

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 [Salesforce's browser support article](#) to help with your decision-making, as some features are available only in specific web browser versions:

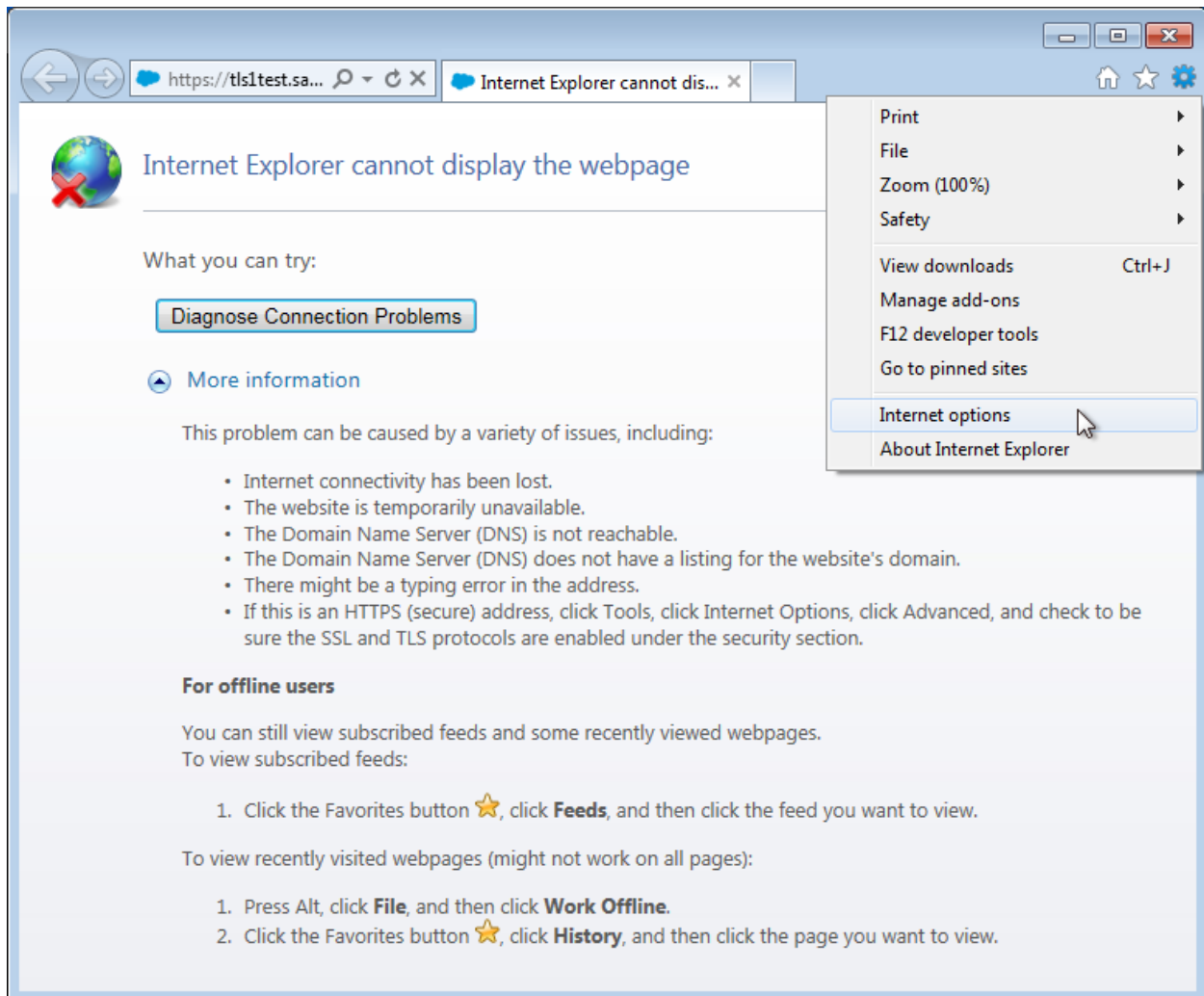
- Upgrade to Internet Explorer 11 (preferred)
- Enable TLS 1.1 and TLS 1.2 for Internet Explorer 9

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.

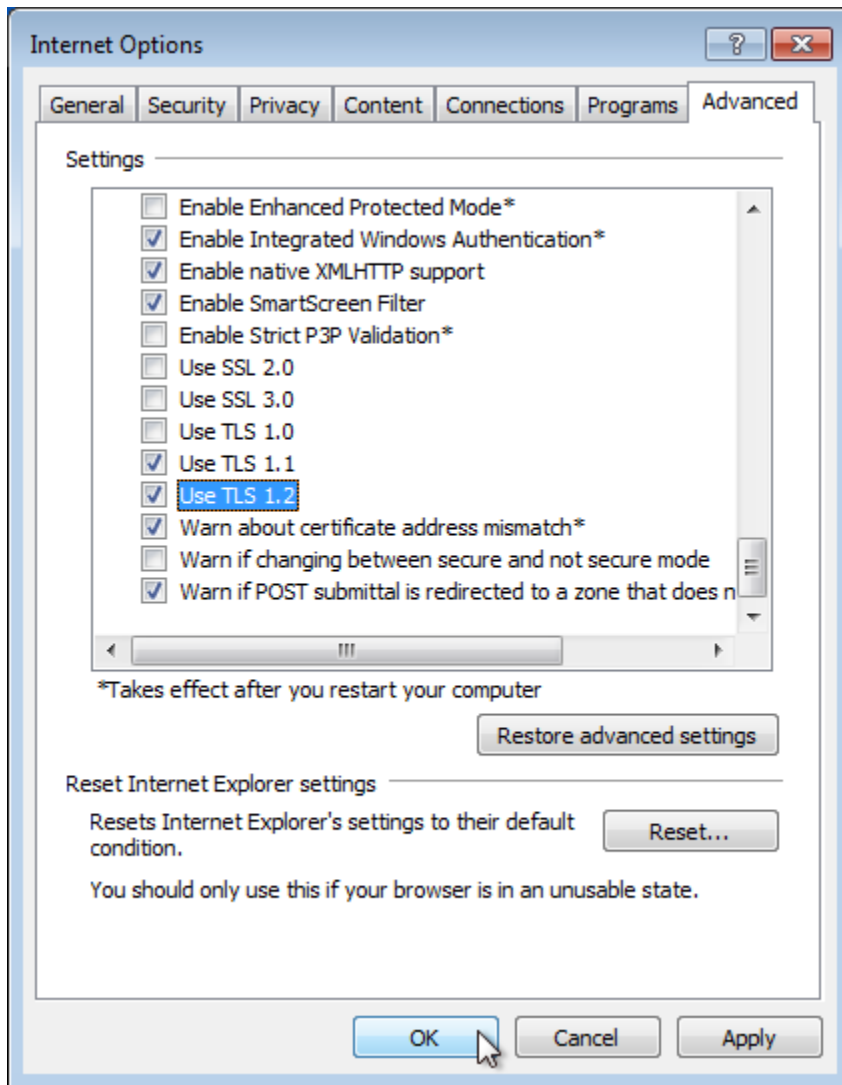
Enable TLS 1.1 and TLS 1.2 in the Internet Options of Internet Explorer 9

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:



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.



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.