2 January 2023

Product Information Notice: Reminder
End of IE 11 and ActiveX support in AuthentiScan Products

Introduction

Keesing would like to remind its customers that Microsoft will retire its Internet Explorer 11 (IE11) desktop browser application by mid-February of this year.

In line with this Microsoft announcement Keesing wishes to remind customers of its previous announcements that support for these components in its AuthentiScan product line would end officially on 31 December 2020.

Keesing customers effected by this platform change

Customers of the Keesing AuthentiScan Online services may be effected if they are:

A. Using AuthentiScan *Standard* or *Premium* versions with IE11 as their client browser application then,
   a. They should change to a newer browser technology before the IE_11 retirement date
   b. If using scanner technology from 2015 or later then they should download and install the AuthentiScan middleware which replaces the MS ActiveX component in IE_11
B. As previously notified, if customers are using older, pre-2015 document reader technology then they should contact Keesing helpdesk

Further questions

The Keesing Helpdesk Team is at your disposal in case you have any questions or need support in the above. The Keesing Helpdesk is available on working days between 08:00 – 18:00 hours via:

Email: helpdesk@keesingtechnologies.com

Telephone: +31 (0) 20 7157 857

More information

AuthentiScan Middleware can be found in a compressed (.zip) file, which can be downloaded from the site http://download.keesingtechnologies.com

More information about the Microsoft announcements can be found here:

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