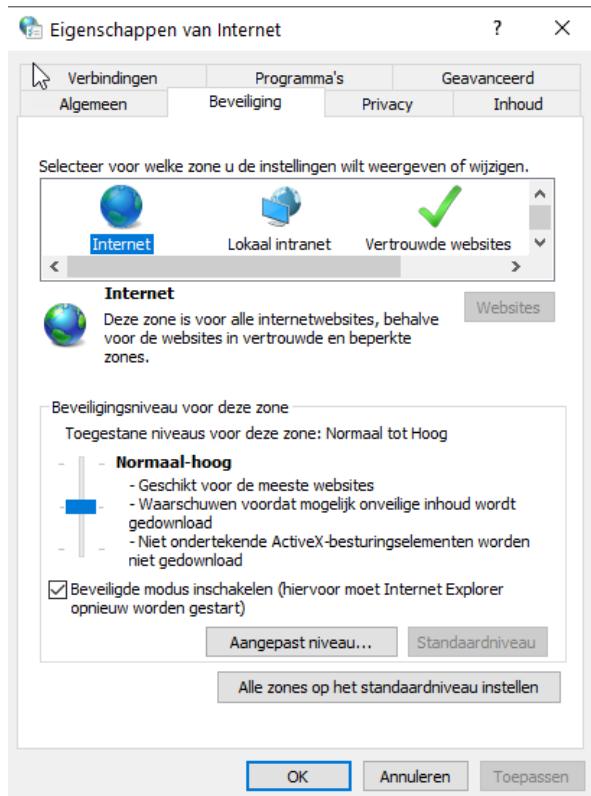


How-to Guide IE Tab Chrome Extension

This how-to-guide explains how to install, configure, and use the IE Tab Chrome extension to run IE 11 legacy web applications, such as OCC Web Administrator, Dashboard, and Cosmocorder. IE Tab is a temporary workaround, until Enghouse comes up with alternatives that run natively in modern browsers. See also: [Statement IE compatibility of OCC applications \(Dutch\)](#)

Step 1 - Set internet security settings and trusted sites

Normally, you would do this in IE 11. If IE 11 is no longer available, manually open the internet control panel. Click the window start button and type **inetcp1.cpl**

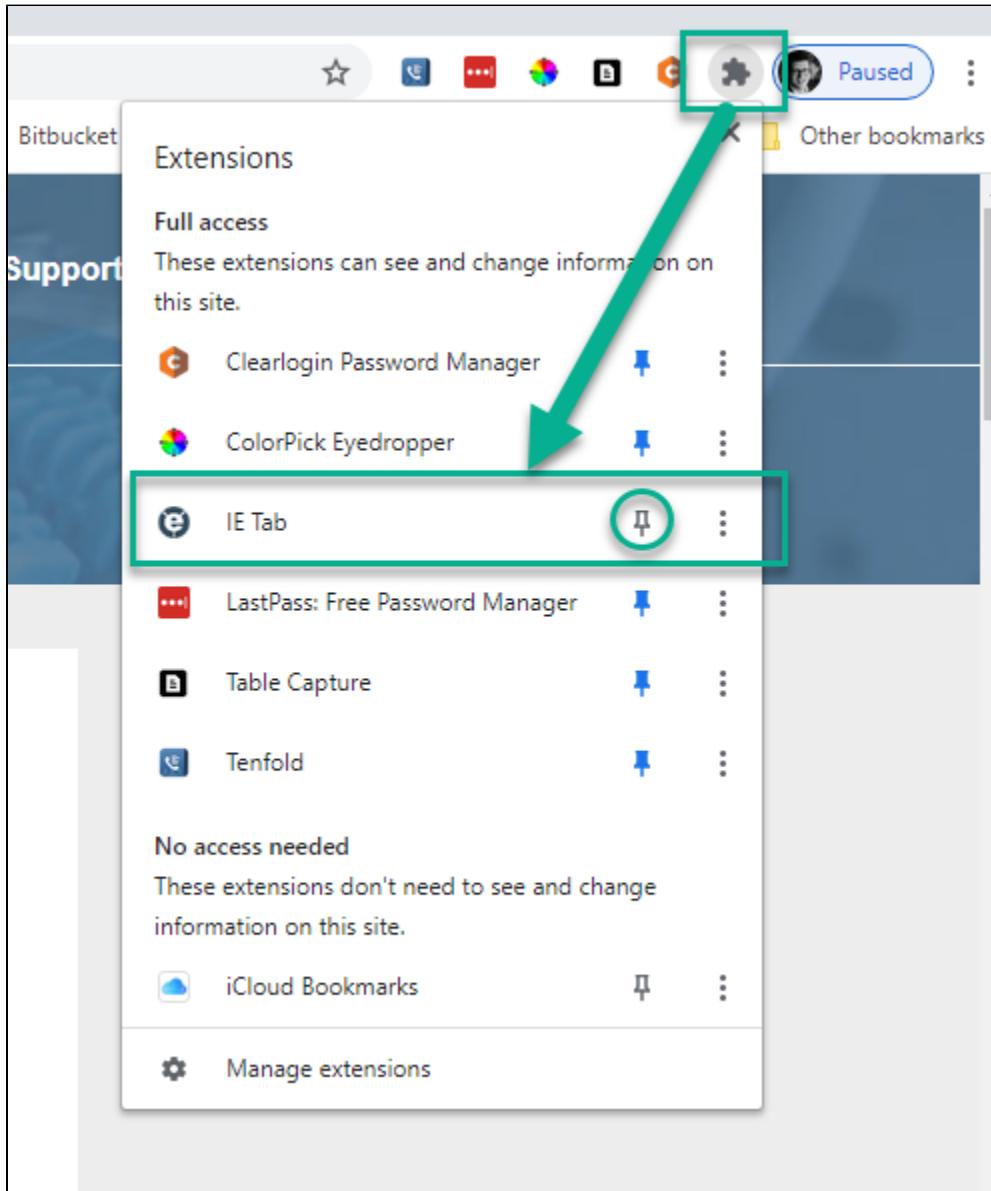


Now, configure security settings and trusted sites as stated in the OCC installation manual: [Installation manual agent & webadministrator OCC 7](#)

Step 2 - Open Chrome browser and lookup IE Tab in the Chrome webstore: <https://chrome.google.com/webstore/detail/ie-tab/hehijbfgiekmjfkfpbkammjbdenadd?hl=nl>

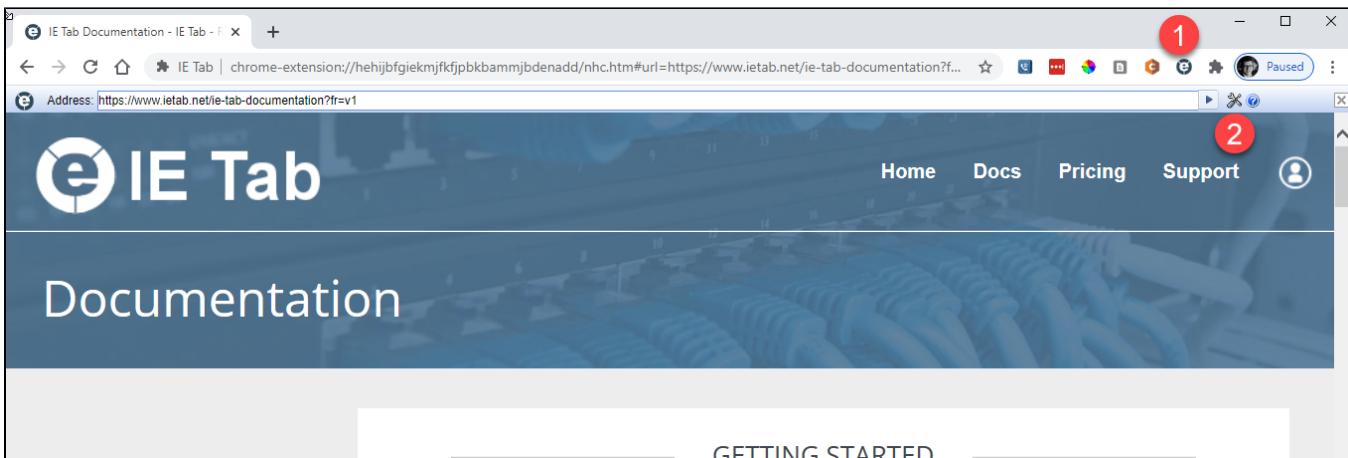
Click the "Add to Chrome" button to install the extension.

Step 3 - Pin the extension to the extensions bar in Chrome



Click the Extensions icon to open the Extensions menu. Click the pin icon next to IE Tab.

Step 4 - Configure IE Tab



Click the IE Tab icon (1). IE Tab will open in the Chrome browser. Next, click the tools icon (2) to open the configuration settings page.

A screenshot of a configuration settings page titled 'Auto URLs'. It displays a message: 'Action Recommended' and 'IE Tab cannot currently detect all downloads'. Below this is a 'Learn more...' button, which is highlighted with a red box. A list of items follows: 'Wildcard example: http://www.microsoft.com/*', 'Regular expression example (prefix with 'r/'): r/file:///*', and 'Per-URL compatibility mode ([read more](#))'. There is an 'Add' button next to an input field and a scrollable list area. At the bottom is a 'Remove' button.

Look for the section "Auto URLs" and click "Learn more..."

IE Tab

Home Docs Pricing Support

Enabling access to file downloads

Chrome requires users to explicitly allow or deny access to file downloads for the consumer version of IE Tab. IE Tab needs these permissions to intercept certain URL requests as Auto URLs, specifically URLs that are downloaded before IE Tab loads (e.g. .doc or .pdf files).

Configuration Step

If IE Tab is installed:

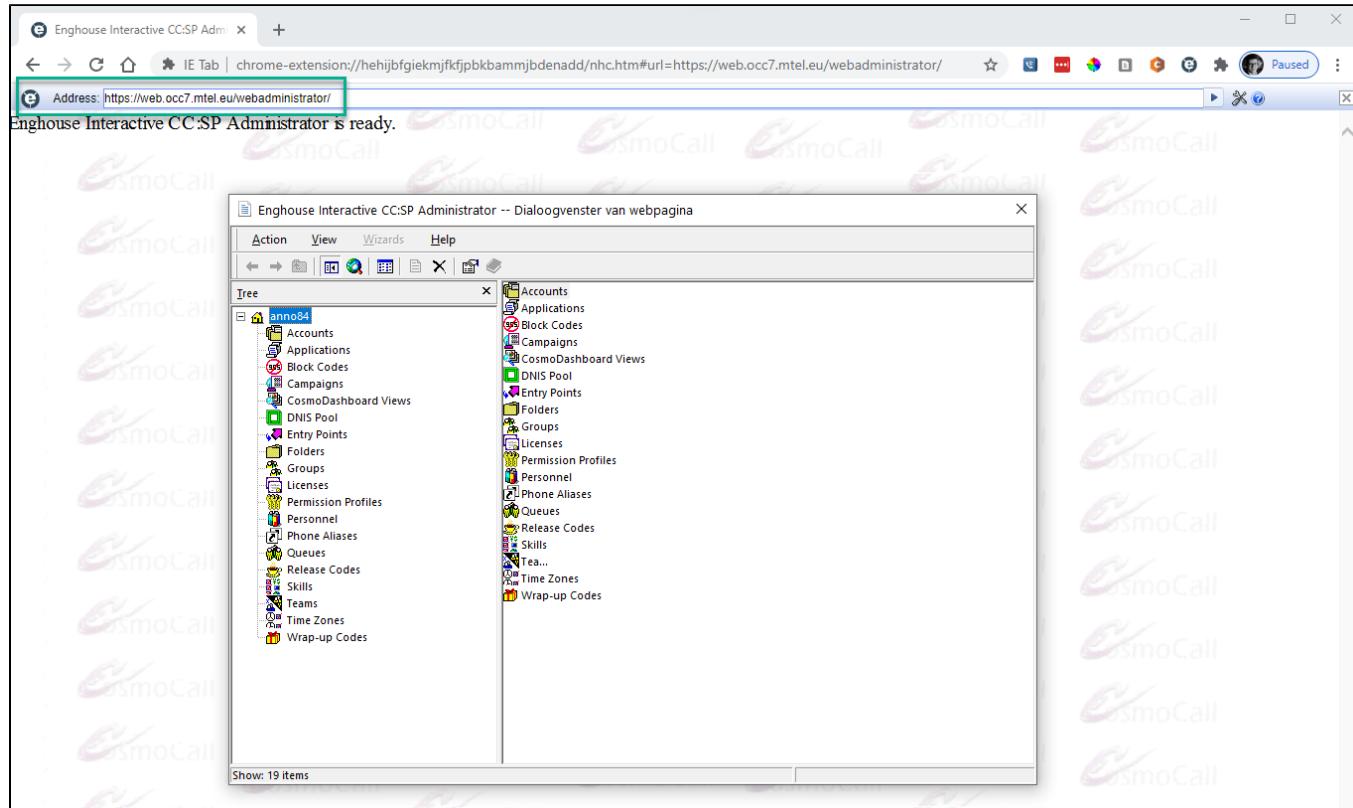
- Click here to allow IE Tab to access file downloads

Enterprise customers please contact us at support@ietab.net to discover how to deploy these settings automatically.

The page "Enabling access to file downloads" opens. Click the link "Click here to allow IE Tab to access file download". When prompted, allow the setting to be activated.

Step 5 - Test IE Tab

Restart your browser. Click the IE Tab extension icon and navigate to <https://web.occ7.mtel.eu/webadministrator>. Login and check that Web Administrator opens.



Do the same for Cosmodashboard: <https://web.occ7.mtel.eu/cosmodashboard>

Screenshot of the Cosmo Dashboard showing various call center metrics and agent status.

Group Charts

| Category | Count |
|--------------------|-------|
| Not Logged In [45] | 45 |
| Released [0] | 0 |
| On Hold [0] | 0 |
| Logged In [0] | 0 |
| Available [0] | 0 |
| In Call [0] | 0 |
| Busy [0] | 0 |
| In Wrap-up [0] | 0 |
| Ringing [0] | 0 |

Agent Groups

| Name | Logged in | Available | In call | Released | On hold | Ringing | In wrap-up |
|------------------|-----------|-----------|---------|----------|---------|---------|------------|
| Default Queue | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Outbound | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| dialetest | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Afdeling Sales | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Afdeling Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| delfreview | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| delfprogressive | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| PIR group | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Queue Charts (from top of last hour)

| Category | Count |
|---------------------------------|-------|
| Calls Offered [0] | 0 |
| Calls Waiting in Queue [0] | 0 |
| Calls Rejected [0] | 0 |
| Calls Handled [6] | 6 |
| Calls Abandoned [0] | 0 |
| Calls Being Handled [6] | 6 |
| Calls Overflowed Out [0] | 0 |
| Calls Abandoned Within TQOS [0] | 0 |

Agent Status

Call Outcome

Exceptions

5 Longest Calls

| First n | Last name | Time in state |
|--------------------|--------------------|--------------------|
| No data available. | No data available. | No data available. |

5 Longest Releases

| First n | Last name | Time in state |
|--------------------|--------------------|--------------------|
| No data available. | No data available. | No data available. |

5 Longest Available

| First n | Last name | Time in state |
|--------------------|--------------------|--------------------|
| No data available. | No data available. | No data available. |

5 Longest Wrap Ups

| First n | Last name | Time in state |
|--------------------|--------------------|--------------------|
| No data available. | No data available. | No data available. |

Step 6 - Purchase license

Navigate to <https://www.ietab.net/pricing> to purchase the desired amount of licenses.

Enter the registration keys here: <https://www.ietab.net/regkey>