

## **Syspro 8 - Technical**

### **How to resolve Custom Panes using File Explorer not loading after upgrade to SYSPRO 8 2022 or Higher (Unable to execute browser method)**

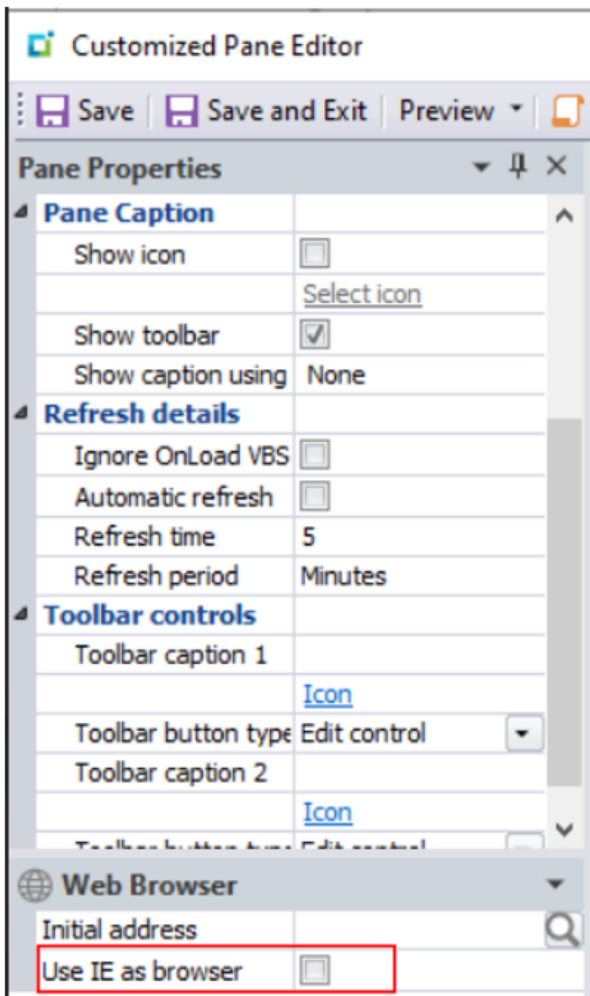
If you have custom panes (Object Type : Web Browser) to browse files in file explorer you may find that after upgrading to SYSPRO 8 2022 or higher that these display the follow error message:  
Web Browser : Unable to execute browser method. SYSPRO Webview has not been created



From SYSPRO 8 2022, SYSPRO have introduced Microsoft Edge Control Web Browser. This however does not support the option to see file explorer details as the previous IE control allowed SYSPRO have now made it possible to optionally select to "Use IE as Browser" against custom panes

This was made available in the following hotfixes  
SYSPRO 8 2022 : SYSPRO.8.2022.KB8090570.msp  
SYSPRO 8 2023 : SYSPRO.8.2023.KB8100111.msp

Once the hotfix is applied, Design UI layouts for the role in question and edit the custom pane (Right Click on the Pane > Customized Pane > Properties)  
Select to 'Use IE as Browser' per below



Save the pane and role layout and the pane should then behave as previously

Please note that IE functionality may be deprecated longterm - if so the custom pane can be re-added using Object Type PDF Viewer / Document Viewer