

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: <https://eportal.pwc.ca>

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:

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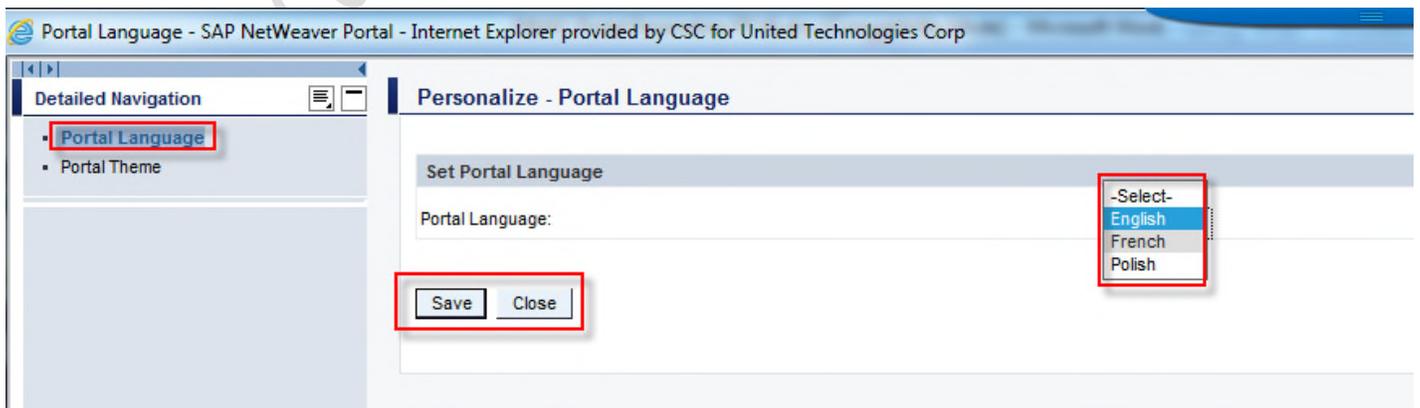
1) Portal Language Setting:

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:



- 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.

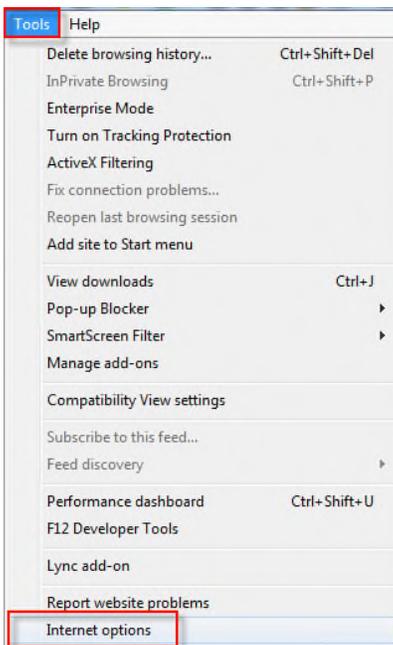


2) P&WC Portal – Clearing the browser Cache and Cookies

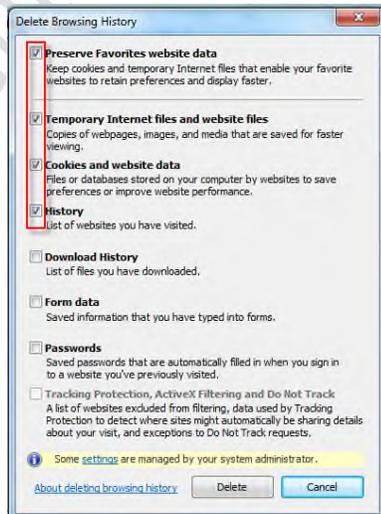
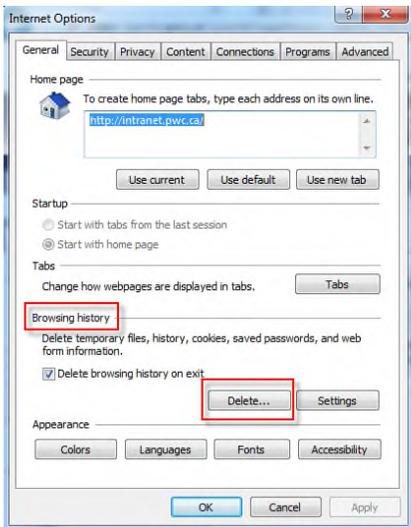
In order to clear the cache on your PC, please follow the steps below.

a) Delete Cookies:

In Internet Explorer, Click on Tools – Internet Options:

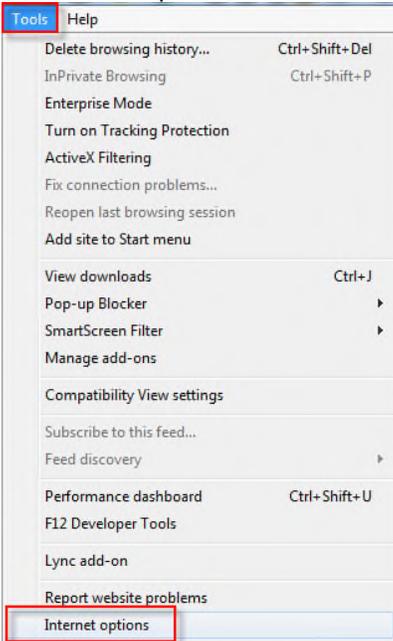


Then in the “Browsing History” section, click on the “Delete” button. Select the checkboxes as shown below & then click on “Delete”.

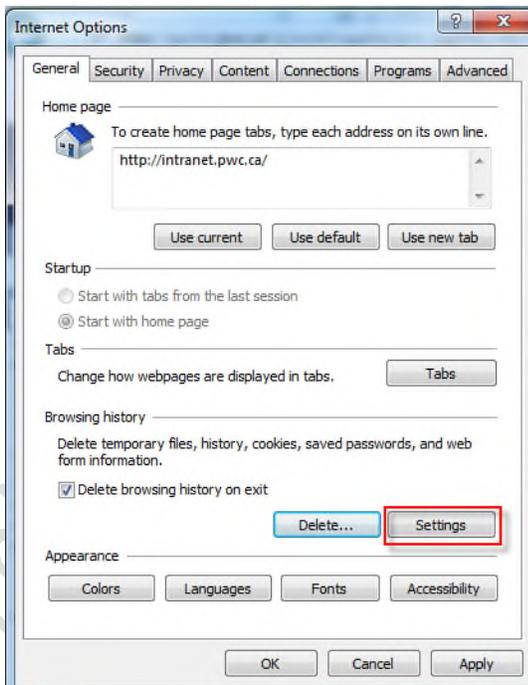


b) Settings:

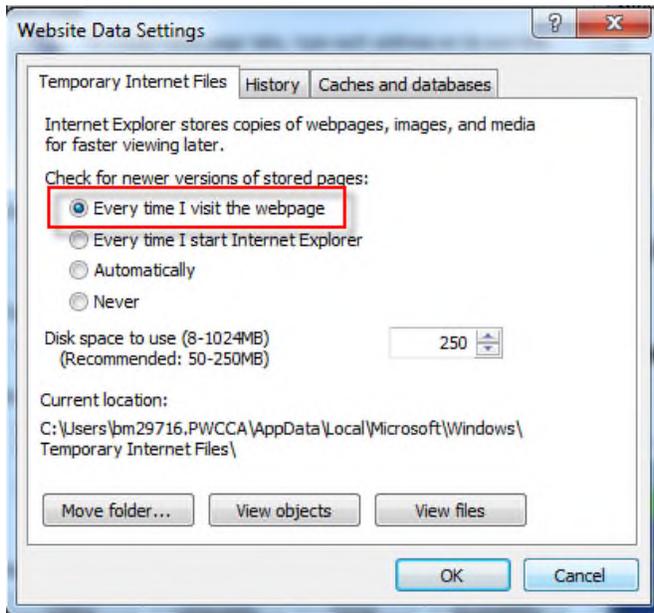
In Internet Explorer, Click on Tools – Internet Options:



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



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



Then click on OK.

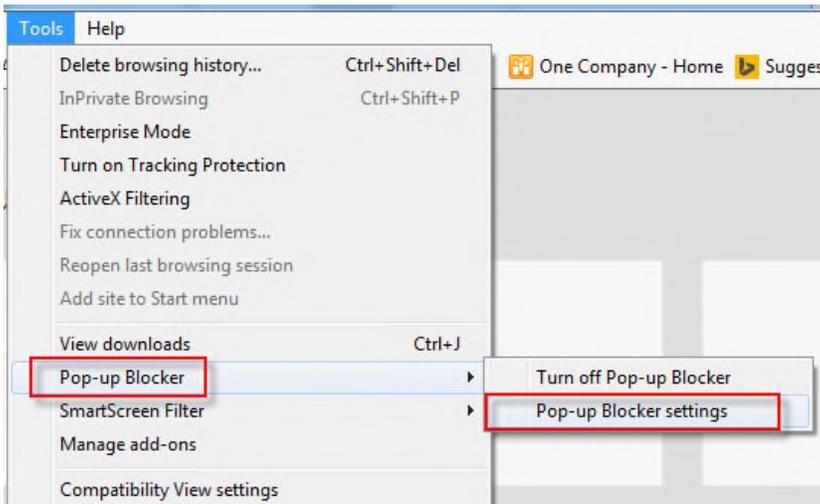
3) Popup Blockers:

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).

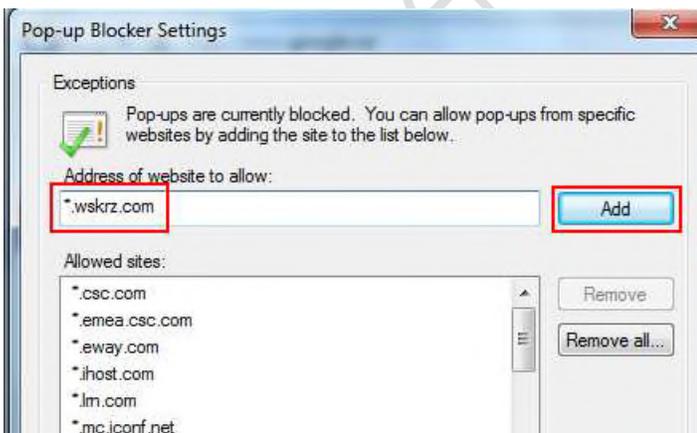
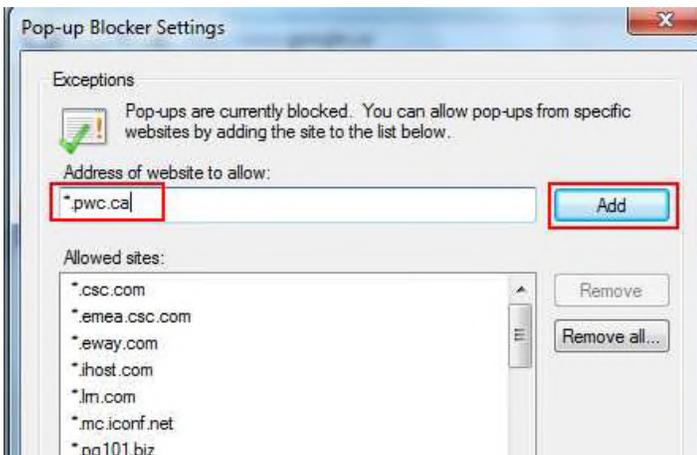
- *.pwc.ca
- *.wskr.com

Below shows the Internet Explorer pop-up blocker settings:

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



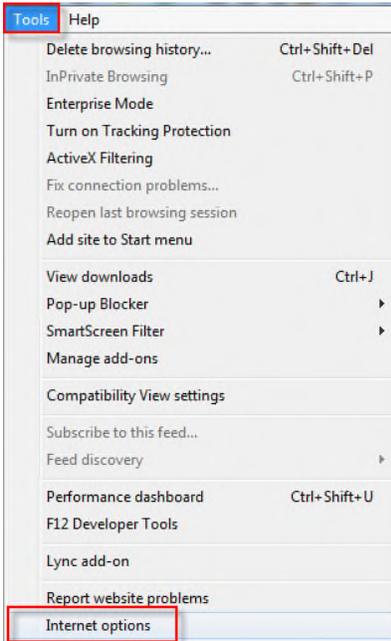
Add each of the two URL's into the Address of website to allow, and the click on Add:



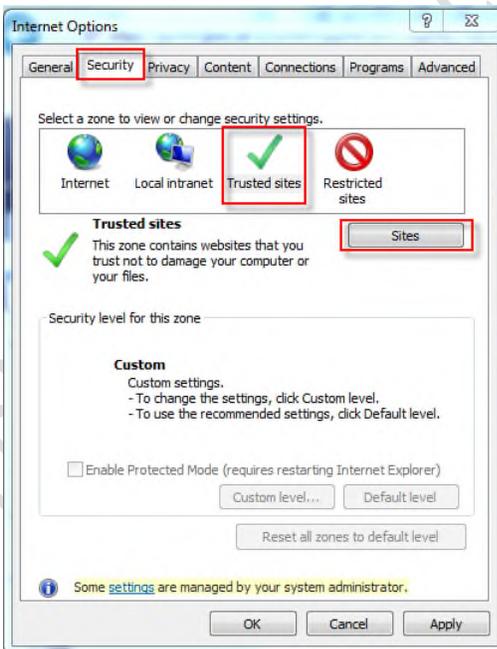
Then click on the close button.

4) Internet Explorer Security Settings – Trusted Site:

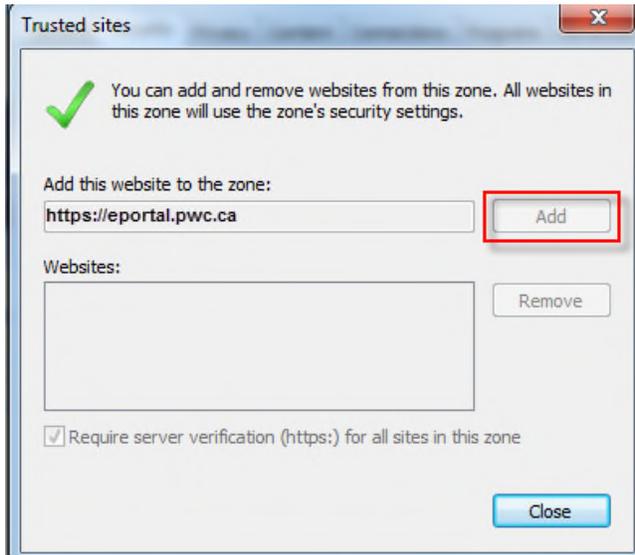
- In Internet Explorer Click on “Tools” then ”Internet Options”:



- 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

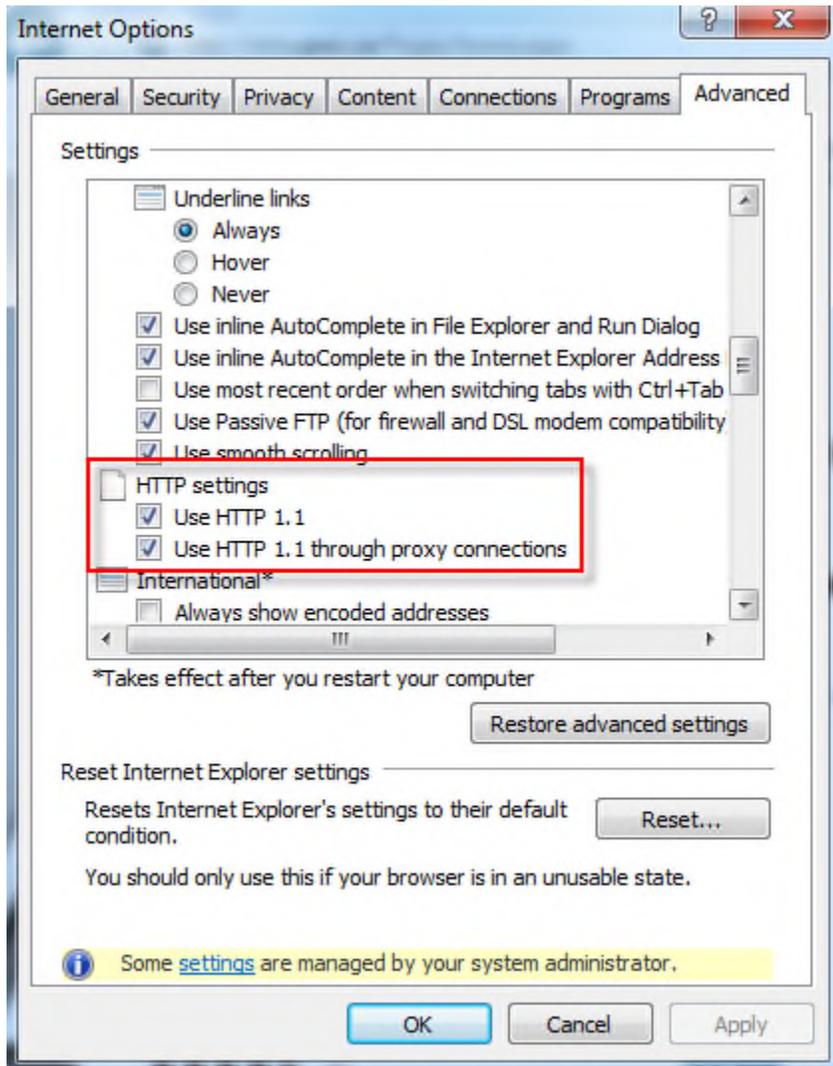
<https://srm.pwc.ca>

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

Select the Advanced tab

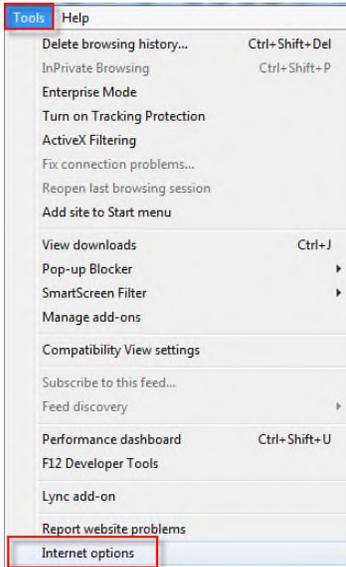
Under the HTTP 1.1 settings

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

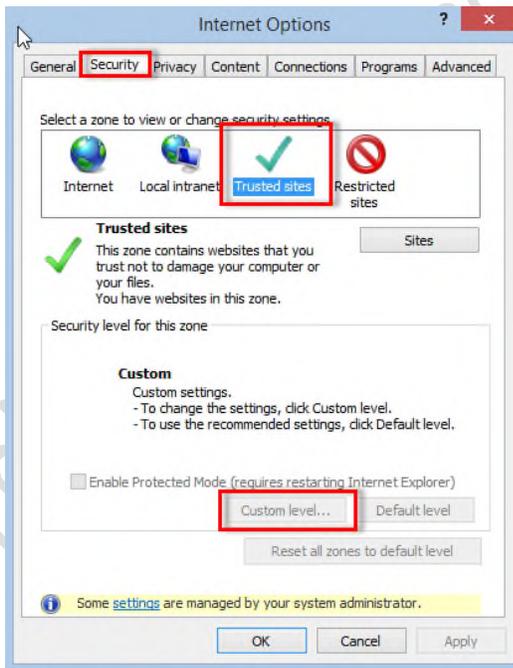


5) Internet Explorer Security Settings – Security Level:

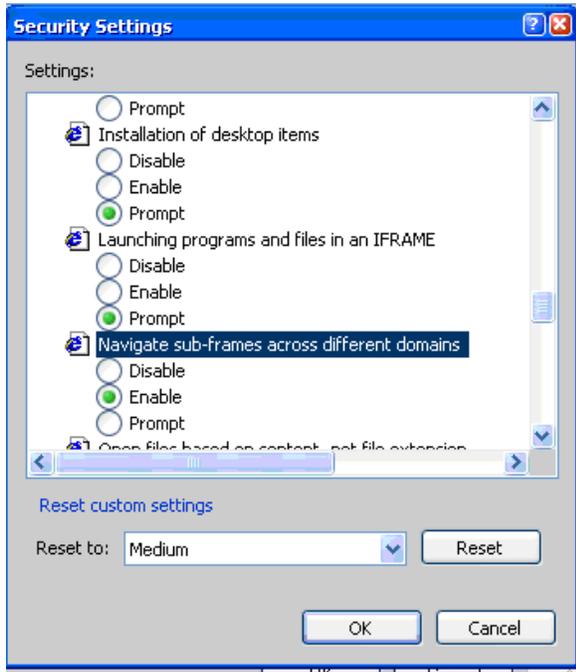
- In Internet Explorer Click on “Tools” then ”Internet Options”:



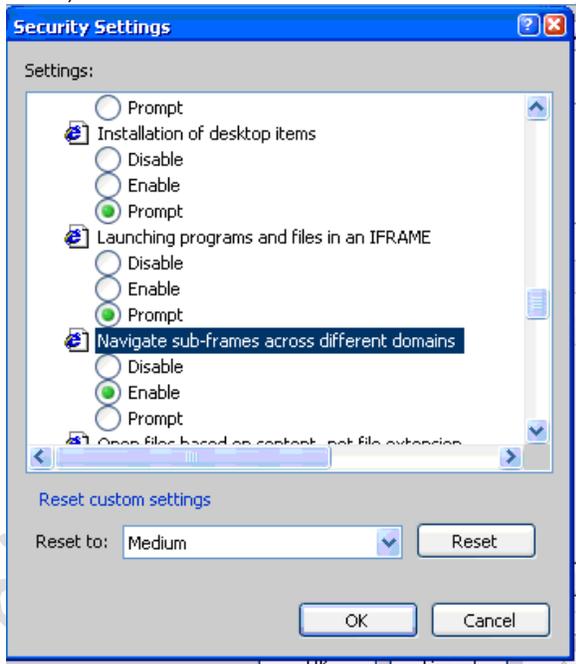
- Select the Security tab
- Click on Internet
- Click on the Custom level button



- On the Security Settings windows, go to “Navigate sub-frames across different domains”



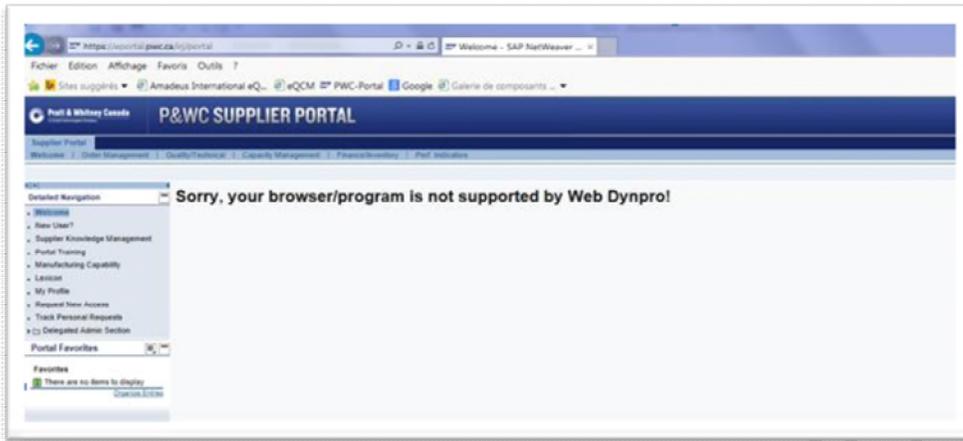
- Next, Select “Enable”



- 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:

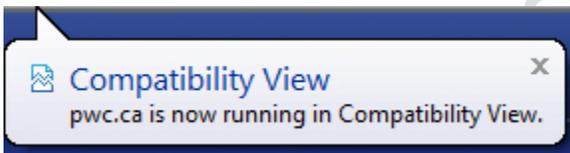


1) Login to the P&WC Portal

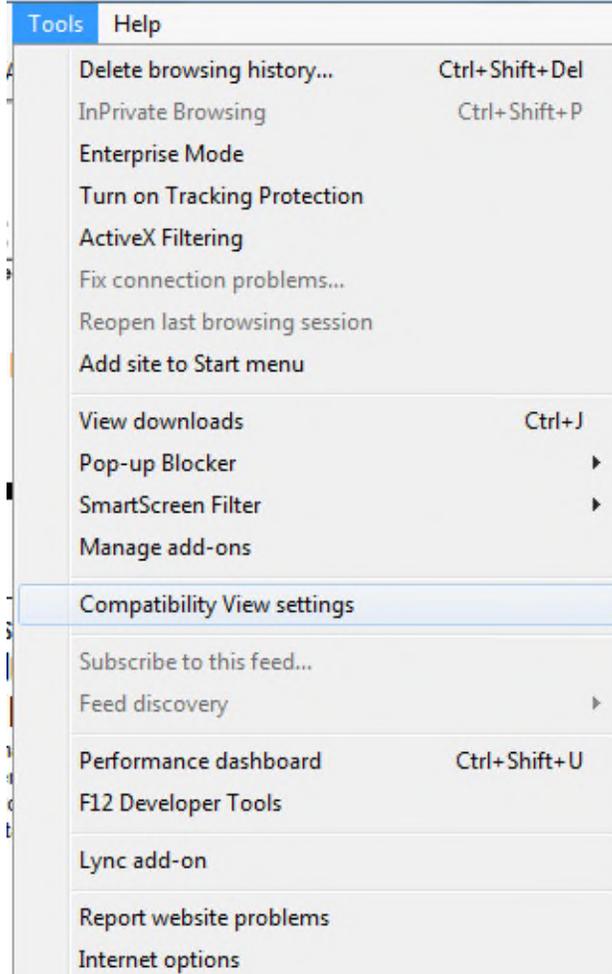


2) Click on the Compatibility View button:

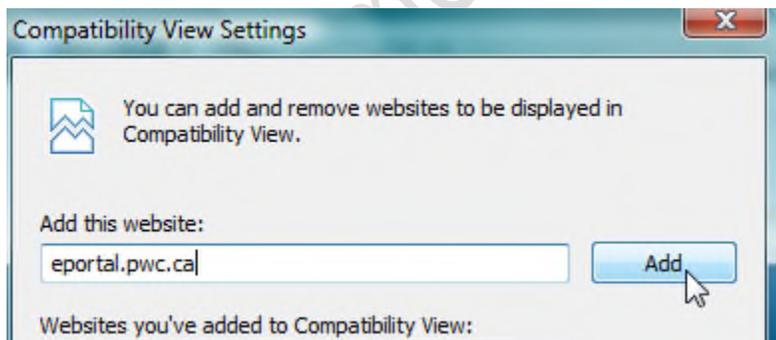
3) This will automatically turn on the Compatibility for IE8.



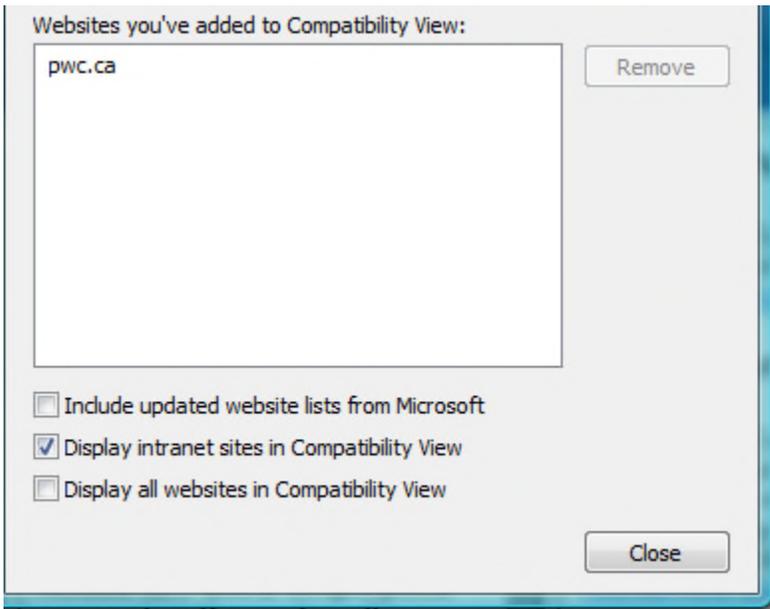
4) To set it up to always use Compatibility View with our Site, click on Tools - Compatibility View Settings:



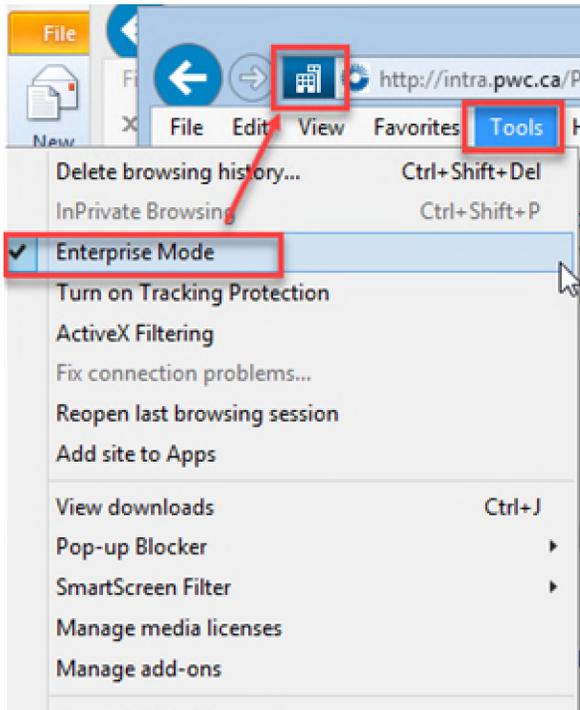
5) Then add eportal.pwc.ca where it says Address of website to add to Compatibility View and click on the Add button.



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



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

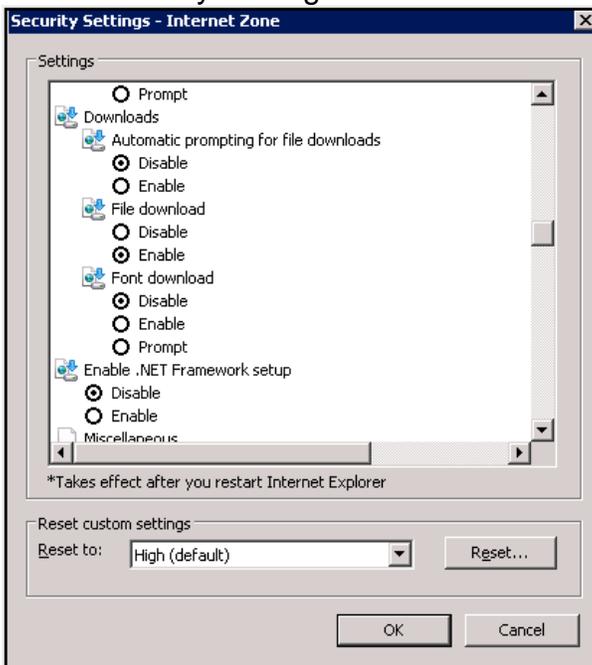


7) P&WC Portal - Internet Explorer Settings for PO printing /downloading

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

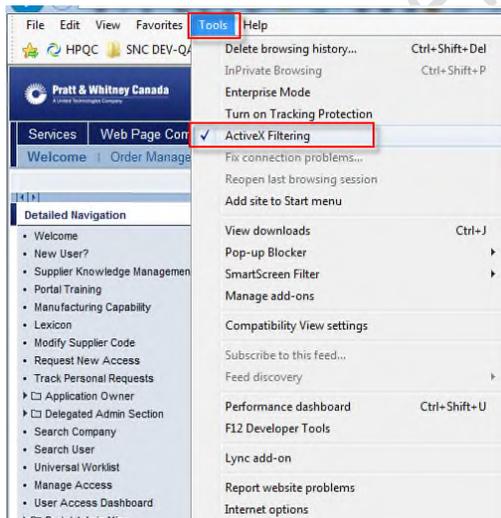
In some cases the “folders” in the Detailed Navigation of the Supplier Portal will not open... they may remain in a “Loading...” state. See screen shot below. In some Internet Explorer versions there is an incompatibility with “**ActiveX Filtering**” and the iViews on the Supplier Portal that are in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

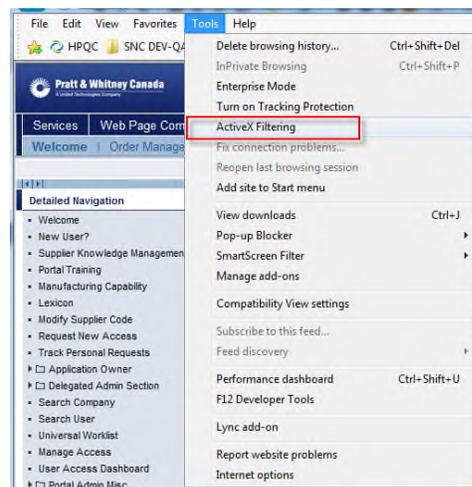


If this occurs, click on Tools – and then **DE-select “ActiveX Filtering”** as shown below. Then click on F5 button or on View – Refresh – to refresh your screen and once done, the folders should open and the links in the folders should now be accessible.

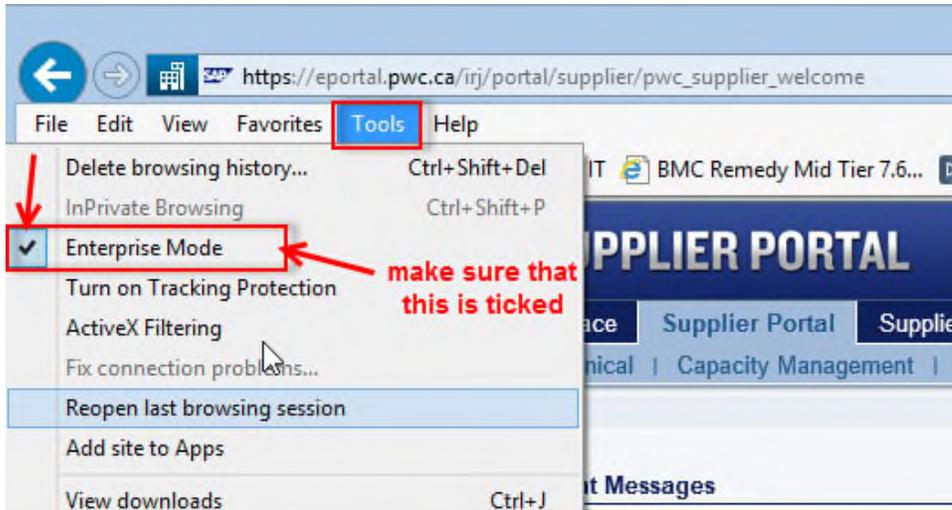
ActiveX Filtering is selected:



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

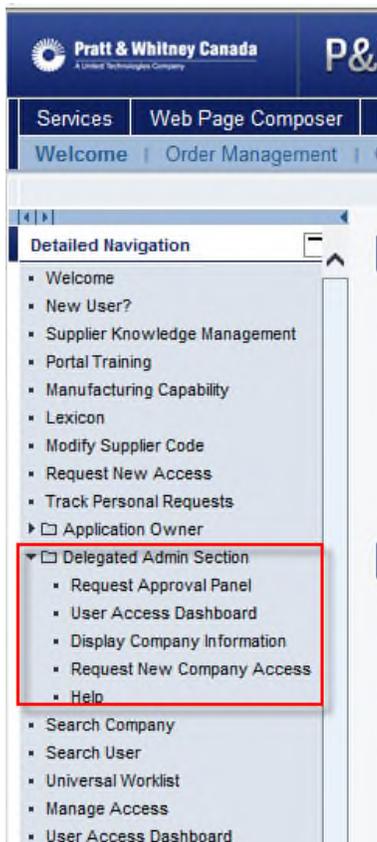


If this does not fix the issue, then also please select **Enterprise Mode** from Tools:

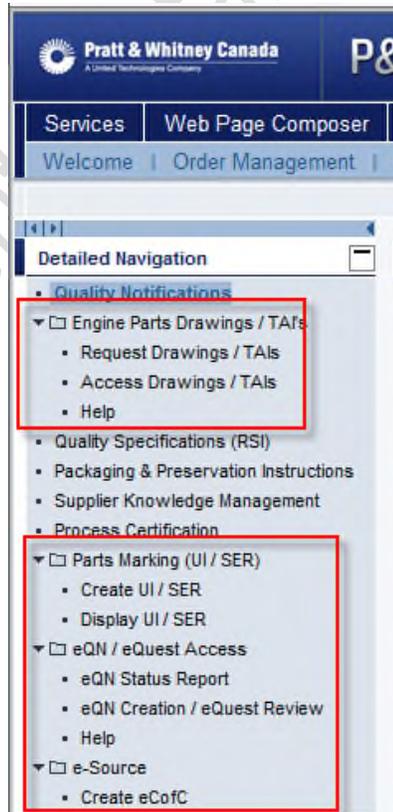


Lastly, the addition of the P&WC URL addresses to the Trusted Sites List as per **Step 4** above should also help to resolve the "Loading..." issue with folders. Please refer to the screen shots in **Step 4**.

Once unselected, the folders will open.



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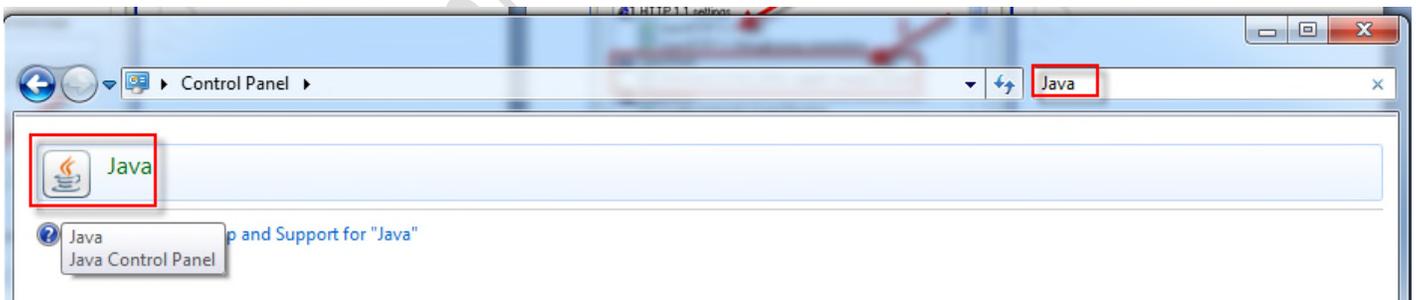
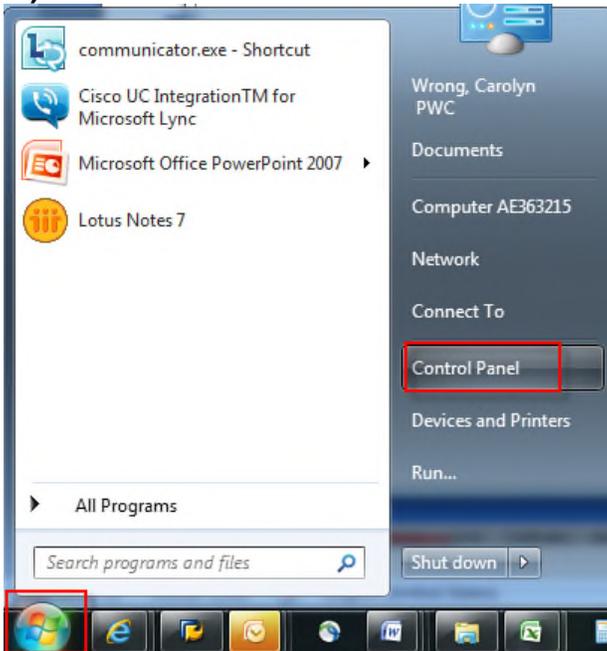
Ver 11

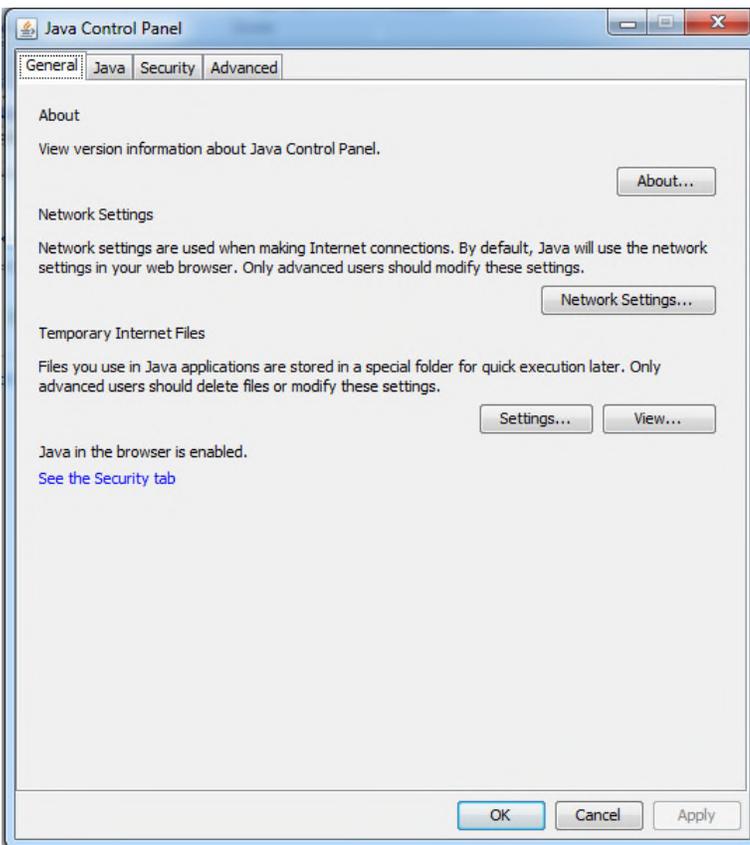
9) P&WC Portal - Internet Explorer Java Settings

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

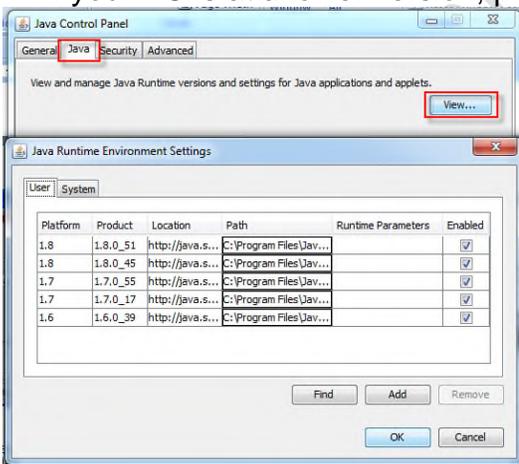
2.) Go to the Start button - Control Panel and search for Java. Click on the Java icon





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.



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.

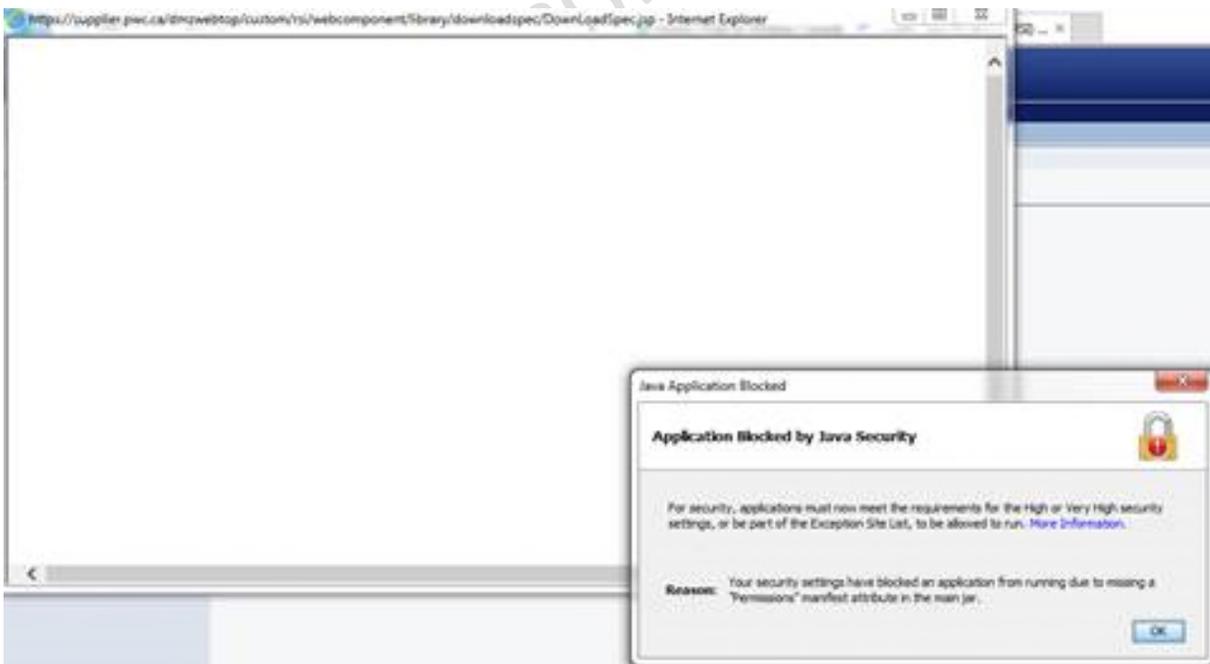
NOTE: Java & Internet Explore must both be in 32-bit or 64-bit. You cannot have one in 32-bit and the other in 64-bit. **For Supplier Portal, you must use Java in 32-bit.**

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



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

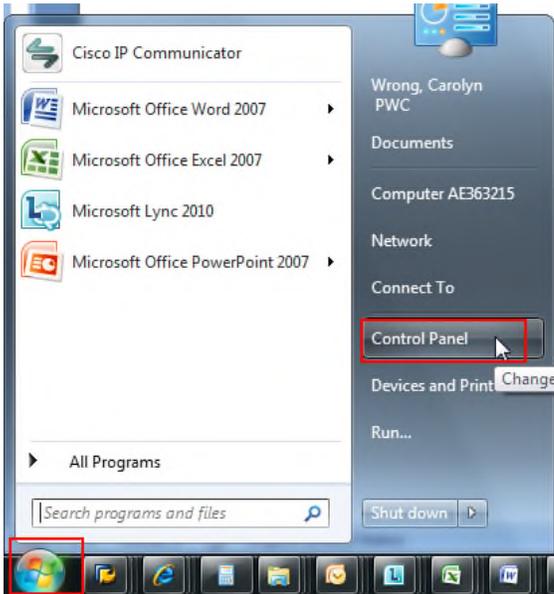
When you try to open documents in SKM or RSI, you may get the following Java Security screen:



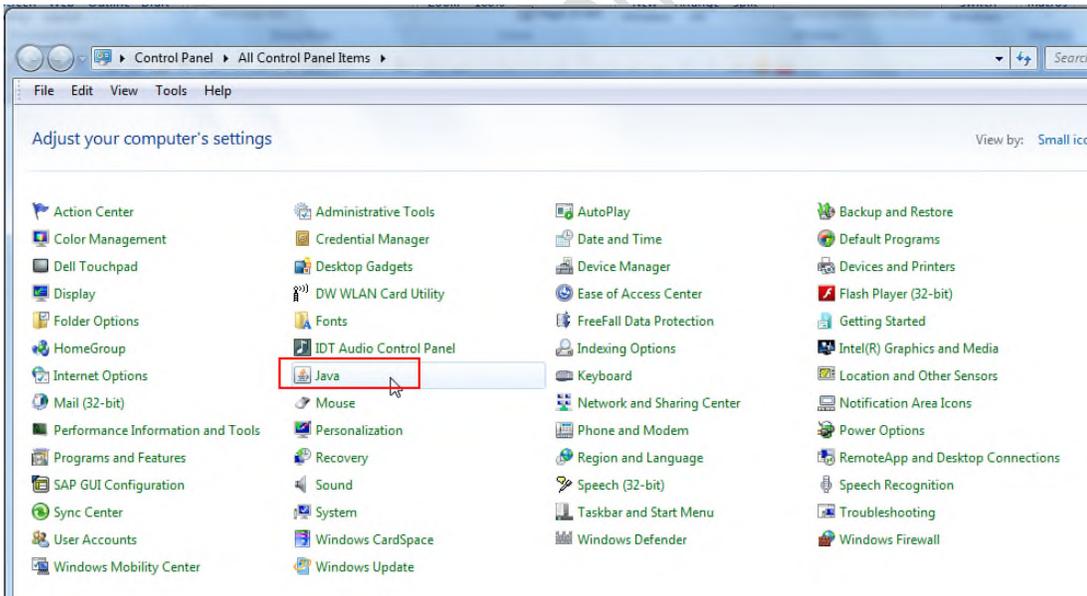
The steps below will help to resolve this issue.

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:



Then click on About:



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.

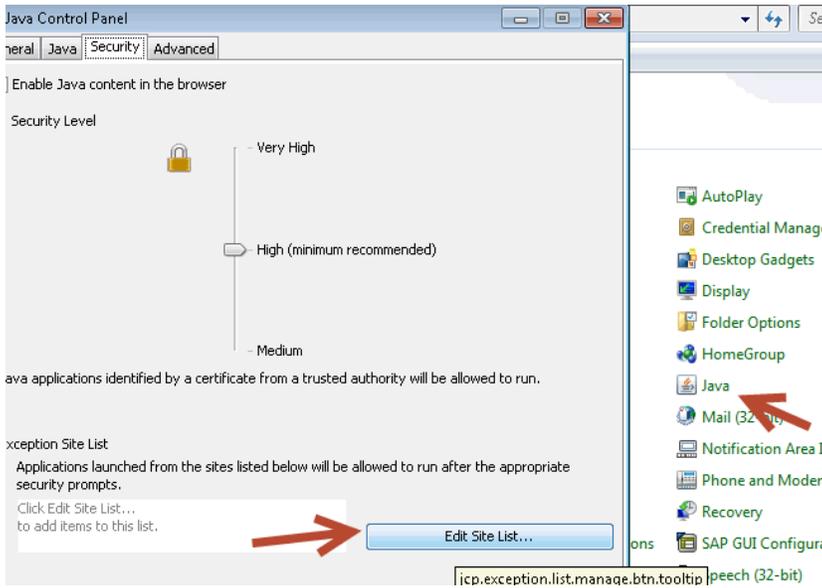


But if you have Java 7 (Version 7 Update 51) or higher, then follow the following steps.

Click on the Security tab

Click on "Edit Site List"

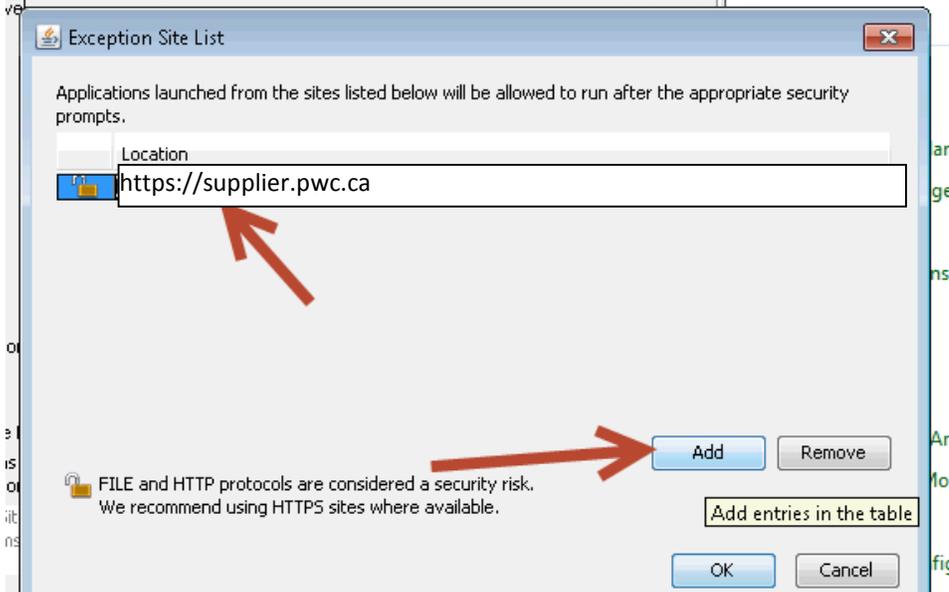
Add the P&WC site (see below)



Add:

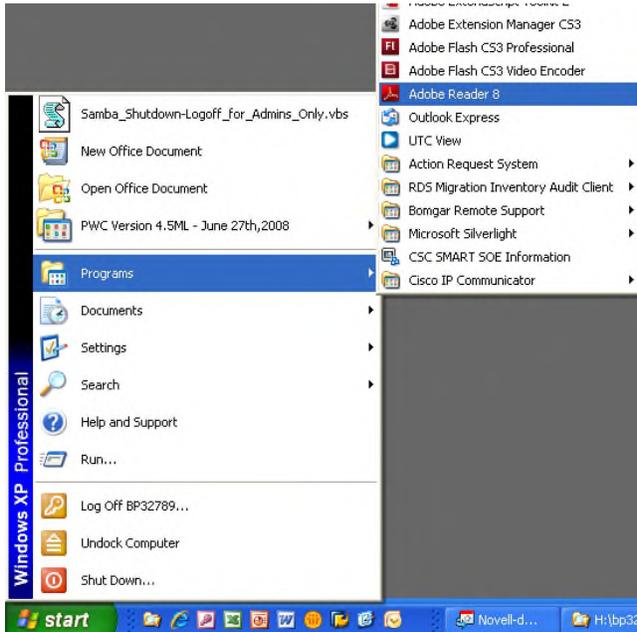
<https://supplier.pwc.ca>

to the Exception Site List:

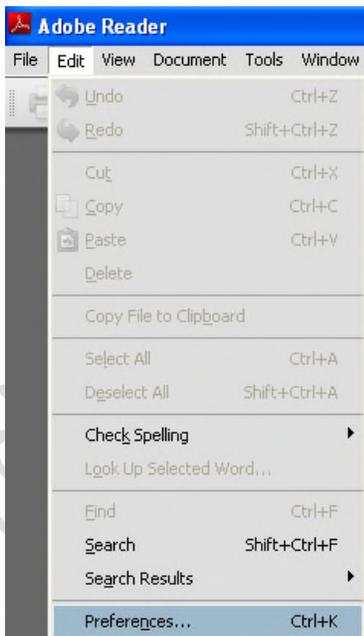


Adobe modification (if required)

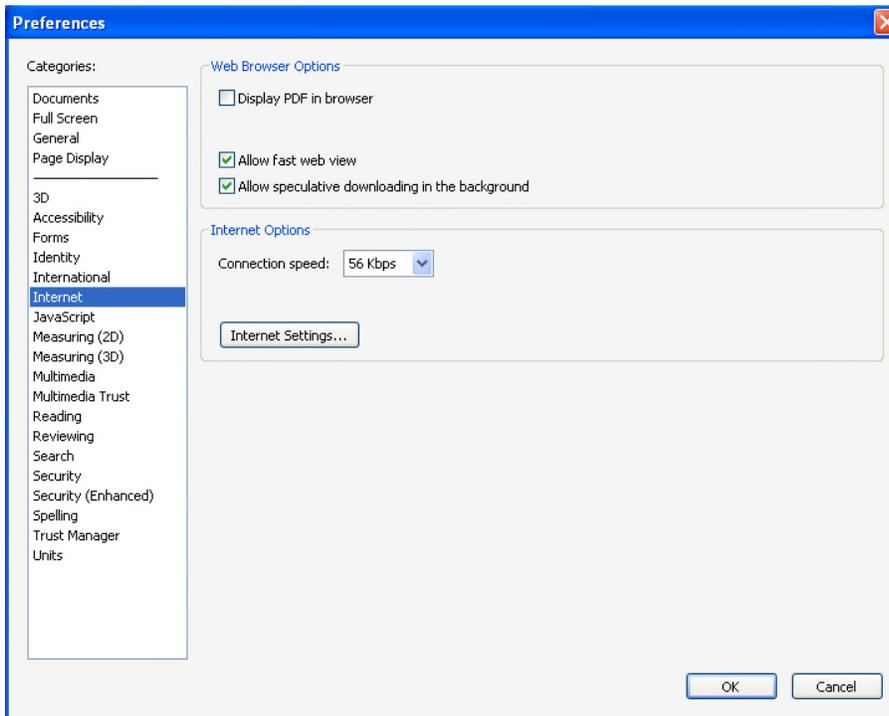
If the end user can't open the documents because there's a pop up window asking to select a program to view the document, follow these steps. Left click on the 'Start' icon of Windows. Look for this:



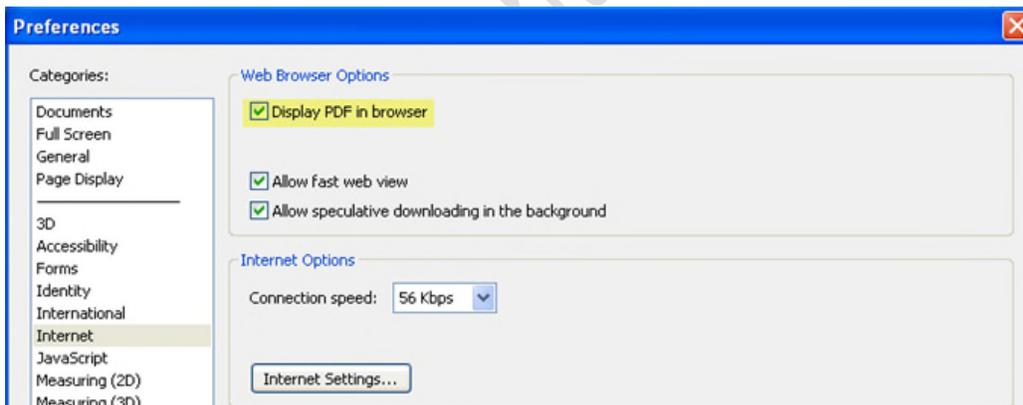
Open Adobe Reader and follow this path:



Select the Internet settings as shown:

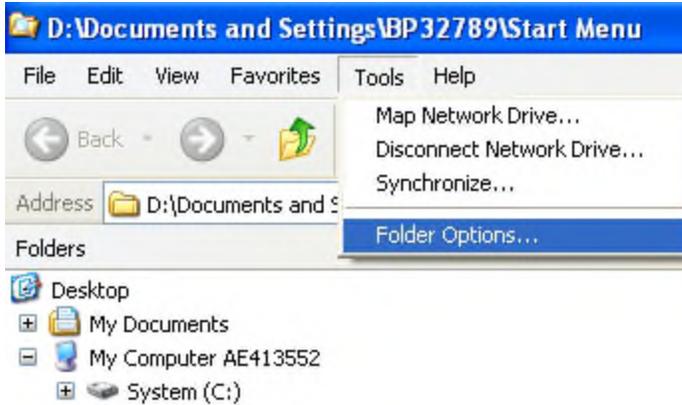


And make this selection:

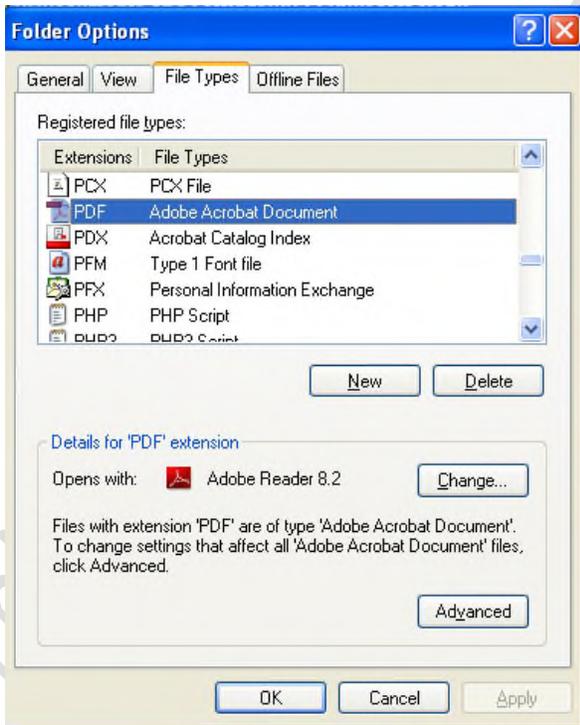


Although this is not our preferred option, this is a work around that solves the issue.

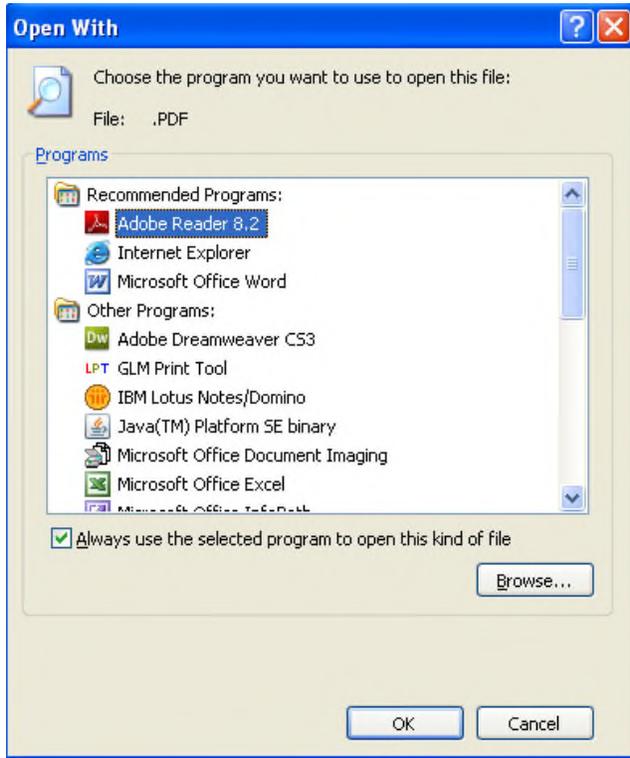
Next, change the file association for .pdf type to Internet Explorer as shown:



Then select the 'File type' tab here:



Click on the button. You get a new pop up window:



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

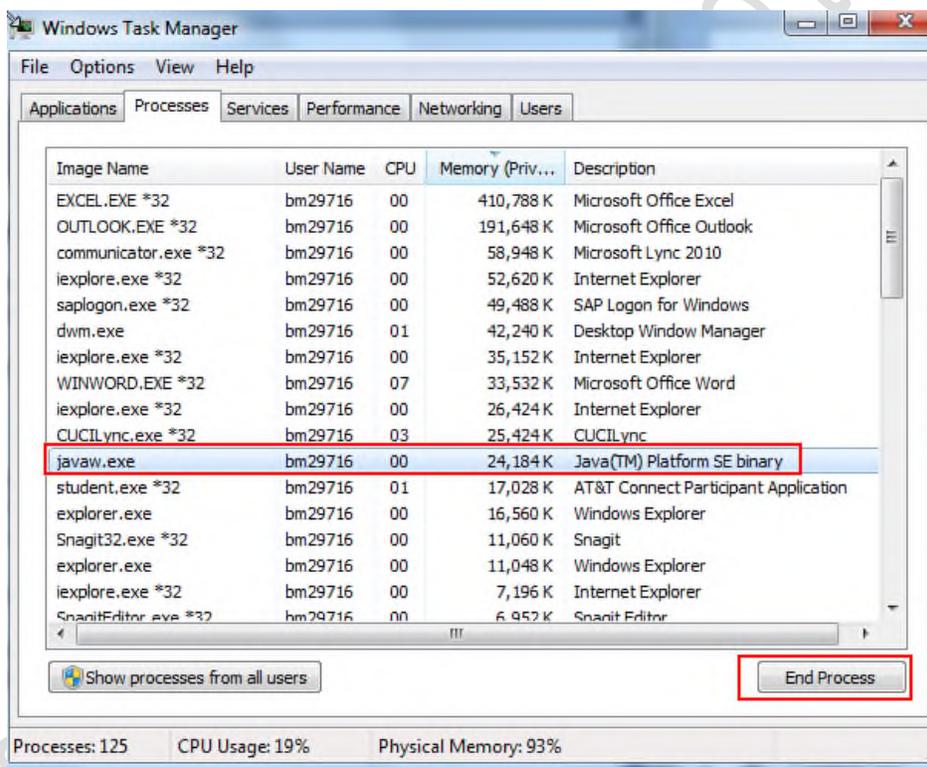
11) Java fix for “UCF” Errors in SKM & RSI

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:



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.

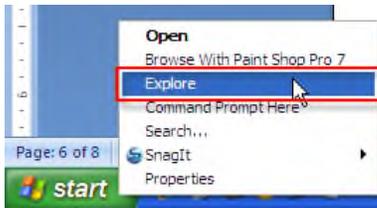
→ For XP depends on the image could be located under D:/Documents & Settings/**logged-on user**/Documentum or C:/Documents & Settings/**logged-on user**/Documentum

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.

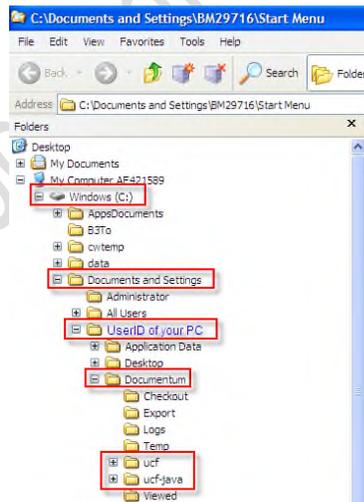
Steps:

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

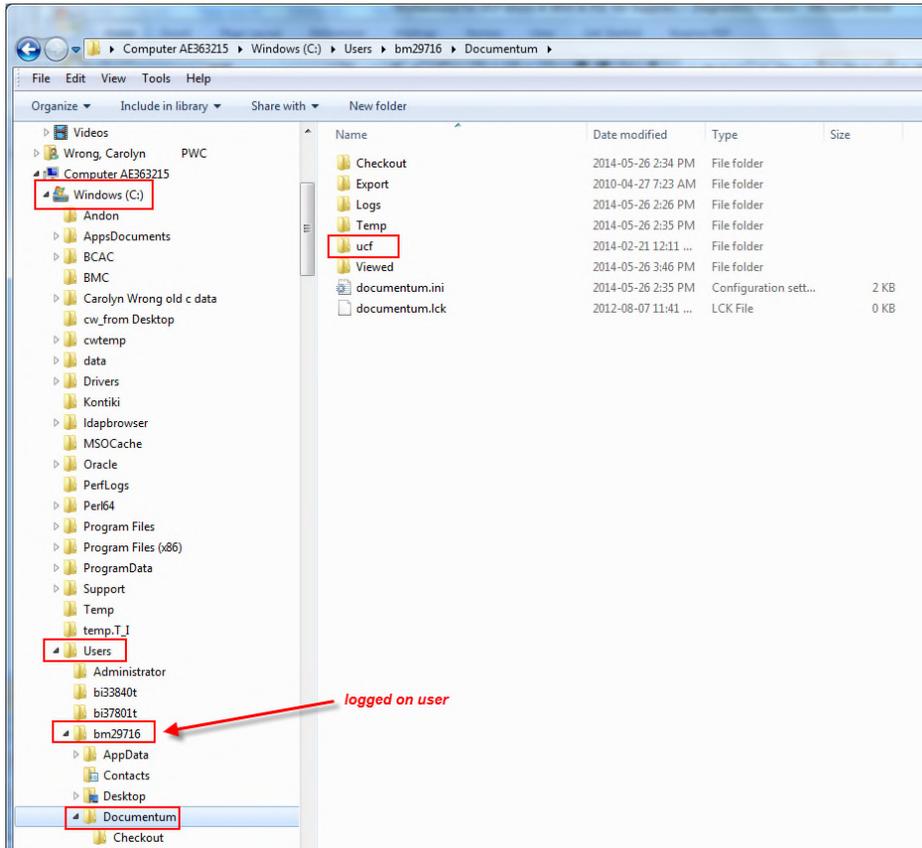


- b. Delete whichever of the following directories exist:
 - i. C:/Document and Settings/<logged on user>/Documentum/ucf
 - ii. C:/Document and Settings/<logged on user>/Documentum/ucf-java
 - iii. D:/Document and Settings/<logged on user>/Documentum/ucf
 - iv. D:/Document and Settings/<logged on user>/Documentum/ucf-java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

Windows XP:



Windows 7 or higher:

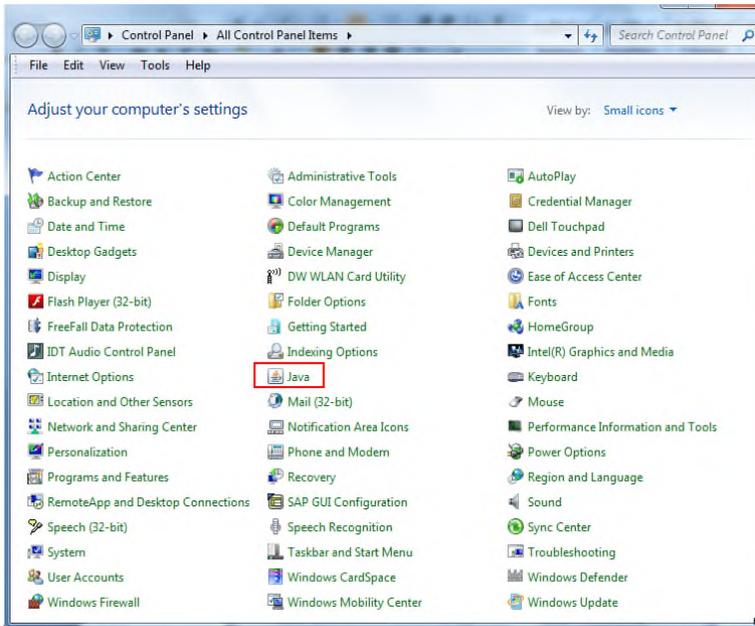


3. Delete java cache (applications, applets, files) using the “Java Control Panel”.

Start – Control Panel

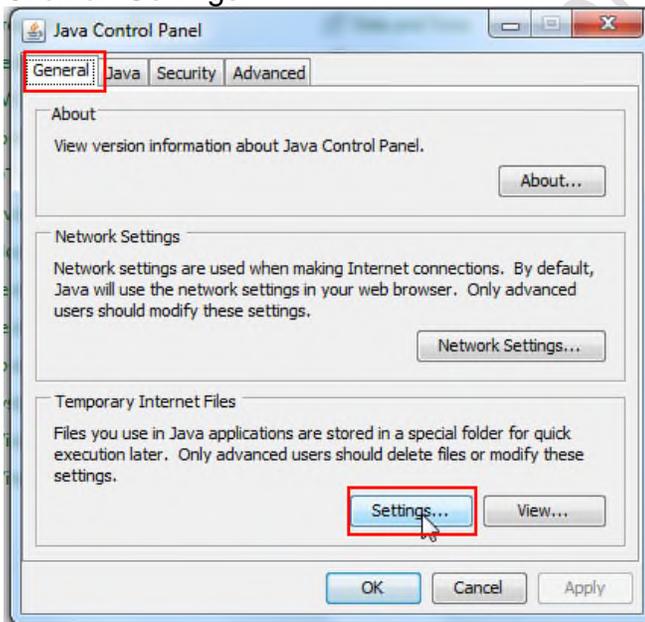


Locate the Java Control Panel & double-click on it:

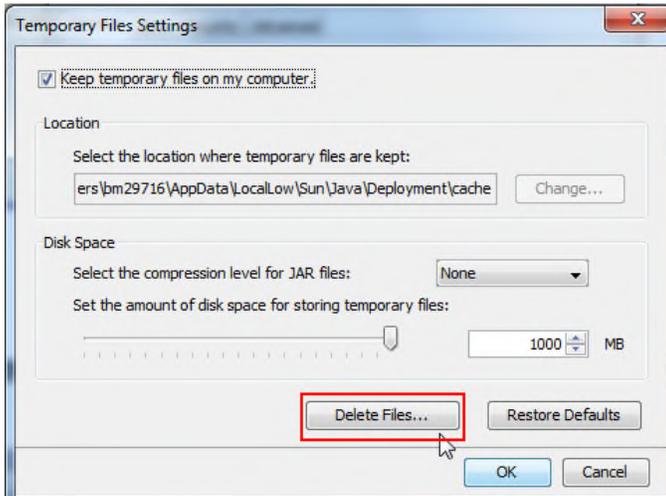


4. Java Control Panel (images are for Java 1.6. other java versions may look different).
 - a. Delete all cached objects for java especially applets.

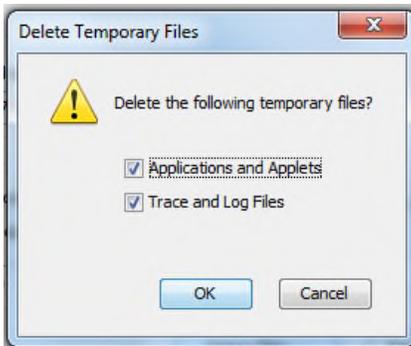
Click on Settings:



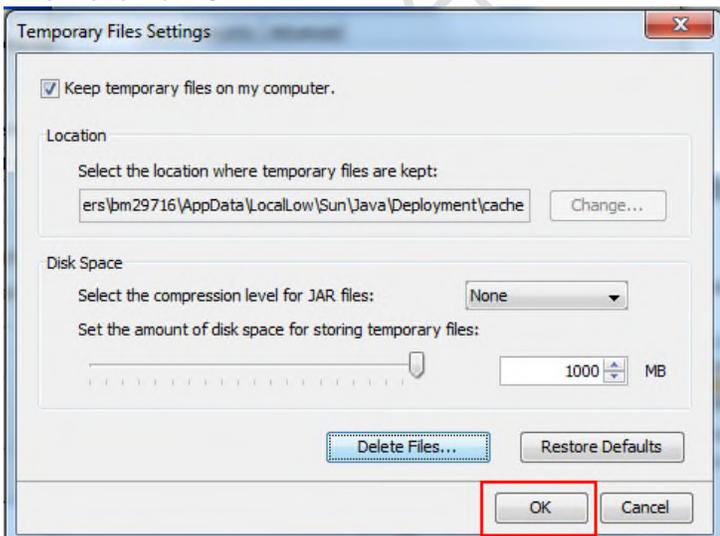
Click on Delete Files:



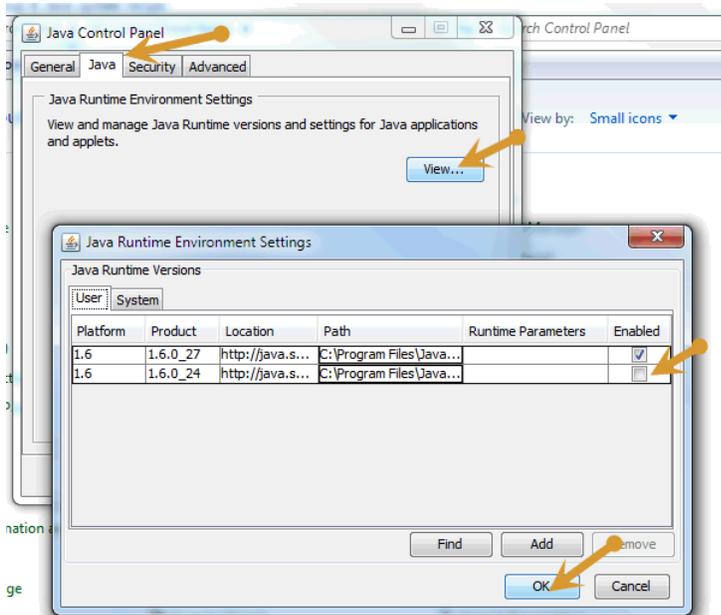
Click on OK



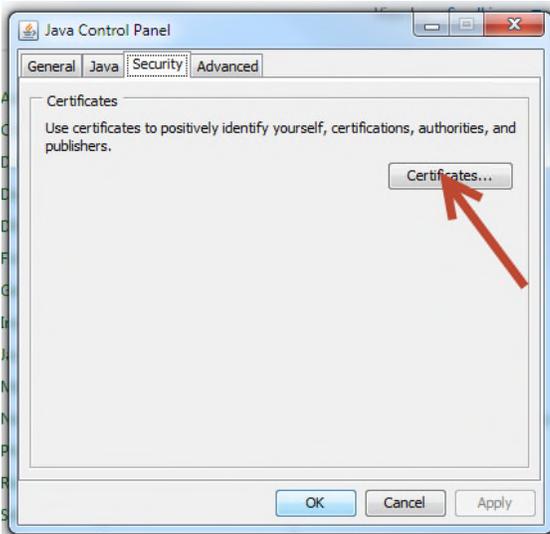
Then click on OK



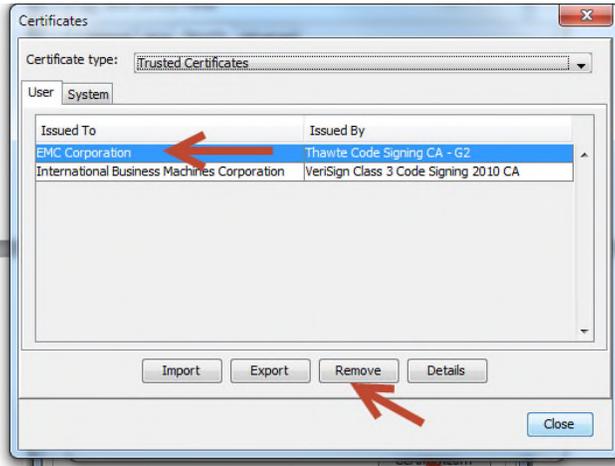
5. Click on the java tab and make sure there is not > 1 version active/enabled:



6. In Security tab, click on Certificates:



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

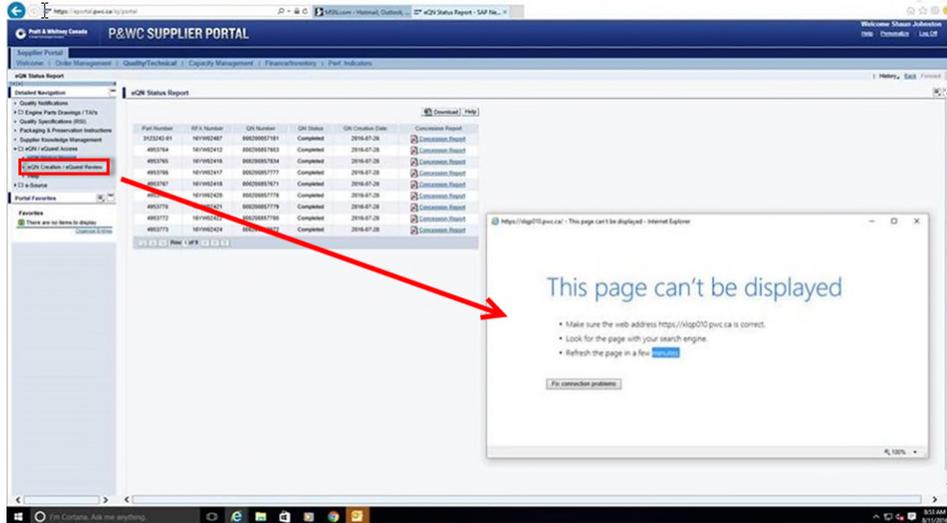


Note: After you restart the RSI or SKM on the Supplier Portal, it is normal to get 2 popups... Accept the new certificate & accept to trust. Accept both of these pop-ups.

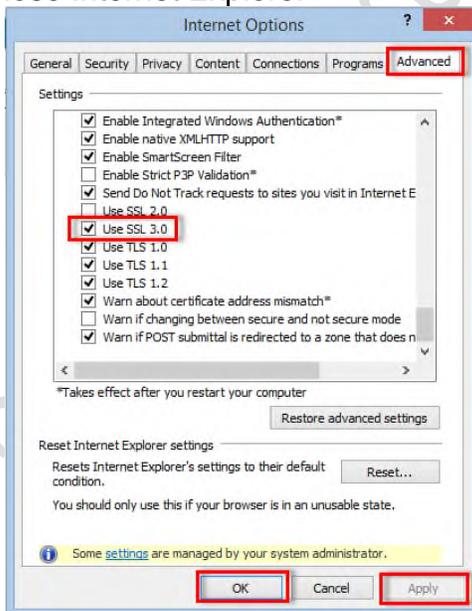
→ Last make sure to Clear the IE - Temporary Internet files and cookies

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.



1. Open Internet Explorer 11
2. Goto Menu - Tools - Internet Options
3. Select the Advanced tab
4. Find and select “Use SSL 3.0”
5. Click on Apply then click on OK
6. Close Internet Explorer



Retry using eQN. You may 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.

P&WC SUPPLIER PORTAL

Services | Web Page Composer | My Workspace | Supplier Portal | Supplier Scorecard - View | Supplier Scorecard - Update

Welcome | Order Management | Quality/Technical | Capacity Management | Tooling | Perf. Indicators | P&WC | Finance/Inventory

https://eportal.pwc.ca/itj/servlet/prt/portal/prtroot/com.sap.km.cm.docs/documents/pwc_pubdoc_r - Internet Explorer provided by

SUPPLIER PORTAL Français

For Technical Support about [Citrix/Enovia connectivity](#) please call the P&WC Helpdesk at **450 647-3824** and mention this is about eQN/Citrix.

For other eQN/eQuest matters, how to use the application, data questions, please use this email: SupplierQuality@pwc.ca

eQN Creation/eQuest Review

This **eQN Creation/eQuest Review** tab provides access to the Enovia.PM (RFA) tool available throughout the Supply Chain to support the eQN and eQuest business processes.

eQN is the business process used for electronic declaration of Supplier Statement Of Non-conformity (SSON) reports to PWC and for follow-up on Root Causes Corrective Actions (RCCA) activities.

eQuest is the business process to report Supplier escapes, request official RCCA, produce Supplier escape metrics and determine CoPQ.

Detailed information for each process is available in the Supplier Knowledge Management section of the P&WC Supplier Portal (Login Name: Supplier & Password: Supplier1). Click on English Supplier Portal Guides and select the appropriate file:

- [P&WC e-QN_RFA_Creator User Guide, or](#)
- [P&WC eQuest Supplier User Guide](#)

Login-in to Enovia.PM (RFA) via Citrix

Note: In order to access the Enovia.PM (RFA) application remotely, users need to have the Citrix Client software installed on their PC. Should this software be missing, the user will see a message in the Message Center area of the Web Interface Screen (lower part of the panel). There are links on the Web Interface page to help you download and install the software.

The recommended Citrix client is Citrix Receiver for Windows Version 4.9 LTSR .

To get more information on how to install the [Citrix Web-Plugin, click here](#)