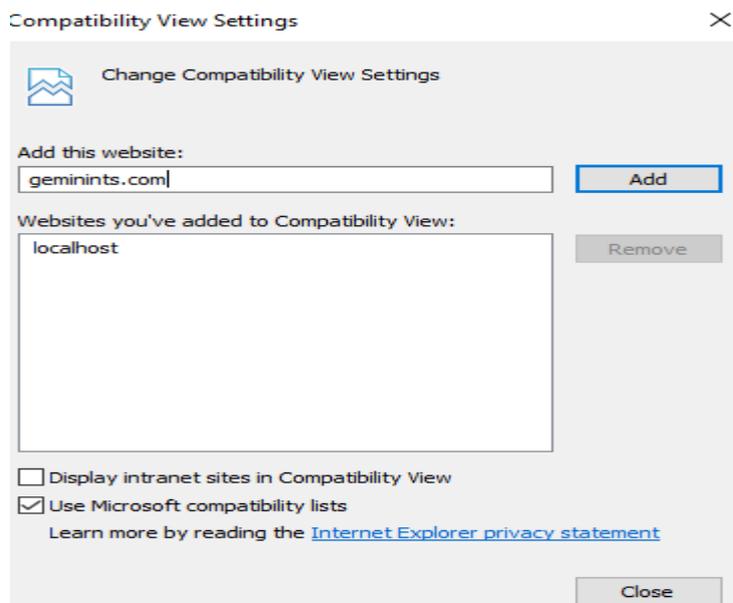
STEP 2: After clicking settings icon the new window will open then select Compatibility View Settings as highlighted in the below picture.



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



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



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.

After following these steps, if you are still experiencing difficulty accessing Gemini please call the Xoserve Service Desk - 0845 600506.