



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.

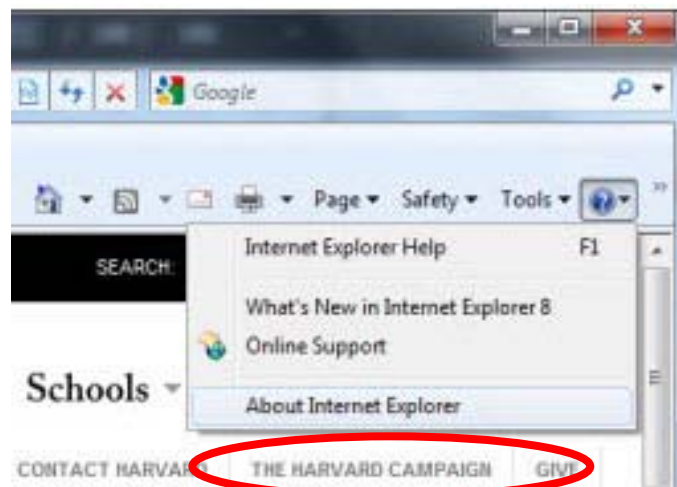
Browsers

The *recommended* Browser when using HCOM is **Internet Explorer (IE8 or IE10)**. **Chrome** and **Firefox** can be used. **Safari** 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**.

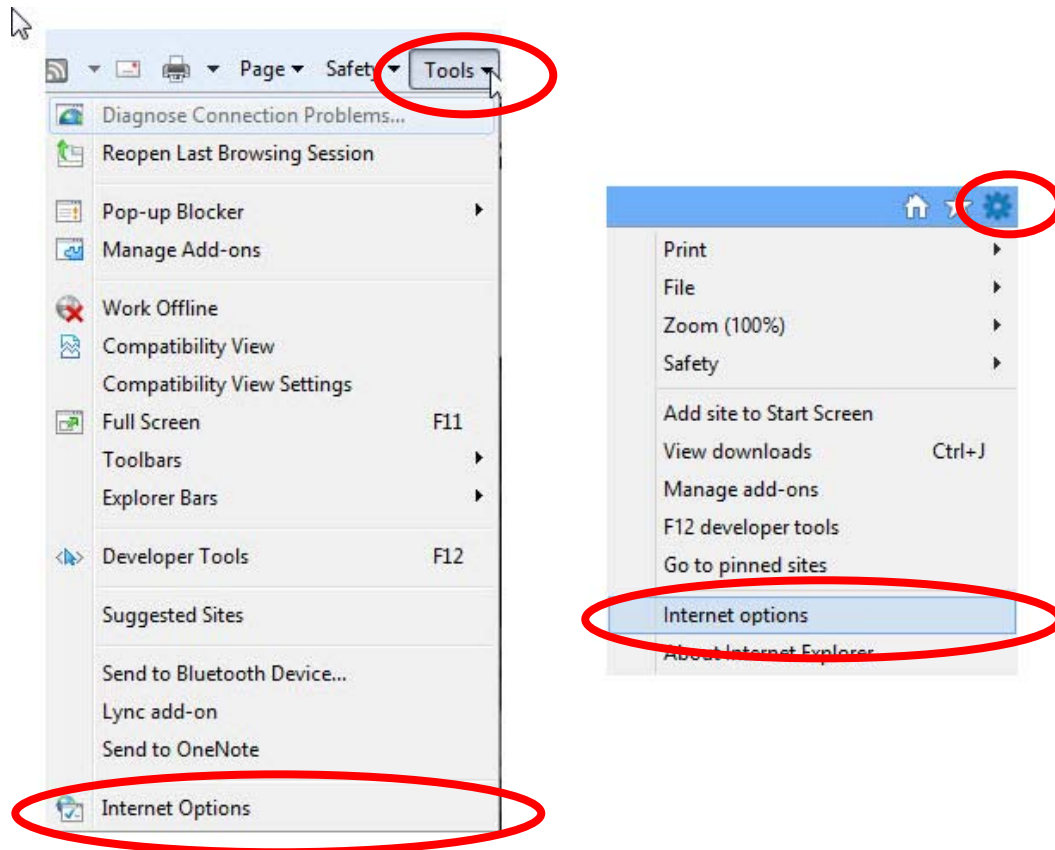




2. The **About Internet Explorer** window displays the version. Close the window.

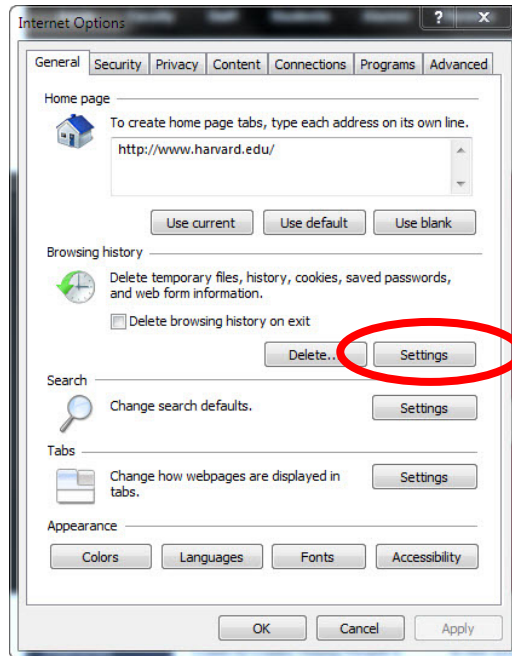


3. Select **Internet Options** from the appropriate menu. When using **IE 8**, select **Internet Options** from the **Tools** menu. When using **IE10**, select **Internet Options** from the **Gear**  menu. Regardless of how **Internet Options** is selected - similar windows appear with the same options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

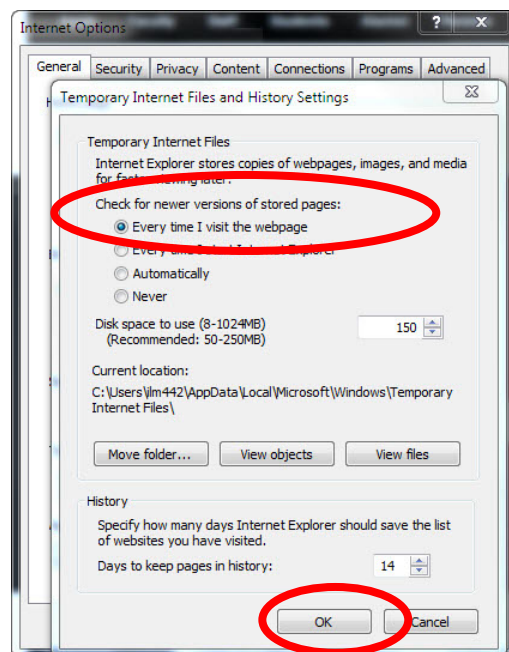




4. From the **General Tab**, select **Settings** under **Browsing history**.

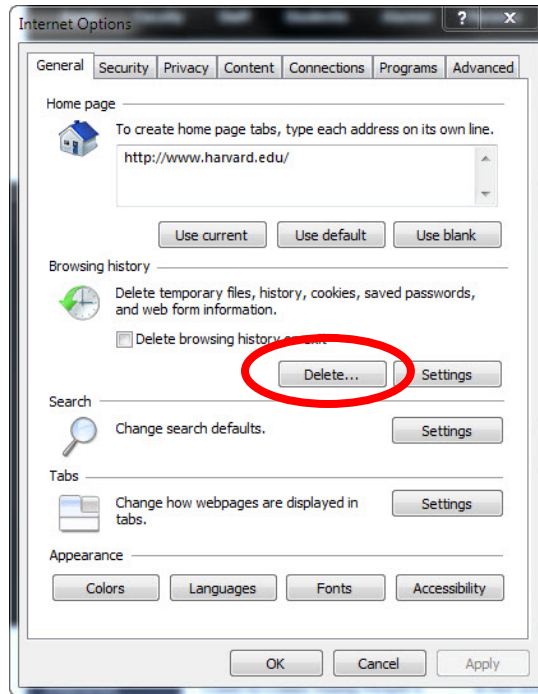


5. Make sure the radio button of **Every time I visit this web page** is selected under **Check for newer versions of stored pages**. If not, click on the radio button. Click **OK**.

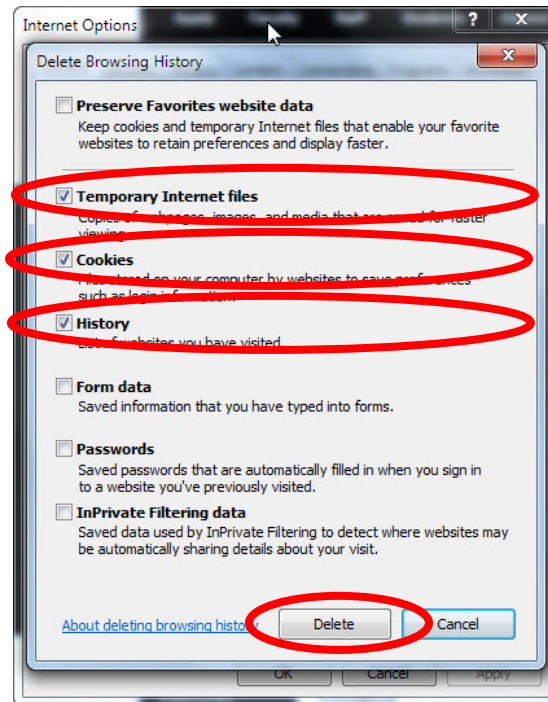




6. To clear the **Browser Cache**, click on **Delete** under **Browser history**.

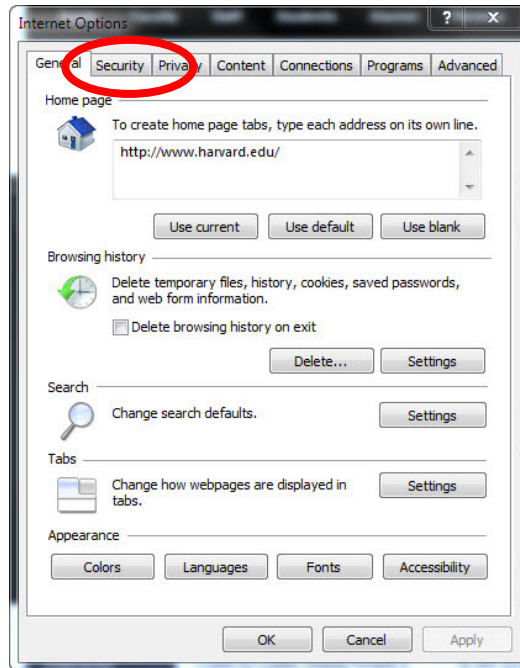


7. Make sure the boxes of **Temporary Internet Files**, **Cookies** and **History** are checked (others can be selected) and then click **Delete**.

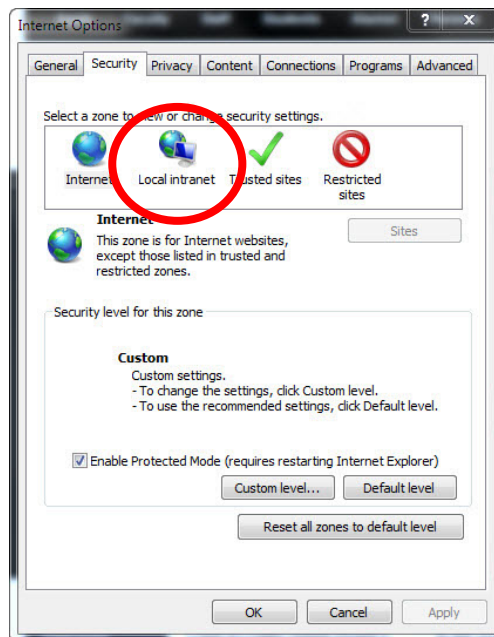




8. Select the Security Tab.

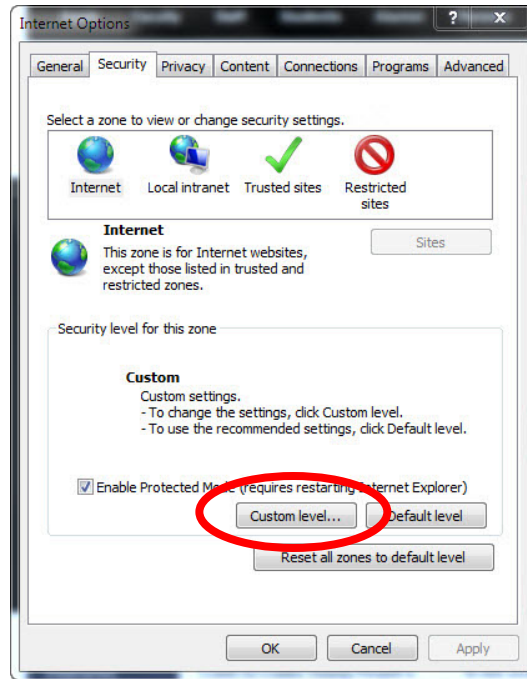


9. The **Security** setting of **Enable XSS filter** needs to be disabled for the **Internet**, **Intranet** and **Trusted Sites** zones. Each is set by selecting the appropriate zone from **Select a zone to change the security settings**. Select **Internet** and **perform steps 8 through 10**. Then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

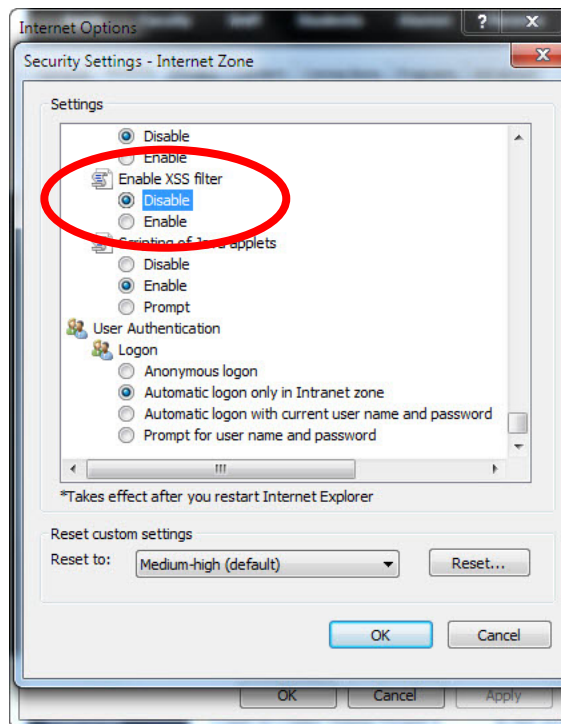




10. Click on **Custom Level...**

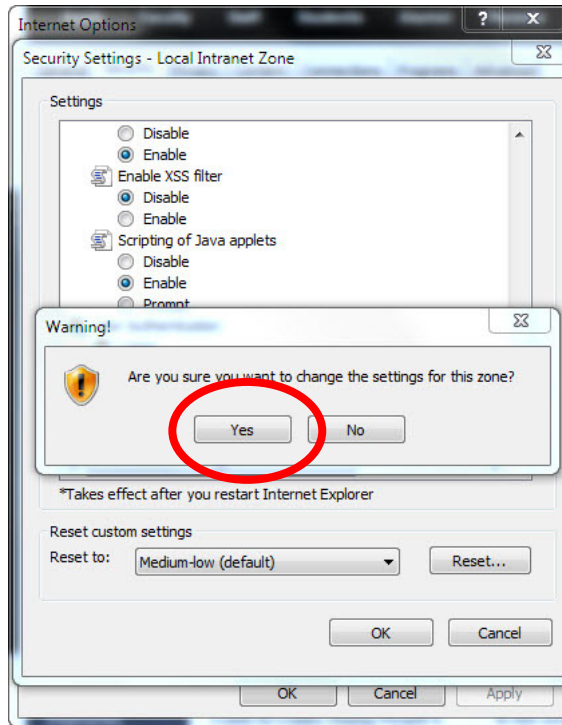


11. Scroll to the bottom of the **Security** window. Locate **Enable XSS filter**, click on the radio button of **Disable** and select **OK**.

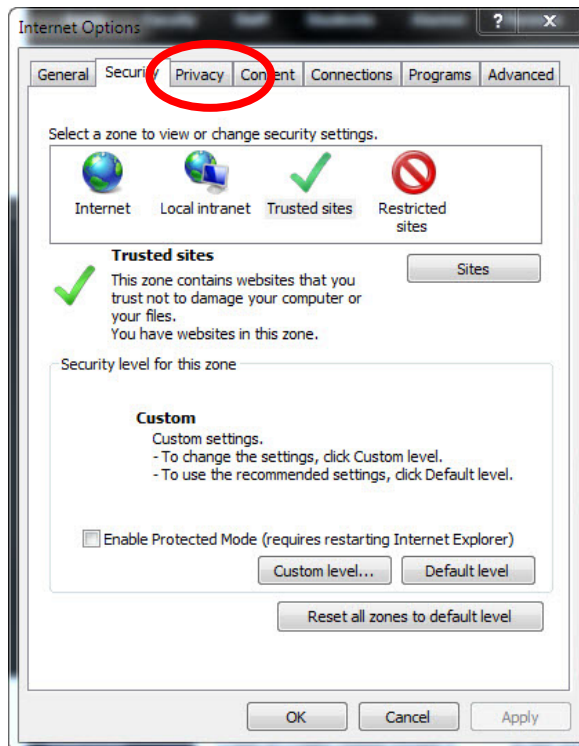




12. Select **Yes** on **Warning!** window that appears.

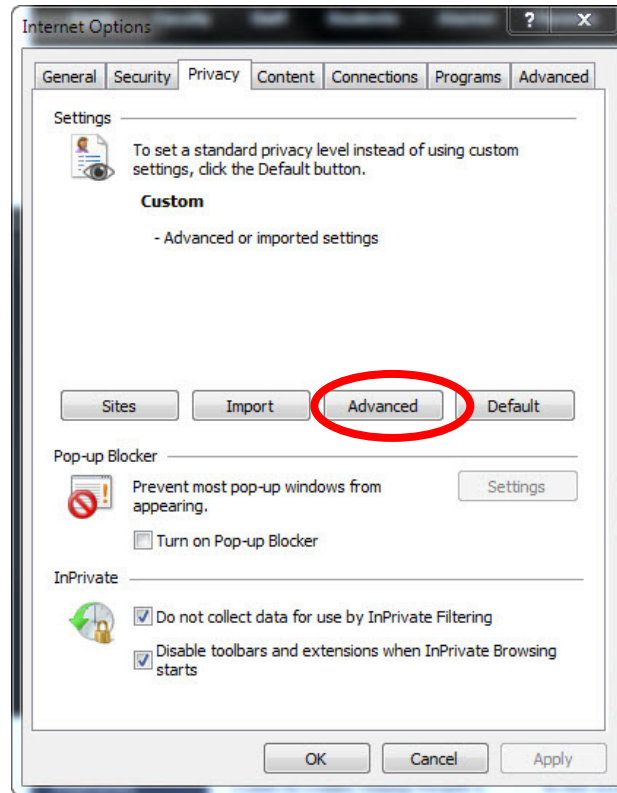


13. Ensure that cookies are handled correctly by selecting the **Privacy Tab**.

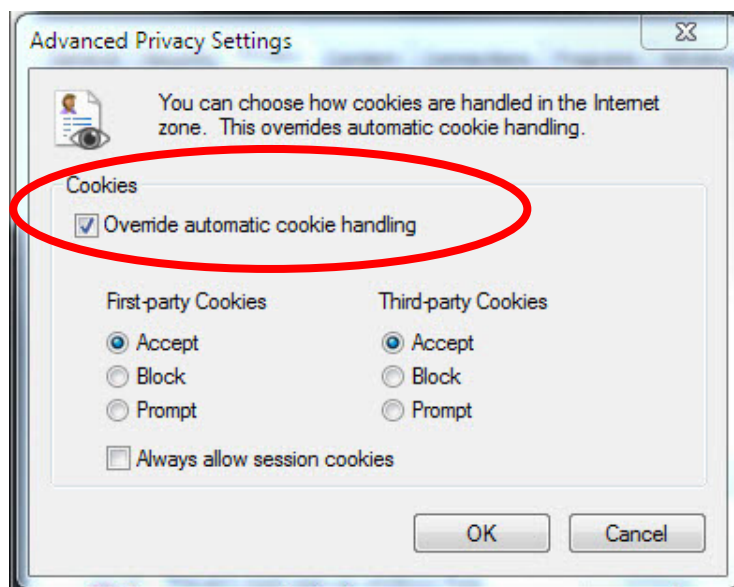




14. Click on the **Advanced** button.

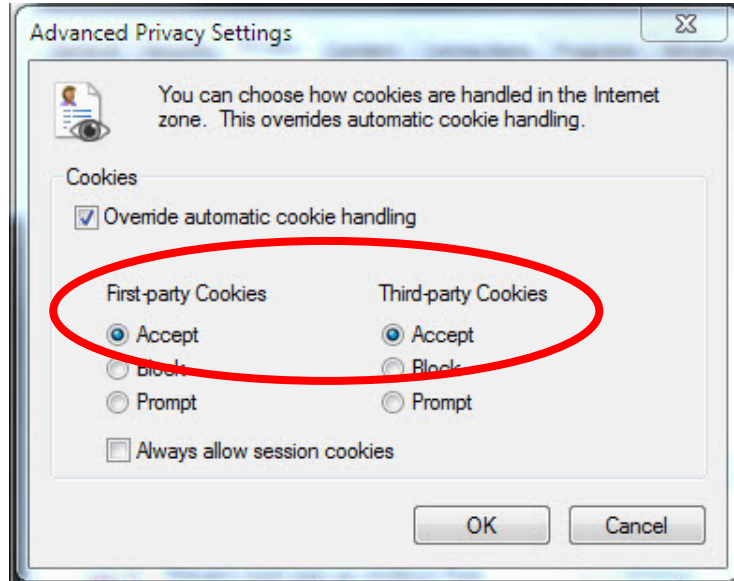


15. Make sure the check box of **Override automatic cookie handling** is checked. If not checked, click in the box.

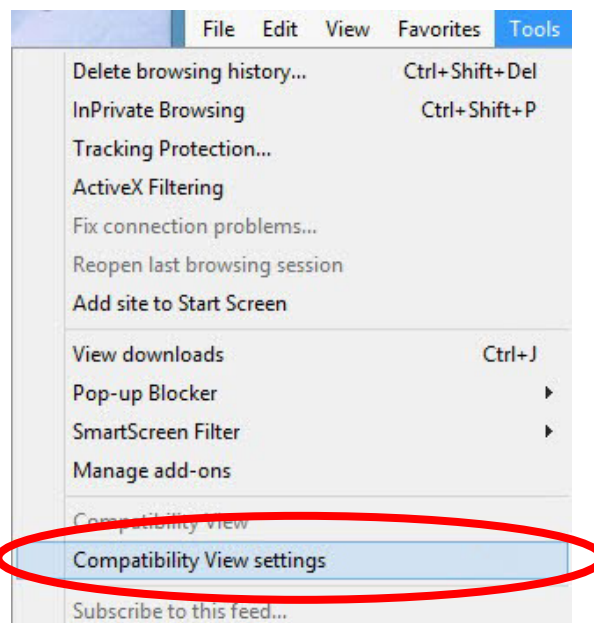




16. Make sure that the **Accept** radio button is selected under **First-party Cookies** and **Third party Cookies**. If not, select them. Click **OK**.

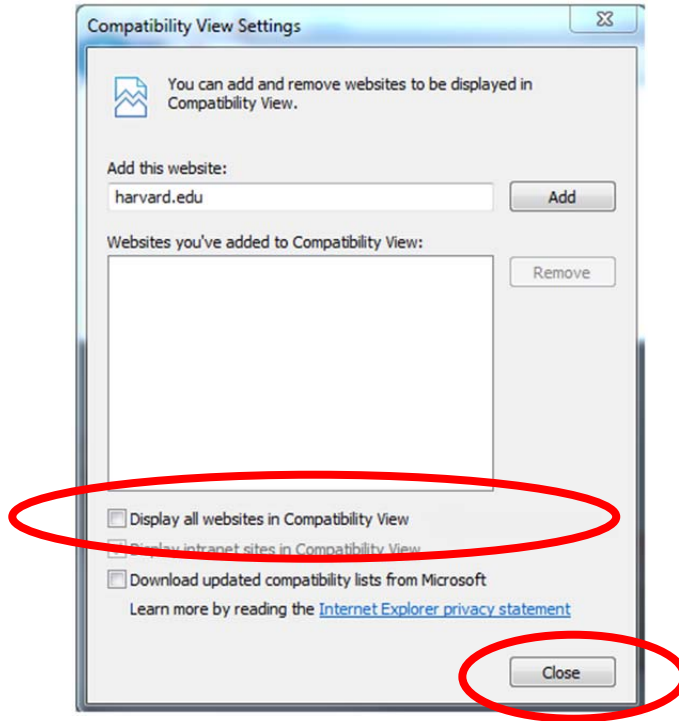


17. If using **IE10** (if using **IE8** skip to **step 18**), the **Compatibility View Setting** needs to be set to display all websites in compatibility mode. Select the **Tools** menu when it appears on the **Navigation Bar**. When it does not appear, press the **ALT Key** and Select the **Tools**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

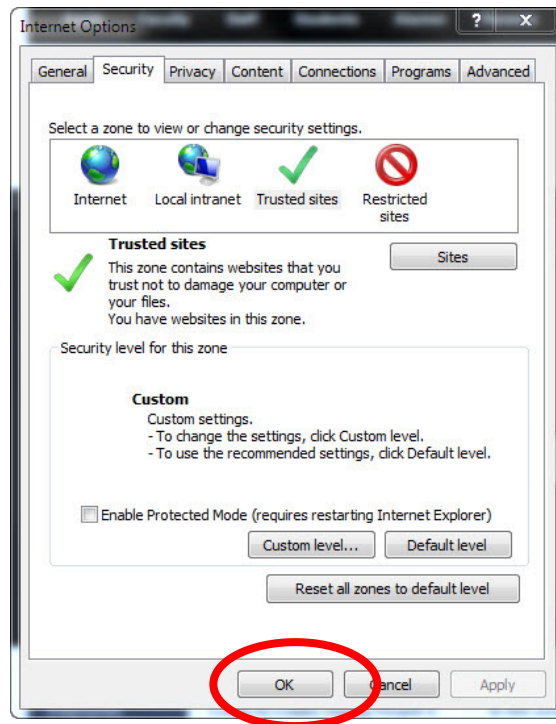




18. Check the box of **Display all websites in Compatibility View**. Click **Close**.



19. Click **OK** to save all the **Browser settings**.





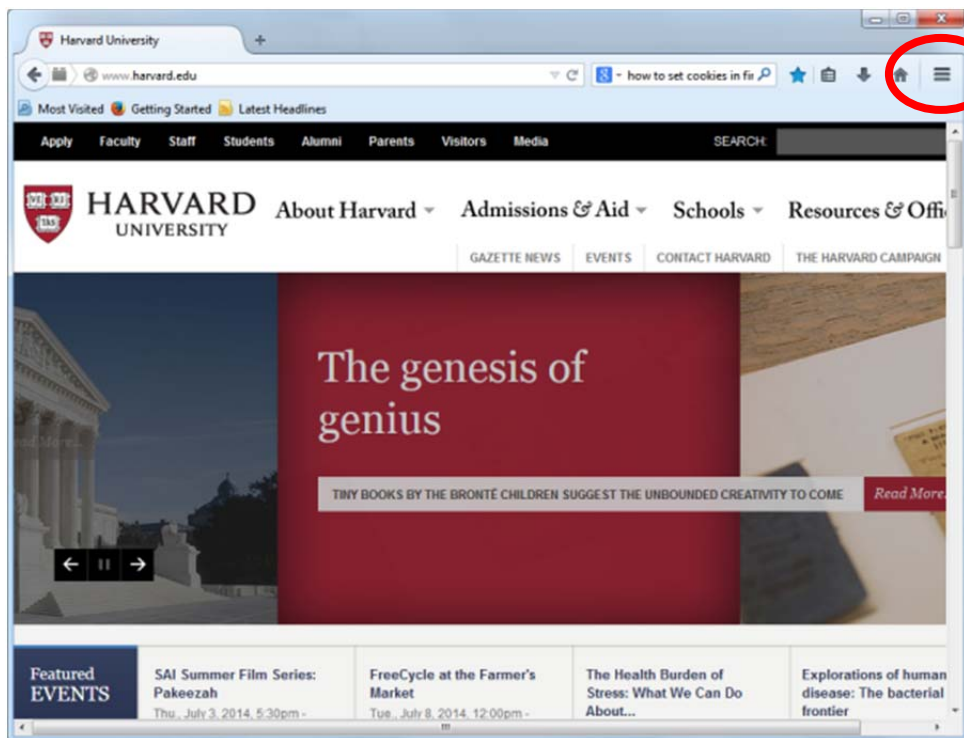
Chrome Browser Settings

Currently, there are not recommended settings for Chrome.

Firefox Browser Settings

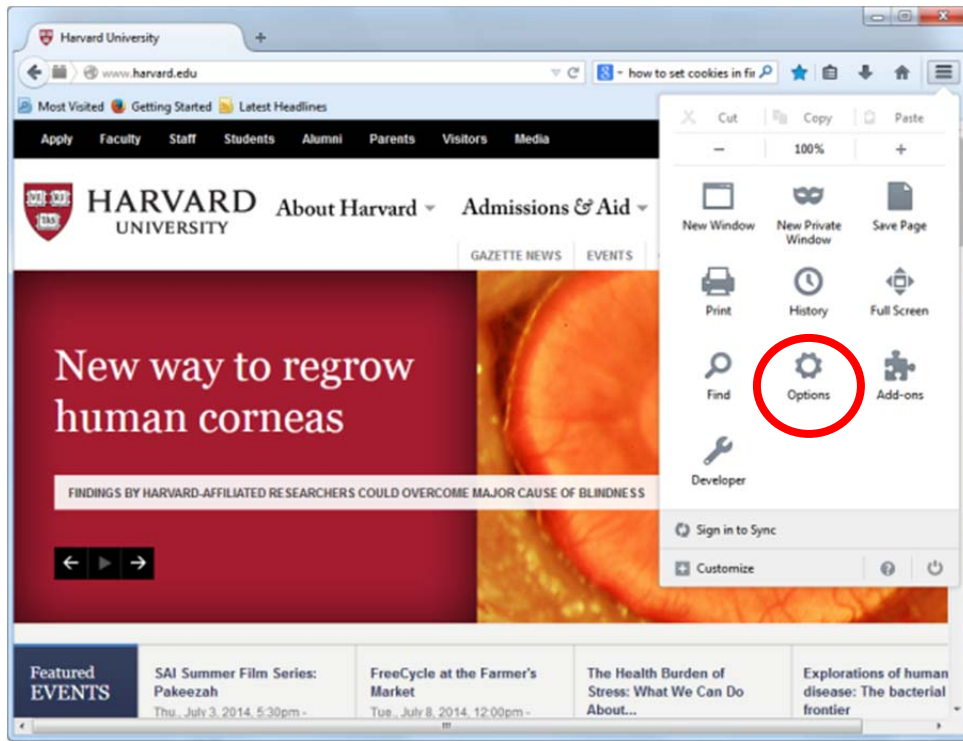
Firefox Browser settings are set to handle Cookies appropriately when working in HCOM. To set the appropriate Cookie settings:

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

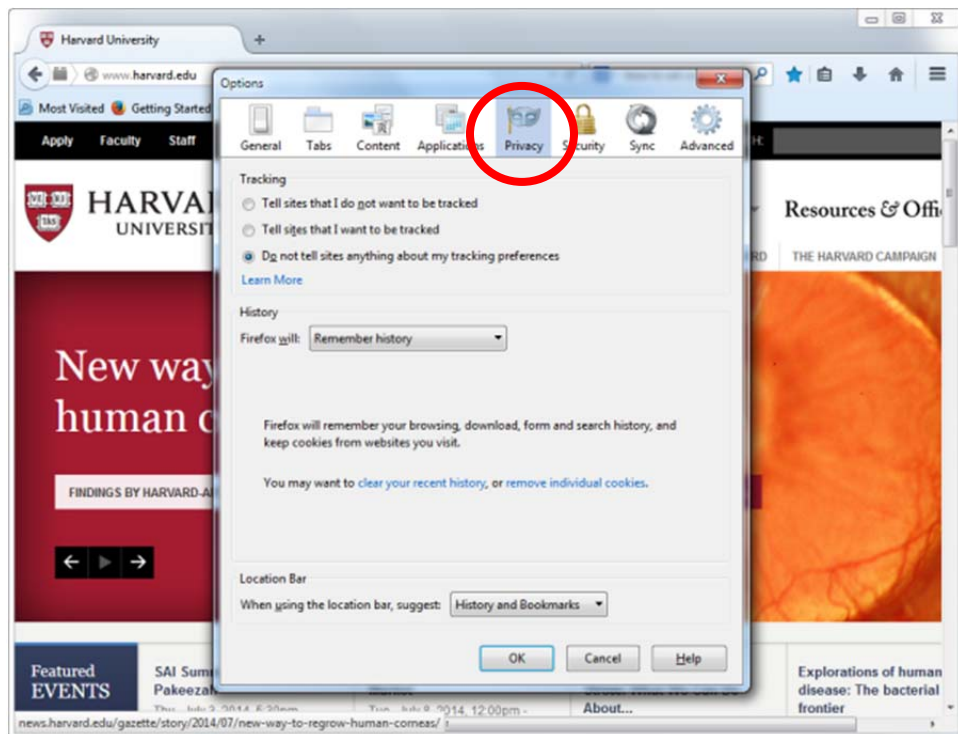




2. Select Options.

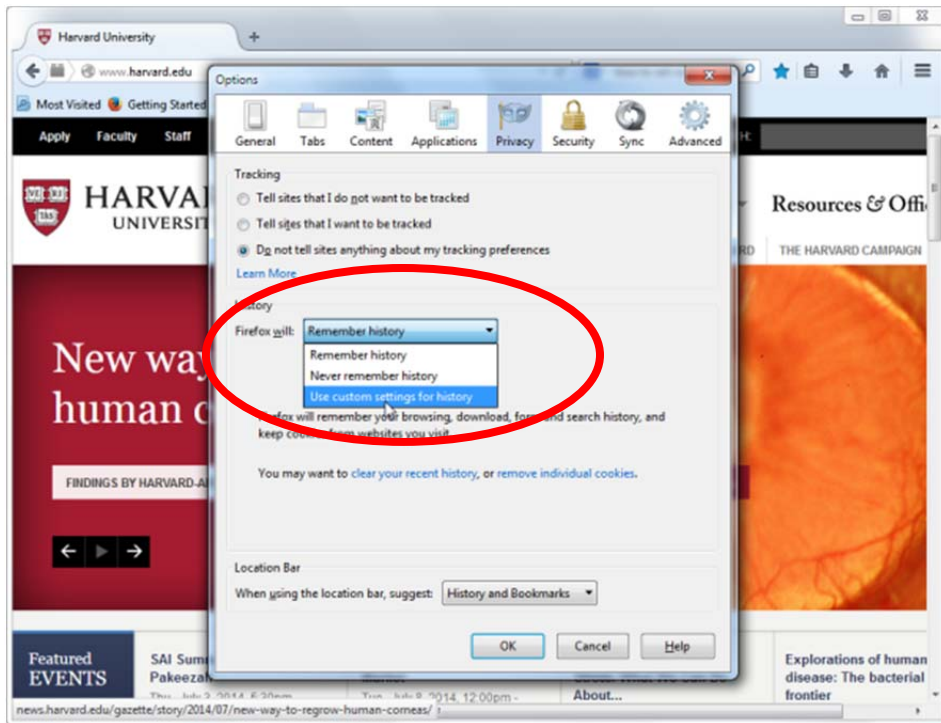


3. Select Privacy.

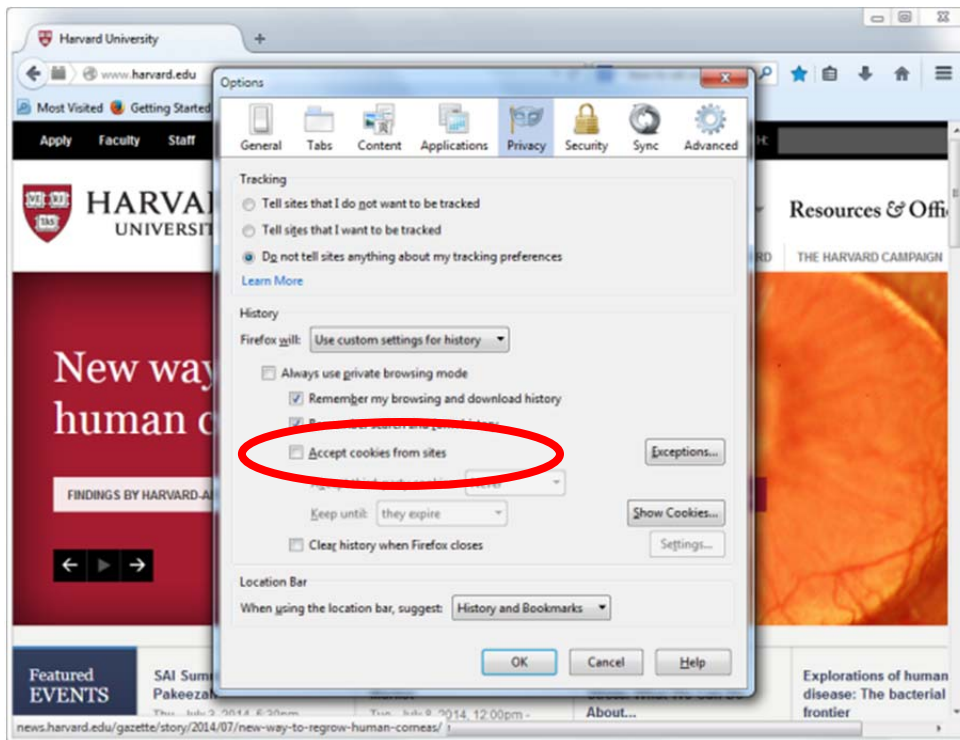




4. Select use **Custom setting for history** from the drop down menu of **Firefox will:**

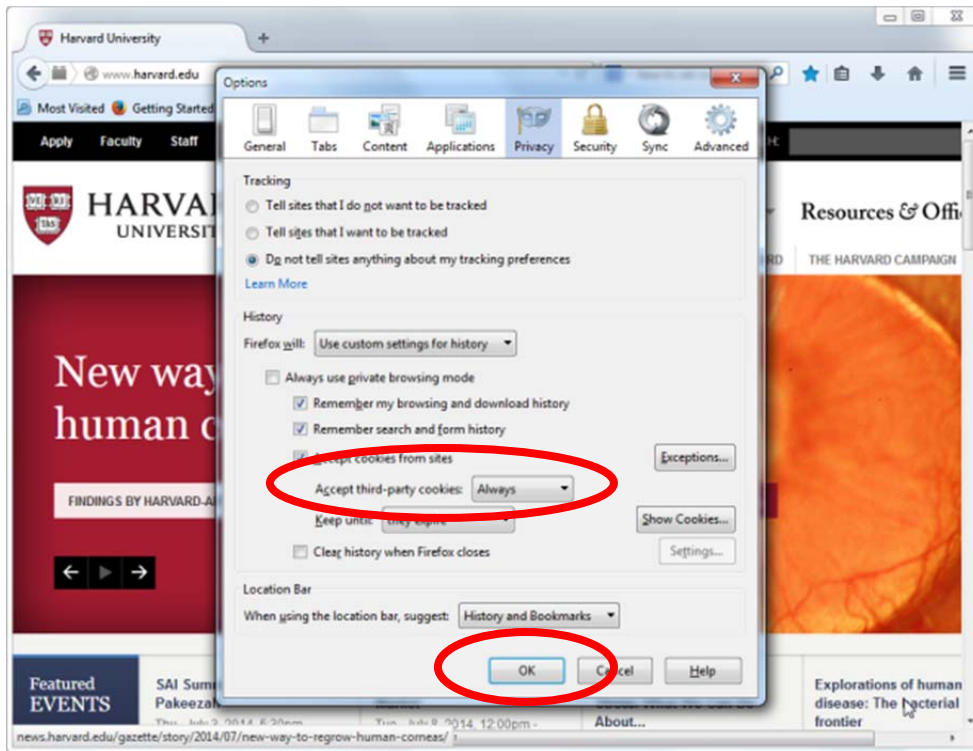



5. Check the box of **Accept cookies from sites**.

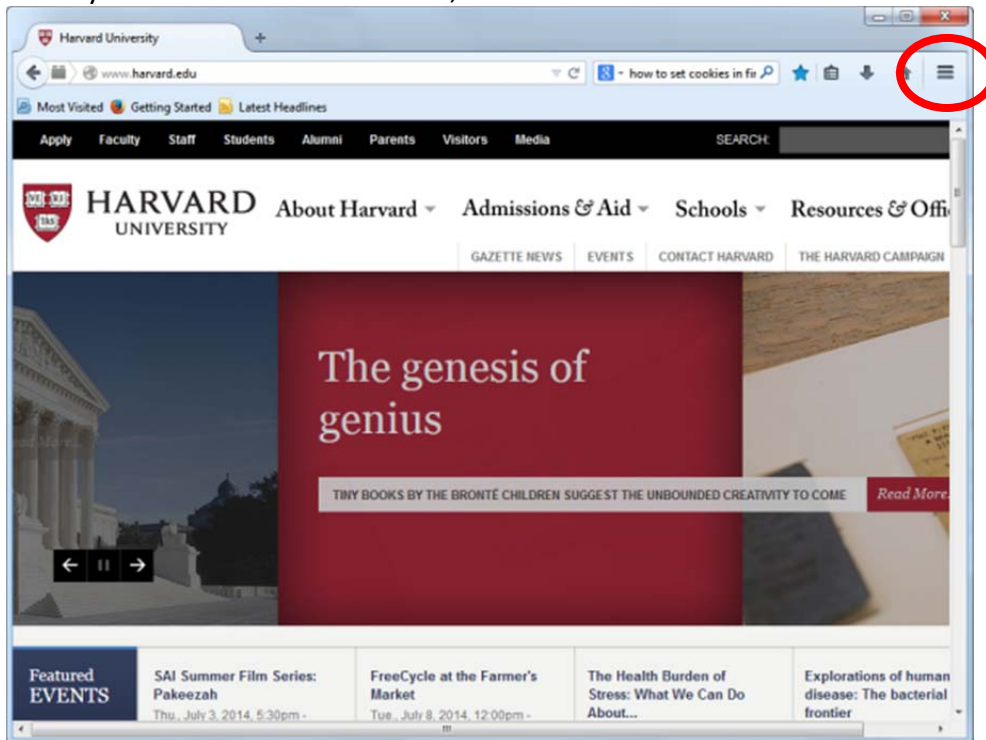




6. Make sure **Accept third-party cookies** is set to **always** and click **OK**.

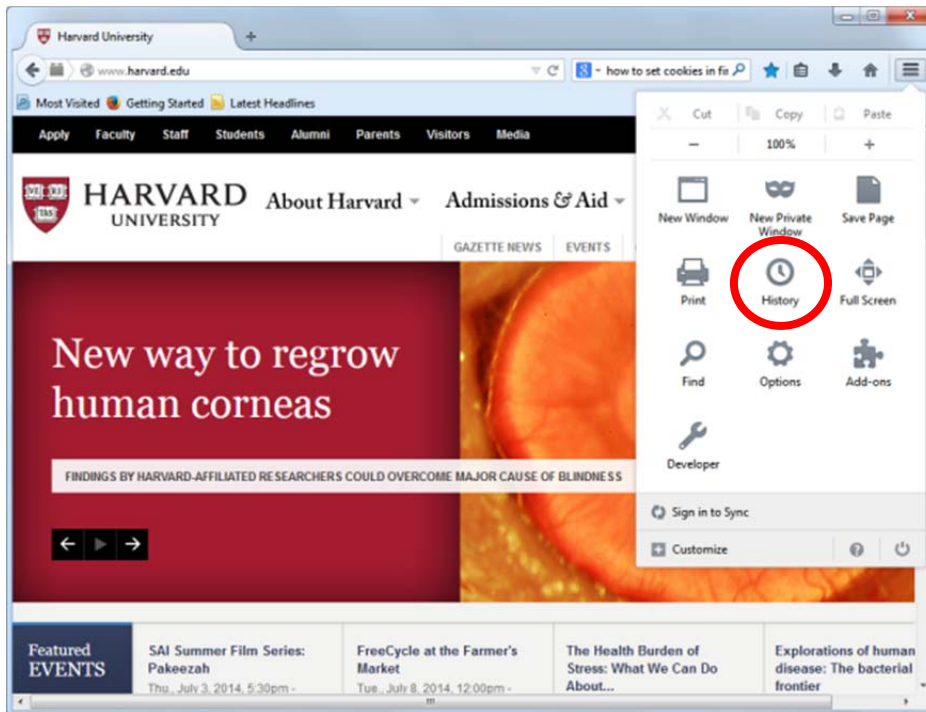


7. When you need to clear the **Cache**, click on the  icon.

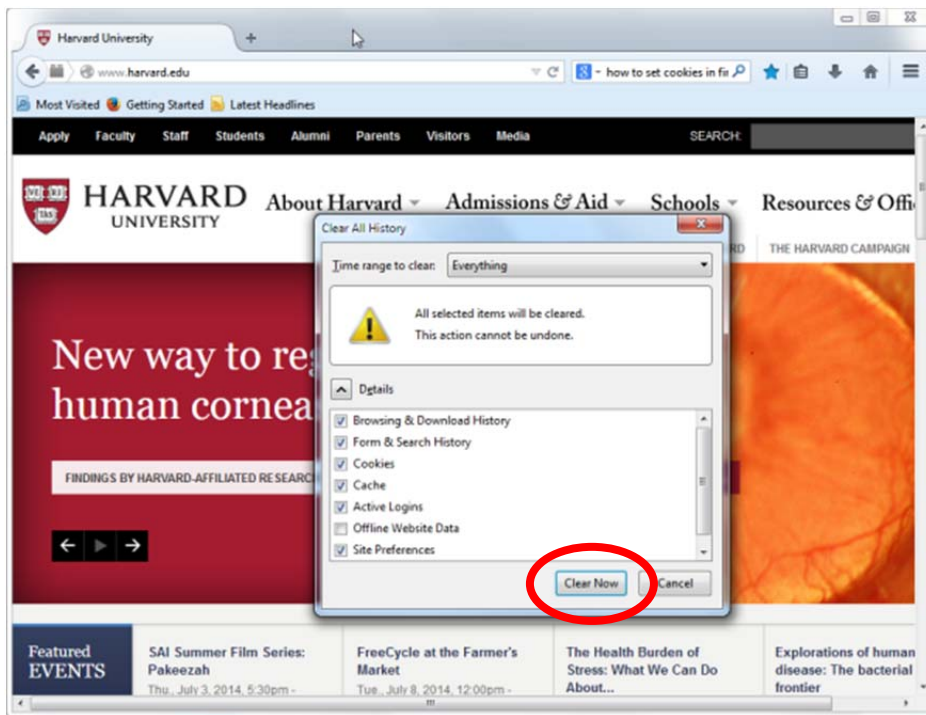




8. Select History.



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





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 - Microsoft, 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 Marketplace** even **though 30 minutes has not lapsed**.

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

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

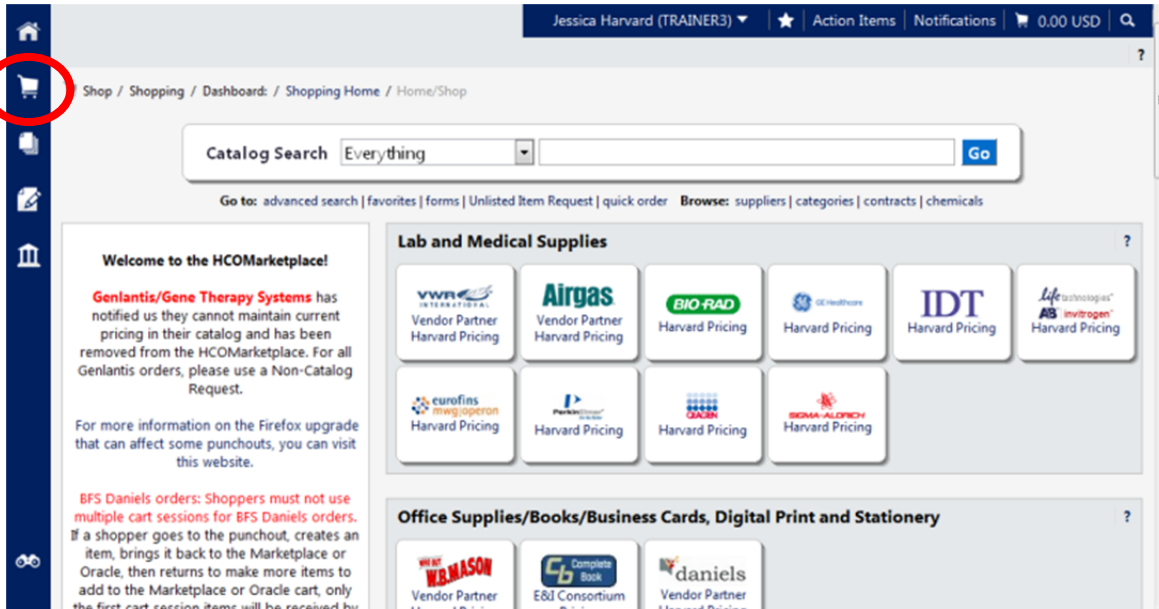
When time occurs during Check out (even though 30 minutes of inactivity has not lapsed)

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

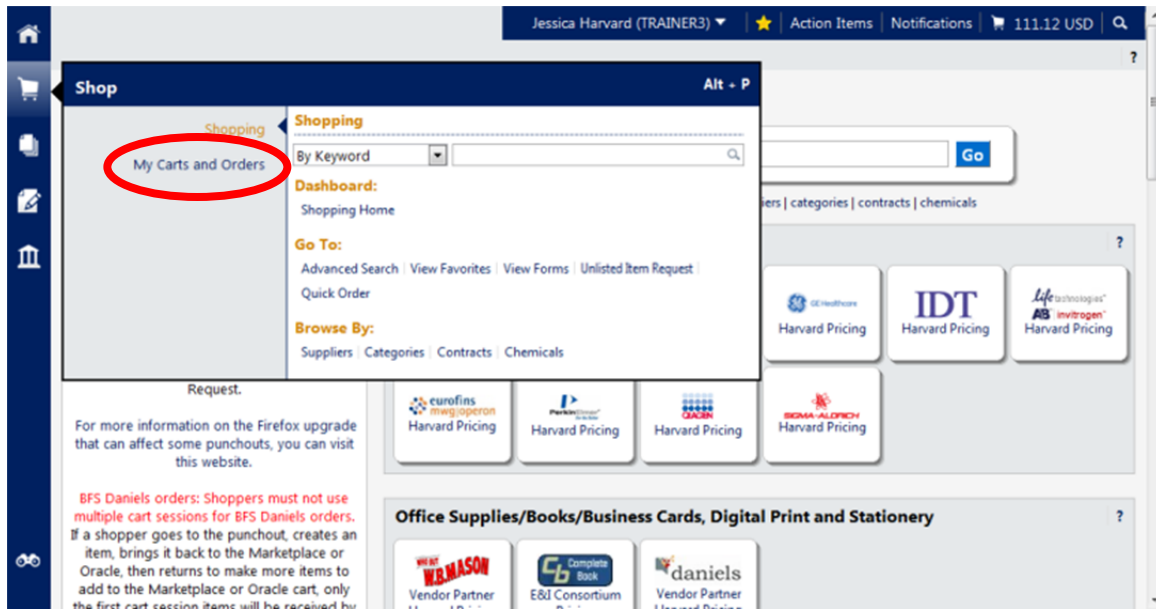


To perform **timeout recovery**:

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

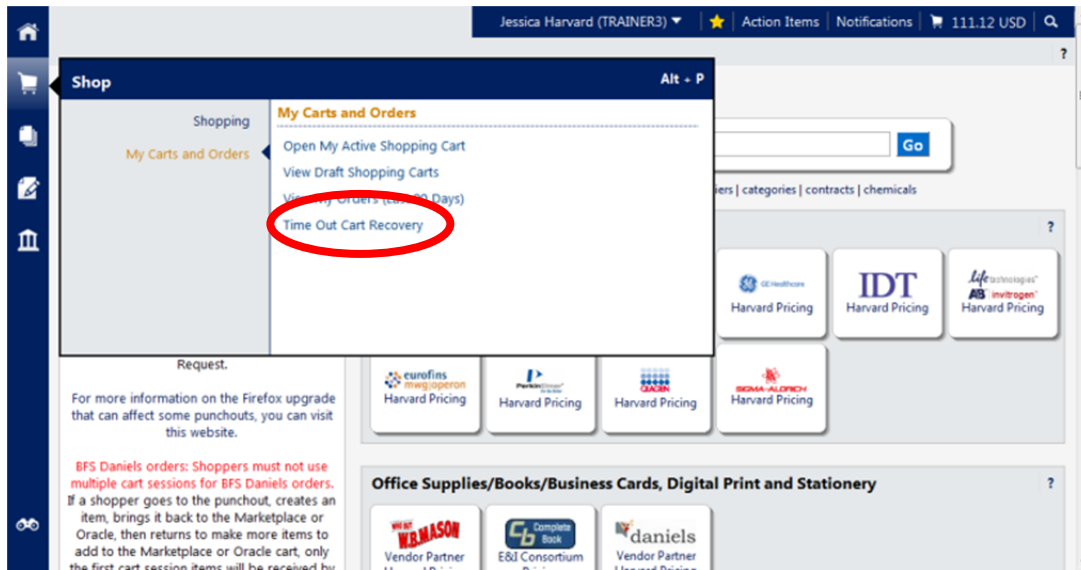


2. Select **My Carts and Orders**.

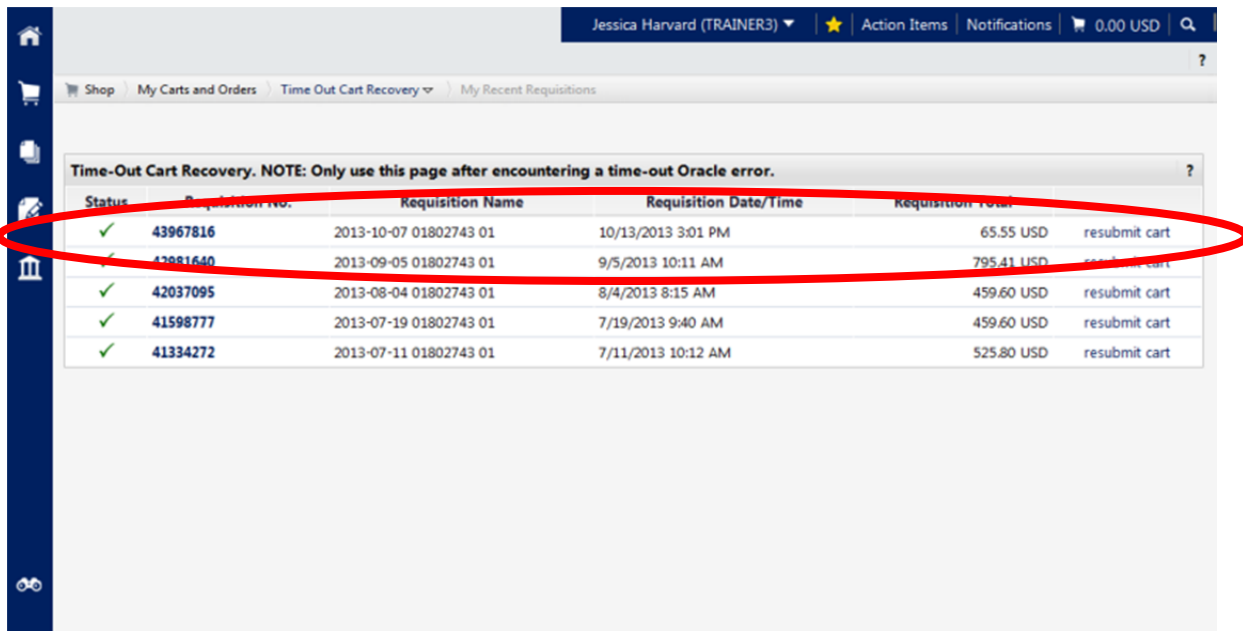




3. Select **Time Out Cart Recovery**.



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 through 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

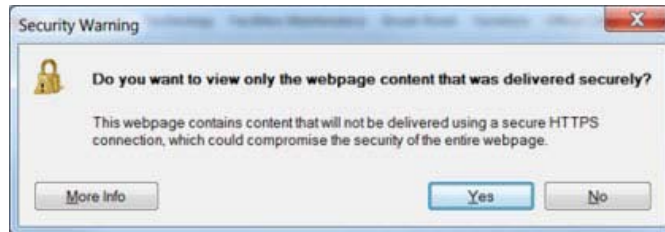
There are a few known common problems experienced in both **IE8** and **IE10** and most are fixed by setting **Browser Settings** and clearing the **Browser Cache**. One additional problem is experienced in **IE10** and is fixed by setting a **Browser Preference setting**. Common problem scenarios that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



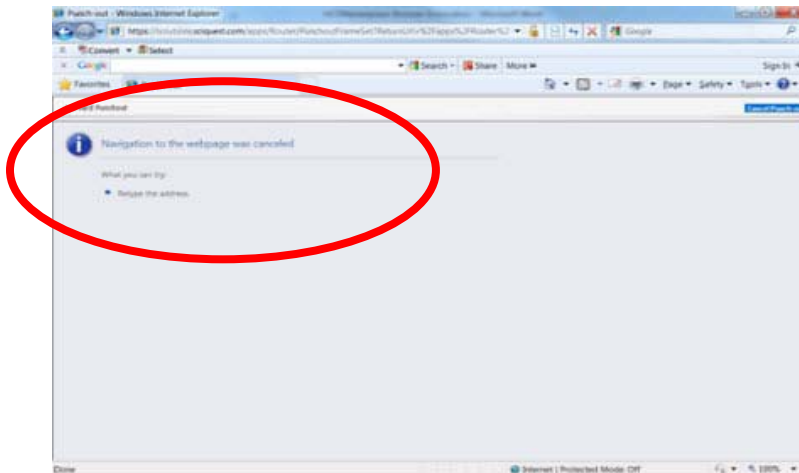
Common Problems for both Internet Explorer 8 or 10 Browser

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.

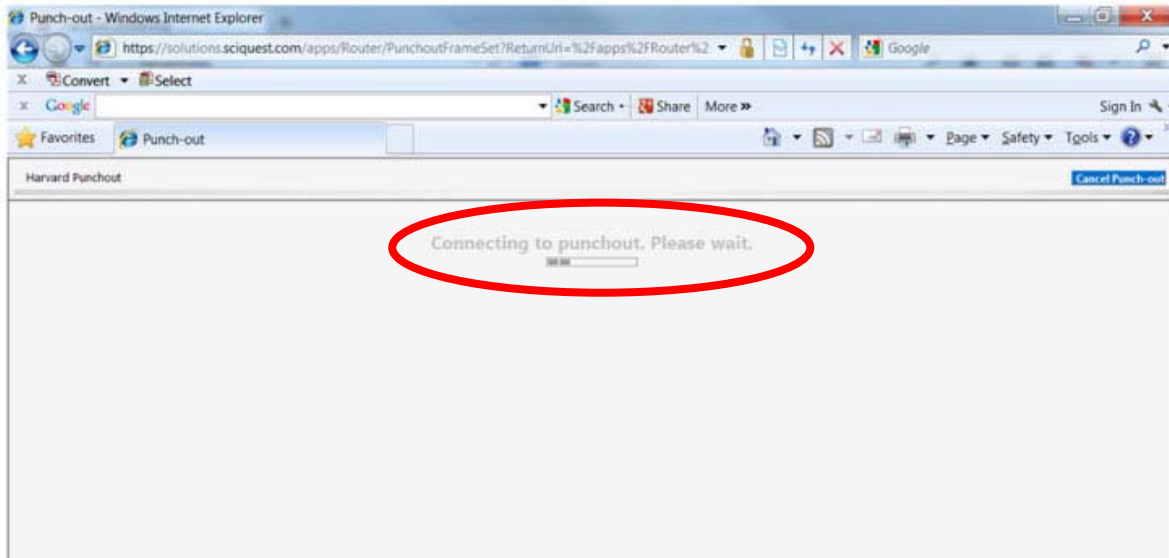


Correction: This problem is *avoided* by selecting **NO** on the **Security Warning** window. So the *best recommended practice* while working in the HCOM Marketplace and when the Security Warning window appears **ALWAYS** select **NO**.



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.



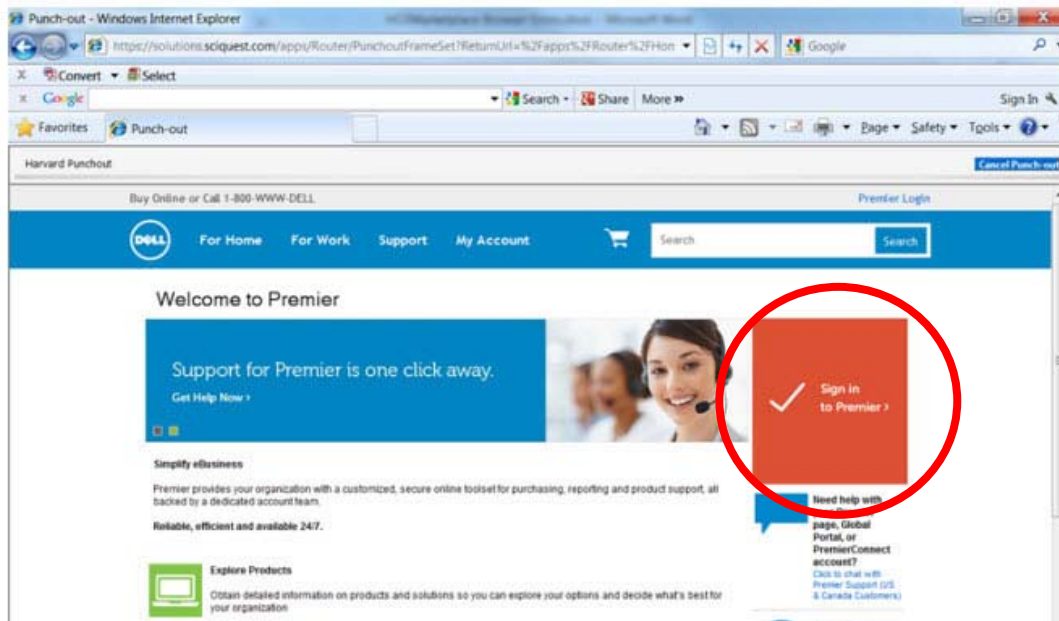
Correction: Check and reset recommended **Browser Settings** for **Internet Explorer** for the version installed on your machine:

- 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**.



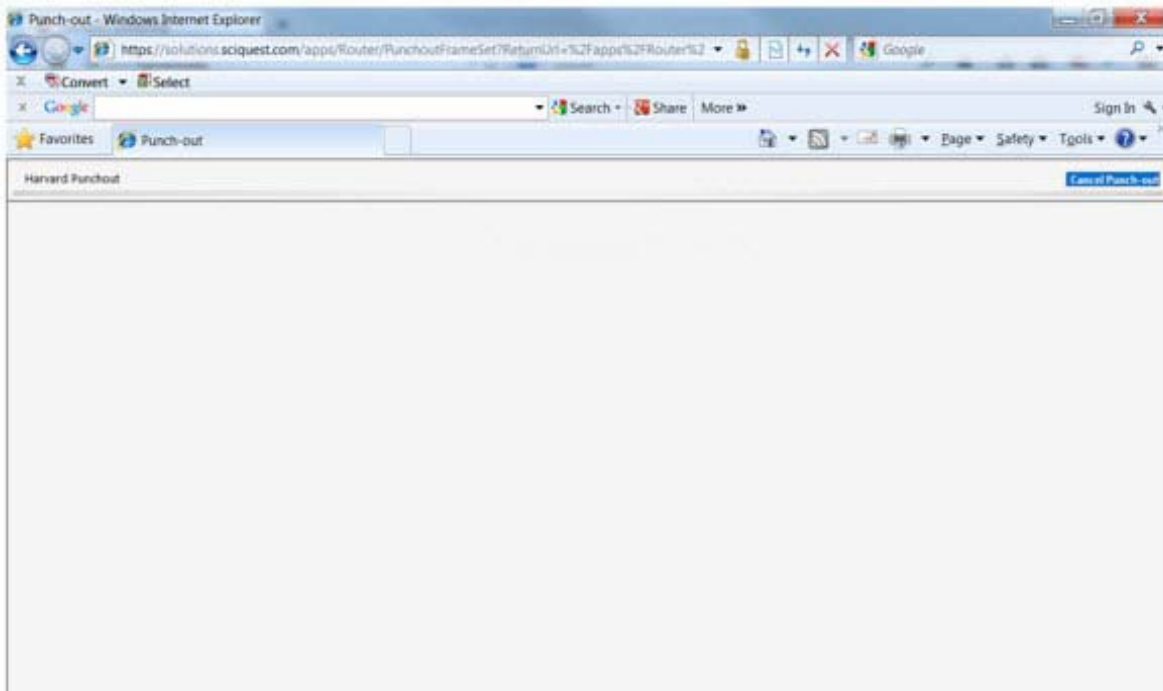
Correction: Check and reset recommended **Browser Settings** for **Internet Explorer** for the version installed on your machine:

- 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.



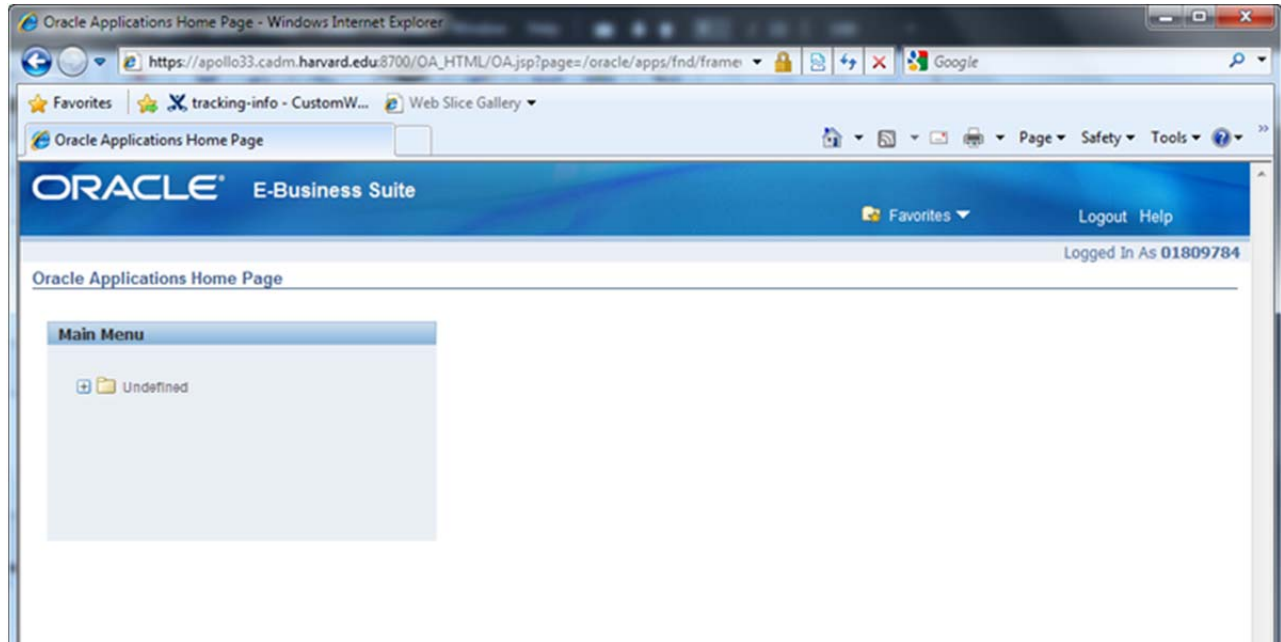
Correction: Check and reset recommended **Browser Settings** for **Internet Explorer** for the version installed on your machine:

- 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.

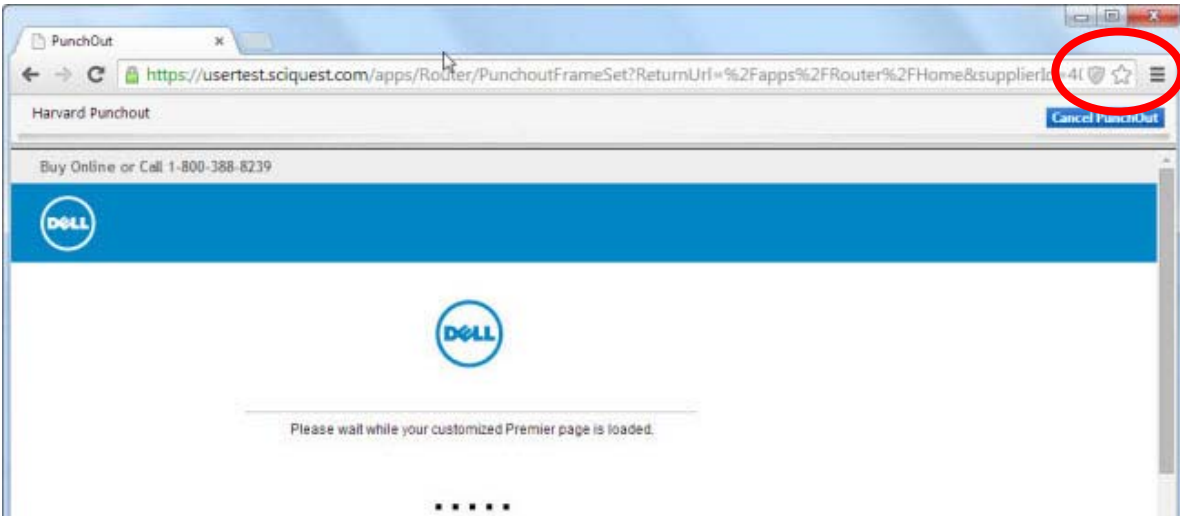
If the error occurs again contact **HUIT Support Center** at 617-496-2001 or via e-mail at ithelp@harvard.edu.

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.



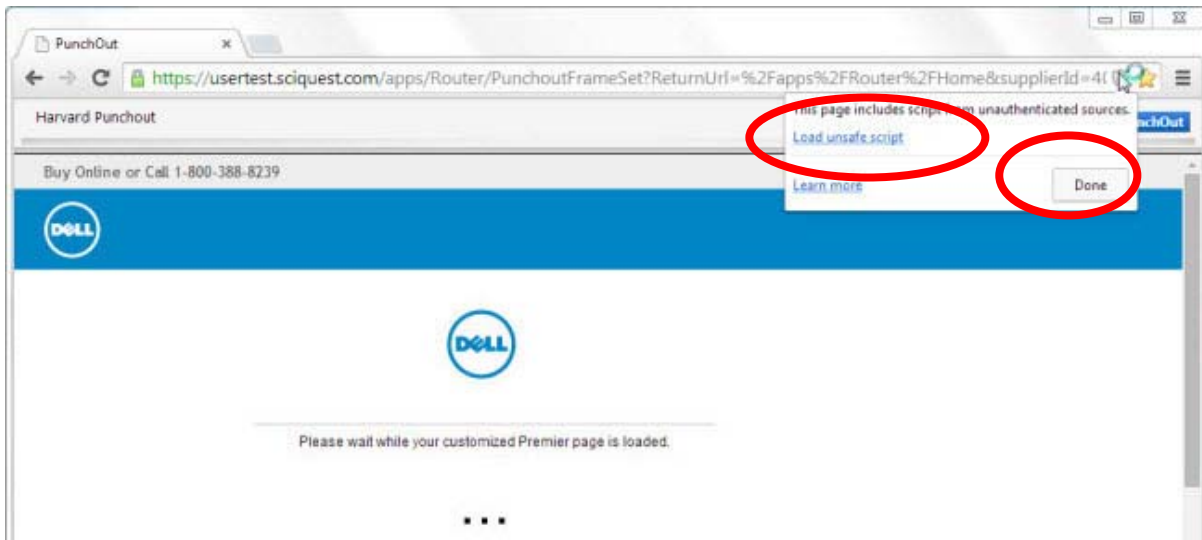
Common Problem with Chrome

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).



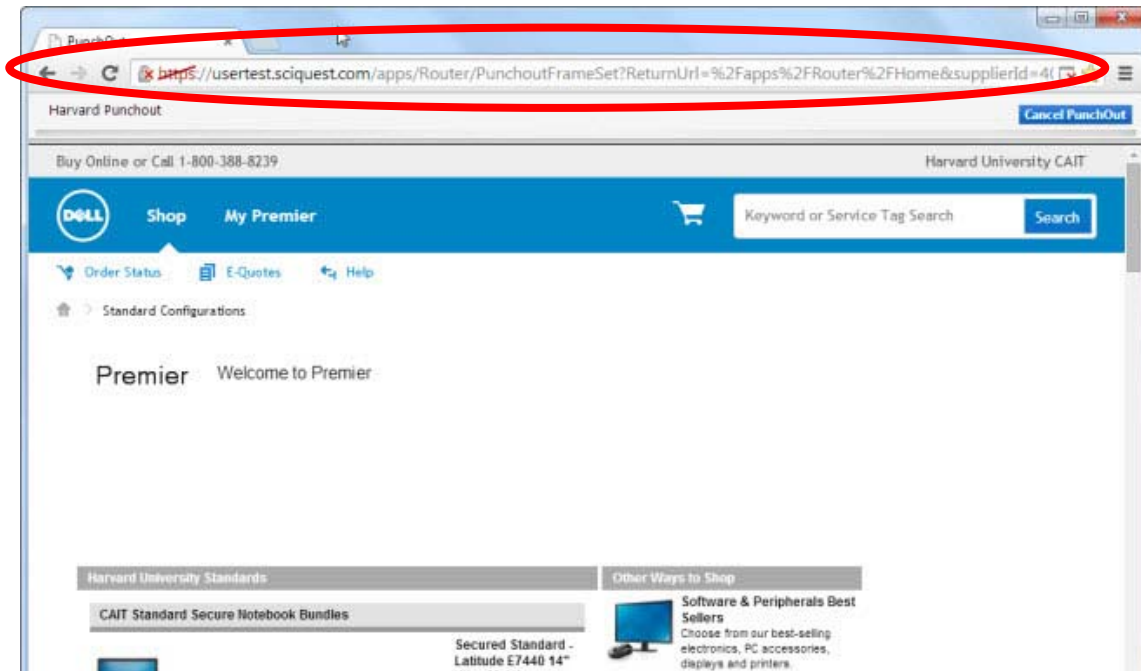
Correction: Steps to correct:

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






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.




Key Points when encountering problems in Chrome

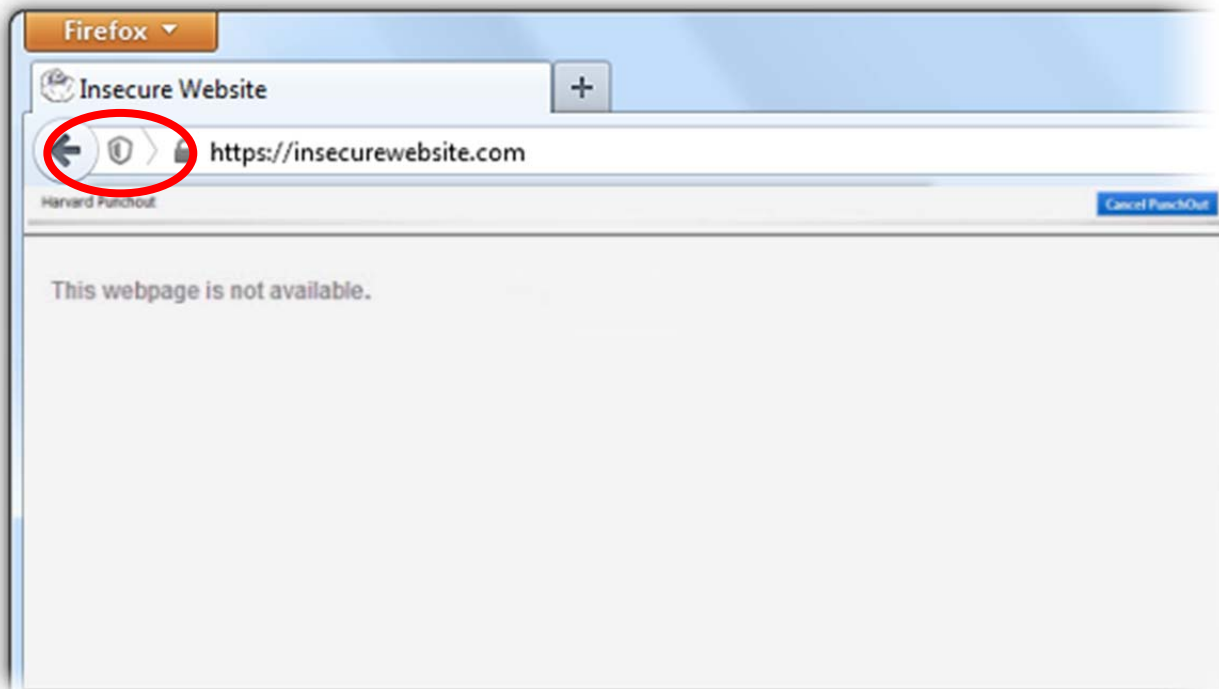
Always *check the Address Bar* for the **Security Shield** icon . When it appears, click on it and **select the option to Load the content**.

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



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).

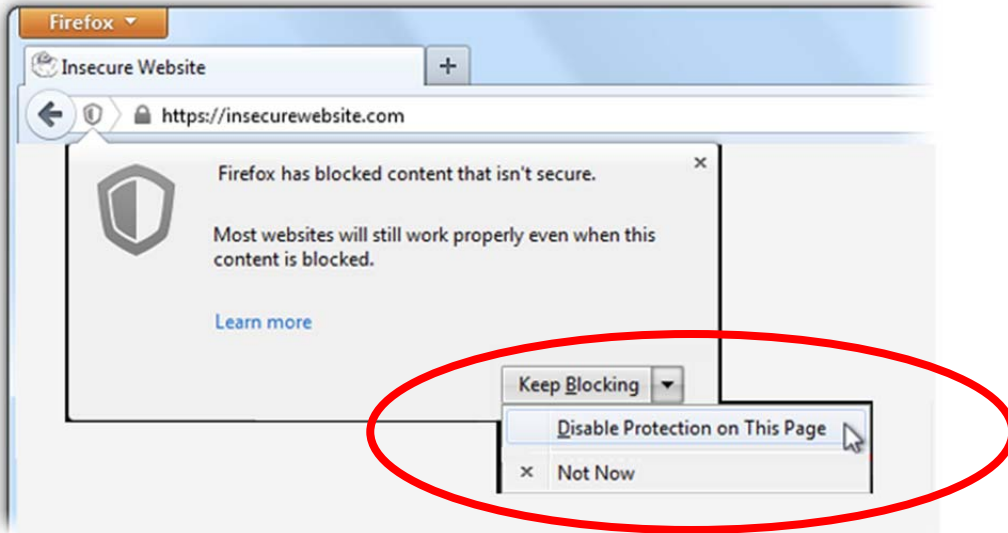


Correction: Steps to correct:

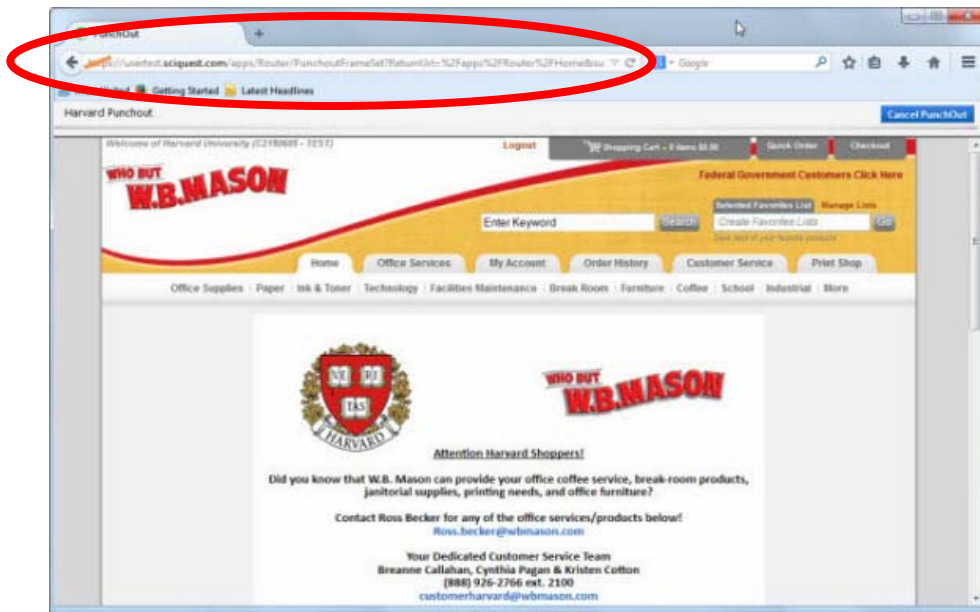
1. Click on the **Security Shield**  .



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.






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.





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.