Internet Explorer 9

This version does not enable TLS 1.1 and TLS 1.2 by default. To achieve compatibility with TLS 1.1 and TLS 1.2, proceed with one of the following options. Review <u>Salesforce's browser support article</u> to help with your decision-making, as some features are available only in specific web browser versions:

- Upgrade to Internet Explorer 11 (preferred)
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 9

To enable TLS 1.1 and TLS 1.2 for Internet Explorer, follow either of the sections below, depending on whether this is for one or for many computers.

Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 9

This option works well with one or a small number of computers, particularly if the TLS 1.1 and TLS 1.2 options are not being configured using Active Directory group policies.

In the Tools menu, which is displayed by clicking on the gear icon near the top-right corner of an Internet Explorer 9 window, select the "Internet options" menu item, as depicted below:

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→ https://tls1test.sa	h 🖈 🏶
Internet Explorer cannot display the webpage	Print File Zoom (100%) Safety
What you can try:	View downloads Ctrl+J
Diagnose Connection Problems	Manage add-ons F12 developer tools
 More information 	Go to pinned sites
This problem can be caused by a variety of issues including:	Internet options
······································	About Internet Explorer
 The website is temporarily unavailable. The Domain Name Server (DNS) is not reachable. The Domain Name Server (DNS) does not have a listing for the web There might be a typing error in the address. If this is an HTTPS (secure) address, click Tools, click Internet Optior sure the SSL and TLS protocols are enabled under the security section. 	osite's domain. ns, click Advanced, and check to be on.
For offline users	
You can still view subscribed feeds and some recently viewed webpages. To view subscribed feeds:	
1. Click the Favorites button $ m lpha$, click Feeds , and then click the feed ye	ou want to view.
To view recently visited webpages (might not work on all pages):	
1. Press Alt, click File, and then click Work Offline.	
2. Click the Favorites button $\!$	you want to view.

In the Internet Options window that appears, click on the Advanced tab at the top of the window. Scroll down to the end of the list and click in the square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them. For additional security, click in the square check box next to "Use SSL 3.0" if it has a check mark in it to remove the check mark. When complete, the screen should resemble the following, where "Use TLS 1.1", and "Use TLS 1.2" both have check marks in the check boxes next to them while "Use SSL 2.0", "Use SSL 3.0" and "Use TLS 1.0" do not have check marks in the check boxes next to them. Press the OK button to save this change.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Settings	
 Enable Enhanced Protected Mode* Enable Integrated Windows Authentication* Enable native XMLHTTP support Enable SmartScreen Filter Enable Strict P3P Validation* Use SSL 2.0 Use SSL 2.0 Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.1 Use TLS 1.2 Warn about certificate address mismatch* Warn if changing between secure and not secure mode Warn if POST submittal is redirected to a zone that does n 	
4 III >	
*Takes effect after you restart your computer	
Restore advanced settings	
Reset Internet Explorer settings	
Resets Internet Explorer's settings to their default Reset	
You should only use this if your browser is in an unusable state.	
OK Cancel Apply	

After enabling TLS 1.1 and TLS 1.2, accessing Salesforce is expected to be successful with Internet Explorer 9 in Windows 7 and Windows Server 2008 R2:



Enable TLS 1.1 and TLS 1.2 using Active Directory group policies

This option works well when a moderate to large number of computers require adjustments. The prerequisite to this option is an existing deployment of Active Directory that manages the target computers.

Follow the "Disable SSL 3.0 and enable TLS 1.0, TLS 1.1, and TLS 1.2 for Internet Explorer in Group Policy" section of the instructions from Microsoft to enable TLS 1.1 and TLS 1.2 using Active Directory.