

## **Technical Bulletin – Handling Mixed Content Errors**

## I. <u>Symptoms:</u>

- A. When using the CRM, XRM, or WebXRM, you receive an error similar to one of the following:
  - "This page contains both secure and nonsecure items. Do you want to display the nonsecure items."
    - Includes Yes, no, and More Info buttons
  - "Do you want to view only the webpage content that was delivered securely. This webpage contains content that will not be delivered using a secure HTTPS connection, which could compromise the security of the entire webpage."
    - Includes a More Info button on the left and Yes and No buttons on the right.
  - "Only secure content is displayed. What's the risk?"
    - Includes a Show all content button and an x to close.
- B. Another symptom of this error results in blank e-mail templates being sent, even if you see a full email template before you send.

Security Warning	Security Information	
Do you want to view only the webpage content that was delivered securely?     This webpage contains content that will not be delivered using a secure HTTPS connection, which could compromise the security of the entire webpage.     More Info     Yes     No	This page contains both secure and nonsecure tems. Do you want to display the nonsecure items?           Yes         No         More Info	
Conly secure content is displayed. What's the risk? Show all content x	Security Warning         Do you want to view only the webpage content that was delivered securely?         This webpage contains content that will not be delivered using a secure HTTF connection, which could compromise the security of the entire webpage.         More Info       Yes	ed PS

## II. <u>Cause:</u>

- A. Internet Explorer and other web browsers have default security settings enabled to prevent web pages with both secure and non-secure content from being displayed, or to only display the secure content. This is done to avoid possible threats to your PC.
- B. CAR-Research must display some content through a non-secure connection (e.g. no login required), while other content is secure. This causes the problem described.
- C. An example of secure and non-secure content can be found when sending e-mail with images. The image must be stored on a non-secure connection so that the recipient can see the image

without necessitating a login to the server storing the image. However the e-mail itself is, of course, on a secure server. This meets the condition for mixed content.

## III. Solution:

- A. The solution to this issue is to adjust the computer's Internet Options to allow for mixed content in certain conditions. This is done through the addition of CAR-Research as a Trusted site, allowing your computer to continue to block mixed content from general web traffic, while allowing CAR-Research to provide mixed content as needed.
- B. To apply the fix, please follow these instructions:
- 1.) Open your Microsoft Windows Internet Options Control Panel:
  - a. In Windows 8:
    - i. Move your mouse to the far-right to bring up your Windows 8 charms bar, and select Search from the charms list.
    - ii. In the search screen, below the search box click on Settings and type Internet. in the results to the left, find Internet Options
  - b. In Windows 7, Vista, or XP:
    - i. Click on your Start button and choose Control Panel
    - ii. If less than 10 icons show up, you are lin Category View (at the top you should see "View by: Category"). Click on Network and Internet, then Internet Options.
    - iii. If more than 10 icons show up, large or small, look for and click on the Internet Options icon.
- 2.) On the Internet Options Control Panel:

Select a zone to view or change security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.         Add this website to the zone:         Add         Websites:         *.car-research.com         Remove	Alow websites to open windows without address or status b.     Disable     Disable     Disable     Disable     Disable     Don't prompt     Don't prompt for client certificate selection when only one ce     Disable     Disable     Disable     Disable     Disable     Disable     Disable     Transe effect after you restart Internet Explorer      Takes effect after you restart Internet Explorer      Reset custom settings     Reset to:     Medium (default)     Reset
Reset all zones to default level	Qose	Reset to: Medium (default)   Reset  OK  Cancel

Internet Options

Trusted Sites

Security Settings For Trusted Sites Zone

- a. Click on the Tab at the top labeled Security.
- b. Click on the green check mark labeled Trusted Sites.
- c. Click on the button labeled Sites
  - i. Uncheck the box at the bottom labeled Require Server verification...

- ii. Type the following into the area labeled Add this website to the zone: \*.car-research.com
- iii. Click add. This should appear in the Websites section below.
- iv. Click close
- d. Below, in the section labeled Security Level for this zone:
  - i. Set the slider to Medium.
  - ii. Click the Custom Level
  - iii. On the Security Settings Trusted Sites Zone box:
    - 1. Locate the option labeled Display mixed content (approximately ½ of the way down the full list of options).
    - 2. Set it to Enable.
    - 3. Click OK
    - 4. If you receive a warning, click OK or Yes.
- e. Click OK to save and exit (you need not click Apply if you click OK).
- 3.) If the problem persists, please contact CAR-Research Customer Care:
  - Phone:
     713-275-0575

     Toll Free:
     800-847-5649

     E-Mail:
     support@car-research.com