

| Document number | Revision |
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| DOCU12545 | 1 |

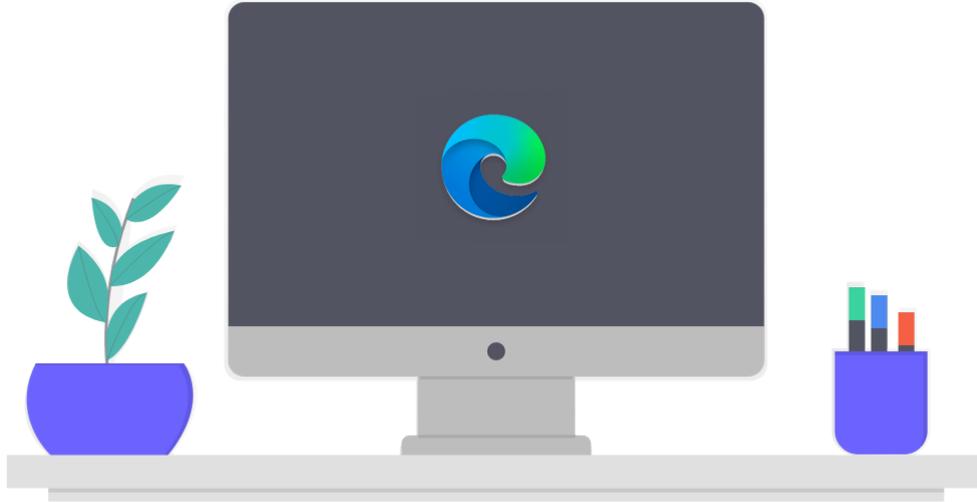
New Microsoft Edge - Updating IT Hit for Highstage

New Microsoft Edge - Updating IT Hit for Highstage

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1. Introduction

Microsoft has recently updated and released a new edition of Microsoft Edge. This requires existing Highstage users' to reinstall the *IT Hit Document Opener* protocol on their system to reenable file access directly from Highstage:

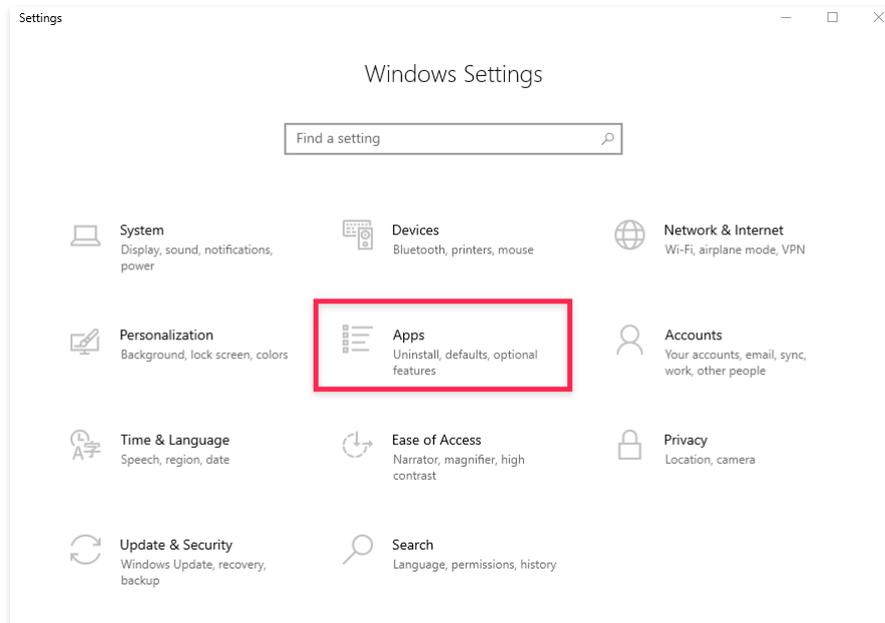


This guide provides you with instructions to add the *IT Hit Edit Document Opener* extension to your Edge browser and reinstalling the required protocol software to enable direct file access from Highstage.

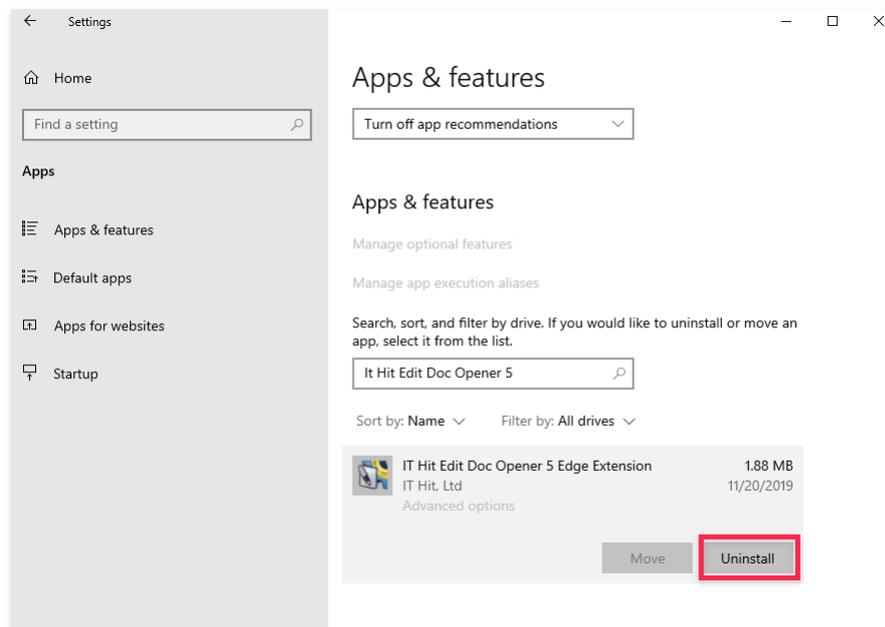
2. Instructions

Remove your existing installation of IT Hit Document Opener

1. On your computer, navigate to *SETTINGS* > *APPS* & *FEATURES*:



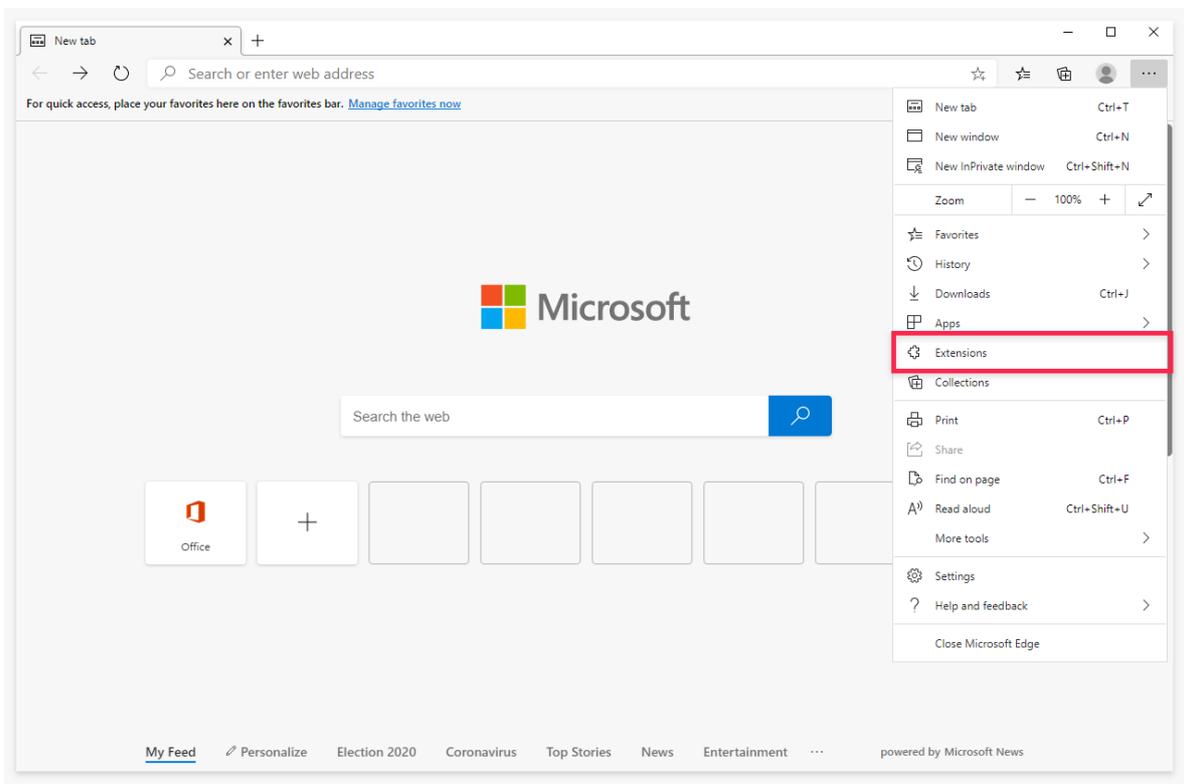
2. Search for the preexisting installation of IT Hit Edit Doc Opener, select *Uninstall* and follow the procedure:



Tip: The It Hit Edit Doc Opener can also be uninstalled directly from *Control Panel* > *Programs* > *Uninstall a program*.

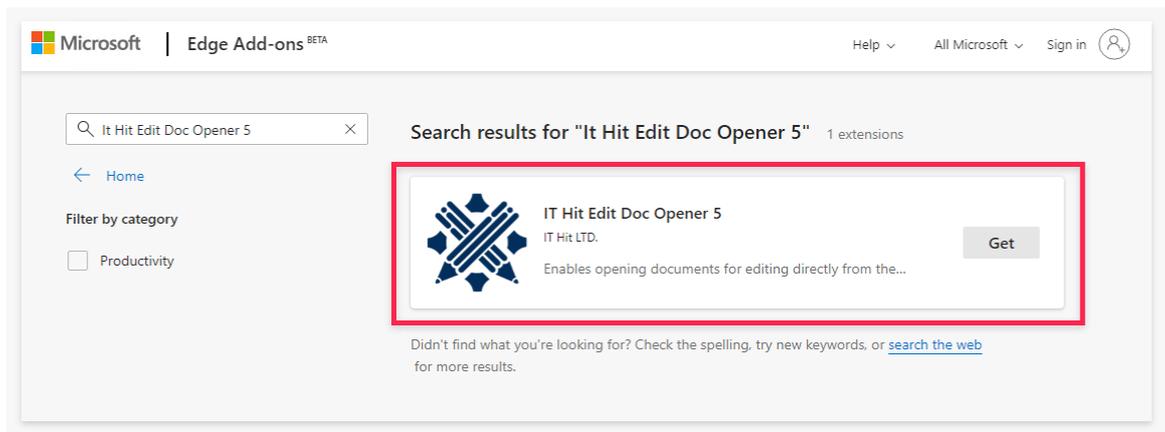
Download and install the IT Hit Edit Doc Opener 5 extension

1. Open a new Microsoft Edge browser window.
2. Navigate to *SETTINGS* and select *Extensions* in the drop down menu:

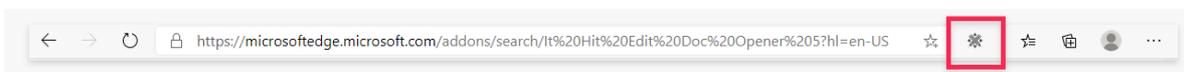


3. Select *Get extensions for Microsoft edge*.

4. Search for the *IT Hit Edit Doc Opener 5* extension. Install it by clicking **Get** and follow the procedure:



5. The extension is now successfully added to your browser.



Tip: Click [here](#) to download and add the IT Hit Edit Doc Opener 5 extension to your Microsoft Edge browser directly.

Protocol installation

On your first attempt to open *Folder* in Highstage, you will be prompted with the following message:

sktsd.highstage.net says

This action requires a protocol installation. Select OK to download the protocol installer.

OK

Cancel

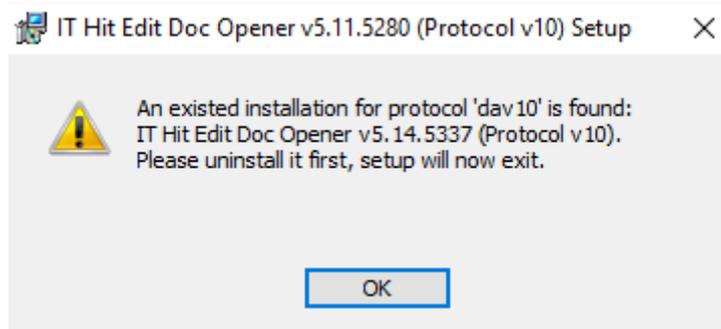
1. Select to download the protocol installer.
2. Please do the following:
 1. Run the installation of the `ITHi tEditDocumentOpener.msi`. The downloaded file should be accessible from your downloads folder.
 2. Follow the installation procedure.
 3. Click *Finished*.
3. Once installed, please restart your browser for all changes to take effect.

You have successfully updated your system with the latest updates to work with files directly from Highstage.

3. Known issues

I am unable to install the IT Hit Edit Doc Opener

When attempting to install the downloaded `ITHitEditDocOpener.msi`, I receive the following message:



Please follow the the [instructions](#) for uninstalling all preexisting installations of IT Hit Edit Doc Opener on your computer before installing the IT Hit Edit Doc Opener.

