BROWSER SUPPORT AND CONFIGURATION

Summary

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

Supported Browsers

Support for Microsoft® Internet Explorer® versions 7 and 8 is discontinued as of Summer '15. Salesforce Customer Support will not investigate issues related to Internet Explorer 7 and 8 after this date.

Accessing the full site in any mobile browser isn't supported. Instead, we recommend using the Salesforce1 app when you're working on a mobile device. To see the mobile browsers that are supported for Salesforce1, check out "Requirements for the Salesforce1 Mobile App" in the Salesforce Help.

Microsoft® Internet Explorer® versions 9, 10, and 11

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

- The full Salesforce site is not supported in Internet Explorer on touch-enabled devices for Windows. Use the Salesforce1 mobile browser app instead.
- The Salesforce1 Setup page and the Salesforce1 Wizard require Internet Explorer 9 or later.
- The HTML solution editor in Internet Explorer 11 is not supported in Salesforce Knowledge.
- The Compatibility View feature in Internet Explorer isn't supported.
- The Metro version of Internet Explorer 10 isn't supported.
- Internet Explorer 11 isn't supported for the Developer Console.
- Internet Explorer 11 isn't supported for Salesforce CRM Call Center built with CTI Toolkit version 4.0 or higher.
- Community Templates for Self-Service supports Internet Explorer 9 and above for desktop users and Internet Explorer 11 and above for mobile users.
- Internet Explorer 9 isn't supported for Salesforce Analytics Cloud.
- Internet Explorer 9 and 10 aren't supported for the Lightning App Builder.

For configuration recommendations, see Configuring Internet Explorer on page 3.

Mozilla® Firefox®, most recent stable version

Salesforce makes every effort to test and support the most recent version of Firefox.

- Mozilla Firefox is supported for desktop users only for Community Templates for Self-Service.

For configuration recommendations, see Configuring Firefox on page 2.

Google Chrome™, most recent stable version

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 **Add Google Doc to Salesforce** browser button
- The Console tab (The Salesforce console is supported.)

Apple® Safari® versions 5.x, 6.x and 7.x on Mac OS X

There are no configuration recommendations for Safari. Apple Safari on iOS isn't supported for the full Salesforce site.

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Safari isn't supported for:

- The Salesforce console
- Salesforce CRM Call Center built with CTI Toolkit versions below 4.0
- Salesforce Analytics Cloud

Analytics Cloud Supported Browsers

Browser support is available for Microsoft Internet Explorer versions 10 and 11, Mozilla Firefox (the most recent stable version), and Google Chrome (the most recent stable version).

Recommendations and Requirements for All Browsers

- For all browsers, you must enable JavaScript, cookies, and TLS 1.0.
- The minimum screen resolution required to support all Salesforce features is 1024 x 768. Screen resolutions smaller than 1024 x 768 may not properly display Salesforce features such as Report Builder and Page Layout Editor.
- 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.
- Chrome, with machines with 8 GB of RAM, is recommend for the Salesforce console.
- Browser requirements also apply for uploading multiple files on Chatter.

Configuring Firefox

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
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`. Make sure to *deselect* `Use SSL 2.0` and `Use SSL 3.0`. SSL is no longer supported by Salesforce.

> 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.