



# BROWSER SUPPORT AND CONFIGURATION

## Summary

Salesforce supports various Web browsers and recommends certain configuration settings to maximize performance.

## Supported Browsers

Learn about the browsers we support for the full Salesforce site.

**Important:** Beginning Summer '15, we'll discontinue support for Microsoft® Internet Explorer® versions 7 and 8. For these versions, this means that some functions may no longer work after this date. Salesforce Customer Support will not investigate issues related to Internet Explorer 7 and 8 after this date.

To see the mobile browsers that are supported for the Salesforce1 app, check out "Requirements for Using the Salesforce1 App" in the Salesforce Help.

Browser	Comments
Microsoft® Internet Explorer® versions 7, 8, 9, 10, and 11	<p>If you use Internet Explorer, we recommend using the latest version that Salesforce supports. Apply all Microsoft software updates. Note these restrictions.</p> <ul style="list-style-type: none"><li>• The full Salesforce site is not supported in Internet Explorer on touch-enabled devices for Windows. Use the Salesforce1 mobile browser app instead.</li><li>• The Salesforce1 Setup page and the Salesforce1 Wizard require Internet Explorer 9 or later.</li><li>• The HTML solution editor in Internet Explorer 11 is not supported in Salesforce Knowledge.</li><li>• The Compatibility View feature in Internet Explorer isn't supported.</li><li>• The Metro version of Internet Explorer 10 isn't supported.</li><li>• Internet Explorer 6 and 7 aren't supported for login hints for multiple accounts.</li><li>• Internet Explorer 7 and 8 aren't supported for the Data Import Wizard.</li><li>• Internet Explorer 7, 8, and 11 aren't supported for the Developer Console.</li><li>• Internet Explorer 7 isn't supported for Open CTI.</li><li>• Internet Explorer 7 and 11 aren't supported for Salesforce CRM Call Center built with CTI Toolkit version 4.0 or higher.</li><li>• Internet Explorer 7 isn't supported for Force.com Canvas.</li><li>• Internet Explorer 7 isn't supported for Salesforce console features that require more advanced browser performance and recent Web technologies. The console features not available in Internet Explorer 7 include:</li></ul>

Browser	Comments
	<ul style="list-style-type: none"> <li>- The Most Recent Tabs component</li> <li>- Multiple custom console components on sidebars</li> <li>- Vertical auto-sizing for stacked console components in sidebars</li> <li>- Font and font color for console components' Button CSS</li> <li>- Multi-monitor components</li> <li>- The resizable highlights panel</li> <li>- The full-width feed option on feed-based page layouts</li> </ul> <ul style="list-style-type: none"> <li>• Internet Explorer 7 and 8 aren't supported for Community Templates for Self-Service.</li> <li>• Internet Explorer 7 and 8 have performance issues when Multi-Line Edit in Opportunity Splits is used.</li> <li>• Community Templates for Self-Service supports Internet Explorer 9 and above for desktop users and Internet Explorer 11 and above for mobile users.</li> <li>• Internet Explorer 7, 8, and 9 aren't supported for Salesforce Analytics Cloud.</li> </ul> <p>For configuration recommendations, see <a href="#">Configuring Internet Explorer</a> on page 5.</p>
Mozilla® Firefox®, most recent stable version	<p>Salesforce makes every effort to test and support the most recent version of Firefox.</p> <ul style="list-style-type: none"> <li>• Mozilla Firefox is supported for desktop users only for Community Templates for Self-Service.</li> </ul> <p>For configuration recommendations, see <a href="#">Configuring Firefox</a> on page 4.</p>
Google Chrome™, most recent stable version	<p>Google Chrome applies updates automatically; Salesforce makes every effort to test and support the most recent version. There are no configuration recommendations for Chrome. Chrome isn't supported for the <b>Add Google Doc to Salesforce</b> browser button or the Console tab (the Salesforce console is supported).</p>
Apple® Safari® versions 5.x and 6.x on Mac OS X	<p>There are no configuration recommendations for Safari. Apple Safari on iOS isn't supported for the full Salesforce site.</p> <ul style="list-style-type: none"> <li>• Safari isn't supported for the Salesforce console.</li> <li>• Safari isn't supported for Salesforce CRM Call Center built with CTI Toolkit versions below 4.0.</li> <li>• Safari isn't supported for Salesforce Analytics Cloud.</li> </ul>

## Recommendations and Requirements for All Browsers

- For all browsers, you must enable JavaScript, cookies, and TLS 1.0.
- Salesforce recommends a minimum screen resolution of 1024 x 768 for the best possible user experience. Screen resolutions smaller than 1024 x 768 may not display Salesforce features such as Report Builder and Page Layout Editor properly.
- For Mac OS users on Apple Safari or Google Chrome, make sure the system setting `Show scroll bars` is set to **Always**.
- Some third-party Web browser plug-ins and extensions can interfere with the functionality of Chatter. If you experience malfunctions or inconsistent behavior with Chatter, disable all of the Web browser's plug-ins and extensions and try again.

Certain features in Salesforce—as well as some desktop clients, toolkits, and adapters—have their own browser requirements. For example:

- Internet Explorer is the only supported browser for:
  - Standard mail merge
  - Installing Salesforce Classic on a Windows Mobile device
  - Connect Offline
- Firefox is recommended for the enhanced page layout editor.
- Browser requirements also apply for uploading multiple files on Chatter.

## Discontinued or Limited Browser Support

As of Summer '12, Salesforce discontinued support for Microsoft® Internet Explorer® 6. Existing features that have previously worked in this browser may continue to work through 2014. Note these support restrictions.

- Internet Explorer 6 isn't supported for:
  - Answers
  - Chatter
  - Chatter Answers
  - Cloud Scheduler
  - Enhanced dashboard charting options
  - Enhanced profile user interface
  - Forecasts
  - Global search
  - Joined reports
  - Live Agent
  - Quote Template Editor
  - Salesforce console
  - Salesforce Knowledge
  - Schema Builder
  - Site.com
  - Territory Management 2.0

- The new user interface theme

Internet Explorer 7 isn't supported for Site.com and Chatter Messenger. For systems running Microsoft Windows XP, Internet Explorer versions 7 and 8 with the latest security patches are supported for Chatter Answers.

## Configuring Firefox

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To ensure Salesforce works optimally with Firefox, you'll need to do a few configurations to the browser. Salesforce makes every effort to test and support the most recent version of Firefox.

### Required Settings

Make sure Firefox can accept cookies.

1. Click **Tools > Options**.
2. Go to the Privacy panel.
3. For the Firefox will option, select **Use custom settings for history**
4. Select the **Accept cookies from sites** option.
5. Select the **Accept third-party cookies** option.
6. For the Keep until option, select **they expire**.
7. Click **OK**.

### Advanced Settings


Optionally, configure advanced caching preferences to maximize performance.

1. Type `about:config` in the browser's location bar, and then press Enter.
2. If a warning displays, click **I'll be careful, I promise!**
3. Search for the following preferences and set them to the recommended value by double-clicking the preference name. Changes take effect immediately.
4. Change how the browser retains common resources across requests by setting the following caching preferences.

Preference	Recommended Value	Default Value
browser.cache.check_doc_frequency	3	3
browser.cache.disk.capacity	50,000 or more; increase to use more hard disk space	50,000
browser.cache.disk.enable	True	True
browser.cache.disk_cache_ssl	True	False
browser.cache.memory.enable	True	True

Preference	Recommended Value	Default Value
network.http.use-cache	True	True

 **Note:** You can set some of these preferences by clicking **Tools > Options** in the Firefox browser. Refer to [Firefox Help](#) for details.

 **Tip:** Setting `privacy.sanitize.sanitizeOnShutdown` to "True" causes the cache to clear when Firefox shuts down. This increases privacy, but may decrease performance. To view the contents of your cache, type `about:cache` in the Firefox location bar and press Enter.

Refer to [MozillaZine Knowledge Base](#) and [Firefox Support Home Page](#) for more information on these and other preferences.

## Configuring Internet Explorer

If you use Internet Explorer, we recommend using the latest version that Salesforce supports. Apply all Microsoft software updates.

To maximize the performance of Internet Explorer, set the following in the Internet Options dialog box via your browser's settings:

### General Tab

1. From the General tab, click **Settings** under Browsing History.
2. For the `Check for newer versions of stored pages` option, select **Automatically**.
3. For the `Disk space to use option`, enter at least 50 MB.

### Security Tab

1. From the Security tab, click **Custom Level** under Internet and scroll to the Scripting section.
2. Make sure the `Active Scripting` option is enabled. JavaScript depends on this setting being enabled.


### Privacy Tab

1. From the Privacy tab, click **Advanced**.
2. Select the **Override automatic cookie handling** option.
3. Select the **Always allow session cookies** option.
4. For the **Third-party Cookies** option, select **Accept**.

### Advanced Tab

From the Advanced tab, scroll to the Security section and do the following:

- Do not select the `Do not save encrypted pages to disk` option.
- Select `Use TLS 1.0`, `Use TLS 1.1`, and `Use TLS 1.2`. For best results, make sure that `Use SSL 2.0` and `Use SSL 3.0` are disabled.

 **Tip:** The Empty Temporary Internet Files folder when browser is closed option causes the cache to clear when Internet Explorer is shut down. This increases privacy, but may decrease performance.