Supported Browsers, Browser Settings and Troubleshooting Problem using certain Browsers

Introduction

Purpose
This document will provide a list of the Browsers that can be used with HCOM, the necessary settings for the Browsers and troubleshooting common problems that may be encountered when using a certain Browser with HCOM.

Browsers
The recommended Browser when using HCOM is Internet Explorer (IE8 or IE10). Chrome and Firefox can be used. Sarari is NOT recommended.

Internet Explorer 8 or 10 Browser Settings
There are some common Browser Settings for both IE8 and IE10. One additional setting is required in IE10. To set the Browser settings:

1. Open Internet Explorer. When unsure of the version of Internet Explorer running, click on the Question Mark icon on the Navigation Bar (when it does not appear press the Alt Key and select Help) and select About Internet Explorer.
2. The **About Internet Explorer** window displays the version. Close the window.

3. Select **Internet Options** from the appropriate menu. When using **IE 8**, select **Internet Options** from the **Tools** menu. When using **IE10**, select **Internet Options** from the **Gear** menu. Regardless of how **Internet Options** is selected - similar windows appear with the same options except they may be displayed with a different color and format.
4. From the **General Tab**, select **Settings** under **Browsing history**.

![Internet Options](image)

5. Make sure the radio button of **Every time I visit this web page** is selected under **Check for newer versions of stored pages**. If not, click on the radio button. Click **OK**.

![Internet Options](image)
6. To clear the **Browser Cache**, click on **Delete** under **Browser history**.

7. Make sure the boxes of **Temporary Internet Files**, **Cookies** and **History** are checked (others can be selected) and then click **Delete**.
8. Select the Security Tab.

9. The Security setting of Enable XSS filter needs to be disabled for the Internet, Intranet and Trusted Sites zones. Each is set by selecting the appropriate zone from Select a zone to change the security settings. Select Internet and perform steps 8 through 10. Then select Intranet and perform steps 8 through 10. Then select Trusted Sites and perform steps 8 through 10.
10. Click on Custom Level....

11. Scroll to the bottom of the Security window. Locate Enable XSS filer, click on the radio button of Disable and select OK.
12. Select **Yes on Warning!** window that appears.

![Image of the warning window](image1.png)

13. Ensure that cookies are handled correctly by selecting the **Privacy Tab**.

![Image of the Internet options](image2.png)
14. Click on the **Advanced** button.

15. Make sure the check box of **Override automatic cookie handling** is checked. If not checked, click in the box.
16. Make sure that the Accept radio button is selected under First-party Cookies and Third party Cookies. If not, select them. Click OK.

17. If using IE10 (if using IE8 skip to step 18), the Compatibility View Setting needs to be set to display all websites in compatibility mode. Select the Tools menu when it appears on the Navigation Bar. When it does not appear, press the ALT Key and Select the Tools menu that appears on the Navigation Bar. Select the Compatibility View settings.
18. Check the box of **Display all websites in Compatibility View**. Click **Close**.

19. Click **OK** to save all the **Browser settings**.
Chrome Browser Settings
Currently, there are not recommended settings for Chrome.

Firefox Browser Settings
Firefox Browser settings are set to handle Cookies appropriately when working in HCOM. To set the appropriate Cookie settings:

1. Open Firefox. Click on the icon designated by the 3 vertical lines in the upper right hand corner of the Browser window.
2. Select **Options**.

3. Select **Privacy**.
4. Select use **Custom setting for history** from the drop down menu of **Firefox will**:

![Firefox Options](image1)

5. Check the box of **Accept cookies from sites**.

![Firefox Options](image2)
6. Make sure **Accept third-party cookies** is set to **always** and click **OK**.

7. When you need to clear the **Cache**, click on the **icon.**
8. Select **History**.

![Image of a browser window with the History tab highlighted.](image)

9. Make sure the box of **Cache** is select and then select **Clear Now**.

![Image of a browser window with the Clear All History dialog box open, showing the Clear Now button highlighted.](image)
**Troubleshooting Common Problems**

Steps in troubleshooting problems experienced in **HCOM** using a certain **Browser**:

1. Some **Browser** updates (upgrades or new releases of the **Browser - Mirosoft, Firefox, or Chrome**) may change your **Browser settings** and you should first check that the **appropriate Browser setting have been set** and to **clear the Browser Cache**.

2. **Check here** to determine whether your problem is described and perform the recommended correction to the problem. If the error occurs again contact **HUIT Support Center** at 617-496-2001 or via e-mail at **ithelp@harvard.edu**

**All Browsers – Timeout**

**HCOM** will time out

- With **30 minutes of inactivity** and **log you out of the application**
- Or when **Checking out of the Marketbplace even though 30 mininutes has not lapsed**.

When you are logged off the system while shopping in the **Marketplace** with 30 minutes of inacivity

- **Finish shopping** and attempt to **Checkout and Submit to Oracle**
- **Log back** into **HCOM**
- **Access** the **Marketplace** to **perform Time Out Cart Recovery**.

When time occurs during Check out (even though 30 minutes of inactivity has not lapsed

- **Log out of Hcom**
- **Clear the Browser Cache**
- **Log back in** and **perform Time Out Cart Recovery**.
To perform **timeout recovery**:

1. **Select the Shopping Cart** on the left hand side of the window.

2. **Select My Carts and Orders**.
3. Select **Time Out Cart Recovery**.

4. **Time Out Cart Recovery** displays the last 5 orders made within the **Marketplace**. Locate the timed out **Cart** to recover. Continue the **Checkout** in **HCOM** by clicking on **resubmit cart**.
Common Time-out Problem Scenario when using IE8 or IE10

**Problem:** HCOM sometimes gives the Time-out message when retrieving a saved Cart when using IE8 or IE10, even though the user did not have 30 minutes of inactivity while in the Marketplace.

**Correction:** Perform the following:

1. Clear the Browser cache by:
   - Selecting Internet Options
   - Selecting Delete from the Browser history section
   - Ensure that the boxes of Temporary Internet files, Cookies and InPrivate Filtering data are checked and then select Delete.

2. Check and reset recommended Browser Settings for Internet Explorer for the version installed on your machine:
   - Make sure the radio button of Every time I visit this webpage under Check for newer versions of stored pages
   - Ensure that XSS filter is set to disable for Internet, Intranet and Trusted site
   - Make sure that cookies are handled correctly by ensuring that Override automatic cookie handling checkbox is checked and that the Accept radio button is selected under First-party Cookies and Third-party cookies.

**Internet Explorer 8 or 10 Browser**

There are a few known common problems experienced in both IE8 and IE10 and most are fixed by setting Browser Settings and clearing the Browser Cache. One additional problem is experienced in IE10 and is fixed by setting a Browser Preference setting. Common problem scenarios that occur in both IE8 and IE10 are covered first and the additional problem scenario in IE10 is then covered.
Common Problems for both Internet Explorer 8 or 10 Browser

Common Problem Scenario 1

Problem: When you access another Web Page from the Vendor Punchout, the Security Warning window may display as shown here.

Normally when this window displays, the response is always Yes. When Yes is selected, the Web Page displays with limited information and when the page contains links to other pages, they are missing. So when any link on the Web Page is selected, the Web Page displays with an error - as shown here.

Correction: This problem is avoided by selecting NO on the Security Warning window. So the best recommended practice while working in the HCOM Marketplace and when the Security Warning window appears ALWAYS select NO.
Common Problem Scenario 2

**Problem:** When Punchout is selected, the connection to the Vendor Punchout fails without notification. The spinning wheel symbol appears and indicator for the page loading does not move.

**Correction:** Check and reset recommended Browser Settings for Internet Explorer for the version installed on your machine:

- Make sure the radio button of *Every time I visit this webpage* under Check for newer versions of stored pages
- Ensure that XSS filter is set to disable for Internet, Intranet and Trusted site
- Make sure that cookies are handled correctly by ensuring that *Override automatic cookie handling* checkbox is checked and that the Accept radio button is selected under First-party Cookies and Third-party cookies.
Common Problem Scenario 3

**Problem:** When Puchout is selected and after the connection is established to the Vendor Punchout, the Vendor Punchout is asking you to log in. You should **NOT** have to log into the Vendor Punchout as the Vendor should recognize you as a User.

**Correction:** Check and reset recommended Browser Settings for Internet Explorer for the version installed on your machine:

- Make sure the radio button of **Every time I visit this webpage** under Check for newer versions of stored pages
- Ensure that **XSS filter** is set to disable for Internet, Intranet and Trusted site
- Make sure that **cookies** are handled correctly by ensuring that **Override automatic cookie handling** checkbox is checked and that the **Accept** radio button is selected under First-party Cookies and Third-party cookies.
Common Problem Scenario 4

Problem: When retrieving a Shopping Cart that was previously saved in the HCOM Marketplace; the HCOM Marketplace displays a blank window as shown.

Correction: Check and reset recommended Browser Settings for Internet Explorer for the version installed on your machine:

- Make sure the radio button of Every time I visit this webpage under Check for newer versions of stored pages
- Ensure that XSS filter is set to disable for Internet, Intranet and Trusted site
- Make sure that cookies are handled correctly by ensuring that Override automatic cookie handling checkbox is checked and that the Accept radio button is selected under First-party Cookies and Third-party cookies.
Common Problem for Internet Explorer 10 Browser

Problem: When accessing your HCOM Responsibility on the E-Business Suite Home page is that all Responsibility folders are labeled with undefined.

Correction: Set the Compatibility View Settings for IE10.

Key Points when encountering problem in IE 8 or IE10

Key points when encountering problems in IE8 or IE10 with HCOM

When encountering problems in the HCOM Marketplace using IE8 or IE10, you should always close the Browser when the problem occurs. Re-open the Browser - check all the Browser settings and reset any that are incorrect. Clear the Browser Cache. Re-enter HCOM and complete the task you were performing.

If the error occurs again contact HUIT Support Center at 617-496-2001 or via e-mail at ithelp@harvard.edu.

Also remember that some Browser updates (upgrades or new releases of Microsoft) may change your settings and therefore, you may need to reset the Browser Settings.
Common Problem with Chrome

**Problem:** In using Chrome with the HCOM Marketplace, a problem occurs when Punchout is selected and the Punchout Vendor Web Page displays a *message that it is unavailable or hangs when loading* and the Security Shield 🔄 appears in the Address Bar as shown. This occurs as the Browser pages are displaying in mixed content (HTTPS and HTTP).

![Image of Security Shield in Address Bar](image1)

**Correction:** Steps to correct:

1. Click on the Security Shield 🔄.
2. Select Load anyway or Load unsafe script (depends upon the version) and click Done.

![Image of Security Shield settings](image2)
The Punchout will display with mixed content for this **one session ONLY**. The Address in the Address Bar will have a red line through it and the indicating that mixed content is being displayed.

![Picture of mixed content display]

**Key Points when encountering problems in Chrome**

*Always check the Address Bar* for the Security Shield icon 🟢. When it appears, click on it and **select the option to Load the content**.

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Common Problem in Firefox

**Problem:** In using Firefox with the HCOM Marketplace, a problem occurs when Punchout is selected and the Punchout Vendor is unavailable. The Security Shield appears in the Address Bar as shown. This occurs as the Browser pages are displaying in mixed content (HTTPS and HTTP).

![Firefox Security Shield](image)

**Correction:** Steps to correct:

1. Click on the Security Shield.
2. The **Security** window informs you that the content of the page is being blocked. To unblock the content, select **Disable Protection on this Page** from the **Keep Blocking** menu that appears.

![Security Warning](image1.png)

The **Punchout** will display with mixed content for this **one session ONLY**. The **Address** in the **Address Bar** will have a red line through it and the indicating that mixed content is being displayed.

![Punchout Display](image2.png)
Key Points when encountering problems in Firefox

1. **Always check the Address Bar** for the Security Shield icon 🚨. When it appears, click on it and select **Disable Protection on this Page** from the **Keep Blocking** menu that appears.

2. **Check the Browser Settings**: Make sure that **Cookies are handled correctly** by selection Options for the 📊 menu, selecting **Privacy**, select **Use custom setting** from Firefox will: and check the box of **Accept cookies from sites** and make sure **Accept third-party cookies is set to always**.

3. **Make sure that the Cache is cleared**: Select **History** from the 📆 menu, make sure box of **Cache** is select and click on **Clear Now**.

If the error occurs again contact **HUIT Support Center** at 617-496-2001 or via e-mail at ithelp@harvard.edu.

Also remember that some Browser updates (upgrades or new releases of Microsoft) may change your settings and therefore, you may need to reset the Browser Settings.