

Salesforce – CTI Adapter not loading in Internet Explorer 8

PROBLEM

Once you are logging in to Salesforce.com, the adapter will not load. The only option that will be available is the Connect CTI Adapter button located in the top left hand side of the main page; Clicking the button, the CTI adapter does not load.

CAUSE

As of the Spring 2013 Edition of Salesforce the Salesforce connector no longer supports IE 8.

WORKAROUND

This occurs only on Internet Explorer 8, but not in version 9 or 10. The workaround is to upgrade your internet browser to the latest version.

APPLIES TO

SalesForce Spring 2013 Edition

Keywords: Salesforce Salesforce.com Spring Edition 2013 IE8 Internet Explorer 8 Connector

Last Modified By: amontpetit, Tuesday, April 16, 2013
<http://micc.mitel.com/kb/KnowledgebaseArticle51886.aspx>

Monday, January 30, 2023