

Opening Documents in SedonaOffice - IrfanView [Hosted]

06/03/2025 3:13 pm EDT

IrfanView is an application available in the Cloud Hosted Environment. It is an image viewer and converter program for Microsoft Windows based machines.

Description of Issue:

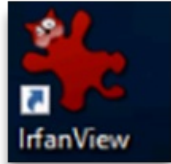
Users are unable to open documents in SedonaOffice. Sometimes this is specifically with one type of document or file type and other times it may be all document types. In most cases, this is due to there being no application set to handle the document type that is being opened by the user.

Enabling the Extension Types in IrfanView is not a global setting and will need to be enabled for per user on the server experiencing issues at least once.

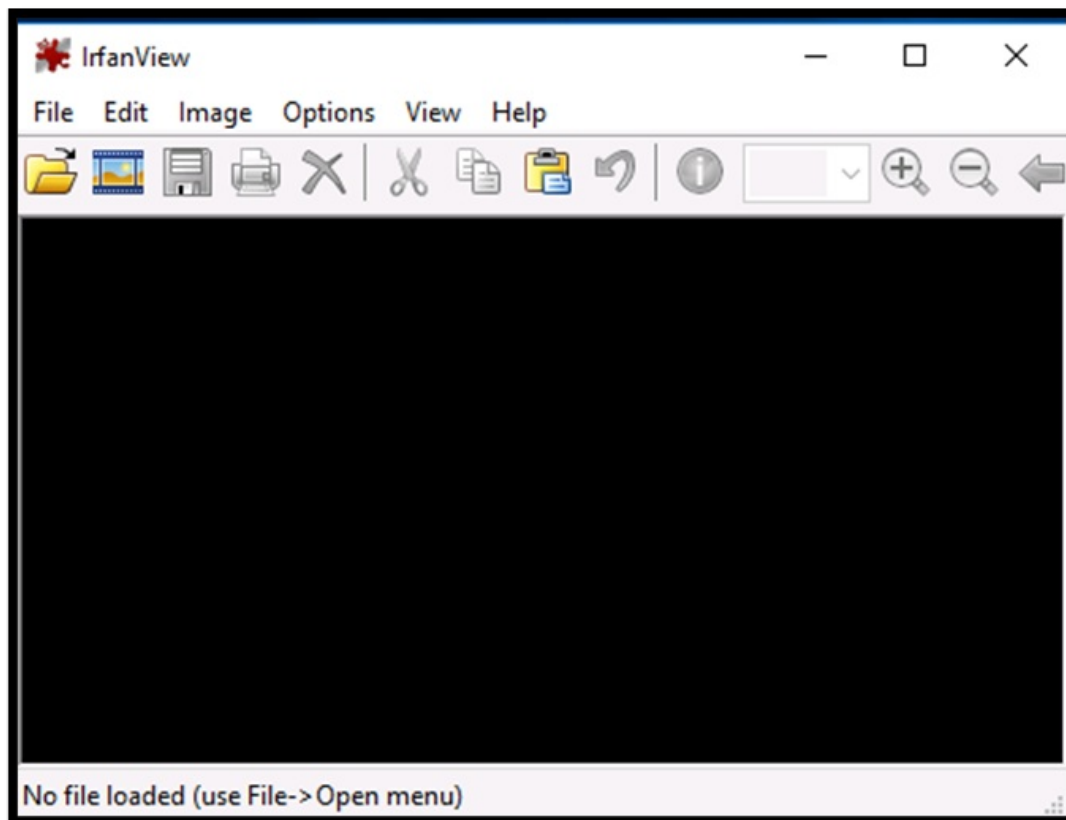
Fixes:

How to enable extension types in IrfanView:

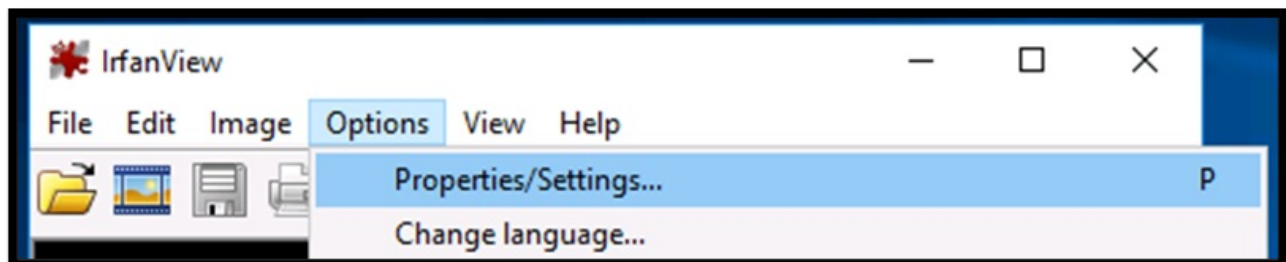
First, locate IrfanView. The image below shows what the icon looks like in the Cloud environment.



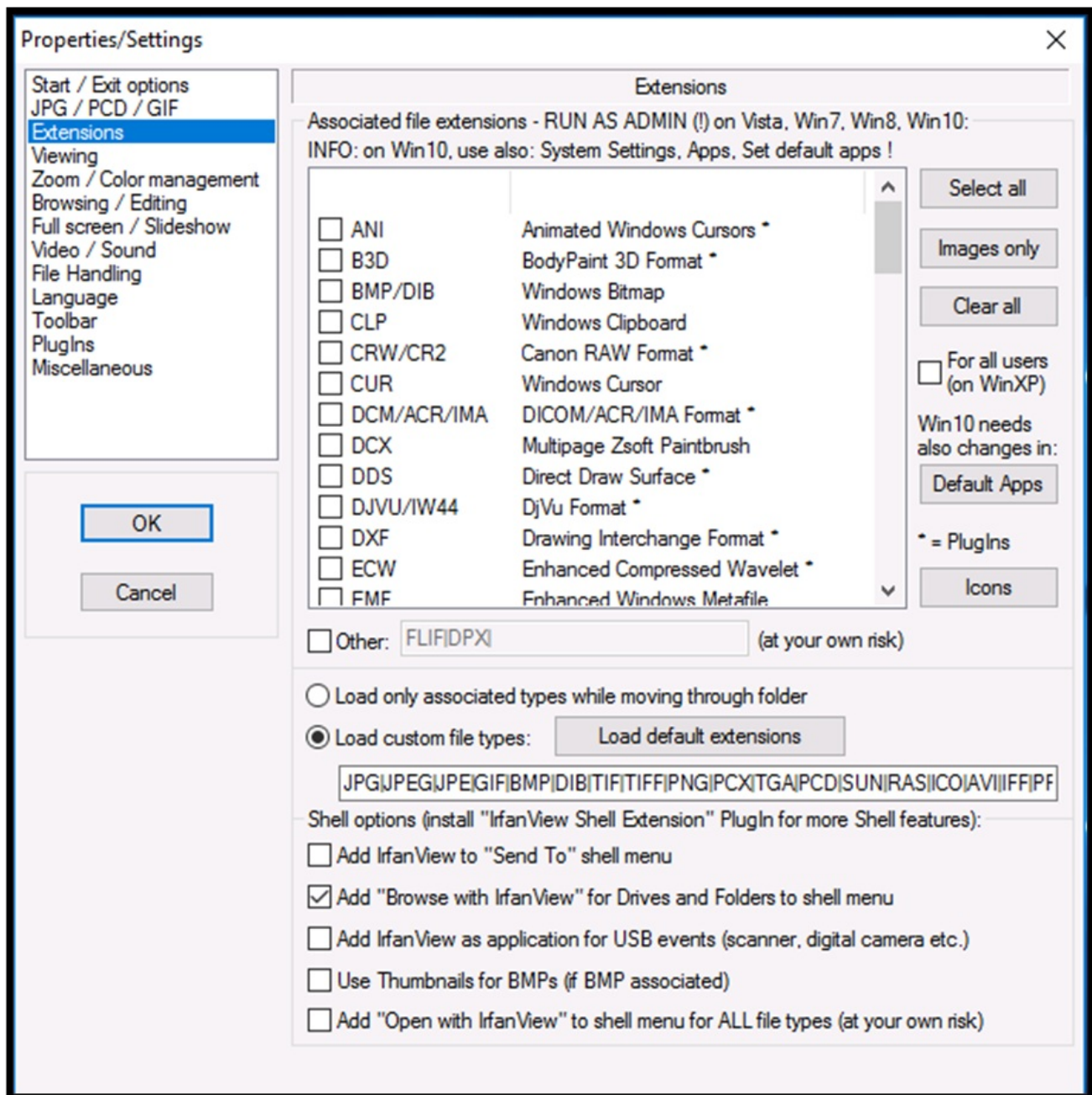
Next, open IrfanView.



In IrfanView, go to Options and open Properties/Settings.



Once in Properties/Settings, click on Extensions.



From the Extensions list, locate the extension types that the user cannot open from within SedonaOffice and check the boxes for each.

You can also use the Select all button to mark all of the Extension Type boxes.

You can use the Images Only button to mark only the image type extensions.

Click the OK button to save the changes.

Close IrfanView.

Close and reopen SedonaOffice.

