

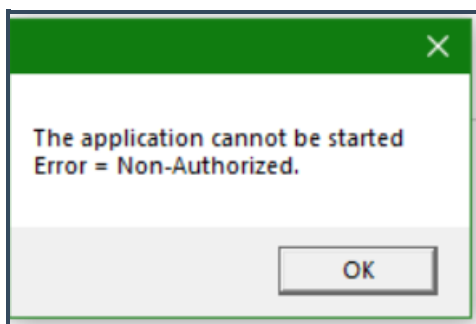
Sedona FSU Tech Management Tool: Non-Authorized Error

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Description of Issue:

Error = Non-Authorized When Running the FSU Tech Management Tool

Customer may occasionally run into an issue when opening the SedonaFSU Tech Management Tool where they will receive the error depicted below:



Fixes:

To open the FSU tech management tool successfully and to prevent this error, it must be accessed on a workstation with SedonaOffice installed, and either must be opened in Internet Explorer or in Microsoft Edge's Internet Explorer compatibility mode (more on this below).

Editing Microsoft Edge Settings to Allow Internet Explorer to Open

Since the Internet Explorer retirement, there may be an issue where Microsoft Edge opens instead of Internet Explorer when attempting to open IE. If this is the case, you can change this in Microsoft Edge's settings to allow IE to open by following these instructions:

1. Open Microsoft Edge browser
2. Go to Settings
3. Select Default browser tab option
4. In the Internet Explorer compatibility setting, you will see an option "Let Internet Explorer open sites in Microsoft Edge", the default value is Incompatible Sites only (Recommended). You can change it to "Never".

- i. Open your Internet Explorer browser and check again to see if IE is allowed to open.

Workstation Only Has Edge (IE Compatibility Mode)

If a workstation no longer has Internet Explorer, and only has Edge, then Microsoft Edge will have to be run in IE compatibility mode and the FSU tech tool link will have to be added to the IE mode pages list, such as in the example below:

