Firefox and Chrome Users – Firefox and Chrome recently pushed updates for their browser software that will affect users when they try to punch-out to some vendors’ websites within eVA. It has been reported that users will receive a blank white frame with no message indicating why they are not receiving the page. This situation is caused when a secure website (https) brings content to the screen from an un-secure website (http). Currently in eVA this occurs on a nine of our Punchout sites (see list below). While a fix is being worked on the below instructions provide a temporary fix to allow the user to access these Punchout sites.

**Punchouts Affected**

- WYTHERVILLE OFFICE SUPPLY INC
- WATERS CORPORATION
- THE OFFICE PLACE INC
- BALL OFFICE PRODUCTS
- LAWSON PRODUCTS, INC.
- HAYNSWORTHS INC - OFFICE PLUS BUSINESS
- GUERNSEY OFFICE PRODUCTS, INC.
- B-K OFFICE SUPPLY
- STEPHENS OFFICE SUPPLY

**Firefox**

Firefox (version 23+) Temporary Fix
The Mixed Content Blocker is enabled by default in Firefox version 23 and higher.

**Mixed Content Blocker**
When a user visits a secure (HTTPS) page with blocked Mixed Active Content, they will see a key and shield icon in the location bar:

Clicking on the shield, the user will see options to “Learn More”, “Keep Blocking”. Click on the Keep Blocking button.
The user should click on “Disable Protection on This Page”. The key/shield icons will be replaced with a yellow warning icon and the Punchout will automatically load at this point:

GOOGLE CHROME
Google Chrome update workaround for eVA users.
The Mixed Content Blocker is now enabled by default in Google Chrome.

Mixed Content Blocker
When a user visits a secure (HTTPS) page with blocked Mixed Active Content, they will see a shield icon in the location bar:

Clicking on the shield, the user will see options to “Learn More” or “Load unsafe script”:

The user should click on “Load unsafe script”. The shield icon will be replaced by red text on the left side of the address bar and the Punchout will automatically load at this point:

IMPORTANT: with Chrome this setting change will stay changed as long as the browser is still open. So once the user is finished working in eVA they should close and re-open the browser before accessing any other website.