

# Configuring Internet Explorer Settings

In this section:

- [General Settings](#)
- [Troubleshooting the "Unable to start Internet Explorer framework" Error](#)
- [Security Settings](#)

## General Settings

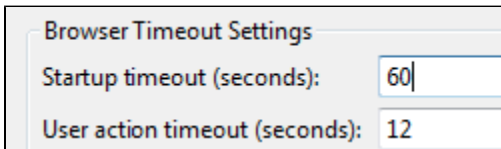
We recommend the following "Tools> Internet Options" settings for optimal recording and playback performance on Internet Explorer:

Option	Recommended Setting	Required
Advanced> Browsing> Enable third-party browser extensions	Enabled	Always
Advanced> Security> Enable Enhanced Protected Mode	Disabled	Always (IE 10 and later)
Security> All zones including "Restricted sites"> Enable Protected Mode	Disabled	Always
Security> All zones except "Restricted sites"> Custom Level> Scripting> Active Scripting	Enabled	Always
Security> Local intranet> Sites> All options listed here	Disabled	Sometimes
Security> Local intranet> Sites> Advanced	No sites listed	Sometimes

## Troubleshooting the "Unable to start Internet Explorer framework" Error

If you're using the above recommended configurations but are still receiving "Unable to start Internet Explorer framework" errors, try the following troubleshooting steps:

1. Make sure there is enough time for the browser and first page to completely load. To do this, check that **Parasoft> Preferences> Parasoft> Browser> Browser Timeout Settings> Startup Timeout** is set to a large enough time period. This is particularly relevant on slow computers and with sites that take a long time to initially load.



2. If the page did not load, ensure that the SOAtest and/or Virtualize proxy settings are configured correctly and verify that there are no lingering instances of Internet Explorer running. Instances of Internet Explorer left over from previous browser testing sessions can interact with new instances, potentially causing conflict.

## Security Settings

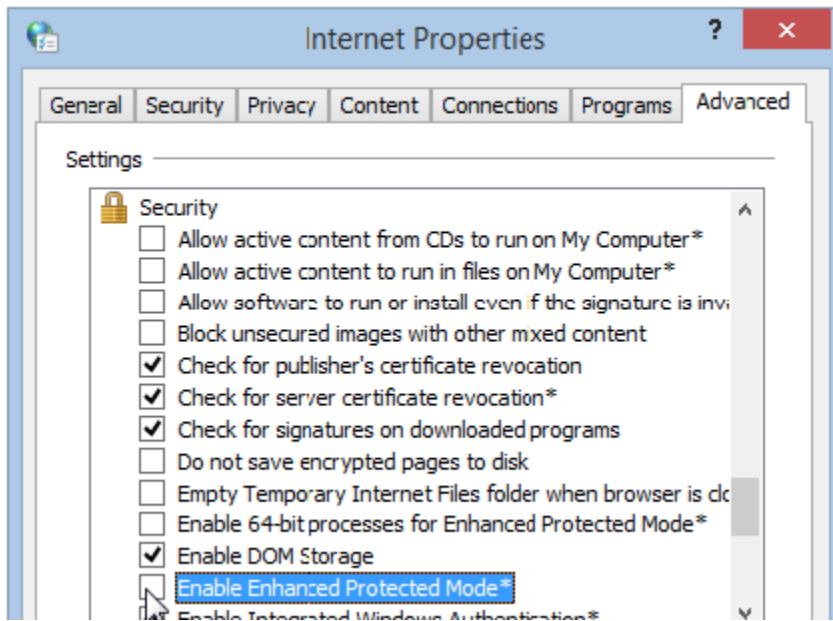
Internet Explorer's Enhanced Security Configuration and Protected Mode cannot be enabled while you are working with SOAtest and/or Virtualize.

### Enhanced Protection Mode

Enhanced Protected Mode (added in Internet Explorer 10) is not supported when recording and playing back scenarios.

If Enhanced Protected Mode is enabled, you will see a warning dialog indicating that "'Recorder Registrar Class' from 'Unknown Publisher' isn't compatible with Internet Explorer's enhanced security features and has been disabled" when you attempt to record or play back a scenario in Virtualize. If you do not disable Enhanced Protected Mode, certain Virtualize functionality disabled—including recording traffic, and automatically logging in using NTLM/digest/basic authentication.

To disable Enhanced Protected Mode in Internet Explorer, go to **Tools> Internet Options> Advanced>**, then clear **Security> Enable Enhanced Protected Mode**.



## Enhanced Security Configuration

On Windows Servers 2003 and 2008, Internet Explorer Enhanced Security Configuration is enabled by default. The Enhanced Security Configuration will prevent SOAtest and/or Virtualize from playing back browser scenarios in Internet Explorer on those machines. When Internet Explorer starts, a dialog similar to the following will appear and the scenarios will not complete:



To run browser playback and recording on these machines, you should disable the Enhanced Security Configuration as described in <http://www.visualwin.com/IE-enhanced-security/>. For more information about the Enhanced Security Configuration, see [Using Internet Explorer Enhanced Security Configuration on Terminal Servers \(MSDN Website\)](#).

Alternatively, you can prevent this dialog from displaying by configuring the Enhanced Security Configuration so that sites are "trusted" as described in <http://support.microsoft.com/kb/933991>. This will allow SOAtest and/or Virtualize to play back the scenarios. However, the recommended approach is to completely disable the Enhanced Security Configuration.

## Protected Mode

If Internet Explorer is running in Protected Mode, Protected Mode will automatically be disabled for all four zones: internet, local intranet, restricted, and trusted.

To re-enable Protected Mode:

1. Open Internet Explorer's Internet Options dialog.
2. Open the **Security** tab.
3. Select a Web content zone.
4. Check the **Enable Protected Mode** check box.

To verify that Protected Mode has been successfully re-enabled, look for the words "Protected Mode: On" next to the Web content zone displayed in Internet Explorer's status bar.