

P&WC Portal Settings

In order to set your Internet Explorer Browser and to resolve several specific issues that users of the P&WC Portal might have, we recommend that you change a few settings in your browser.

NOTE: The proper address to access the P&WC Portal is: <u>https://eportal.pwc.ca</u>

These settings are general settings that all users should apply:

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The following settings are specific to certain applications as identified below:

11) Java fix for "UCF" Errors in SKM & RSI	
12) Internet Explorer setting for eQN (with Windows 10)	

1) Portal Language Setting:

If this setting is not set to English or French the P&WC Portal will use your browser language which might cause problems with some applications. In order to set the Portal properly please follow these steps:

Log in to the P&WC Portal and click on **Personalize** in the top right corner:

	Pratt & Whitney Canada P&WC PORTAL	Welcome John Smith Help Personalize Log Off
--	------------------------------------	--

Then click on Portal Language. If the "Portal Language" is showing "-Select-" then select English or French, click on the "Save" button and then click on the "Close" button.

<i>@</i> Portal Language - SAP NetWeaver Portal	- Internet Explorer provided by CSC for United Technologies Corp	Manuf Res
Detailed Navigation Image: I	Personalize - Portal Language Set Portal Language Portal Language: Save Close	-Select- English French Polish
October 2018	1	\/or 11



2) P&WC Portal – Clearing the browser Cache and Cookies

In order to clear the cache on your PC, please follow the steps below.

a) Delete Cookies:

In Internet Explorer, Click on Tools - Internet Options:

Tools	Help	
D	elete browsing history	Ctrl+Shift+Del
In	Private Browsing	Ctrl+Shift+P
Er	nterprise Mode	
T	urn on Tracking Protection	
A	ctiveX Filtering	
Fi	x connection problems	
Re	eopen last browsing session	
A	dd site to Start menu	
Vi	ew downloads	Ctrl+J
P	op-up Blocker	•
Sr	martScreen Filter	•
M	lanage add-ons	
C	ompatibility View settings	
Su	ubscribe to this feed	
Fe	eed discovery	F
P	erformance dashboard	Ctrl+Shift+U
F1	2 Developer Tools	
Ly	vnc add-on	
R	eport website problems	
In	ternet options	

Then in the "Browsing History" section, click on the "Delete" button. Select the checkboxes as shown below & then click on "Delete".





b) Settings:

In Internet Explorer, Click on Tools - Internet Options:

Tools	Help	
D	elete browsing history	Ctrl+Shift+Del
In	Private Browsing	Ctrl+Shift+P
Er	nterprise Mode	
Tu	urn on Tracking Protection	
A	ctiveX Filtering	
Fi	x connection problems	
Re	eopen last browsing session	
A	dd site to Start menu	
Vi	ew downloads	Ctrl+J
Po	op-up Blocker	•
Sr	martScreen Filter	۲
M	lanage add-ons	
C	ompatibility View settings	
Su	ubscribe to this feed	
Fe	ed discovery	F
Pe	erformance dashboard	Ctrl+Shift+U
F1	2 Developer Tools	
Ly	vnc add-on	
Re	eport website problems	
In	ternet options	

Then in the "Browsing History" section, click on the "Settings" button:

General	Security	Privacy	Content	Connections	Programs	Advand
Lines -						
Home p	Torro	ata hama	ones taba	hime each adde	kees on its s	un line
- 61	Totte	ate nome	page tabs,	type each auc	ress on its c	own line.
	http:	//intrane	t.pwc.ca/			*
						-
		C				
		Use cu	irrent	Use default	Use n	ew tab
Startup	·					
05	tart with ta	abs from t	he last ses	sion		
00	Land Landah La					
(e) 5	tart with h	ome page				
Tabs -	tart with h	ome page				
Tabs - Char	ige how we	ebpages a	re displaye	ed in tabs,	Ta	abs
Tabs - Char	ige how we	ome page ebpages a	are displaye	ed in tabs,	Ta	abs
Tabs - Char Browsin	nge how we	ome page	ire displaye	ed in tabs,	Ta	abs
Tabs - Char Browsii Delet	nge how we	ebpages a	are displaye istory, cool	d in tabs. kies, saved pas	Ta	abs d web
Tabs - Char Browsii Delet form	nge how we ng history te tempora informatio	ebpages a ry files, hi n.	ire displaye	d in tabs. kies, saved pae	Ta swords, and	abs d web
Tabs - Char Browsin Delet form	nge how we ng history te tempora informatio elete brow	ebpages a ry files, hi n. sing histo	istory, cool	ed in tabs. kies, saved pas	Ta swords, and	abs d web
Tabs - Char Browsii Delet form	nge how we ng history te tempora informatio elete brow	ebpages a ry files, hi n. sing histo	istory, cool ry on exit	d in tabs. kies, saved par Delete	Ta swords, and Set	abs d web tings
Tabs - Char Browsii Delei form	nge how we ng history te tempora informatio elete brow	ebpages a ry files, hi n. sing histo	istory, cool	d in tabs. kies, saved par Delete	Ta swords, and Set	abs d web tings
Tabs - Char Browsii Delei form	age how we ng history te tempora informatio elete brow	ebpages a ry files, hi n. ising histo	istory, cool	d in tabs. kies, saved pas	Ta swords, and Set	abs d web tings
Tabs - Char Browsii Delet form V D Appear	nge how we ng history te tempora informatio elete brow rance Colors	ebpages a ry files, hi n. ising histo	istory, cool ry on exit guages	ed in tabs. kies, saved pae Delete Fonts	swords, and	abs d web tings ssibility



And ensure that "Every time I visit the webpage" has been selected:

	1	-		_	
emporary Internet Files	History	Caches	and databas	ses	
Internet Explorer stores for faster viewing later.	copies of v	webpage	es, images, a	nd media	9
Check for newer version	s of stored	pages:			
Every time I visit t	he webpag	ge			
Every time I start	Internet E	xplorer			
Automatically					
Never					
Disk space to use (8-102 (Recommended: 50-25	4MB) OMB)		250	* *	
Current location:					
C:\Users\bm29716.PWCC Temporary Internet Files	CA \AppDat	a (Local)	Microsoft\Wir	ndows\	
Move folder	View obje	cts	View file	es	
			OK		Cont

Then click on OK.

3) Popup Blockers:

If you have any Popup Blockers such as the one built in Internet Explorer, the Google Bar, the Yahoo bar, or one from any other application you need to add the following 2 sites as trusted sites to not block pop-up windows (note that in some rare occasions the Popup Blocker might need to be temporarily disabled).

*.pwc.ca *.wskrz.com

Below shows the Internet Explorer pop-up blocker settings:

Click on Tools – Pop-up Blocker – Pop-up Blocker Settings:



Т	ools	Help		
	I	Delete browsing history nPrivate Browsing	Ctrl+Shift+Del Ctrl+Shift+P	😢 One Company - Home 🐌 Sugges
	E	interprise Mode Furn on Tracking Protection	n	
	F	ActiveX Filtering Fix connection problems Reopen last browsing sessio	n	
	V	/iew downloads	Ctrl+J	
	F	op-up Blocker		Turn off Pop-up Blocker
	S	martScreen Filter Manage add-ons	•	Pop-up Blocker settings
	C	Compatibility View settings		

Add each of the two URL's into the Address of website to allow, and the click on Add:

xceptions		
Pop-ups are currently blocked. websites by adding the site to th	You can allow pop-ups from s ie list below.	pecific
Address of website to allow:		
*.pwc.ca		Add
Allowed sites:		
*.csc.com		Remove
*.emea.csc.com		Litera surversa
*.eway.com	≡ Re	emove all
*.ihost.com		
•.lm.com		
*.mc.iconf.net		
*.pg101.biz		
	0)	
un Blocker Settings		
ob product permits	8	
xceptions		
		snecific
Popular are currently blocked	You can allow ponding from	Specific
Pop-ups are currently blocked. websites by adding the site to the	You can allow pop-ups from : ne list below.	
Pop-ups are currently blocked. websites by adding the site to the	You can allow pop-ups from : ne list below,	
Pop-ups are currently blocked. websites by adding the site to the Address of website to allow:	You can allow pop-ups from a list below.	
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com	You can allow pop-ups from a	Add
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com	You can allow pop-ups from a list below.	Add
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com Allowed sites:	You can allow pop-ups from a	Add
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com Allowed sites: *.csc.com	You can allow pop-ups from a list below.	Add Remove
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com Allowed sites: *.csc.com *.emea.csc.com	You can allow pop-ups from a ne list below.	Add Remove
Pop-ups are currently blocked, websites by adding the site to the Address of website to allow: *.wskrz.com Allowed sites: *.csc.com *.emea.csc.com *.emea.csc.com	You can allow pop-ups from a list below.	Add Remove emove a

Then click on the close button.



4) Internet Explorer Security Settings – Trusted Site:

• In Internet Explorer Click on "Tools" then "Internet Options":



- Select the Security tab
- Click on Trusted sites
- Click on the Sites button





• From the Trusted sites window



• In the field "Add this Web site to the zone" enter:

https://eportal.pwc.ca and

https://*.pwc.ca and

https://portal.pwc.ca and

https://supplier.pwc.ca and

https://srm.pwc.ca

- Then Click on the Add button
- Then Click on OK, and OK again



Select the Advanced tab

Under the HTTP 1.1 settings

• Activate the setting to Use HTTP 1.1 and Use HTTP 1.1 through proxy connections

rnet Options	8 X
eneral Security Privacy Content	t Connections Programs Advanced
Settings	
Underline links	
Always	
Hover	
V Use inline AutoComplete	in File Explorer and Run Dialog
Use inline AutoComplete	in the Internet Explorer Address =
Use most recent order w	hen switching tabs with Ctrl+Tab
Use Passive FTP (for fire	wall and DSL modem compatibility
HTTP setting	
Use HTTP 1.1	
Use HTTP 1.1 through pr	oxy connections
International*	
Always show encoded ad	Idresses
*Takes effect after you restart yo	our computer
	Restore advanced settings
	restore devenced settings
Reset Internet Explorer settings	a to their default
condition.	Reset
You should only use this if your bro	owser is in an unusable state.
Some settings are managed by	vour system administrator.
g	
	OK Cancel Apply
· C ·	
\sim	



5) Internet Explorer Security Settings – Security Level:

• In Internet Explorer Click on "Tools" then "Internet Options":

ls	Help	
D	elete browsing history	Ctrl+Shift+Del
In	Private Browsing	Ctrl+Shift+P
Er	nterprise Mode	
T	urn on Tracking Protection	
A	ctiveX Filtering	
Fi	ix connection problems	
R	eopen last browsing session	
A	dd site to Start menu	
V	iew downloads	Ctrl+J
P	op-up Blocker	
S	martScreen Filter	,
N	lanage add-ons	
С	ompatibility View settings	
S	ubscribe to this feed	
Fe	eed discovery	,
P	erformance dashboard	Ctrl+Shift+U
FI	12 Developer Tools	
Lj	ync add-on	
R	eport website problems	
In	ternet options	

- Select the Security tab
- Click on Internet
- Click on the Custom level button





•

• On the Security Settings windows, go to "Navigate sub-frames across different domains"

ecurity Settings	
Settings:	
Prompt 🔼	
Installation of desktop items	
	7.7.
 Prompt Launching programs and files in an IERAME 	
🚫 Enable 🔤	
🔄 💿 Prompt 📃 📃	
Avigate sub-frames across different domains	
Enable Promot	
Prompt <p< td=""><td></td></p<>	
Reset custom settings	XX
Deathbar U. Sur	
OK Cancel	
I IK LI l'ancel L An	
ext. Select "Enable"	
erunty settings	
Settings:	
O Prompt 🔥	
Installation of desktop items	
🔘 Disable	
Prompt	
Disable	
Enable	
Prompt	
(a) Navigate sub-frames across different domains	
O Disable	
e Enable	
Prompt	
Reset custom settings	
Reset to: Medium 🗸 Reset	
OK Cancel	

• Then Click on OK, and OK again



6) P&WC Portal - Internet Explorer 8 Compatibility Mode

There is a way to add our site to the "Compatibility View" to make IE8 work with our Portal. The instructions are below. You will know you need this if you get the following:



1) Login to the P&WC Portal

2) Click on the Compatibility View button:

3) This will automatically turn on the Compatibility for IE8.

🗟 Compati	bility View	×
pwc.ca is n	ow running in Compatibi	ility View.

4) To set it up to always use Compatibility View with our Site, click on Tools - Compatibility View Settings:

T	ools Help	
	Delete browsing history	Ctrl+Shift+Del
	InPrivate Browsing	Ctrl+Shift+P
	Enterprise Mode	
	Turn on Tracking Protection	
	ActiveX Filtering	
	Fix connection problems	
	Reopen last browsing session	
	Add site to Start menu	
	View downloads	Ctrl+J
	Pop-up Blocker	+
	SmartScreen Filter	+
	Manage add-ons	
	Compatibility View settings	
	Subscribe to this feed	
	Feed discovery	Þ
	Performance dashboard	Ctrl+Shift+U
	F12 Developer Tools	
	Lync add-on	
	Report website problems	
	Internet options	

5) Then add eportal.pwc.ca where it says Address of website to add to Compatibility View and click on the Add button.



6) Then you will see that pwc.ca has been added to the Compatibility View:

Websites you've added to Compatibility View:	Remove	5%
 Include updated website lists from Microsoft Display intranet sites in Compatibility View 		in the second
Display all websites in Compatibility View	Close	

7) And ensure you are in "Enterprise Mode" – Tools – Enterprise Mode:



7) P&WC Portal - Internet Explorer Settings for PO printing /downloading

Internet Explorer (version 6, 7 or 8) comes with a default security setup that does not allow you to download files through the web browser.

If you wish to download / print Purchase Order (PO), Goods Receipt or electronic invoice files using Internet Explorer, you will need to enable them under your security settings. Follow the steps below.

- 1. Open Internet Explorer and click on **Tools** and then Internet Options.
- 2. Click on the **Security** tab
- 3. Click on the button for **Custom Level**.
- 4. Scroll down to the Downloads section.
- 5. Under File Download click on the bubble next to Enable then click on OK to close the Security Settings window and OK again to close the Internet Options Window.



You will now be able to download files using Internet Explorer.

8) ActiveX Filtering & Enterprise Mode – "Loading..." issue

In some cases the "folders" in the Detailed Navigation of the Supplier Portal will not open... they may remain in a "Loading..." state. See screen shot below. In some Internet Explorer versions there is an incompatibility with "**ActiveX Filtering**" and the iViews on the Supplier Portal that are in folders. Or it could require the "Enterprise Mode" in Internet Explorer.

If you try to open a folder such as the "Delegated Admin Section", or the "Engine Parts Drawings", or "e-Source" or "eQN / eQuest" and the folder just sits in "**Loading...**" – see screen shot below... and the links in the folder never appear, it may be related to a setting in the Tools section of Internet Explorer.

Pratt & Whitney Canada	P&WC SUPPLIER PORTAL	
Supplier Portal	ent Quality/Technical Capacity Management Finance/Inventory Perf. Indicators	
Detailed Navigation	Important Messages	
Vveicome New User? Supplier Knowledge Management	Click on the news to get more information:	^
Portal Training Manufacturing Capability	2015.10.21 - <u>PW Executive Management Letter for DQR program</u> 2015.10.07 - To All P&WC Suppliers	
Lexicon My Profile	 2015.09.30 - New version of the RSI 127 is now available 2015.08.27 - Pratt & Whitney's Supplier Sustainability Award 	
Request New Access Track Personal Requests	2015.07.15 - Introduction to Supply Network Collaboration	~
Delegated Admin Section Loading	Welcome to the P&WC Supplier Portal	
Portal Favorites	Welcome	

If this occurs, click on Tools – and then **DE-select** "ActiveX Filtering" as shown below. Then click on F5 button or on View – Refresh – to refresh your screen and once done, the folders should open and the links in the folders should now be accessible.

ActiveX Filtering is selected:

File Edit View Favorites	Tool	s Help	
 Pratt & Whitney Canada Pratt & Whitney Canada 		Delete browsing history InPrivate Browsing Enterprise Mode Turn on Tracking Protection	Ctrl+Shift+Del Ctrl+Shift+P
Services Web Page Con	1	ActiveX Filtering	
Welcome Order Manage		Fix connection problems Reopen last browsing session Add site to Start menu	
Welcome		View downloads	Ctrl+J
New User?		Pop-up Blocker	,
 Supplier Knowledge Managemen Portal Training Manufacturing Capability 		SmartScreen Filter Manage add-ons	,
Lexicon		Compatibility View settings	
Modify Supplier Code Request New Access Track Personal Requests		Subscribe to this feed Feed discovery	,
C Application Owner C Delegated Admin Section Search Company		Performance dashboard F12 Developer Tools	Ctrl+Shift+U
Search User Universal Worklist		Lync add-on	
Manage Access User Access Dashboard Co Portal Admin Misc		Report website problems Internet options	

** Active X Filtering is NOT selected ** This is what The Portal needs:





If this does not fix the issue, then also please select **Enterprise Mode** from Tools:



Lastly, the addition of the P&WC URL addresses to the Trusted Sites List as per **Step 4** above should also help to resolve the "Loading..." issue with folders. Please refer to the screen shots in **Step 4**.

Once unselected, the folders will open.

the product of the second				
Pratt & Whitney Canada	Р&	Pratt &	Whitney Canada	På
Services Web Page Comp	poser		In the second second	
Welcome Order Manager	ment C	Services	Web Page Com	nposer
		Welcome	I Order Manager	ment
8	4			
Detailed Navigation		IDI		
Welcome		Detailed Nav	rigation	
New User?		- Ouslin No.	tifications	
Supplier Knowledge Management		T Fasing D	arte Denwines / TAle	
Portal Training		* Li Engine Pi	Deswines / TAIs	
Manufacturing Capability		Reques	Drawings / TAIs	
Lexicon		 Access 	Drawings / TAIs	
Modify Supplier Code		 Help 		
Request New Access		 Quality Spectrum 	cifications (RSI)	
Track Personal Requests		 Packaging 	& Preservation Instruc	ctions
Application Owner		 Supplier Kn 	owledge Managemen	it
Delegated Admin Section		 Process Ce 	rtification	-
 Request Approval Panel 		▼ 🗀 Parts Ma	rking (UI / SER)	
 User Access Dashboard 		Create I	JI / SER	
 Display Company Information 		Display	UI/ SER	
 Request New Company Acces 	35	▼ □ eQN / eQ	uest Access	
• Help		 eON Sta 	tus Report	
Search Company		eON Cr	ation / eQuest Peviev	w
Search User		Hele	and resources north	
Universal Worklist		- neip		
Manage Access		+ Li e-source	0.40	
User Access Dashboard		Create e	SCOTC	
October 2018			16	

This document contains NO technical data

9) P&WC Portal - Internet Explorer Java Settings

Use this procedure if you are receiving a java script error when trying to use some of the P&WC

Portal applications/systems. This error is normally shown as an exclamation icon in the lower left hand corner of the Internet Explorer browser.

1.) Close all Internet Explorer sessions

2.) Go to the Start button - Control Panel and search for Java. Click on the Java icon







🛃 Java Control Panel	
General Java Security Advanced	
About	
View version information about Java Control Panel.	0.1
About	XO
Network settings are used when making Internet connections. By default, Java will use the network settings in your web browser. Only advanced users should modify these settings.	
Network Settings	
Temporary Internet Files	
Files you use in Java applications are stored in a special folder for quick execution later. Only advanced users should delete files or modify these settings.	· () · ·
Settings View	
Java in the browser is enabled. See the Security tab	
	5
OK Cancel Apply	

3.) Select the Java tab

• Confirm the Java version being used by IE. (The version must be: Java 2 v1.4.2_18 or newer). If your PC is at a lower version, please contact your IT department to install the newer version.

		ment bettings			
svste	m				
latform	Product	Location	Path	Runtime Parameters	Enabled
.8	1.8.0_51	http://java.s	C:\Program Files\Jav		V
.8	1.8.0_45	http://java.s	C:\Program Files\Jav		V
7	1.7.0_55	http://java.s	C:\Program Files\Jav		1
.7	1.7.0_17	http://java.s	C:\Program Files\Jav		V
-	1 5 0 20	http://inun.c	C: Program Files Jay		172

Re-launch Internet Explorer and try your application.



10) Java settings for Supplier Knowledge Management & Quality Specifications (RSI)

This workaround is intended to minimize the impact of the UCF errors being experienced. It is not meant as a final solution but as a workaround. SKM & RSI are using a back-end system called Documentum, and it experiences issues at times with Java.

NOTE: Java & Internet Explore must <u>both</u> be in 32-bit or 64-bit. You cannot have one in 32-bit and the other in 64-bit. For Supplier Portal, you must use Java in 32-bit.

If you are using Java in 64-bit, you will get the following error message:

🥖 https://supplier.pwc.ca/dmzwebtop/custom/pwcgui/qual/supplier/navigation/drilldown/drilldown.js - Internet Explorer
Your browser does not support Java.
2

If you get this, your IT department needs to change your Java installation to the **32-bit version**.

When you try to open documents in SKM or RSI, you may get the following Java Security screen:



The steps below will help to resolve this issue.

If you are using Java version 7 - Update > 51, here is a workaround that should resolve issues.

Check your version of Java – go to Start - Control Panel:



Then click on Java:

CONTROL Panel + All Co	ntrol Panel Items 🕨		↓ ↓ Search
File Edit View Tools Help			
Adjust your computer's settings			View by: Small icc
🏲 Action Center	🖏 Administrative Tools	📕 AutoPlay	🐌 Backup and Restore
💶 Color Management	Credential Manager	🔐 Date and Time	🐨 Default Programs
Dell Touchpad	📑 Desktop Gadgets	🚔 Device Manager	Devices and Printers
🔄 Display	👔 DW WLAN Card Utility	Ease of Access Center	📕 Flash Player (32-bit)
Folder Options	A Fonts	🕼 FreeFall Data Protection	🔒 Getting Started
🜏 HomeGroup	IDT Audio Control Panel	🔒 Indexing Options	Intel(R) Graphics and Media
💮 Internet Options	🛃 Java 📃	Exploard Explored	Location and Other Sensors
(3) Mail (32-bit)	J Mouse	Network and Sharing Center	Real Cons
Performance Information and Tools	2 Personalization	Phone and Modem	Power Options
Programs and Features	P Recovery	🔎 Region and Language	to RemoteApp and Desktop Connections
E SAP GUI Configuration	K Sound	🎾 Speech (32-bit)	Speech Recognition
🔞 Sync Center	🕎 System	🛄 Taskbar and Start Menu	Troubleshooting
& User Accounts	Windows CardSpace	Windows Defender	Pindows Firewall
Windows Mobility Center	Windows Update		



Then click on About:

	TODIS		Eg Autor	lay	58° 53	ckup
約 Java (Control	Panel				x
General	Java	Security	Advanced			
About View v	ersion	informatio	n about Java (Control Panel	About	
Netwo	ork Sett	ings				
Netwo	ork setti will use	ings are us the netwo	sed when making in y	ng Internet o vour web brow	onnections. By default, vser. Only advanced	
users	should	modify the	ese settings.			
users	should	modify the	ese settings.	[Network Settings	
users Temp	should orary Ir	modify the	ese settings.	[Network Settings	
Temp Files y execu	orary Ir ou use tion lab	modify the internet File in Java ap er, Only a	ese settings. es oplications are advanced users	stored in a sp s should delet	Network Settings recial folder for quick e files or modify these	
Temp Files y execu settin	should orary Ir you use tion lat gs.	modify the nternet File in Java ap er, Only a	ese settings. es oplications are advanced users	stored in a sp s should delet Setting	Network Settings recial folder for quick e files or modify these s View	

And you will see the version:

If you see Java 6 (Version 6 Update 27 – build 1.6.0_27), then you don't have this issue.



But if you have Java 7 (Version 7 Update 51) or higher, then follow the following steps.

Click on the Security tab

Click on "Edit Site List"

Add the P&WC site (see below)

🍟 Pratt & Whitney Canada

P&WC PORTAL

Java Control Panel 📃 🔳 🗾	✓ 49 Se
neral Java Security Advanced	
Enable Java content in the browser	
Security Level	
- Very High	
	🖬 AutoPlay
	🧕 Credential Manage
High (minimum recommended)	📑 Desktop Gadgets
	🖳 Display
	🕌 Folder Options
- Medium	🔣 HomeGroup
ava applications identified by a certificate from a trusted authority will be allowed to run.	🕌 Java
	(32) 10
xception Site List	🛄 Notification Area I
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.	🛄 Phone and Moden
Click Edit Site List	Pecovery 🌮
Edit Site List	ons 🛛 🛅 SAP GUI Configura
icp.exception.list.manage	.btn.tooltip peech (32-bit)

Add:

https://supplier.pwc.ca

to the Exception Site List:



Adobe modification (if required)

If the end user can't open the documents because there's a pop up window asking to select a program to view the document, follow these steps. Left click on the 'Start' icon of Windows. Look for this:



Open Adobe Reader and follow this path:

File	Edit	View	Document	Tools	Windov
	94	Indo			Ctrl+Z
	€ B	ledo		Shift+	Ctrl+Z
	C	iuţ			Ctrl+X
	₽ 1 ⊆	ору			Ctrl+C
	ê e	aste			Ctrl+V
	₽	elete			
	C	lopy Fi	le to Clip <u>b</u> oai	rd	
	S	ielect A	di		Ctrl+A
	D	eselec	t All	Shift+	Ctrl+A
	C	hec <u>k</u> S	ipelling		•
	L	<u>o</u> ok Up	Selected W	ord	
	E	ind			Ctrl+F
	S	earch		Shift+	Ctrl+F
	s	ie <u>a</u> rch I	Results		•
	Р	refere	<u>n</u> ces		Ctrl+K



Select the Internet settings as shown:

Preferences	
Categories:	CWeb Browser Options
Documents Full Screen General Page Display 3D Accessibility Forms Identity International International International Multimedia Multimedia Multimedia Reviewing Search Security Security Security (Enhanced) Spelling Trust Manager Units	 □ bisplay PDF in browser ○ Allow fast web view ○ Allow speculative downloading in the background Internet Options Connection speed: S6 Kbps • Internet Settings
Security Security (Enhanced) Spelling Trust Manager Units	OK Cancel
nake this selec	ction:
Coherences	
Cacegories: Documents Full Screen General Page Display 3D Accessibility Forms Identity International	Veb browser Options Veb browser Display PDF in browser Allow fast web view Allow speculative downloading in the background Internet Options Connection speed: 56 Kbps
Internet JavaScript Measuring (2D) Measuring (3D)	Internet Settings

Although this is not our preferred option, this is a work around that solves the issue.

Next, change the file association for .pdf type to Internet Explorer as shown:





🗄 🧼 System (C:)

Then select the 'File type' tab here:

General View	File Types Offline Files
Registered file	e types:
Extensions	File Types
I PCX	PCX File
PDF	Adobe Acrobat Document
PDX 🔤	Acrobat Catalog Index
PEM	Type 1 Font file
👰 PFX	Personal Information Exchange
PHP	PHP Script
🖾 риро	
Details for 'F Opens with: Files with ex To change click Advar	*DF' extension Adobe Reader 8.2 tension 'PDF' are of type 'Adobe Acrobat Document'. settings that affect all 'Adobe Acrobat Document' files, ced.
	Advanced



Click on the <u>Change...</u> button. You get a new pop up window:



Select 'Internet Explorer' and press the 'OK' button.

11) Java fix for "UCF" Errors in SKM & RSI

The workaround consists of 2 parts. #1 should be a one-time effort unless the #2 step does not work for a user.

- 1. Prepare PC This should be a one-time activity.
 - a. Reboot PC, or at a minimum, close all Internet Explorer sessions. Do not open any new application or IE windows. Ensure all IE windows are closed.
 - b. In the Task Manager, ensure that no "javaw.exe" process is running. If one is running, select it & click on End Process:

Click on Ctrl-Alt-Delete to open the Task List/Task Manager.

Click on Processes tab & select javaw.exe under the Image Name, then click on End Process button:

pplications Process	es Services	Performa	nce	Networking	Users		
Image Name	U	ser Name	CPU	Memory	(Priv	Description	*
EXCEL.EXE *32	b	m29716	00	410	,788 K	Microsoft Office Excel	
OUTLOOK.EXE *32	2 b	m29716	00	191	,648 K	Microsoft Office Outlook	-
communicator.exe	*32 b	m29716	00	58	,948 K	Microsoft Lync 2010	=
iexplore.exe *32	b	m29716	00	52	,620 K	Internet Explorer	
saplogon.exe *32	b	m29716	00	49	,488 K	SAP Logon for Windows	
dwm.exe	b	m29716	01	42	,240 K	Desktop Window Manager	
iexplore.exe *32	b	m29716	00	35	,152 K	Internet Explorer	
WINWORD, EXE *3	32 b	m29716	07	33	,532 K	Microsoft Office Word	
iexplore.exe *32	b	m29716	00	26	,424 K	Internet Explorer	
CUCILync.exe *32	2 b	m29716	03	25	424 K	CUCILync	
javaw.exe	b	n29716	00	24	,184K	Java(TM) Platform SE binary	
student.exe *32	b	n29716	01	17	,028 K	AT&T Connect Participant Application	
explorer.exe	b	m29716	00	16	,560 K	Windows Explorer	
Snagit32.exe *32	b	n29716	00	11	,060 K	Snagit	
explorer.exe	b	m29716	00	11	,048 K	Windows Explorer	
iexplore.exe *32	b	m29716	00	7	, 196 K	Internet Explorer	
SnanitEditor eve *	37 h	m79716	nn	6	957 K	Snanit Editor	
1				III			· .
Show processe	es from all user	s				End Proce	ss

2. Next you need to delete the UCF folder on your PC.

→ if using a Windows7 computer : Go to Windows explorer and navigate to:

C:/Users/*logged-on user*/Documentum/ Remove ONLY the UCF folder in Documentum directory saved under Windows User profile.

→For XP depends on the image could be located under D:/Documents & Settings/logged-on user/Documentum or C:/Documents & Settings/logged-on user/Documentum

If you have worked with Documentum in the past before August 2012, it is possible that you will also see a UCF-java folder that is the old version of the temporary dir for documentum. It has to be removed as well.

Once you work with Documentum again the "UCF" folder will recreate itself.

Steps:

a. Right-click on Start & open Explore & locate the following directories on your C: drive:



- b. Delete whichever of the following directories exist:
 - i. C:/Document and Settings/<logged on user>/Documentum/ucf
 - ii. C:/Document and Settings/<logged on user>/Documentum/ucf-java
 - iii. D:/Document and Settings/<logged on user>/Documentum/ucf
 - iv. D:/Document and Settings/<logged on user>/Documentum/ucf-java
 - v. C:/Users/<logged on user>/Documentum/ucf
 - vi. C:/Users/<logged on user>/Documentum/ ucf-java

Windows XP:





Windows 7 or higher:

anize Include in library Share with	New folder					
Videos 🔨	Name	Date modified	Туре	Size		
A Wrong, Carolyn PWC	Checkout	2014-05-26 2:34 PM	File folder			
Computer AE363215	Export	2010-04-27 7:23 AM	File folder			
🏭 Windows (C:)	Logs	2014-05-26 2:26 PM	File folder			
Andon E	🔒 Temp	2014-05-26 2:35 PM	File folder			
AppsDocuments	🔒 ucf	2014-02-21 12:11	File folder			
BCAC	📕 Viewed	2014-05-26 3:46 PM	File folder			
BMC	al documentum.ini	2014-05-26 2:35 PM	Configuration sett		2 KB	
Carolyn Wrong old c data	documentum.lck	2012-08-07 11:41	LCK File		0 KB	
u cw_trom Desktop						
p is cwtemp						
Driver						
V Drivers						
MSOCache						
Dracle						
Perflore						
Peri64						
Program Files						
Program Files (x86)						
ProgramData						
> Support						
Temp						
temp.T I						
Jusers						
Administrator						
bi33840t	to an a second second second					
🕌 bi37801t	 logged on User 					
4 🕌 bm29716						
AppData						
Contacts						
Desktop						

3. Delete java cache (applications, applets, files) using the "Java Control Panel".

Start – Control Panel



October 2018

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Locate the Java Control Panel & double-click on it:



4. Java Control Panel (images are for Java 1.6. other java versions may look different).a. Delete all cached objects for java especially applets.

Java Control Panel	
neral Java Security Advance	ced
bout View version information about	Java Control Panel.
	About
Network Settings	
Network settings are used wher Java will use the network settin users should modify these settir	n making Internet connections. By default, gs in your web browser. Only advanced ngs,
Network settings are used wher Java will use the network settin users should modify these settir	n making Internet connections. By default, gs in your web browser. Only advanced ngs. Network Settings
Network settings are used wher Java will use the network settin users should modify these settin Temporary Internet Files	n making Internet connections. By default, gs in your web browser. Only advanced ngs. Network Settings
Network settings are used wher Java will use the network settin users should modify these settin Temporary Internet Files Files you use in Java application execution later. Only advanced settings.	n making Internet connections. By default, gs in your web browser. Only advanced ngs. Network Settings Is are stored in a special folder for quick d users should delete files or modify these
Network settings are used wher Java will use the network settin users should modify these settin Temporary Internet Files Files you use in Java application execution later. Only advanced settings.	n making Internet connections. By default, gs in your web browser. Only advanced ngs. Network Settings ns are stored in a special folder for quick d users should delete files or modify these



Click on Delete Files:

orary Files Setting: Keep temporary file	s on my computer.	
ation Select the location	where temporary files are l	kept:
ers\bm29716\App	Data\LocalLow\Sun\Java\D	Deployment\cache Change,
k Space Select the compre Set the amount of	ssion level for JAR files: disk space for storing temp	None
		1000
	Delete	e Files Restore Defau
Set the amount of	disk space for storing temp	e Files



Click on OK



Then click on OK





5. Click on the java tab and make sure there is not > 1 version active/enabled:



6. In Security tab, click on Certificates:

🛃 Java (Control	Panel						X
General	Java	Security	Advance	d				
Certif	icates -							
Use of publis	ertificate hers.	es to posit	ively iden	tify your	self, certi	fications	, authori	ties, and
							Certificat	es
					ОК	Can	cel	Apply

Next, ONLY select the ECM Corporation certificate, and click on Remove button



Issued To	Issued By	
MC Corporation	Thawte Code Signing CA - G2	^
nternational Business Machines Corporation	VeriSign Class 3 Code Signing 2010 CA	

Note: After you restart the RSI or SKM on the Supplier Portal, it is normal to get 2 popups... Accept the new certificate & accept to trust. Accept both of these pop-ups.

→ Last make sure to Clear the IE - Temporary Internet files and cookies



12) Internet Explorer setting for eQN (with Windows 10)

If you are using Windows 10, and you have an issue with **eQN Creation / eQuest Review** – clicking on the link gives you "This page can't be displayed" – as shown below, follow the steps below to resolve this issue.



Retry using eQN. You <u>may</u> need to reinstall the Citrix Plug-in – Citrix Receiver for Windows Version 4.9 LTSR. To do so, follow the instructions under the eQN Creat / eQuest folder – the Help link.

