

Issues Opening Supplier Punch-Out Sites in AggieBuy

AggieBuy users may occasionally encounter technical issues with punch-out sites being unavailable while using either FireFox, Chrome browsers, or Internet Explorer. This is due to the introduction of Mixed Content Blockers by browser manufacturers. Unfortunately, the AggieBuy team has no control over the filtering and security changes that occur from release to release for browsers.

Each browser does have the ability to deactivate the Mixed Content Blocker. The steps required are below and must be implemented on individual computers in order to be effective.

Mozilla FireFox Release 23 and Higher

Starting with Firefox's version 23, Mozilla added a mixed content blocking feature that may cause issues opening certain supplier punch-outs. Typically, users will see a blank screen with a small shield symbol in the address bar.



Solution 1: Clicking on the shield symbol will trigger the option to "Disable Protection on this Page". Clicking on the disable option will allow the supplier's page to load for this one session, for this one user.

Solution 2: If you do not want to open the punch-out in a new window, it is possible to disable the Mixed Content Blocker on a user-by-user basis. However, it should be clearly understood that each individual user will need to perform the steps below.

Forum link: <https://support.mozilla.org/en-US/questions/967760>

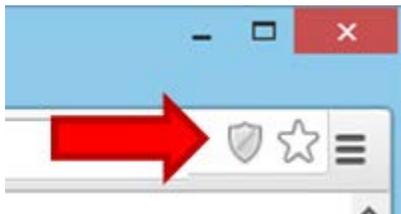
Instructions:

1. In the address bar, type "about:config" and press Enter.
2. Click the "I'll be careful, I promise!" button.
3. In the search field, type "block_active".
4. Set the value for the one search result ("security.mixed_content.block_active_content") to "false" by double-clicking on it.

Google Chrome Release 21 and Higher

When using Google Chrome to browse to pages that display mixed content (HTTPS and HTTP), the interface to display the unsecure content is different based on the operating system. Once again, the solution below must be executed by each individual user.

For **Chrome 21 and up**, a "shield" icon will appear in address bar:



To display the mixed content, click the **shield** icon, and then select **Load anyway**.



Note: For both, the above will have to be done for each page where the Icon appears.

To set your Chrome browser to always allow mixed content

1. Right-click the Google Chrome **desktop icon** (or Start Menu link).
2. Select **Properties**.
3. At the end of the existing information in the **Target** field, add " --allow-running-insecure-content" (there is a space before the first dash).
4. Select **OK**.

Internet Explorer Release 8 and Higher

When using Internet Explorer to browse to pages that display mixed content (HTTPS and HTTP), the interface to display the unsecure content is different based on the operating system. Once again, the solution below must be executed by each individual user.

To confirm the proper Internet Explorer browser settings are configured, complete the following:

1. Select Tools
2. Select Internet Options
3. Select the Privacy tab
4. Select Advanced
5. Select the checkbox for 'Override automatic cookie handling'; accept 1st and 3rd party cookies
6. Select OK on the Advanced Privacy Settings popup
7. Select OK on the Internet Options popup
8. Try to connect again