**­­­­Browser Troubleshooting for Internet Explorer 10**

Use these instructions to troubleshoot when using Windows and Internet Explorer 10 with SAP Ariba solutions.

1. From an **Internet Explorer** Page, click on “**Tools”** then “**Internet Options**” ****
2. On the **General** tab, under “**Browsing History**,” click the “**Delete”** button

3. Ensure the below **highlighted options are check marked** and click “**Delete”**

(screen below may also be accessed via commands: **Ctrl + Shift + Delete)**


1. You will now be returned to the General tab. Once again within the “**Browsing History”** section, click “**Settings”
**
2. Ensure that “**Every time I visit the Webpage**” is check marked then click “**OK”
**
3. Click on “**Security”** tab, Select the zone “**Internet**,”Click “**Custom level…**” button

4. Select the following settings under the “**ActiveX Controls and Plug-ins”** section
	1. **Enable** “Allow previously unused ActiveX Controls to run without prompt
	2. **Enable** “Allow Scriptlets”
	3. **Enable** “Automatic Prompting for ActiveX Controls”
	4. **Enable** “Binary and Script Behaviors”
	5. **Enable** “Display video and animation on a webpage that does not use external media player”
	6. **Enable** “Download Signed ActiveX Controls”
	7. **Prompt** “Download unsigned ActiveX Controls”
	8. **Prompt** “Initialize and Script ActiveX Controls not marked as safe for scripting”
	9. **Enable** “Run ActiveX Controls and Plug-ins”
	10. **Enable** “Script ActiveX Controls marked as safe for scripting”

Under **Downloads** section

* 1. **Enable** “File Download”
	2. **Enable** “Font Download”

Scroll down and under **Scripting** section

* 1. **Enable** “Active Scripting”
	2. **Prompt** “Allow programmatic clipboard access”
	3. **Disable** “Allow status bar updates via script”
	4. **Disable** “Allow websites to prompt for information using scripted windows”
	5. **Enable** “Scripting of Java applets”
1. Click “**OK”**(The system will prompt for confirmation of the change of settings)
2. Click “**Yes”**
3. Now select the zone “**Trusted sites**,” click “**Sites”
**
4. Add the Website **“\*.ariba.com”** and click “**Add”** then “**Close”
**
5. Go to the “**Privacy”** tab and click on “**Advanced”**

6. Check mark the “**Override automatic cookie handling**” option

7. **Accept** both “**First-party Cookies**” and “**Third-party Cookies**”
8. Check mark “**Always allow session cookies**”
9. Click “**OK”**
10. Click on the “**Advanced”** tab

11. Under “**HTTP 1.1 settings**,” check mark both boxes for “**Use HTTP 1.1**” and “**Use HTTP 1.1 through proxy connections**”
12. Scroll down to the bottom, under “**Security**,”
13. Make sure the box for “**Do not save encrypted page to disc**” is **UNCHECKED.**
14. Click “**OK”** and then “**OK” again.**

***Disclaimer:***

* **These are the recommended browser configurations with IE 10 and the SAP Ariba product suite.**
* **Your IT department should be consulted to ensure these changes will not impact another application/tool that your company might use**

**Configuring Your Browser to Access SAP Ariba Solutions**

Before you can log in to any SAP Ariba On-Demand Solution, your web browser must be configured to allow cookies from ariba.com.

•     If you are using Firefox or Safari and your browser is configured to block cookies, make sure you allow cookies from ariba.com in your exception list.

•     If you are using Internet Explorer and you require a high privacy setting, make sure you allow cookies from ariba.com in a per-site configuration.

See the following procedures for specific browser configuration instructions.

* **How to specify Cookie Settings for Microsoft Internet Explorer**

1    In Internet Explorer, click the “Tools” menu, and then click “Internet Options.”

2    Click the “Privacy” tab and check your privacy settings:

•     If your privacy setting is “Block all cookies,” you must change the privacy setting to a lower level of privacy, such as “High.”

•     If your privacy setting is “High,” click “Sites,” enter “**ariba.com**” in the Address of website field, and click “Allow.”

•     If your privacy setting is anything else, you don't have to do anything.

* **How to specify Cookie Settings for Mozilla Firefox**

1    In Mozilla Firefox, click the “Tools” menu, and then click “Options.”

2    Click the “Privacy tab” and check the setting in the “History” section:

•     If the setting is “Remember history” or “Never remember history,” you do not have to do anything.

•     If the setting is “Use custom settings for history”, and the “Accept cookies from sites” check box is selected, you do not have to do anything.

•     If the setting is “Use custom settings for history,” and the “Accept cookies from sites” check box is not selected, click “Exceptions,” enter “**ariba.com**” in the Address of website field, and click “Allow.”

* **How to specify Cookie Settings for Apple Safari**

1    In Apple Safari, click the button that displays the menu of the general Safari settings, and then click “Preferences.”

2    Click the “Privacy” tab and check the “Block cookies” setting:

•     If the Block cookies setting is “From third parties and advertisers” or “Never,” you don't have to do anything.

•     If the Block cookies setting is “Always,” change it to either “Never” or “From third parties and advertisers.”