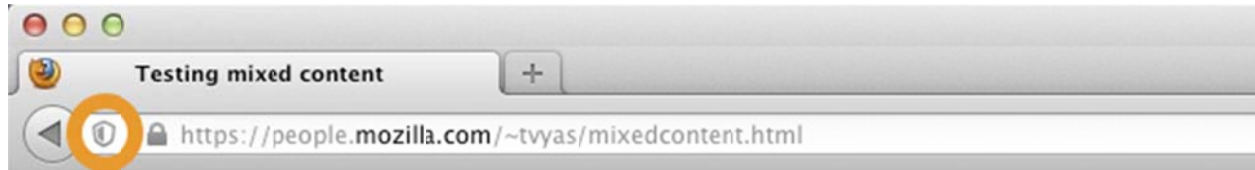


## Mozilla FireFox Release 23 and Higher

Starting with Firefox's version 23, Mozilla added a mixed content blocking feature which may cause issues opening certain supplier punchouts. 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.

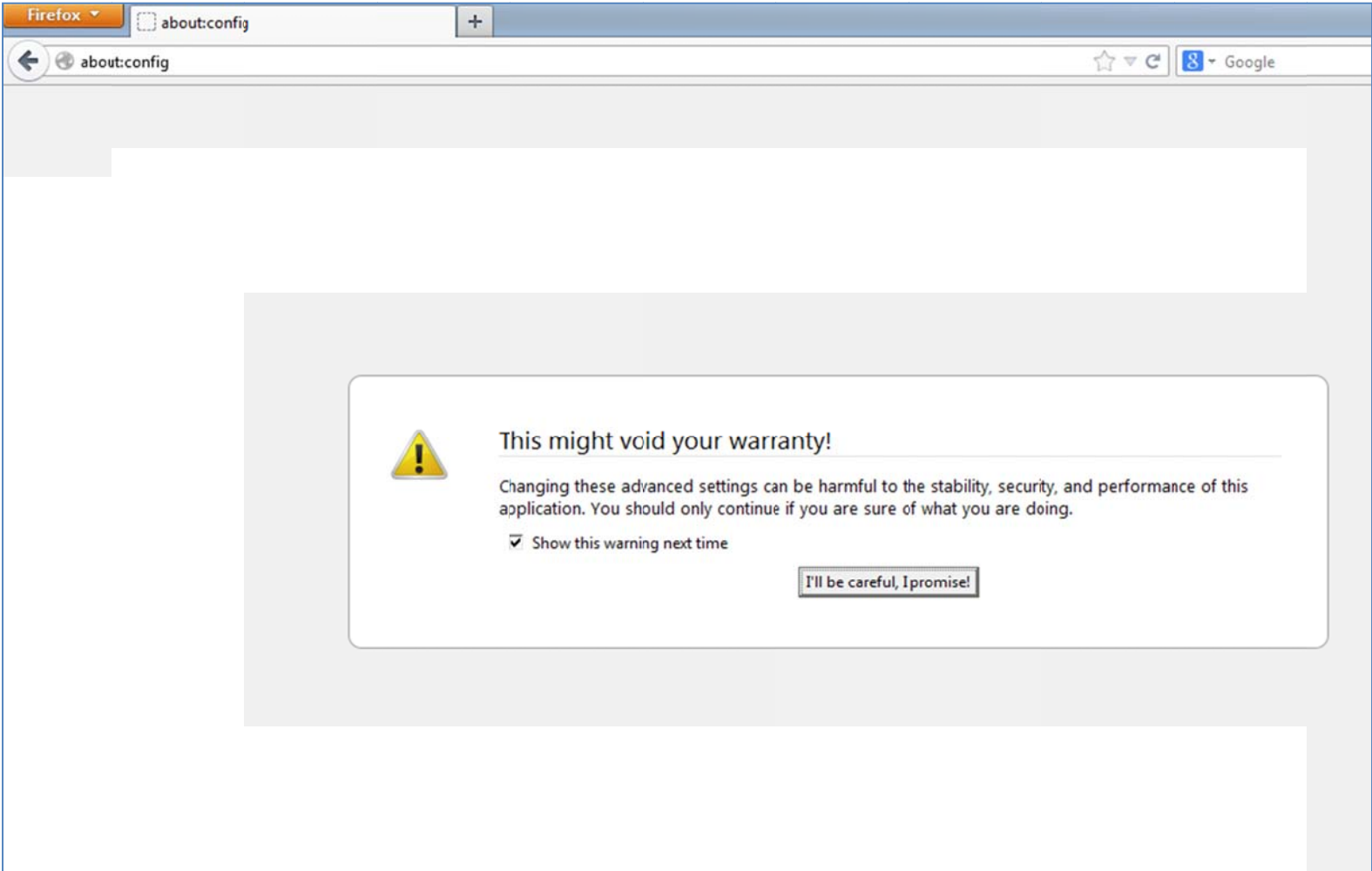
Solution 2: If you do not want to open the punchout in a new window, it is possible to disable the Mixed Content Blocker on a user-by-user basis. However it should be clearly understood that each individual user will need to perform the steps below.

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

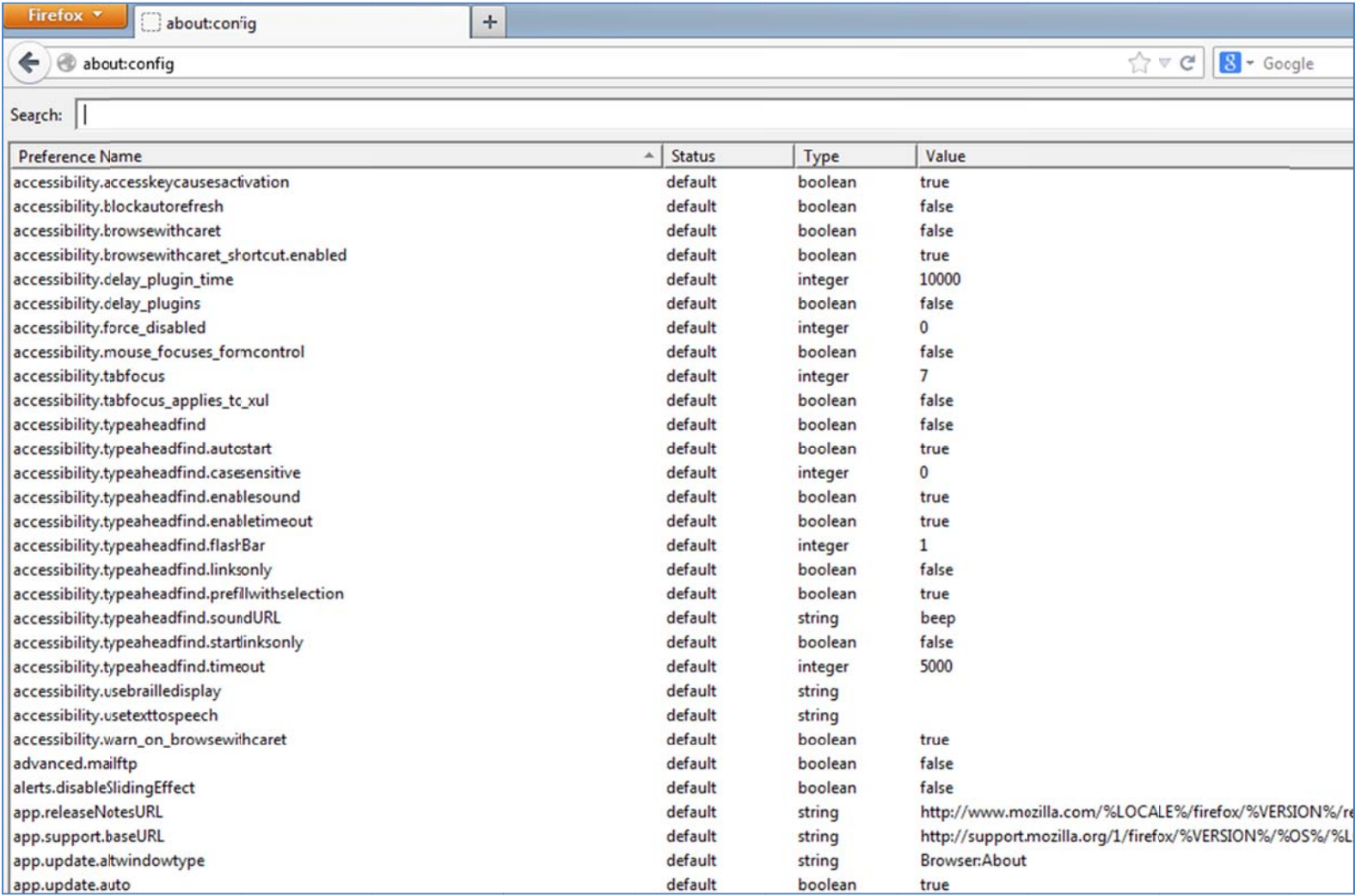
Instructions:

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. **[DETAILED STEPS BELOW]**

Open Firefox and enter "about:config" in address bar and then click on "I'll be careful, I promise"



Enter "block\_active" in Search box



The image shows a screenshot of the Firefox browser's 'about:config' page. The browser's address bar shows 'about:config'. Below the search bar, there is a table listing various preferences. The table has four columns: 'Preference Name', 'Status', 'Type', and 'Value'. The 'block\_active' preference is not visible in the current view, but the search bar is empty, suggesting it was just entered or is about to be entered.

Preference Name	Status	Type	Value
accessibility.accesskeycausesactivation	default	boolean	true
accessibility.blockautorefresh	default	boolean	false
accessibility.browsewithcaret	default	boolean	false
accessibility.browsewithcaret_shortcut.enabled	default	boolean	true
accessibility.delay_plugin_time	default	integer	10000
accessibility.delay_plugins	default	boolean	false
accessibility.force_disabled	default	integer	0
accessibility.mouse_focuses_formcontrol	default	boolean	false
accessibility.tabfocus	default	integer	7
accessibility.tabfocus_applies_to_xul	default	boolean	false
accessibility.typeaheadfind	default	boolean	false
accessibility.typeaheadfind.autostart	default	boolean	true
accessibility.typeaheadfind.casesensitive	default	integer	0
accessibility.typeaheadfind.enabletsound	default	boolean	true
accessibility.typeaheadfind.enabletimeout	default	boolean	true
accessibility.typeaheadfind.flashBar	default	integer	1
accessibility.typeaheadfind.linkonly	default	boolean	false
accessibility.typeaheadfind.prefillwithselection	default	boolean	true
accessibility.typeaheadfind.soundURL	default	string	beep
accessibility.typeaheadfind.startlinkonly	default	boolean	false
accessibility.typeaheadfind.timeout	default	integer	5000
accessibility.usebrailledisplay	default	string	
accessibility.usetexttospeech	default	string	
accessibility.warn_on_browsewithcaret	default	boolean	true
advanced.mailftp	default	boolean	false
alerts.disableSlidingEffect	default	boolean	false
app.releaseNotesURL	default	string	http://www.mozilla.com/%LOCALE%/firefox/%VERSION%/re
app.support.baseURL	default	string	http://support.mozilla.org/1/firefox/%VERSION%/OS/%L
app.update.altwindowtype	default	string	Browser:About
app.update.auto	default	boolean	true

Once the file is located, please double click on it to change the value to "FALSE" and close the browser. Start a new session and try again

