



# SUPPORTED BROWSERS

## Abstract

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

## Browsers

Salesforce supports these browsers.

Browser	Comments
Microsoft® Internet Explorer® versions 7, 8, 9, and 10	<p>If you use Internet Explorer, we recommend using the latest version. Apply all Microsoft software updates. Note these restrictions.</p> <ul style="list-style-type: none"><li>• The Compatibility View feature in Internet Explorer is not supported.</li><li>• The Metro version of Internet Explorer 10 is not supported.</li><li>• Internet Explorer 10 is not supported for the Service Cloud console.</li></ul> <p>For configuration recommendations, see <a href="#">Configuring Internet Explorer</a> on page 4.</p>
Mozilla® Firefox®, most recent stable version	<p>Salesforce.com makes every effort to test and support the most recent version of Firefox. For configuration recommendations, see <a href="#">Configuring Firefox</a> on page 2.</p>
Google Chrome™, most recent stable version	<p>Google Chrome applies updates automatically; salesforce.com makes every effort to test and support the most recent version. There are no configuration recommendations for Chrome. Chrome is not supported for the Console tab or the <b>Add Google Doc to Salesforce</b> browser button.</p>
Google Chrome Frame™ plug-in for Microsoft® Internet Explorer® 6 and 7	<p>Supported plug-in for Internet Explorer 6 and 7 only. Google Chrome Frame applies updates automatically; Salesforce supports only the most recent version. For configuration recommendations, see “Installing Google Chrome Frame for Microsoft® Internet Explorer®” in the online help. Chrome Frame plug-in is not supported for the Service Cloud console or Forecasts.</p>
Apple® Safari® version 5.1.x on Mac OS X	<p>There are no configuration recommendations for Safari. Apple Safari on iOS is not supported. Safari is not supported for the Salesforce CRM Call Center CTI Toolkit or the Service Cloud console.</p>

## Recommendations and Requirements for All Browsers

- For all browsers, you must enable JavaScript, cookies, and SSL 3.0.

- Salesforce.com 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.
- 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 (We don't support Google Chrome Frame™ plug-in for Internet Explorer because the ActiveX controls required for mail merge are supported in Internet Explorer only.)
  - ◇ Installing Salesforce Mobile 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.com 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 is not supported for:
  - ◇ Chatter
  - ◇ Global search
  - ◇ Answers
  - ◇ Cloud Scheduler
  - ◇ The new user interface theme
  - ◇ Quote Template Editor
  - ◇ Service Cloud console
  - ◇ Live Agent
  - ◇ Forecasts
  - ◇ Chatter Answers
  - ◇ Enhanced profile user interface
  - ◇ Site.com
  - ◇ Schema Builder
  - ◇ Joined reports
  - ◇ Enhanced dashboard charting options

Internet Explorer 7 is not supported for Site.com and Chatter Messenger.

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

## Required Settings

The following settings are required:

1. Click **Tools > Options**.
2. Enable JavaScript:
  - a. Go to the Content panel.
  - b. Select the **Enable JavaScript** option.
3. Accept cookies:
  - a. Go to the Privacy panel.
  - b. For the Firefox will option, select **Use custom settings for history**.
  - c. Select the **Accept cookies from sites** option.
  - d. Select the **Accept third-party cookies** option.
  - e. For the Keep until option, select **they expire**.
4. Set encryption protocols:
  - a. Go to the Advanced panel.
  - b. Click the Encryption tab.
  - c. Select the **Use SSL 3.0** option.
5. 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
<code>browser.cache.check_doc_frequency</code>	3	3
<code>browser.cache.disk.capacity</code>	50,000 or more; increase to use more hard disk space	50,000
<code>browser.cache.disk.enable</code>	True	True
<code>browser.cache.disk_cache_ssl</code>	True	False
<code>browser.cache.memory.enable</code>	True	True
<code>network.http.use-cache</code>	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.

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

To maximize the performance of Internet Explorer, set the following options in the Internet Options dialog box, which you can open by clicking **Tools > Internet Options**:

#### 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 the `Use SSL 3.0` option.



**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.