



Tech Updates

Technology Communications & Readiness
OCTOBER 2017 EDITION



Forward-Looking Statements

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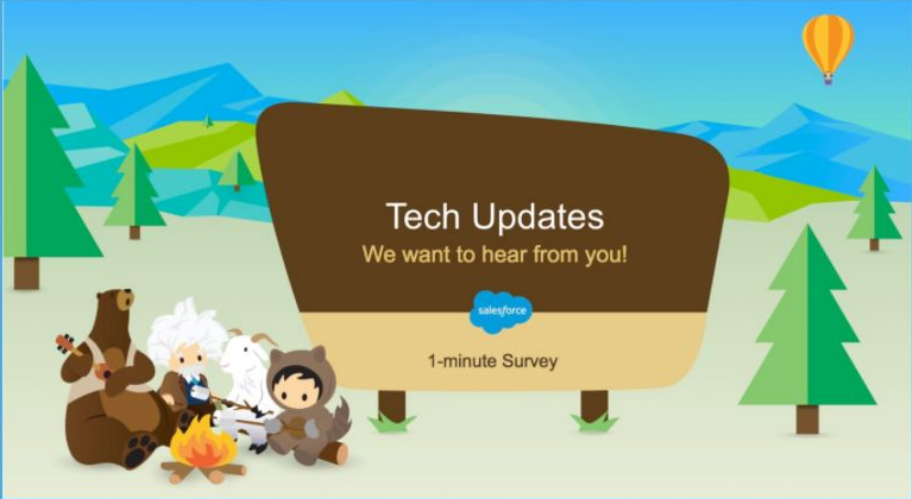
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Thank You for Your Feedback!

Survey results are in



Tech Updates Feedback

We are always looking for ways to improve the way we share information with our customers. Let us know: is the Monthly Tech Updates useful? what do you like most? what you would change?

Your feedback would mean a lot to us, so please click GO to start the short survey!

GO

We will be leaving [this survey](#) open to allow you to provide feedback to us at any time. Here is a summary of your answers received between **July–Sept**:

How helpful are the Tech Updates? 4.38/5

How do you use the Monthly Tech Updates?

Mixed evenly among the following answers:

- It's just for me to look at since I want to stay informed with what's happening.
- I distribute the information to my colleagues/clients.
- I present the information at meetings.

What is your favorite topic?

Rankings were fairly close with the top 3 being:

1. Security Enhancements
2. Product Changes
3. Infrastructure Updates

October 2017 Topics

At-a-glance

Product Innovation

- Get ready for Winter '18

Security Enhancements

- TLS 1.0 disablement started on July 22, 2017
- Default Certificate Retirement Impacts SAML SSO

Infrastructure Improvements

- Marketing Cloud infrastructure upgrade
- Instance Refreshes (on AP2 & NA28 & EU2, EU3, EU5)
- Trust Notifications

System Maintenances

- Continuous Site Switching

Feature Retirements

- End of Support for Good Access browser running S1 mobile browser app
- Pardot Chat Support will retire on October 20, 2017
- Salesforce Classic Mobile App to Retire on December 1, 2017
- Legacy Charts in Salesforce1 to Retire with Spring '18
- SOAP API Legacy Versions will retire in Summer '18
- Access and Support for Lightning Experience with Internet Explorer version 11 extended to December 2020

Winter '18 is here

Key resources to get up to speed on all the new features

Release preview site

Learn about the top 5 features per cloud. Watch short videos to get a high level overview of the features in this release.

www.salesforce.com/winter18

Release Readiness Live recordings

Release highlights from our Admin, Developer and Product Management teams.

<https://www.salesforce.com/video/release-readiness-winter18>

Release Overview sessions around the world

Join our local Success teams around the world during October for release highlights, use cases and more! Sign up now at bit.ly/Winter18Webinars

Got ideas on how we can improve Release Readiness?

Fill out our [short survey](#)

Winter '18 is here -
keep up with everything
release-related on
sfdc.co/JoinReleaseGroup

Catch up on the [Winter '18
release notes](#) and review the
latest [changes](#).



Salesforce Release Maintenance Calendar

Let's integrate our release schedules!



Description	Upgrading Salesforce Services to the latest product version to deliver enhanced features & functionality
Typical Activities	Schedule & Comments
Major Product Releases	3x per year (per table below) on a Friday or Saturday . Posted approximately a year before the release date. To see the schedule for your instance click on https://status.salesforce.com/status and select the relevant instance. On the calendar click the release date to view further information.
Patch Releases	Fixes are scheduled weekly, deployed Tues/Wed/Thurs. Off-peak, no downtime
Daily Releases	As needed, any day of the week, seamless/off-peak hours, no downtime

Major Release Schedule - (A Specific Five Minute Window Will be Posted on Trust for Each Instance)					
Instance	January May September	February June October	Pacific Time	UTC During Standard Time	UTC During Daylight Savings Time
NA44, NA45	Friday		8:00pm – 2:00am	04:00 – 10:00 Saturday	03:00 – 09:00 Saturday
Other NAX, CS33		Friday	8:00pm – 2:00am	04:00 – 10:00 Saturday	03:00 – 09:00 Saturday
EUx		Friday	2:00pm – 8:00pm	22:00 Friday – 04:00 Saturday	21:00 Friday – 03:00 Saturday
APx, CS6, CS58, CS115		Saturday	8:00am – 1:00pm PST 9:00am – 2:00pm PDT	16:00 – 21:00 Saturday	16:00 – 21:00 Saturday
CS5, CS31, CS57, CS72, CS116	Saturday		8:00am – 1:00pm PST 9:00am – 2:00pm PDT	16:00 – 21:00 Saturday	16:00 – 21:00 Saturday
CS80, CS81, CS83, CS85, CS87, CS88	Friday		2:00pm – 8:00pm	22:00 Friday – 04:00 Saturday	21:00 Friday – 03:00 Saturday
CS82, CS86, CS89		Friday	2:00pm – 8:00pm	22:00 Friday – 04:00 Saturday	21:00 Friday – 03:00 Saturday
Other CSx	Friday		6:00pm – 12:00am	02:00 – 08:00 Saturday	01:00 – 07:00 Saturday
		Saturday	10:00am – 4:00pm	18:00 – 24:00 Saturday	17:00 – 23:00 Saturday

Upgrading Instances to TLS 1.1+

At-a-glance

What is the change?

TLS disablement began on July 22, 2017 and is continuing through to November 11, 2017. TLS 1.1+ will be required for all orgs. See the [Updated Disablement Schedule](#) for details.

How does it impact my org and my users?

If your production environment and your users' browsers are not prepared to support the latest TLS versions by the disablement date, your users will not be able to access your production org, and select Salesforce products and custom or partner integrations will experience disruption. Your access to the Salesforce Help & Training portal to open and manage Support cases will also be impacted.

Scheduled for disablement on October 9, 2017: EU2, EU3, NA3, NA32, NA35, NA37, NA42, NA43, NA48, CS13, CS30, CS50, CS51, CS62, CS63, CS80, CS81, CS86 and CS87

and November 11, 2017: AP1, AP4, AP5, NA24, NA30, NA49, NA50, NA56, NA59, NA61, NA62, NA99, CS2, CS4, CS5, CS6, CS8, CS14, CS31, CS41, CS43, CS44, CS57, CS58, CS64, CS65, CS98 and CS99

[Read on](#) to learn about what actions you need take to prepare for this change.

Default Certificate Retirement Impacts SAML SSO

How do I know if I am impacted?

You are impacted by this change if your organization uses Service Provider (SP)-Initiated SAML login to Salesforce and your Identity Provider validates signatures in SAML requests.

What action do I need to take?

The action differs depending on your SAML configuration. Generally, you must switch to a self-managed client certificate prior to the Winter '18 release. Please read the [Retirement of Default Certificate affects SAML Single Sign On into Salesforce](#) article for the specific steps by configuration.

[Click here](#) to learn more about what actions you need take to prepare for this change. Also view the webinar [here](#) for additional guidance.



Marketing Cloud Infrastructure Upgrade

At-a-glance

In order to prepare for your continued growth and success, Salesforce Marketing Cloud has kicked off a phased infrastructure upgrade that impacts Email Studio and Mobile Studio.

The infrastructure initiative includes three key phases: **Phase 1**, installation of new storage arrays; **Phase 2**, upgrading our network; **Phase 3**, upgrading each database.

Here's what you can expect:

- Upgraded infrastructure supporting Marketing Cloud solutions
- New software and hardware
- Improved reliability
- Increased capacity for growth using Marketing Cloud



****Phase 1 concluded successfully across all stacks as of September 29, 2017!***

Instance Refreshes

At-a-glance

To prepare for your organization's continued growth and keep system performance at expected levels, we occasionally perform an instance refresh that upgrades the infrastructure supporting your instance in our data centers. Following this type of maintenance, you will be on new infrastructure and your instance name will change.

What instances are being refreshed and when?

- **AP2** - Sunday, October 22, 2017 from 12:00 a.m.-2:45 a.m. JST (Saturday, October 21, 2017 from 8:00 a.m.-10:45 p.m. US Pacific Time)
- **NA28** - Saturday, October 21, 2017 between 7:00 p.m.–11:00 p.m. US Pacific Time
- **EU2, EU3** - Sunday, December 3, 2017 between 03:00–07:00 UTC (Saturday, December 2, 2017 between 7:00 p.m.–11:00 p.m. US Pacific Time)
- **EU5** - Saturday, December 2, 2017 between 22:00–02:00 UTC (Saturday, December 2, 2017 between 2:00 p.m.–6:00 p.m. US Pacific Time)

[Read on](#) to learn more about how to prepare for your instance refresh.

Feature Retirements



At-a-glance

Click into links for more information:

- [End of Support for Good Access browser running S1 mobile browser app](#)
- [Pardot Chat Support will retire on October 20, 2017](#)
- [Salesforce Classic Mobile App to Retire on December 1, 2017](#)
- [Legacy Charts in Salesforce1 to Retire with Spring '18](#)
- [SOAP API Legacy Versions will retire in Summer '18](#)
- [Access and Support for Lightning Experience with Internet Explorer version 11 extended to December 2020](#)

Check out the [Salesforce Feature Retirements](#) article today and be sure to bookmark it for future reference.



Got questions? Join the Conversation!

Official: Salesforce Infrastructure

Join the conversation with fellow Salesforce admins, IT sponsors and architects!

Major topics include:

Instance or data center wide changes, IP range changes, Certificate changes, TLS Disablement

Links to resources like: Infrastructure Dreamforce Sessions, Infrastructure Overview & Best Practices

Official: Salesforce Infrastructure



Email Weekly Digest ▾

Resources

- Community Updates
- Monthly Technical Updates Newsletter
- Infrastructure Overview & Best Practices
- 2016 Infrastructure Dreamforce Sessions
- How to Prepare Your Salesforce Service for Certificate Changes
- What SSL certificates does Salesforce support?

Description

This Success Community is an online portal where you can ask questions & collaborate with Salesforce, partners, product specialists, employees & other customers regarding infrastructure details, updates, best practices, and maintenances.

Post File Link More ▾

Share with Official: Salesforce Infrastructure

Share

Search | Show All Updates ▾



*** Release Readiness & Feature Adoption *** — Elna Miller (Salesforce) (#BeReleaseReady)

****Spring '17 Release Milestones: GET IT HERE****

Here's your **MUST HAVE** guide to the **Spring '17 release cycle**, which has now officially kicked off with the release of the **Sandbox Preview instructions** (<http://bit.ly/Spring17Sandbox>). Download this file, print it out, and keep it handy as you start preparing your organization for what's coming in February 2017. Starting here will get you on the path to **#BeReleaseReady**!

For questions, comment here: <http://bit.ly/MilestonesSpring17>

Show More



Spring '17 Release Customer Milestones

Download pdf (154 KB) · More Actions ▾

Topics: NoSandboxLeftBehind, BeReleaseReady

Comment · Like · Share · Edited Today at 12:38 PM ·

Rebe de la Paz (Chicago Suburban User Group Co-Leader), Ronald Mayo (BPS & American Local Consultants), and Jacinta Burke (Salesforce) like this.

Show All Comments



Matt Wittorf (Salesforce)

@HCA Success (Private)

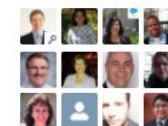
Like · Today at 2:51 PM ·



Matt Wittorf (Salesforce)

Member

Members Show All (1,062)



Group Records

No records yet? [Learn about adding records to groups.](#)

Group Files Show All (18)

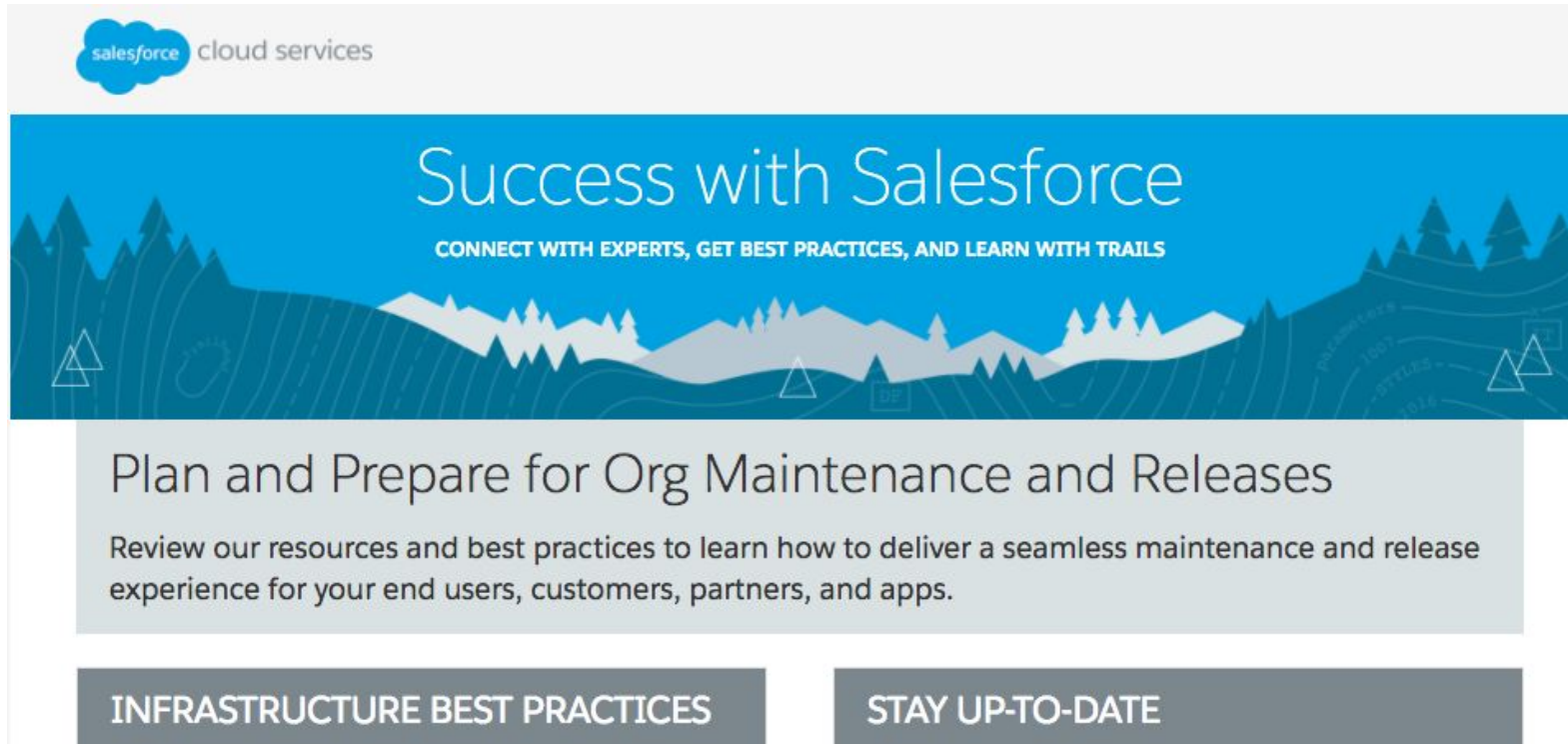
Certificate Settings
SI - Salesforce Infra...
Dreamforce16Infras...
TLS_Logins
not saving remote-l...

Recently Talked About

TrustFeedback
InfraAnswer
InfraNew
System Availability
Action Required

Plan and Prepare for Org Maintenance & Releases Site

Check out the **new and improved** [Plan and Prepare for Org Maintenance and Releases](#) site on our Success Journey Hub for **Infrastructure Best Practices** as well as valuable resources on Instance Refreshes, Major Releases, and more!



The screenshot shows a webpage header with the Salesforce logo and 'cloud services' text. Below this is a blue banner with the title 'Success with Salesforce' and the subtitle 'CONNECT WITH EXPERTS, GET BEST PRACTICES, AND LEARN WITH TRAILS'. The banner features a stylized mountain range and trees. Below the banner, the main heading 'Plan and Prepare for Org Maintenance and Releases' is displayed, followed by a paragraph: 'Review our resources and best practices to learn how to deliver a seamless maintenance and release experience for your end users, customers, partners, and apps.' At the bottom, there are two buttons: 'INFRASTRUCTURE BEST PRACTICES' and 'STAY UP-TO-DATE'.

salesforce cloud services

Success with Salesforce

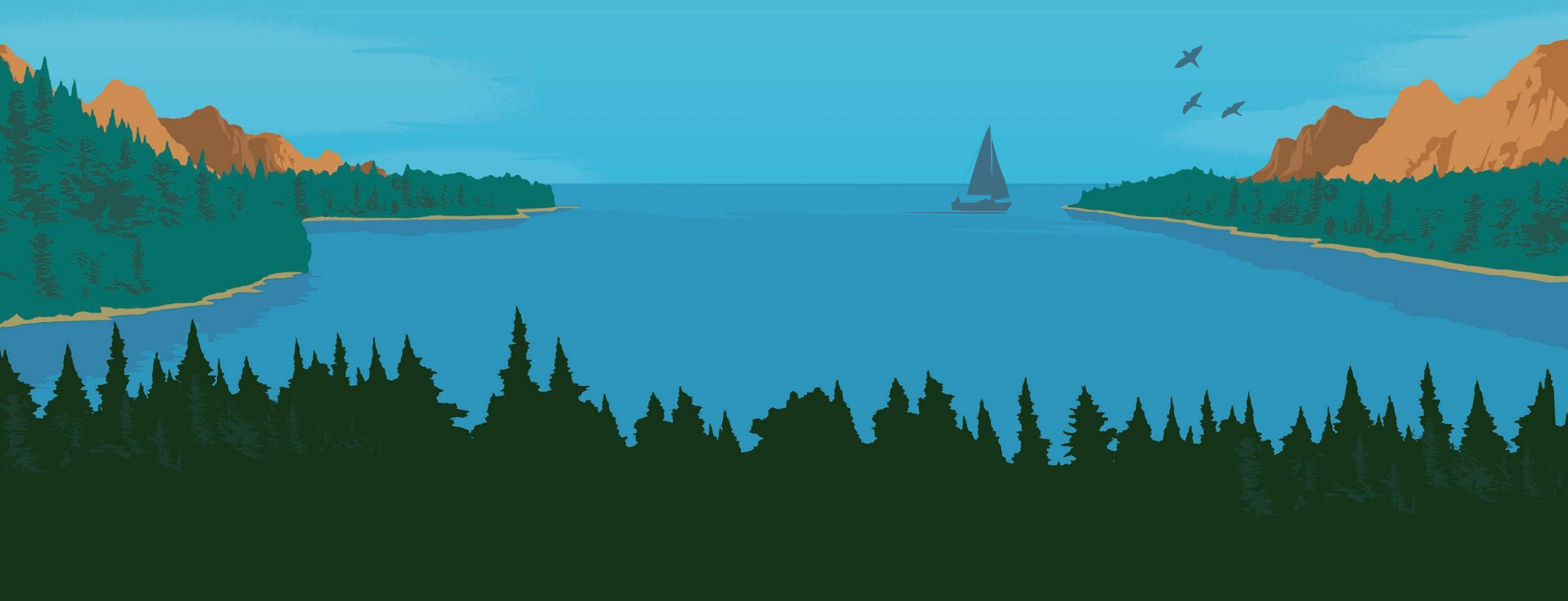
CONNECT WITH EXPERTS, GET BEST PRACTICES, AND LEARN WITH TRAILS

Plan and Prepare for Org Maintenance and Releases

Review our resources and best practices to learn how to deliver a seamless maintenance and release experience for your end users, customers, partners, and apps.

INFRASTRUCTURE BEST PRACTICES

STAY UP-TO-DATE



Security Enhancement

Production Instances upgrading to TLS 1.1+

Understand the impact to your production environment

The level of impact will vary based on your production environment. Common areas of disruption include:

1. **User browser access:** Browser incompatibility will prevent your internal and external users from accessing your Salesforce production org and related services such as Marketing Cloud, Communities and Sites.
2. **Email integration:** Products such as Lightning for Outlook, Lightning Sync and Salesforce for Outlook won't work if user local systems are not compatible with TLS 1.1 or later.
3. **API integrations:** Incompatible inbound and outbound integrations will cease to work, including AppExchange partner integrations.
4. **Other areas:** Mobile apps, Data Loader, Mobile SDK, SalesforceIQ Inbox, Files Sync, Chatter Desktop, Marketing Cloud

Read on to learn about resources available to help you prepare for this change.



TLS 1.1+ Upgrade Videos

Videos

If you're still unsure about how to upgrade TLS, please check out the linked videos the Infrastructure Security team has produced. In the recordings, the team explains how this change will impact Salesforce products, services, and developer tools, and direct you to helpful resources and best practices so that you may better prepare your Salesforce org and your users for this change. These additional resources can be found on the [next slide](#) as well.

Links:

- TLS [Webinar Deck](#)
- TLS [Webinar Recording](#)
- TLS [Login History Demo](#)



TLS 1.1+ Upgrade Resources

Key Resources

[TLS 1.0 Disablement Readiness Checklist.](#)

[TLS 1.0 Disablement Critical Update Console \(CRUC\) Setting:](#)

Test the disablement of TLS 1.0 for your orgs with the CRUC setting, "Require TLS 1.1 or higher for HTTPS connections", prior to the Salesforce disablement.

Guidance on [Salesforce disabling TLS 1.0](#) impact:

See the latest guidance on what actions are required to prevent any disruption to your Salesforce environment. Review the [article](#) for additional updates as they become available.

Post your questions to the [Infrastructure](#) Success Community group and follow the discussions, #TLSSLIVE.



Infrastructure Improvements

Not sure what instance you are on? Click [here](#) to find out.

Prepare for Your Instance Refresh

More information in our article [here!](#)

Enable My
Domain

[My Domain](#)

Replace
Hard-coded
References

[Updating
Hard-coded
References](#)

Whitelist
Salesforce
IPs

[What are the
Salesforce IP
Addresses &
Domains to
Whitelist?](#)

Plan around
System
Maintenance
Windows

[Preferred
Salesforce
Maintenance
Schedule](#)

Upcoming Instance Refreshes

Instance Names (Current & Destination)

Your instance name will change after an Instance Refresh. New instance names will become effective according to the below schedule:

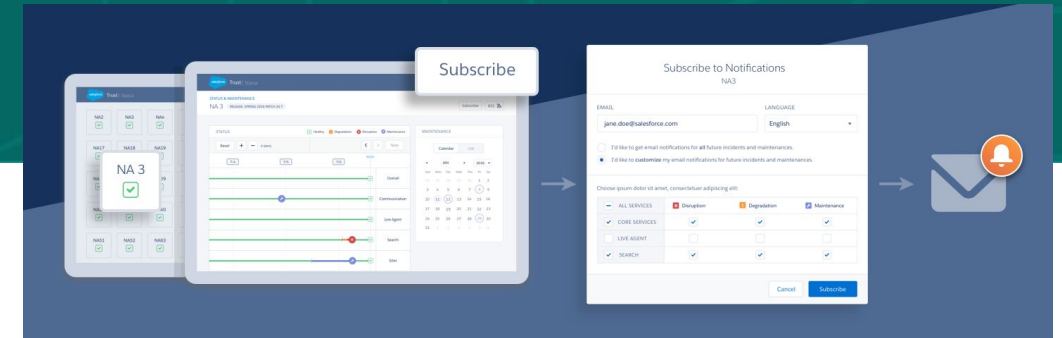
- Sunday, October 22, 2017 from 12 a.m.–2:45 a.m. JST (Saturday, October 21, 2017 from 8:00 a.m.–10:45 p.m. US Pacific Time)
 - AP2 → AP6/AP7*
- Sunday, October 22, 2017 between 12 a.m.–4 a.m. US Pacific Time
 - NA28 → NA65/NA66*

Although you now know your new instance name, please continue to follow best practices and avoid hard-coded references.

** Customer specific instance names will be confirmed in your email communication.*

Trust Notifications - Self-subscribe

Trust Notifications Post-Instance Refresh



What are Trust Notifications?

Trust Notifications are near real-time email notifications regarding incidents and maintenances posted to our Trust site, <https://status.salesforce.com>, that are available to all customers and allows you to control your own subscription settings.

What happens to my Trust Subscription after an Instance Refresh?

If you are already subscribed to Trust Notifications for your current instance, you will be automatically subscribed your new instance--unless your current instance will be refreshing to two new instances. For example, if you are currently on AP2, you will be automatically subscribed to both AP6 and AP7. After the Instance Refresh on October 21, 2017, you will want to unsubscribe from the instance not applicable to you. To learn more about Trust Notifications, review the [Trust Notification User Guide](#).

Instance Refresh Events & Resources

Additional resources

We encourage you to watch the recording of a recent webinar, [***How to Prepare for Your Instance Refresh***](#).

Other resources:

- [Instance Refresh Readiness Assessment](#)
- [Instance Refresh Mini-Video](#)
- [Instance Refresh Maintenance article](#)





System Maintenances

Reminder: Planning your major Salesforce-dependent initiatives around [system maintenance windows](#) is a Salesforce best practice!

Salesforce System Maintenance Schedule

Consider your preferred maintenance windows when planning!



System Maintenance Description	Typical Activities	Comments
Sustaining the Infrastructure supporting Salesforce Services	Security, Availability and Performance changes	Confirmed maintenances posted on Trust.com Maintenance Calendar Scheduled for the 1st & 3rd Saturday or Sunday each month.

Instance	Days	Pacific Time	UTC During Standard Time	UTC During Daylight Savings Time
NA2, NA7, NA18, NA22, NA23, NA24, NA34, NA35, NA40, NA41, NA42, NA43, NA46, NA47, NA50, NA51, NA52, NA56, NA57, NA58, NA59, NA74, NA78, NA88, NA63, NA99*	1st & 3rd Sundays each month	12:00am – 4:00am	08:00 – 12:00 Sunday	07:00 – 11:00 Sunday
Other NAX	1st & 3rd Saturdays each month	7:00pm – 11:00pm	03:00 – 07:00 Sunday	02:00 – 06:00 Sunday
EU5, EU6, EU11, CS80, CS81, CS82, CS83, CS84, CS85, CS86, CS87, CS88, CS89	1st & 3rd Saturdays each month	2:00pm – 6:00pm	22:00 Saturday – 02:00 Sunday	21:00 Saturday – 01:00 Sunday
Other EUx	1st & 3rd Saturdays each month	7:00pm – 11:00pm	03:00 – 07:00 Sunday	02:00 – 06:00 Sunday
AP0, AP3	1st & 3rd Saturdays each month	8:00am – 12:00pm PST 9:00am – 1:00pm PDT	16:00 – 20:00 Saturday	16:00 – 20:00 Saturday
AP1, AP2, AP4, AP5, AP9, CS5, CS6, CS31, CS57, CS58, CS72, CS115, CS116	1st & 3rd Saturdays each month	7:00am – 11:00am PST 8:00am – 12:00pm PDT	15:00 – 19:00 Saturday	15:00 – 19:00 Saturday
Other CSx	1st & 3rd Saturdays each month	7:00pm – 11:00pm	03:00 – 07:00 Sunday	02:00 – 06:00 Sunday

Key Resources

Tip: Bookmark these!

- ★ [Preferred Salesforce Maintenance article](#)
- ★ [How is my Org Impacted during Maintenance? article](#)
- ★ [Salesforce Trust Site - Opt-in for Notifications!](#)



Continuous Site Switching

At-a-glance

Site Switching each instance every **6 months**

Initial Rollout to subset of NA & CS instances.

Additional NA, EU, and AP instances to be included in 2018.

Reducing time to site switch through iteration & improved operational processes

Meeting customers' internal compliance requirements

[More Information](#)

2017 Schedule available on [Trust Maintenance Calendar!](#)

October

Oct 21: NA32, CS13, CS30, CS50, CS51

November

Nov 18: CS9, CS10, CS11, CS70, CS71
Nov 19: NA40, NA51, NA52

December

Dec 2: NA54, NA55, CS7, CS53, CS54
Dec 3: NA47, NA63



Feature Retirements

End of Support for Good Access browser running S1 mobile browser app

What is the change?

- With the Winter '18 release, Salesforce will no longer provide technical support, bug fixes, or enhancements for browser-related issues that arise on the Good Access Browser using the Salesforce1 mobile browser app.
- Prior to the Winter '18 release, customers should transition to the Salesforce1 native app or a Salesforce1-supported browser.

**Currently targeted for October 2017; date subject to change*

See the [Salesforce Classic Mobile App to Retire on December 1, 2017](#) article for more information.



Pardot Chat Support to Retire on October 20, 2017

What is the change?

- We are making changes to our support systems and packages to better service our customers, and as part of that, we will no longer be offering Pardot Chat Support as part of our Pardot Standard Success Plan as of October 20, 2017.
- You can continue logging cases through the [Help & Training Portal](#), and the [Pardot Customer Hub](#) is still available, where you can find our training library, help articles, known issues, success community, and best practices all in one spot!
- Earlier this year, we launched a new support offering called Premier/+ for Pardot, which parallels Salesforce's Premier/+ option.

See the [Pardot Chat Support will retire on October 20, 2017](#) article for more information.



Salesforce Classic Mobile App to Retire on December 1, 2017

What is the change?

The Salesforce Classic Mobile app will retire on all [supported platforms and devices](#) on December 1, 2017. Upon its retirement, the Salesforce Classic Mobile app will be removed from Google Play and the App Store, and all user access to existing installed instances of the iOS and Android mobile app will be disabled.

NOTE: *In addition, iOS 10 and Android 7.0 (Nougat) will be the final mobile OS versions tested for compatibility with Salesforce Classic Mobile. Issues with any mobile OS versions newer than iOS 10 and Android 7.0 will not be addressed.*

See the [Salesforce Classic Mobile App to Retire on December 1, 2017](#) article for more information.



Legacy Charts in Salesforce1 to Retire with Spring '18

What is the change?

- With the Spring '18 release*, Legacy Charts will no longer be available and admins will no longer see the “Enable Enhanced Charts in Salesforce1” setting in Setup. At that point, all Salesforce1 users will see Enhanced Charts only.
- If you are using Legacy Charts in Salesforce1 today, and do not want to wait for the Spring '18 release to experience Enhanced Charts in Salesforce1, you can enable this feature immediately.

** Currently targeted for February 2018; date subject to change.*

See [the Legacy Charts in Salesforce1 Retirement](#) article for more information.



SOAP API Legacy Versions to Retire in Summer '18

What is the change?

- With the Summer '18 release*, SOAP API legacy versions: 1.8, 2, 2.2, 2.5, 3, 4, 5, and 6 will be retired and no longer supported by Salesforce.
- Prior to the Summer '18 release, customers will need to upgrade their applications to include the latest SOAP API version available to prevent any disruption to applications that are currently using the legacy versions.

See the [SOAP API Legacy Versions Retirement](#) article for more information.



** Currently targeted for June 2018; date subject to change.*

Access & Support for Lightning Experience with IE11 Extended to December 2020

What is the change?

- We previously communicated that the end of support date for Internet Explorer version 11 (IE11) for Lightning Experience was December 16, 2017. Because of your feedback, we'll be offering Extended Support for IE11 through December 31, 2020.
- Starting with Winter '18*, a new Setup page will allow you to enable Extended Support for IE11. By default, this preference will be disabled. You will need to enable it to ensure continued use and support of IE11 with Lightning Experience.
- Extended Support for IE11 does not apply to the use of IE11 for the Salesforce1 Mobile web app.

See the [Retirement of Support for Accessing Lightning Experience and the Salesforce1 Mobile Browser App Using Microsoft Internet Explorer version 11](#) article for more information.



*Currently targeted for October 2017; date subject to change

Thank You

