

Accessing CCMA using Microsoft Edge with Internet Explorer mode

You can access CCMA in the Microsoft Edge browser using Internet Explorer (IE) mode. To enable IE mode in Microsoft Edge, you must perform the following procedures:

1. [Adding the Microsoft Edge administrative templates](#)
2. [Configuring Internet Explorer integration](#)
3. [Configuring the Enterprise Mode Site List](#)

Before enabling IE mode in Microsoft Edge, ensure that you install all recent Windows updates and use Microsoft Edge version 77 or later.

Ensure that you install Microsoft Edge at the system level. You can check it by typing `edge://version` in the Microsoft Edge address bar. The executable path must start with `C:\Program Files`, which indicates a system install.

For more information about IE mode in Microsoft Edge, refer to the Microsoft documentation.

Important:

- You must not delete the Internet Explorer 11 browser from your computer, otherwise Microsoft Edge cannot launch CCMA.
- Always launch CCMA in a new tab of Microsoft Edge.
- If you enable single sign-on (SSO) on your Contact Center, you must also add the System Manager (SMGR) server FQDN to the Enterprise Mode Site List.

Adding the Microsoft Edge administrative templates

About this task

Use this procedure to add the Microsoft Edge administrative templates to your computer.

Before you begin

Download and install Microsoft Edge version 77 or later.

Procedure

1. On the Microsoft website, go to the **Edge for Business** download page: <https://www.microsoft.com/en-us/edge/business/download>.

2. From the lists, select your current browser version, build, and platform.

3. Click the **GET POLICY FILES** button.

4. Click **Accept and download** to download the MicrosoftEdgePolicyTemplates file.

The MicrosoftEdgePolicyTemplates archive is downloaded to the default folder on your computer.

5. Unzip the MicrosoftEdgePolicyTemplates archive.

6. Open the MicrosoftEdgePolicyTemplates folder and navigate to windows\admx.

7. From the admx folder, copy the msedge.admx file.

8. Navigate to C:\Windows\PolicyDefinitions and paste the msedge.admx file to the PolicyDefinitions folder.

9. In the admx folder, open the required language folder.
For example, for the United States, open the en-Us folder.

10. From the language folder, copy the msedge.adml file.

11. Navigate to C:\Windows\PolicyDefinitions and paste the msedge.adml file to the matching language folder in the PolicyDefinitions folder.

12. **(Optional)** Verify that you have added the Microsoft Edge administrative template correctly by doing the following:

a. Press Win+R and run gpedit.msc to open the Local Group Policy Editor.

b. Click **Computer Configuration > Administrative Templates**.

The Administrative Templates folder contains folders with the Microsoft Edge administrative templates.

Next steps

Configure Internet Explorer integration using Local Group Policy Editor.

Configuring Internet Explorer integration

About this task

Use this procedure to configure Internet Explorer integration using Local Group Policy Editor.

Before you begin

Add the Microsoft Edge administrative templates to your computer.

Procedure

1. Press Win+R and run gpedit.msc to open the Local Group Policy Editor.
2. Click **Computer Configuration > Administrative Templates > Microsoft Edge**. Local Group Policy Editor displays the Microsoft Edge pane.
3. In the Microsoft Edge pane, double-click **Configure Internet Explorer integration**.
The system displays the Configure Internet Explorer integration window.
4. In the Configure Internet Explorer integration window, select **Enabled**.
5. From the **Configure Internet Explorer integration** list, select **Internet Explorer mode**.
This is a default option for accessing CCMA in Microsoft Edge.
6. Click **OK**.

Result

IE mode in Microsoft Edge is now enabled.

Next steps

Configure the site list that you want to access using IE mode in Microsoft Edge.

Configuring the Enterprise Mode Site List

About this task

Use this procedure to configure the Enterprise Mode Site List.

On your computer, create an XML file with the list of sites that you want to access using Microsoft Edge with IE mode.

The XML file must contain the following elements:

- **site-list version** number: Internet Explorer uses this number to verify whether the site list is new. Approximately 65 seconds after Internet Explorer 11 starts, it compares your site list version to the stored version number. You must increase the site-list version number every time you update the version of the Enterprise Mode Site List.
- **<compat-mode>** tag: This tag specifies the compatibility settings for a specific site or domain. Use the default value.
- **<open-in>** tag: This tag specifies which Internet Explorer version opens for a specific site or domain. Use the IE11 version.

Before you begin

- Add the Microsoft Edge Policy templates to your computer.
- Configure Internet Explorer integration.
- Ensure that you have your Contact Center server short name and FQDN.
- If you enable SSO on your Contact Center, ensure that you have your SMGR server FQDN.

Procedure

1. On your computer, create the sites.xml file using the following template:

```
<site-list version="1">  
  <!-- File creation header -->  
  <created-by>  
    <tool>EnterpriseSitelistManager</tool>  
    <version>10240</version>
```

```
        <date-created>20200717.142200</date-created>
</created-by>
<!-- Begin Site List -->
<site url="AACCserver short name">
        <compat-mode>default</compat-mode>
        <open-in>IE11</open-in>
</site>
<site url="AACCserver FQDN">
        <compat-mode>default</compat-mode>
        <open-in>IE11</open-in>
</site>
</site-list>
```

2. In the first <site url> element, type the Contact Center server short name. For example, if your Contact Center server short name is auracc12680, the code must look as follows: <site url="auracc12680">.

3. In the second <site url> element, type the Contact Center server FQDN. For example, if your Contact Center server FQDN is auracc12680.aacc7dc2012.com, the code must look as follows: <site url="auracc12680.aacc7dc2012.com">.

4. Add your SMGR server to the site list using the following template:

```
<site url="SMGR server FQDN">
        <compat-mode>default</compat-mode>
        <open-in>IE11</open-in>
</site>
```

For example, if your SMGR server FQDN is smgr80176.aacc7dc2012.com, the code must look as follows: <site url="smgr80176.aacc7dc2012.com">.

5. Press Win+R and run gpedit.msc to open the Local Group Policy Editor.

6. Click **Computer Configuration > Administrative Templates > Microsoft Edge**. Local Group Policy Editor displays the Microsoft Edge pane.

7. In the Microsoft Edge pane, double-click **Configure the Enterprise Mode Site List**.

Local Group Policy Editor displays the Configure the Enterprise Mode Site List window.

8. In the Configure the Enterprise Mode Site List window, select **Enabled**.

9. In the Options field, type the sites.xml location.

For example: file:///c:/Users/*user_name*/Documents/sites.xml.

10. Click **OK**.

11. **(Optional)** In the Microsoft Edge address bar, type edge://compat/enterprise and press Enter.

Microsoft Edge displays the Enterprise Mode Site List page, where you can view the current list of sites that Microsoft Edge opens in IE mode. Microsoft Edge automatically checks if there is a newer site list version and updates it approximately 65 seconds after launch, however, you can also manually configure Microsoft Edge to use the latest site list version by clicking the **Force update** button.