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 with Settings highlighted]

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 with Check for newer versions of stored pages highlighted]
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.

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**.

![Options settings](image1)

3. Select **Privacy**.

![Privacy settings](image2)
4. Select use **Custom setting for history** from the drop down menu of **Firefox will:**

![Custom setting for history screenshot]

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

![Accept cookies from sites screenshot]
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 - Mirossoft, 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 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.

![Security Warning Window](image)

*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.

![Error Message](image)

*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).

![Punchout Vendor Web Page](image)

**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.

![Security Shield in Address Bar](image)
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.

![Image of Punchout with mixed content]

**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).

![Security Shield in Address Bar](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 Window](image)

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](image)
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 selecting 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.