

Recommended Countermeasures for Air Conditioning Control System Centralized Controller due to the expiration of Microsoft Corporation support for Internet Explorer 11

Dear customers using our air conditioning management system centralized controller in Microsoft Corporation Internet Explorer 11

Support for Internet Explorer 11 provided by Microsoft Corporation will be expired. (on Windows 10, June 15, 2022)

When you try to use Internet Explorer 11, you will be led to Microsoft Edge (※1).

On Windows 11, Internet Explorer 11 does not exist from the beginning and cannot be used.

Therefore, you will not be able to use Internet Explorer 11 for monitoring and operating our air conditioning management system centralized controller.

This page explains the measures to be taken after the end of support for Internet Explorer 11.

※1 For more information of Internet Explorer 11, refer to the following information published on the Web by Microsoft Corporation.

The future of Internet Explorer on Windows 10 is in Microsoft Edge

<https://blogs.windows.com/windowsexperience/2021/05/19/the-future-of-internet-explorer-on-windows-10-is-in-microsoft-edge/>

Internet Explorer 11 desktop app termination FAQ

<https://techcommunity.microsoft.com/t5/windows-it-pro-blog/internet-explorer-11-desktop-app-retirement-faq/ba-p/2366549>

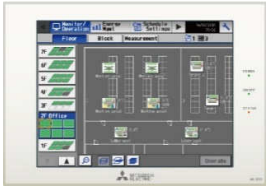
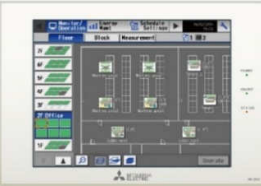
1. Applicable Products

The products and the affected functions are as follows. These functions require the measures described in Chapter 2.

Table 1 List of applicable functions

Product Category	Mitsubishi Electric Model name	Applicable Functions
Centralized Controller	G-50A GB-50A GB-24A AG-150A-A/J GB-50ADA-A/J EB-50GU-A/J	Web Browser for Initial Settings Web Browser for System Maintenance Engineer Web Browser for User
	AE-200A/E AE-50A/E EW-50A/E	Web Browser for Initial Settings Web Browser for System Maintenance Engineer Web Browser for User Integrated centralized control web browser

Table 2 List of applicable Mitsubishi Electric products

G-50A	GB-50A/GB-24A	AG-150A-A/J	GB-50ADA-A/J
			
EB-50GU-A/J	AE-200A/E	AE-50A/E	EW-50A/E
			

2.Countermeasures

Available countermeasures are as follows.

Table 3 List of available countermeasures

Product Category	Mitsubishi Electric Model	Applicable Functions	Countermeasures	
Centralized Controller	G-50A GB-50A GB-24A AG-150A-A/J GB-50ADA-A/J EB-50GU-A/J	Web Browser for Initial Settings Web Browser for System Maintenance Engineer Web Browser for User	Please take either one of the following measures. (1) Please use the Internet Explorer mode (※2) of Microsoft Edge (※3). For the specific procedure, see "3. Procedure for using Internet Explorer mode". (2) Please replace the device to AE-200A/E, AE-50A/E, EW-50A/E with S/W Ver.7.7 or later, and use the integrated centralized control web browser and the initial setting tool (※4).	
	AE-200A/E AE-50A/E EW-50A/E	Web Browser for Initial Settings Web Browser for System Maintenance Engineer Web Browser for User	Ver.7.69 or earlier	Please take one of the following measures. (1) Please use the Internet Explorer mode (※2) (※3). For the specific procedure, see "3. Procedure for using Internet Explorer mode". (2) Please update the S/W to Ver.7.7 or later of AE-200A/E, AE-50A/E, EW-50A/E, and use the integrated centralized control web browser and the initial setting tool (※4).
			Ver.7.70 or later	Please use the integrated centralized control web browser and the initial setting tool (※4).
		Integrated centralized control web browser	Please use integrated centralized control web browser either Microsoft Edge or Google Chrome.	

※2 Internet Explorer mode is a function that allows you to see web pages for Internet Explorer on Microsoft Edge. By using this function, you can control the air conditioning even after the end of support for Internet Explorer.

※3 Please use the latest version of Microsoft Edge. Even if you use the Internet Explorer mode of Microsoft Edge, you still need to install the latest version of Java SE 8 using the paid support of Java SE Desktop Subscription provided by Oracle Corporation (hereinafter referred to as Oracle).

※4 The integrated centralized control web browser and the initial setting tool are the substitute functions of the web browser for initial settings, the web browser for system maintenance engineer, the web browser for user.

3. Procedure for using Internet Explorer mode

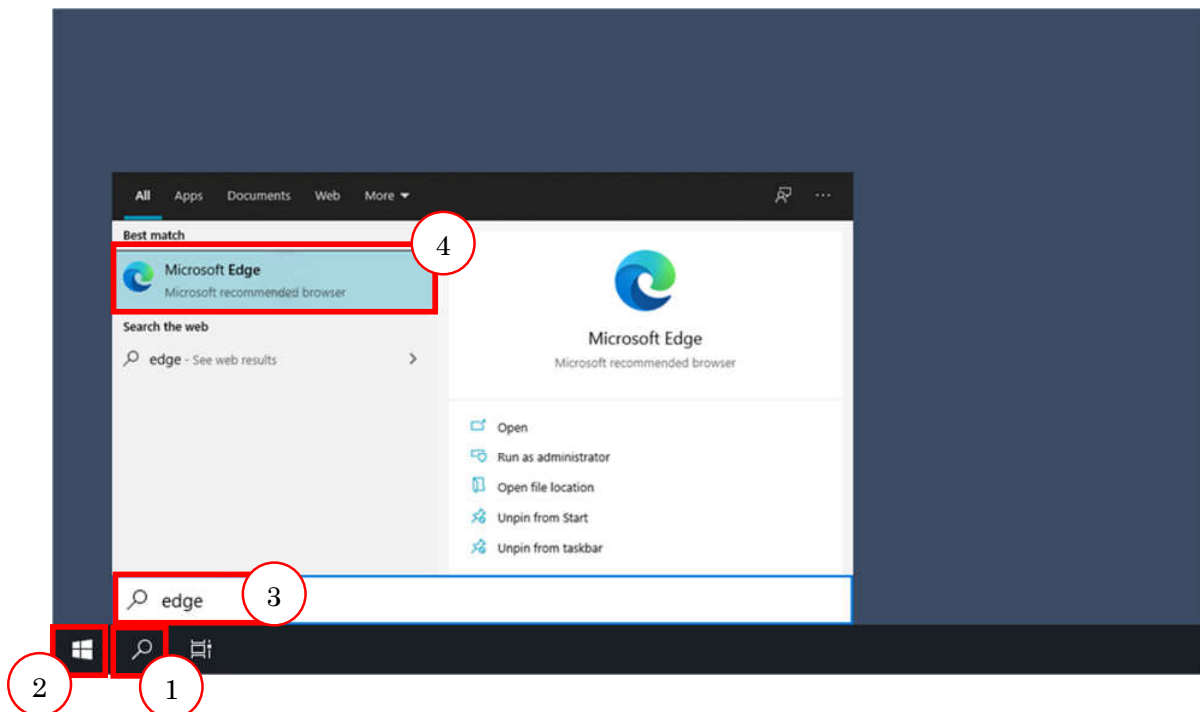
This chapter describes the procedure for using the Internet Explorer mode of Microsoft Edge.

※This procedure describes an example of Microsoft Edge Ver98 of Windows 10.

3.1 Internet Explorer mode activation procedure

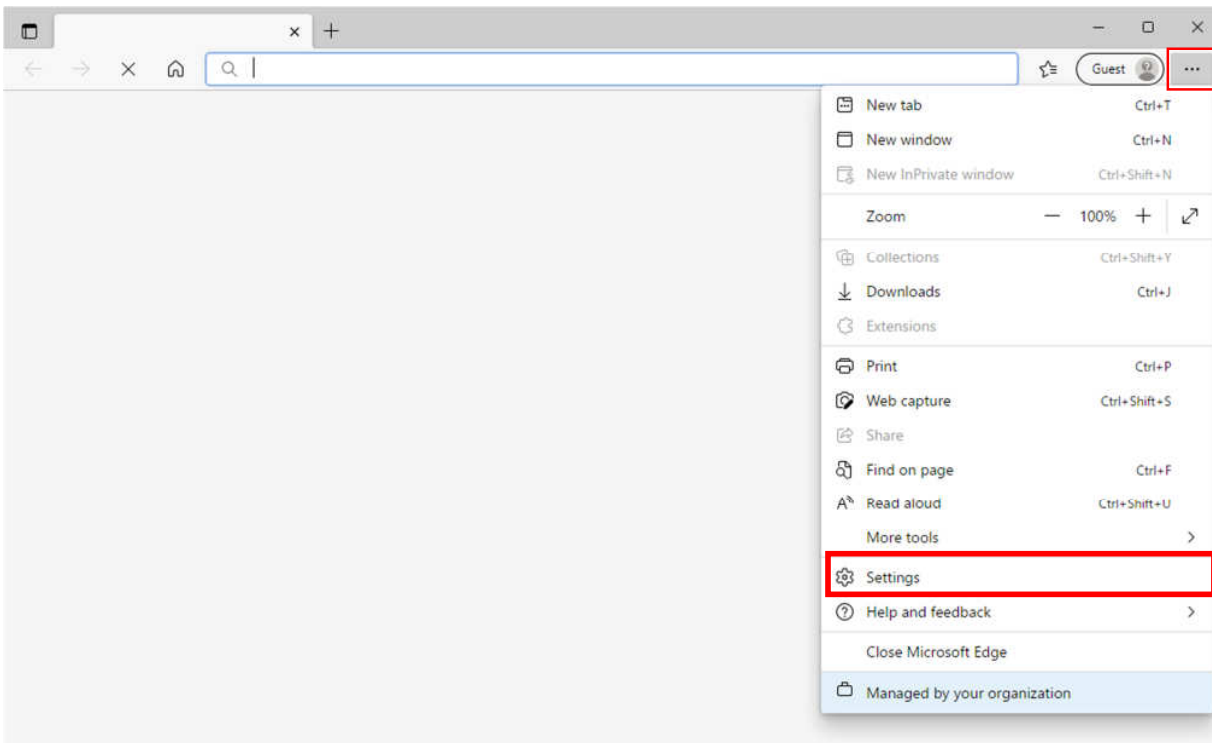
(1) Start Microsoft Edge.

Click the ① icon at the bottom left of the screen, or right-click the ② icon and select [Search]. ③ The search field will be displayed, so enter “edge”. You can start it by clicking ④.

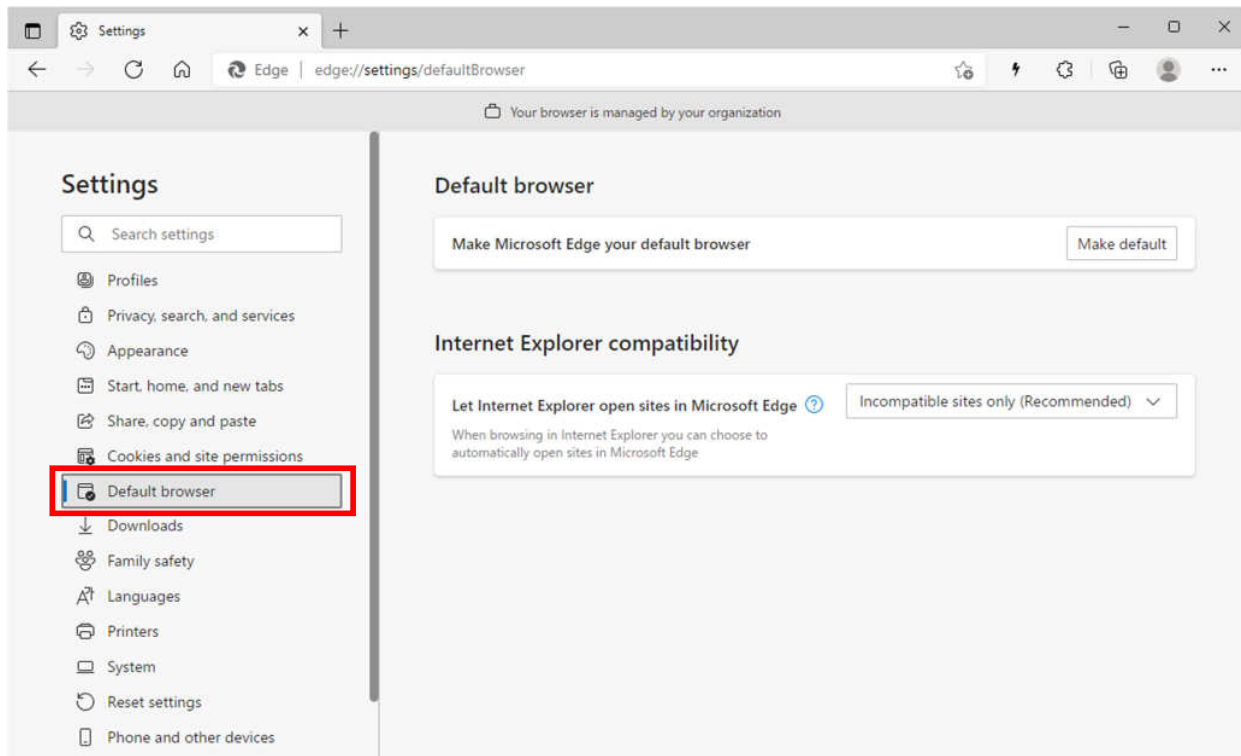


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(2) After Microsoft Edge is displayed, select [...] in the upper right corner of the window and click [Settings].



(3) Select [Default browser] from the items on the left.

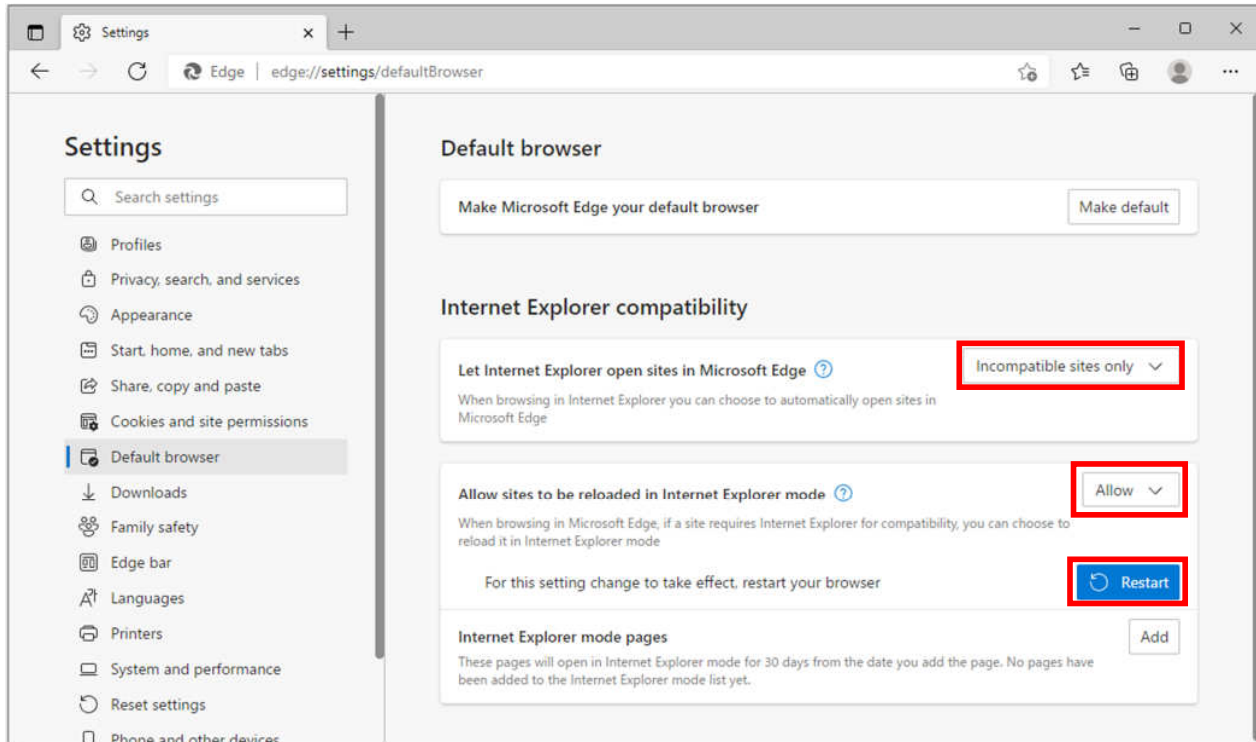


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(4) After making the following settings, click [Restart] to restart the Web browser.

- Select “Incompatible sites only” in “Let Internet Explorer open sites in Microsoft Edge”
- Select [Allow] for “Allow sites to be reloaded in Internet Explorer mode”

※If you cannot set according to this procedure, please check with the person in charge of the system of your organization.



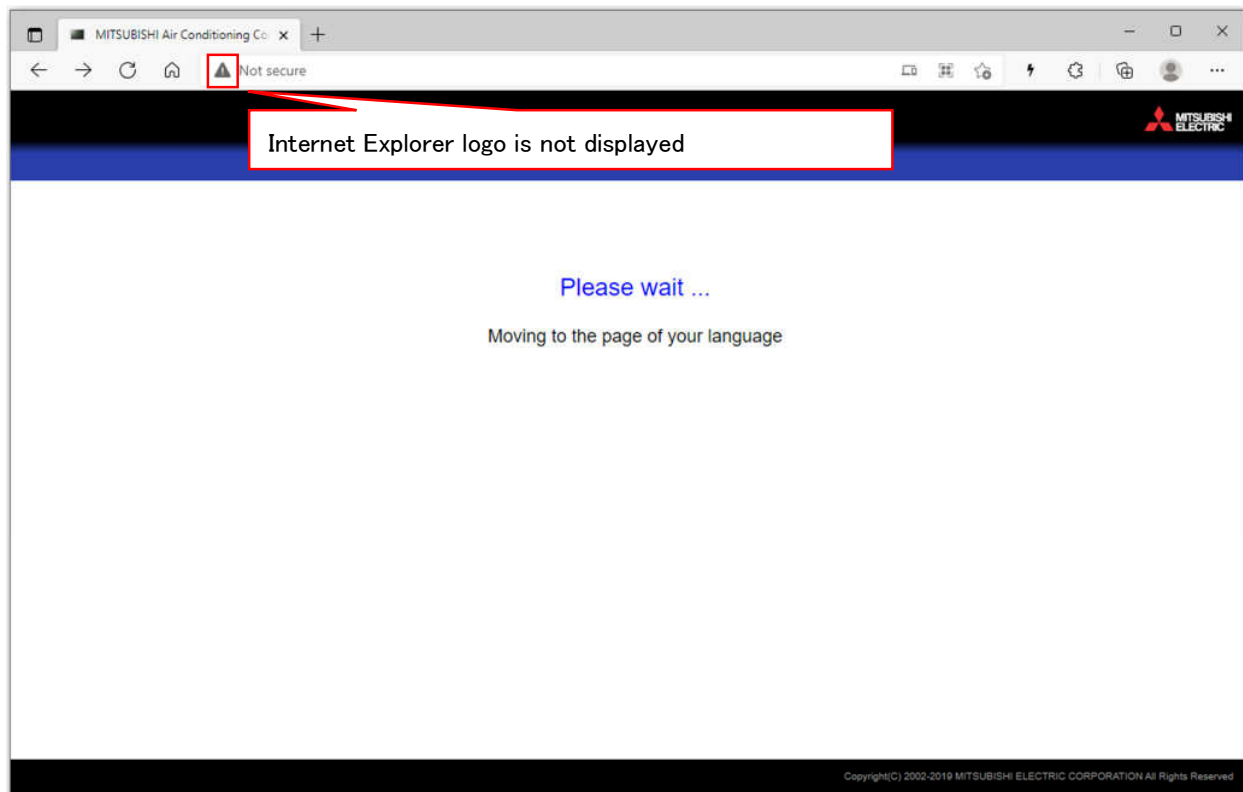
3.2 How to use Internet Explorer mode

There are the following two patterns for using the Web Browser for Initial Settings / Web Browser for System Maintenance Engineer / Web Browser for User (hereinafter referred to as "Web function") in Internet Explorer mode. This section describes these steps.

- 3.2.1 Reload in Internet Explorer mode each time you open the web function login page (recommended)
- 3.2.2 Pre-register the URL to open in Internet Explorer mode

3.2.1 Reload in Internet Explorer mode each time you open the web function login page (recommended)

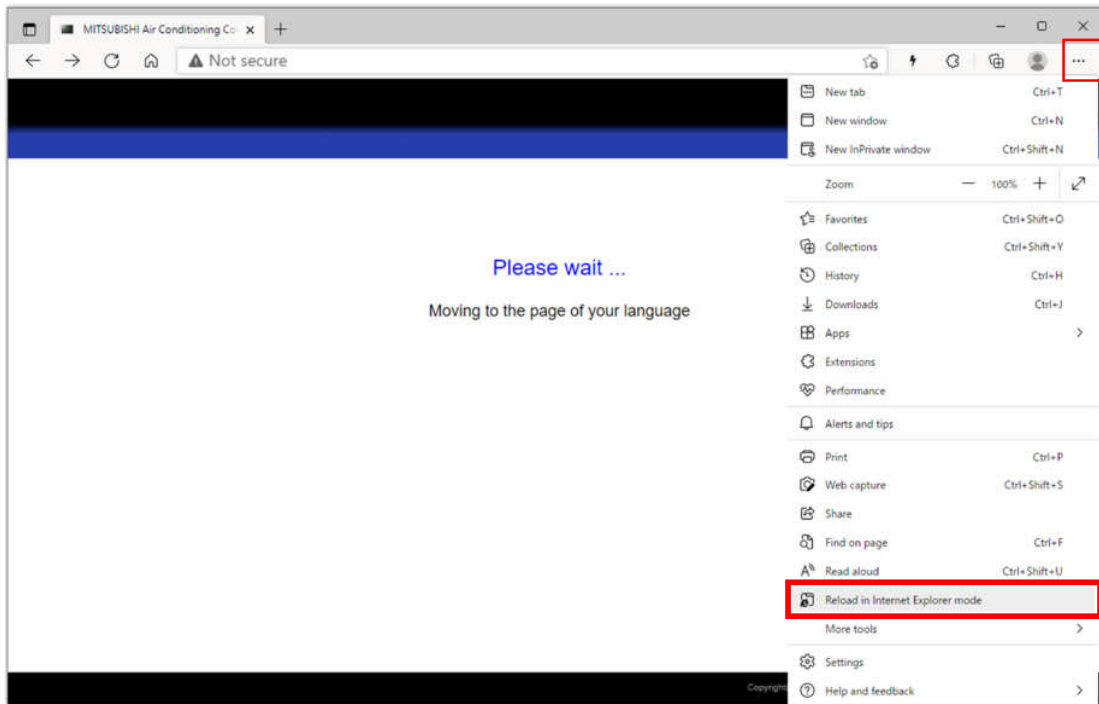
- (1) Start Microsoft Edge and open the web function you want to use. It does not show pages yet, so the following message is displayed (※5).



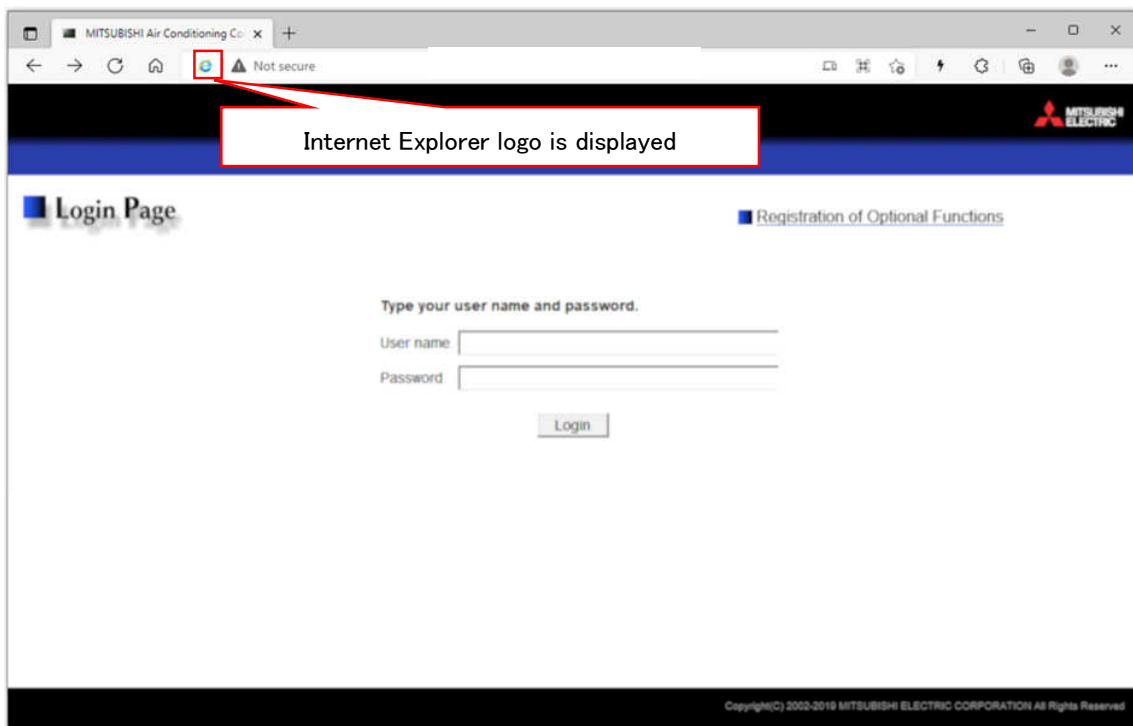
- ※5 The screenshot is displayed when the display language is not specified. When the display language is specified, the message "If you see this you don't have a Java-enabled Web browser. Here's a picture of what you are missing." is displayed.

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(2) Select [...] in the upper right corner of the window and click [Reload in Internet Explorer mode].



(3) The page loads in Internet Explorer mode and the login page is displayed.



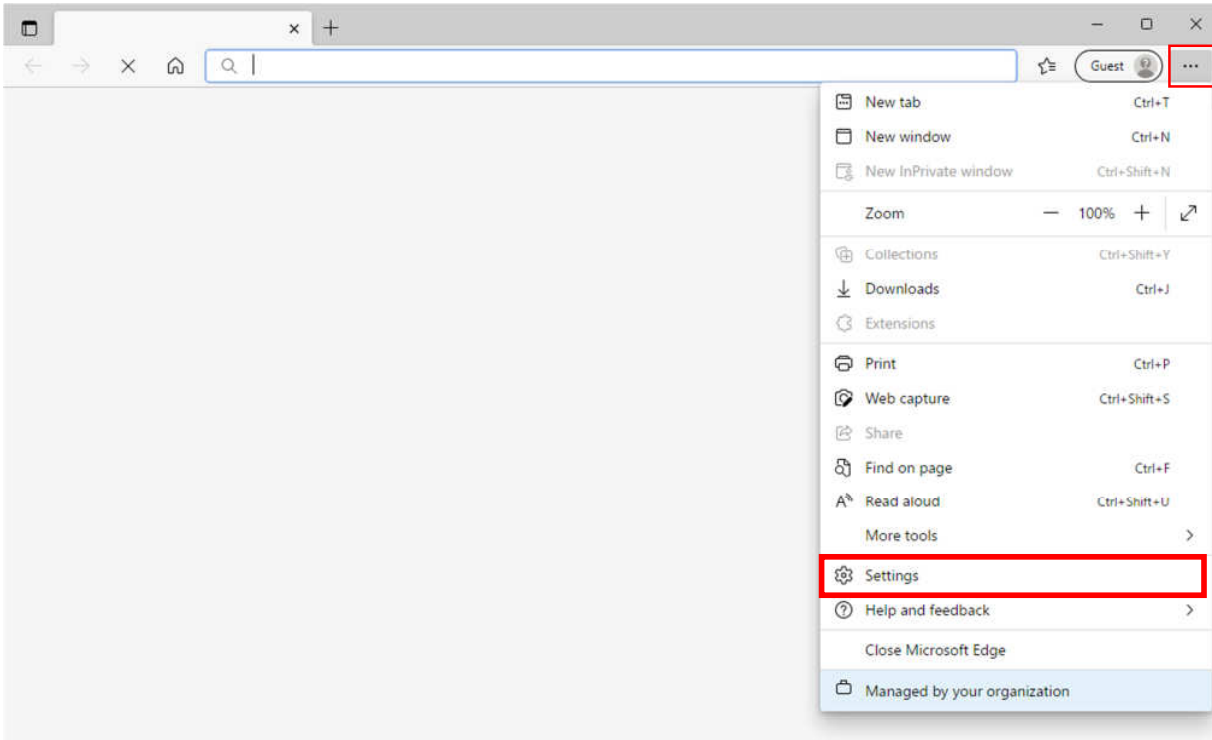
If you see a bar like the one below at the top of the page, click the [x] to close it.



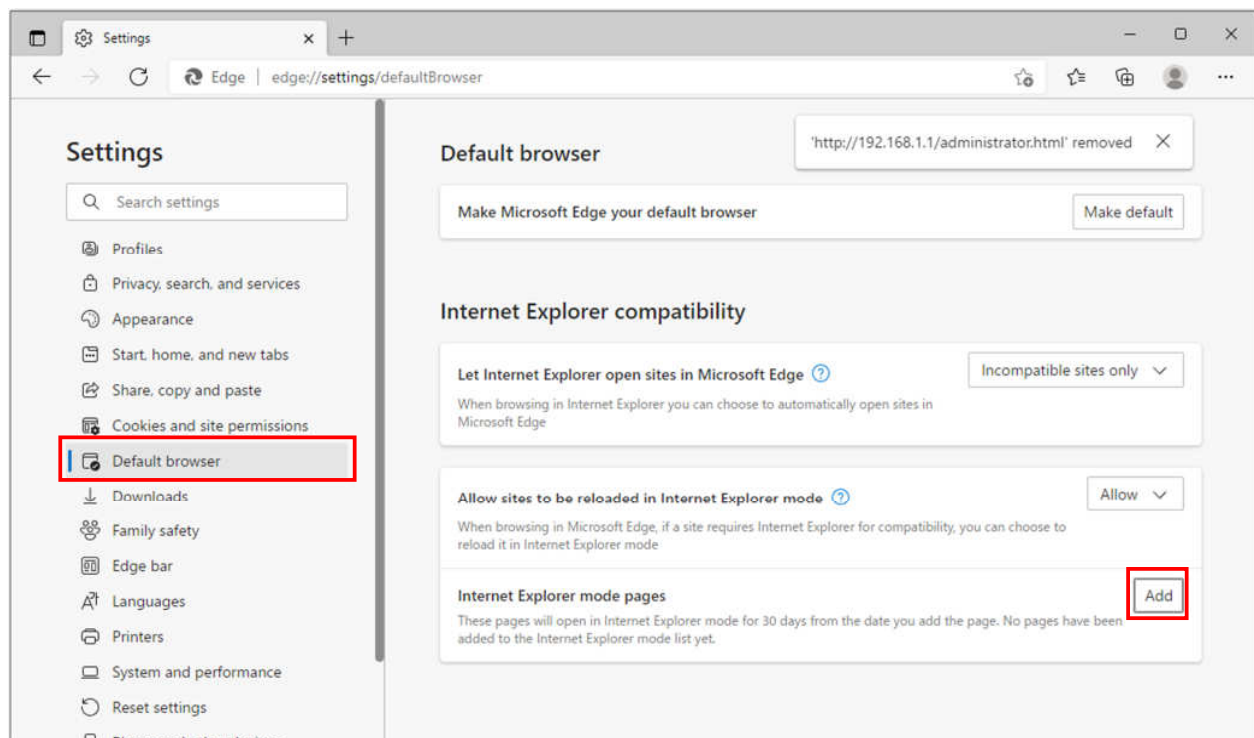
3.2.2 Pre-register the URL to open in Internet Explorer mode

This section describes how to pre-register the Web functions used in Internet Explorer mode.

- (1) Display Microsoft Edge, select [...], in the upper right corner of the window, and click [Settings].



- (2) Select [Default browser] from the items on the left and click the [Add] button in Internet Explorer mode page.

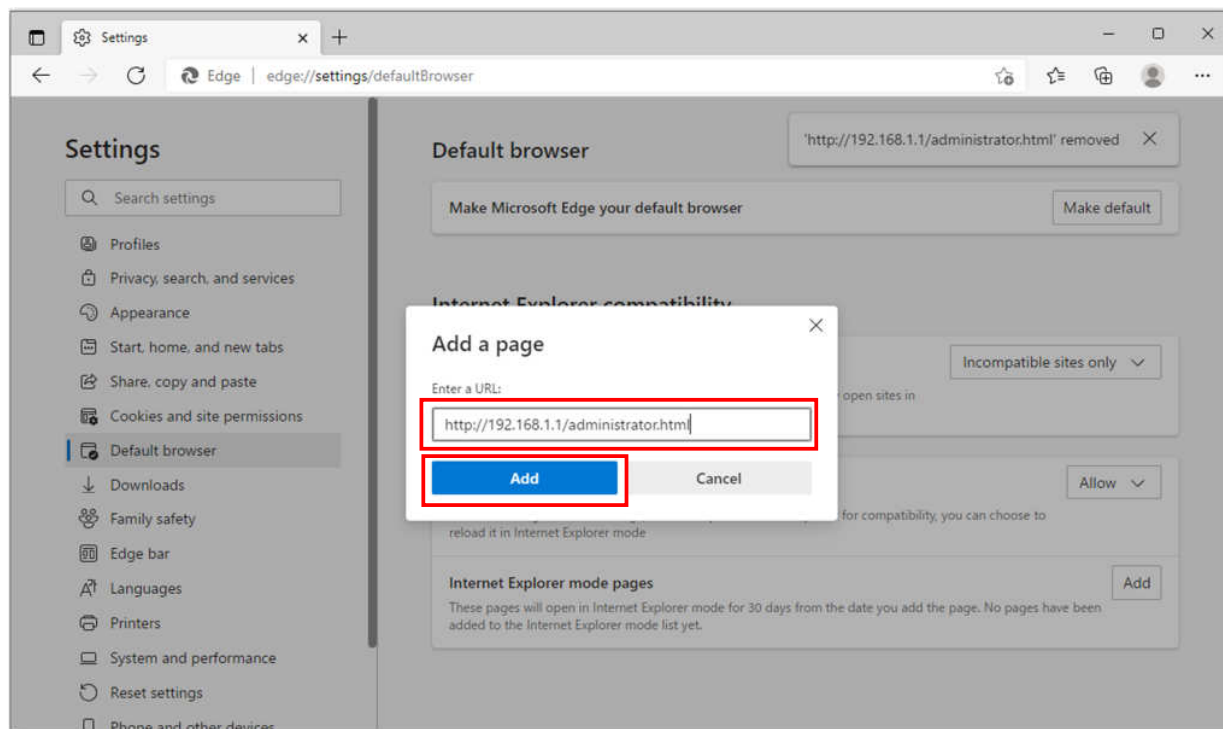


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- (3) Enter the URL of the Web function in the URL input field, and click the [Add] button.

Please refer to the table below for the URL of each Web function (e.g : when setting URL

http://192.168.1.1/administrator.html of the administrator Web browser, enter it as shown in the image).



The URL of each Web function is as follows.

Table 4 List of URLs corresponding to Web functions

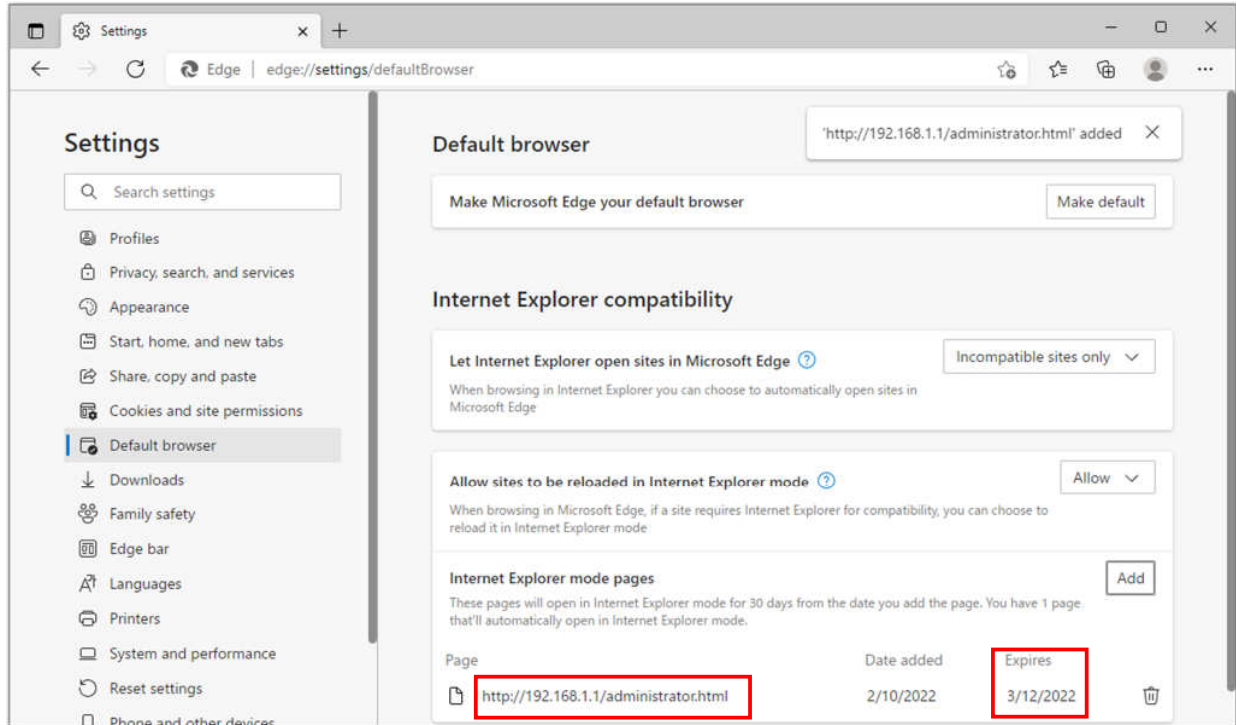
Product Category	Mitsubishi Electric Model	Web functions	URL
Centralized Controller	G-50A GB-50A GB-24A AG-150A-A/J GB-50ADA-A/J EB-50GU-A/J	Web Browser for Initial Settings	Not choosing the display language: http://<IP address>/g-50/administrator.html Choosing the display language (※6): http://<IP address>/<language>/g-50/administrator.html
		Web Browser for System Maintenance Engineer	Not Choosing the display language: http://<IP address>/administrator.html Choosing the display language (※6): http://<IP address>/<language>/administrator.html

		Web Browser for User	Not choosing the display language: http://<IP address>/index.html Choosing the display language(※6): http://<IP address>/<language>/index.html
	AE-200A/E AE-50A/E EW-50A/E	Web Browser for Initial Settings	Not choosing the display language: http://<IP address>/init/administrator.html When choosing the display language(※6): http:// <IP address>/<language>/init /administrator.html
		Web Browser for System Maintenance Engineer	Not choosing the display language: http://<IP address>/administrator.html Choosing the display language(※6): http://<IP address>/<language>/administrator.html
		Web Browser for User	Not choosing the display language: http://<IP address>/index.html Choosing the display language(※6): http://<IP address>/<language>/index.html

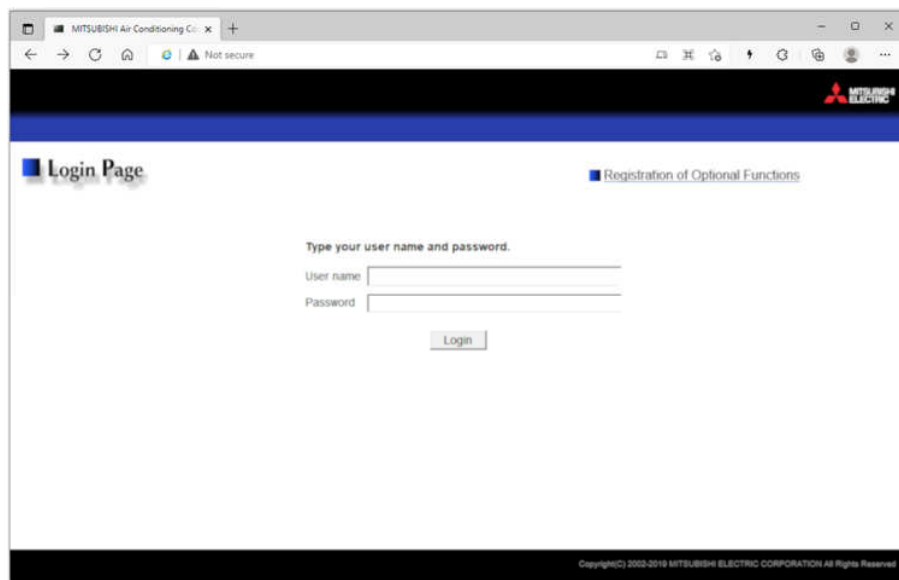
※6 <language> contains characters such as “ja”, “en”, “fr”. For details, please check the manual of each product.

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- (4) Make sure that the URL you added and the expiration date are displayed. If you want to use multiple Web functions, repeat steps (2) to (4) to register the URL. If the expiration date has expired, repeat steps (1) to (4).



- (5) Start Microsoft Edge and open the page for the web feature you want to use. If the settings are correct, the login screen will be displayed. The following is an example of the screen of the Web Browser for System Maintenance Engineer. If it is not displayed, review the procedure in this section.



If you see a bar like the one below at the top of the page, click the [x] to close it.



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