

Query / Concerns raised by Dell's B2B Customers

There are concerns raised by our B2B customers wherein they mention that the Dell website is not secure and has unsecured content which can lead to potential security compromises on the customer side.

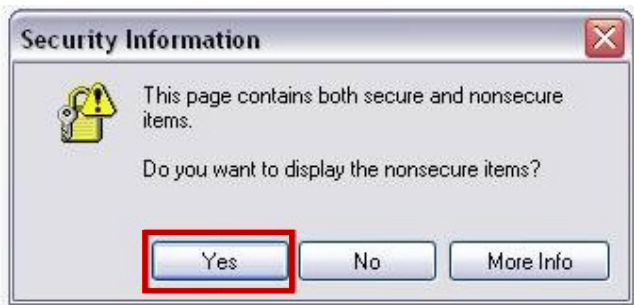
The other concern pertains to the Security Information / Warning Dialog Box for Mixed content which is displayed during the Punchout session.

Both these issues are related and the explanation is provided below.

Displaying the mixed content popup screen is not exactly an issue, but is solely the result of Microsoft Windows changing the messaging and response in Windows IE 8, which causes confusion for users. Websites have always had and will continue to have mixed content on pages. In most cases, things like images are hosted globally on outside servers and will not be delivered securely, which would be one cause of this type of problem.

The same message appeared in earlier versions of Internet Explorer, however the response was different, which is what is causing this confusion for end users. In the past, they would answer "Yes" to continue to display the non-secured content on the page, and now, they have to click "No" when asked whether they only want to display the secured content on the page.

IE 7 Security Information / Warning Dialog Box for Mixed content



IE 8 Security Information / Warning Dialog Box for Mixed content



Unfortunately, users are so used to clicking "Yes", they are simply not reading the message, and it is causing issues. This will be a user training issue over time rather than an actual development action. This behaviour can be experienced on every major financial / eCommerce websites as well as many others, so Dell is not the only company delivering content by this method. Changing all of Dell.com to serve content 100% through HTTPS is not realistic.

The catalog pages are not HTTPS, and there is no real need to make them HTTPS as these products are also sold and available on www.dell.com. Making the whole site run on HTTPS will inadvertently affect the site performance. They do not contain any sensitive or private data. It is a Dell product that is known and visible to all.

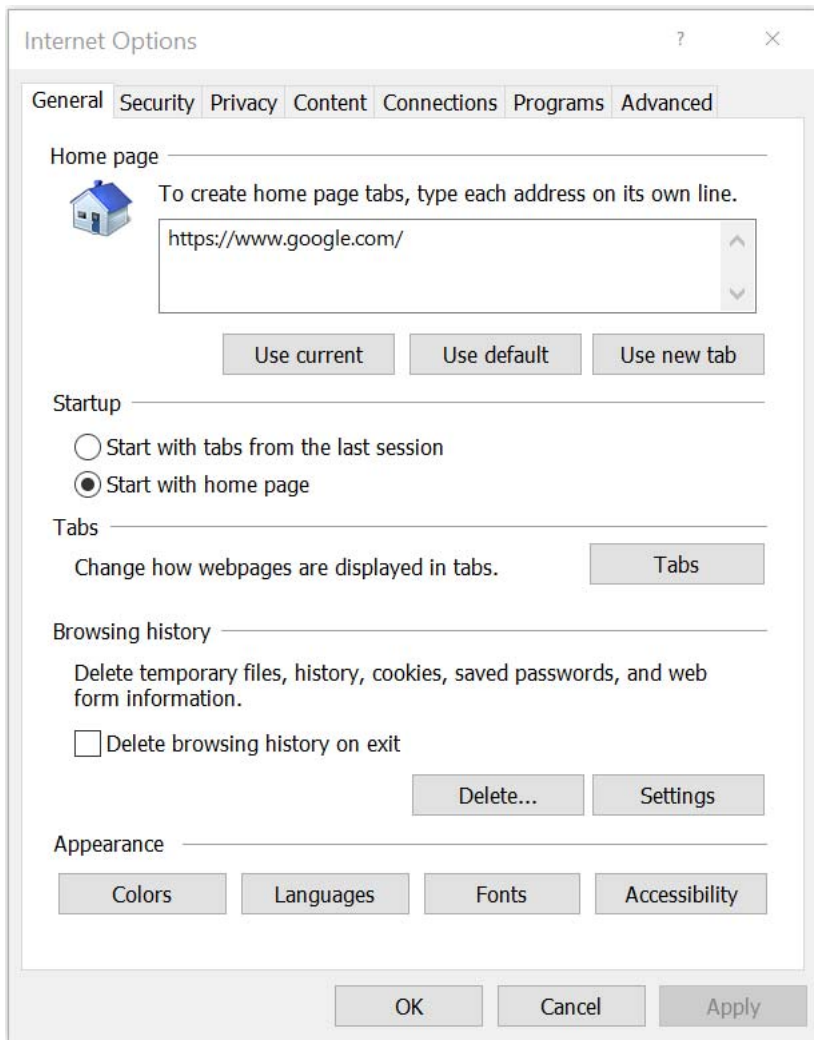
Additionally, Dell would like to confirm that all the sensitive data and pages of the portal are secure. The login is secure when customers come via premier.dell.com which uses SSL and port 443. Secondly, all the pages after products are added to the cart are secure and they are the pages which have sensitive data like customer addresses, contacts, payment information and credit card numbers.

A workaround for Dell's customers to avoid this messaging (if allowed within their Internet Security infrastructure) is to add *.dell.com and enable the "Mixed Content" popup window.

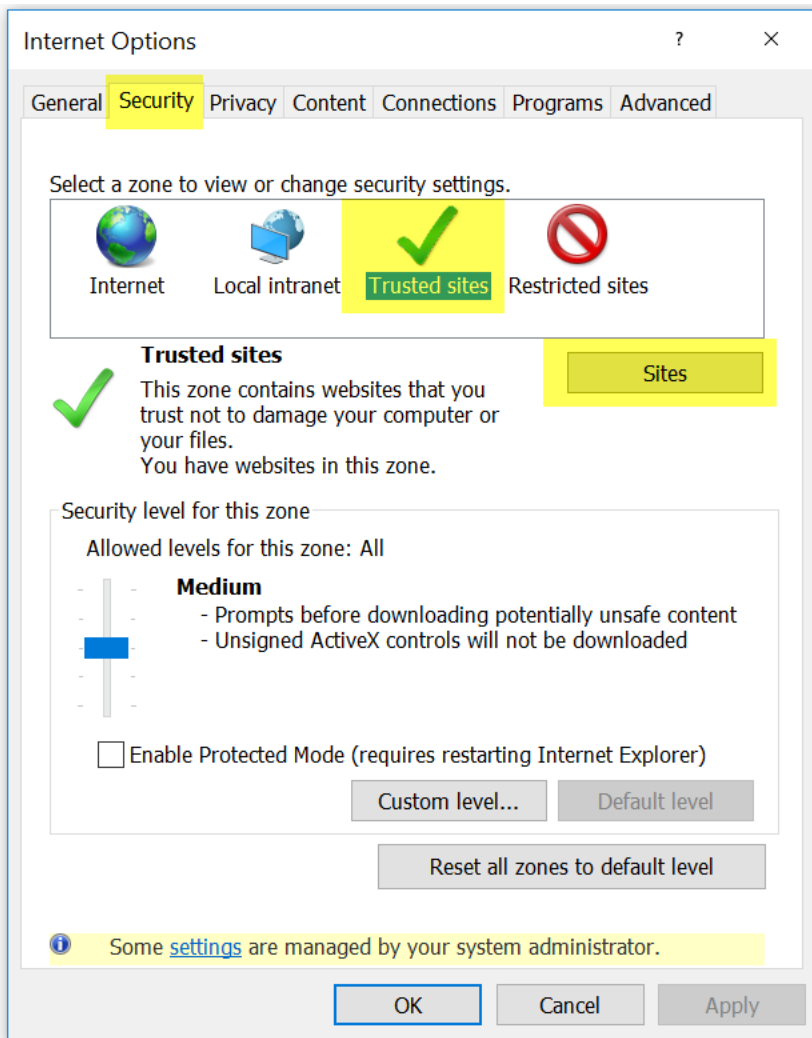
Please follow the below steps to add the *.dell.com settings in your trusted Sites.

Add dell pages in trusted sites on IE 10/11:

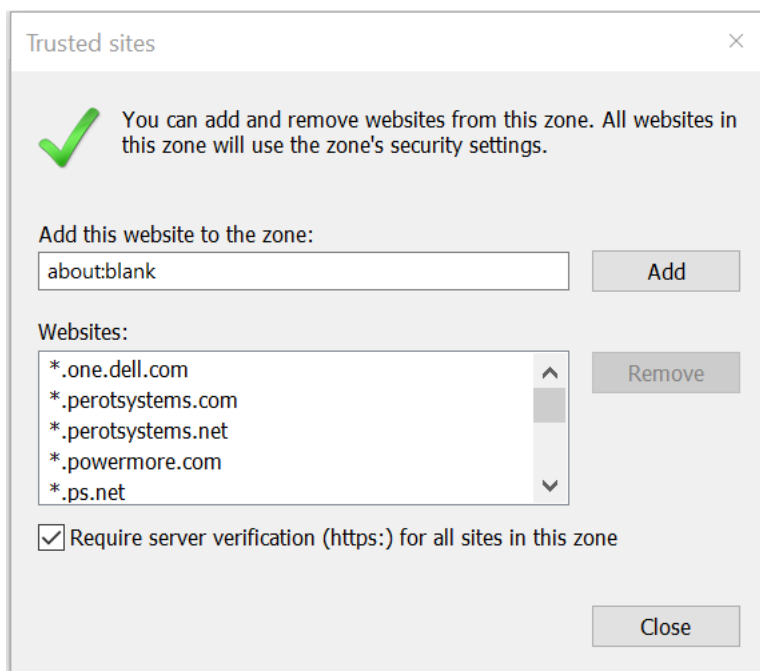
- Open IE Browser
- Click Tools Menu
- Click on "Internet Options" option
- "Internet Options" model window is displayed



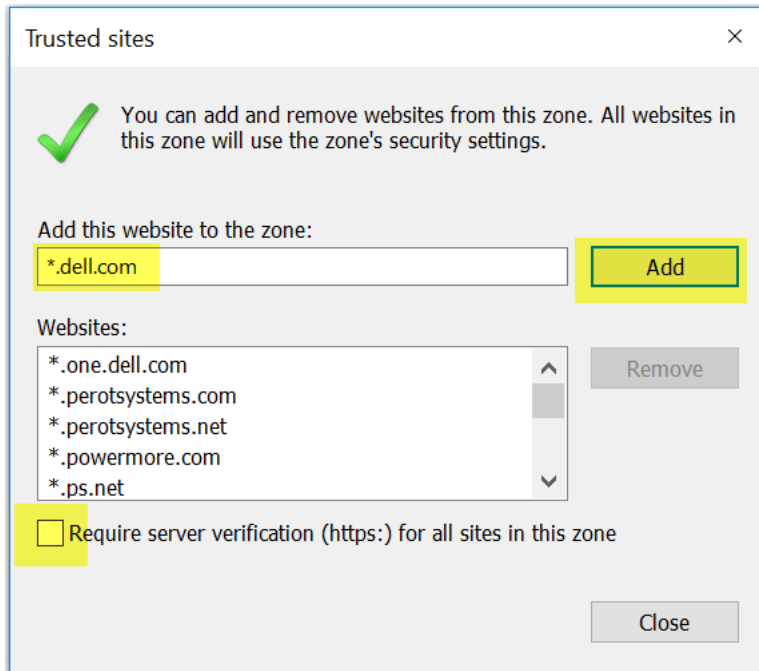
- Select "Security" Tab >> Trusted Sites >> Click on the Sites button



- “Trusted Sites” child window will come up



- Type “*.dell.com” in Add this website to the zone text box
- Un-Check require server verification checkbox
- Click on Add button



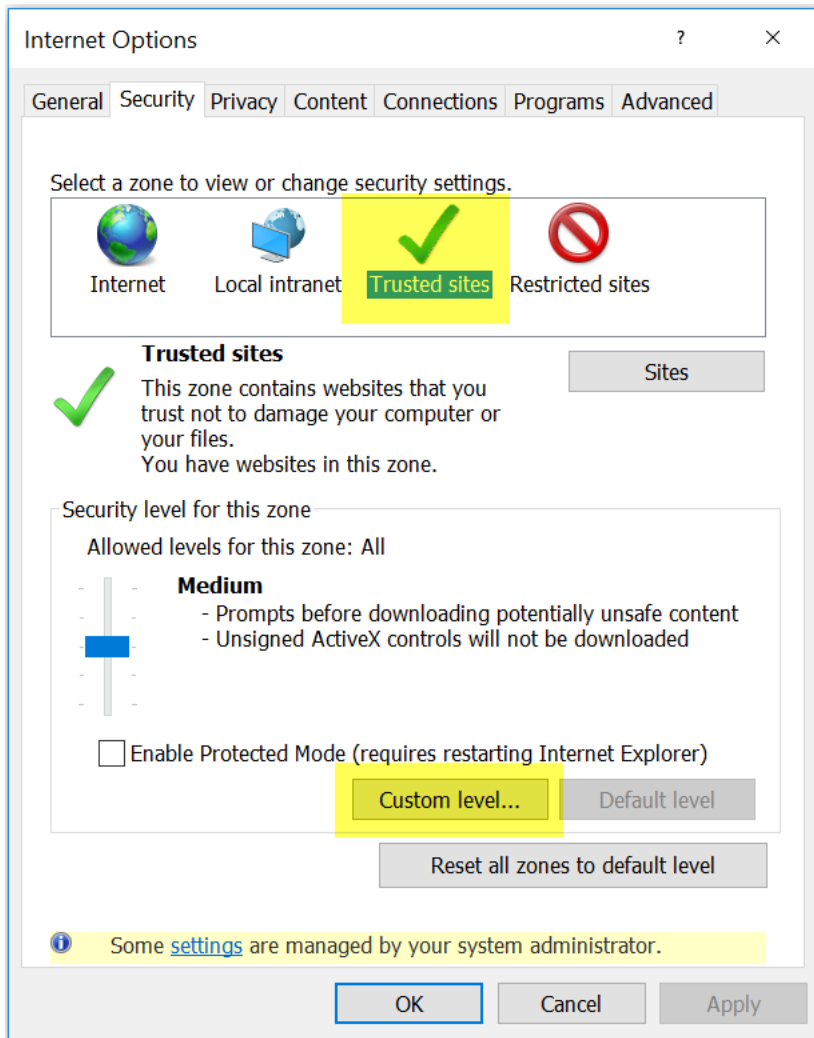
- “*.dell.com” will get added to the Websites list box
- **Please Note:** “Require server verification (https) for all sites in this zone” should be unchecked **before** you add *.dell.com to your trusted sites. *.dell.com should be NOT be prefixed with https://
- Click on Close button to save the settings and close child window Click OK button to close model window
- Close and open the IE again

Please follow the below steps to enable the Mixed content Settings.

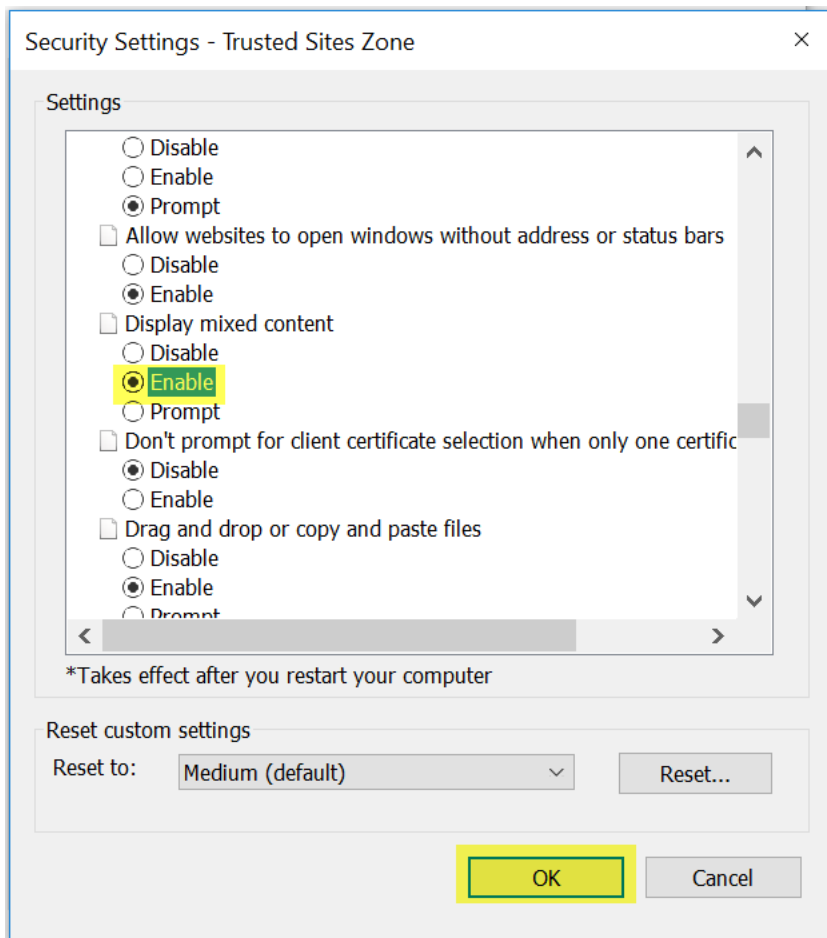
Click on Tools → Internet Options

In the Internet Options dialog, click the “Security” tab.

Pick the zone that you want to change the setting for and click the “Custom Level” button.



In the Settings area, scroll down to the “Miscellaneous” section and modify the area highlighted in the dialog show below to “Enable” mixed content.



Click on "Yes" for activating the mixed content settings and then click on OK at the bottom

