Service Manual HTML & EWD Viewing Guide for Microsoft Edge

Support document for troubleshooting various ESM HTML and EWD issues. Supports the following issues, language, viewing, access and viewing EWD's.

Note: ESM HTML viewing requirement is "Microsoft Edge"

Microsoft Edge Default Settings:

1. Click Edge Settings (Top Right Corner)



2. Click Settings - Click Reset settings - Click Restore settings to their default values - Click Reset

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3	Extensions		5	Cookies and site permissions	This will reset your startup page, new tab page, search	
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0	Web capture	Ctrl+Shift+S	4	Downloads	extensions and clear temporary data like cookies. Your favorites, history and saved passwords will not be	
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0	Help and feedback	>	0	Reset settings		
	Close Microsoft Edge		☆	Accessibility		
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ESM HTML incorrect display version

Removing Temporary Internet Files (Cached files)

1. Click Edge Settings (Top Right Corner) - Click Settings - Click Privacy, search, and services

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New tab Ctrl+T New window Ctrl+N Image: State	Settings Q Search settings
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⊥ Downloads Ctrl+J B Apps G Extensions	Share, copy and paste Cookies and site permissions Cookies Default browser
Print Ctrl+P Web capture Ctrl+Shift+S Share Definition page Ctrl=F	
A th Read aloud Ctrl+Shift+U More tools	Printers System
Generation generation Help and feedback Close Microsoft Edge	 Reset settings Accessibility About Microsoft Edge

2. Click Choose what to clear - Select Browsing history, Cookies and other site data, and Cached images and files - Click Clear now

Choose what to clear							
Clear browsing data							
Time range							
All time	~						
 Browsing history 45 items. Includes autocompletions in the address bar. Download history None 							
Cookies and other site From 15 sites. Signs you of	e data ut of most sites.						
 Cached images and files Frees up 253 MB. Some sites may load more slowly on you next visit. 							
Clear now	Cancel						

Note: SVGViewer.exe installation location c:\ASIST\Tools\

ESM Opens in Internet Explorer

Make Microsoft Edge the default browser

1. In Microsoft Edge in (Top Right Corner) Click Edge Settings



2. Click Settings - Select Default browser - Click Make default

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	Close Microsoft Edge		🛣 Accessibility
Ô	Managed by your organization		About Microsoft Edge
De	fault browser lake Microsoft Edge your default browser		Make defax
Int	ernet Explorer compatibility et Internet Explorer open sites in Microsoft Edge	0	Incompatible sites only (Recommended)

If the message below appears:



Internet Explorer is going away soon. Switch to Microsoft Edge for a better browsing experience

Browse with Microsoft Edge always (Recommended)

- Browse with Microsoft Edge this time
- Browse with Internet Explorer

We'll open Microsoft Edge whenever you open Internet Explorer and bring over your favorites, passwords, and preferences to Microsoft Edge.



Learn more

Continue

Select "Browse with Microsoft Edge always (Recommended)"