

Resolved: Known Issue - KI9.2-157_ePro: Punchout Supplier Issues When Using Updated Version of Mozilla Firefox

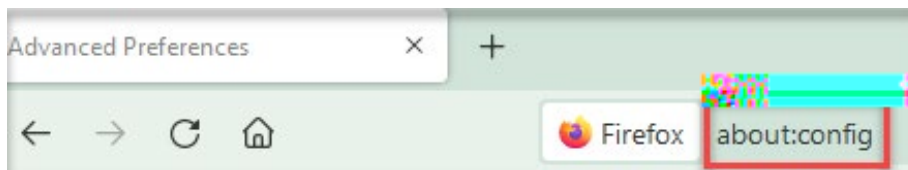
UPDATED: January 19, 2022

STATUS: Resolved

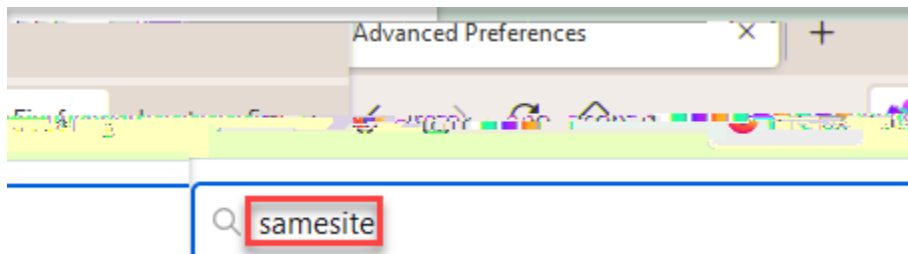
RESOLUTION: In an effort to make browsing more secure, the latest Mozilla Firefox update made configuration changes which prevented third-party cookies. To resolve this issue, users must update their browser configuration to allow third-party cookies while using Mozilla Firefox. Once the browser configuration is changed, users should be able to return carts from the GeorgiaFIRST Marketplace to PeopleSoft as expected.

To update the Mozilla Firefox browser settings to allow cookies from Jaggaer, follow the instructions below:

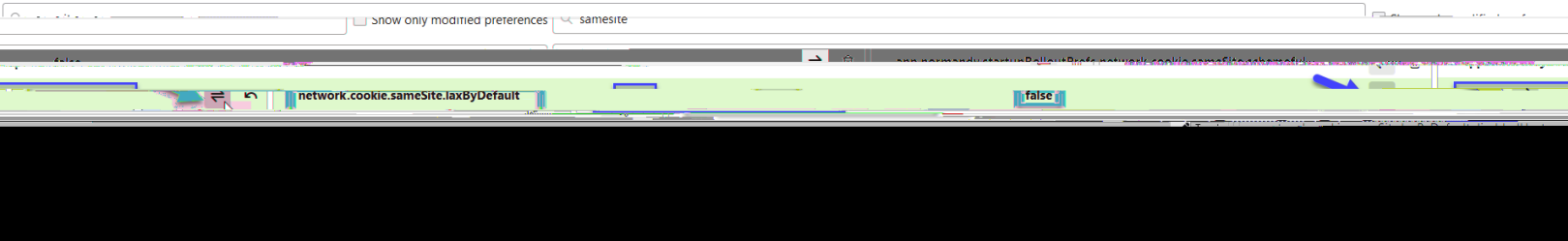
1. Open the Mozilla Firefox browser.
2. Navigate to the address bar (aka the location or URL bar) at the top of the browser.
3. Enter "about:config" in the address bar.



4. Click on the "Accept the Risk and Continue" button.
5. Enter "samesite" in the search bar.



6. Change the two settings below to "false" by clicking the toggle button on the far right.



7. Close and re-open browser.

Additionally, ITS is working with Jaggaer to determine long-term solutions for browser updates from Mozilla Firefox, Microsoft Edge, and Google Chrome.

ISSUE: After the latest Mozilla Firefox browser update, users are receiving an error message when accessing some punchouts from and returning carts to eProcurement.

ORIGINALLY POSTED: January 13, 2022

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the [ITS Customer Services website](#).

