



Purchasing Portal
Supplier's technical requirements
FULLSTEP PORTAL VS. 31600

Table of Contents

1 Introduction	3
2 Requirements	3
2.1 Internet connection	3
2.2 E-mail account	3
2.3 Internet Explorer	3
2.3.1 Version of Internet Explorer	3
3 Resolution of problems: Possible pop-up blocking and file downloading error	4
3.1 Google toolbar	5
3.2 Yahoo toolbar	6
3.3 Compatibility with Windows XP – Service Pack 2	7
3.4 Internet privacy setting	10
3.5 Error downloading specifications in the portal	12
3.6 Antivirus blocking	13

1 Introduction

The following document indicates the minimum technological requirements approved suppliers must have to access and use the functions available in the purchasing company's private supplier area properly.

2 Requirements

Suppliers approved by the purchasing company must meet certain technical requirements to ensure their bid(s) are received properly.

2.1 Internet connection

The supplier must have a computer with an **Internet connection**. Bids can be sent during the period determined by the purchasing company, as well as providing other functions.

2.2 E-mail account

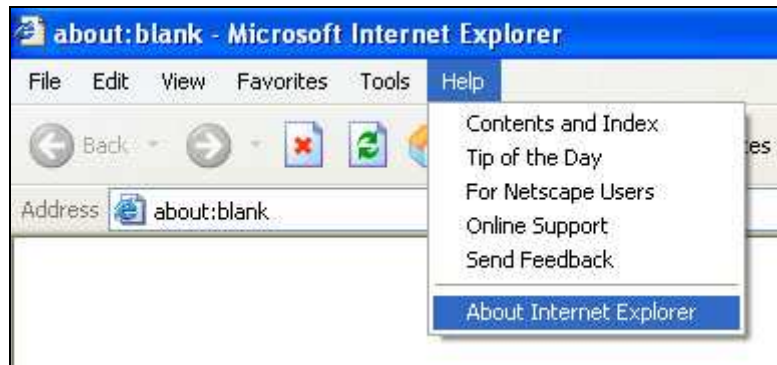
The supplier must have an e-mail account. The company will use that account for supplier communication.

2.3 Internet Explorer

The supplier must have installed on its computer a version of **Internet Explorer 6 or higher**.

2.3.1 Version of Internet Explorer

To check your **version of Internet Explorer** you will have to open the browser, go into the "**Help**" menu and select "**About Internet Explorer**". Once this option has been selected, a window opens in which the version of the browser appears.



Use the following address to download the correct version of Internet Explorer:

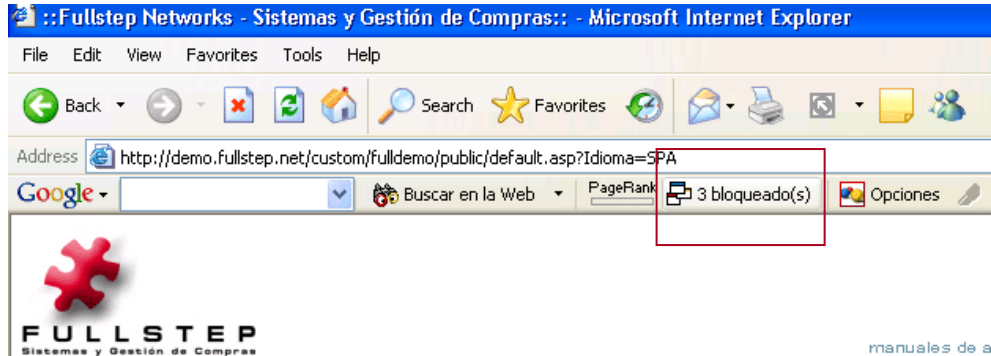
<http://www.microsoft.com/windows/ie/downloads/ie6/default.asp>

Once you have accessed this page, click on "**Download Center**". You will be redirected to a new page from which you can go ahead with downloading and installing the new version of the browser.

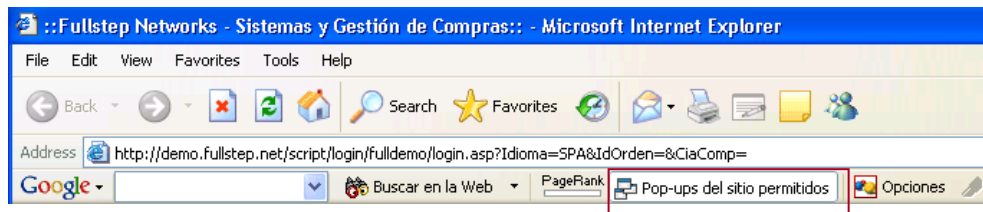
3 Resolution of problems: Possible pop-up blocking and file downloading error

3.1 Google toolbar

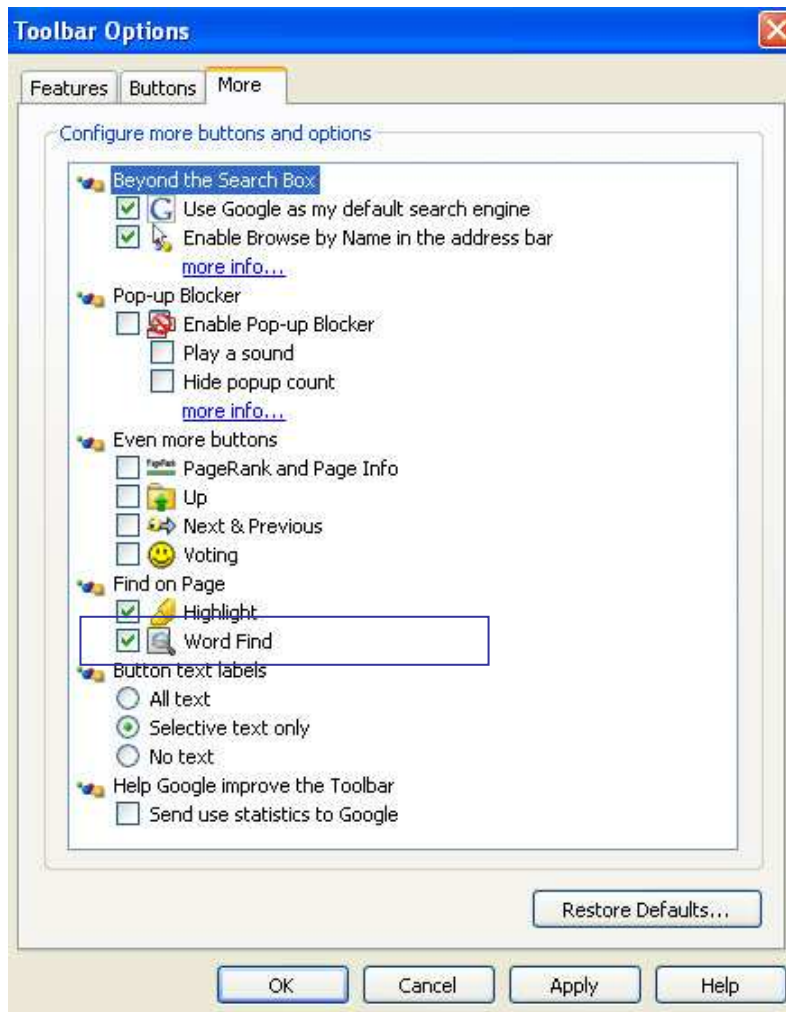
If you have installed the Google Toolbar, the popup blocker is probably enabled. Please check it at the toolbar to be sure.



In order to disable the popup blocker for the purchasing portal, visit the site and press the Popup Blocker button. The Popup button text will change to "Pop-ups del sitio permitidos", indicating that the popup blocker has been disabled for this website.



You can also deactivate the option for every page you visit. Open the following window in the Options menu of the Google toolbar and deactivate the "Popup blocker" option.

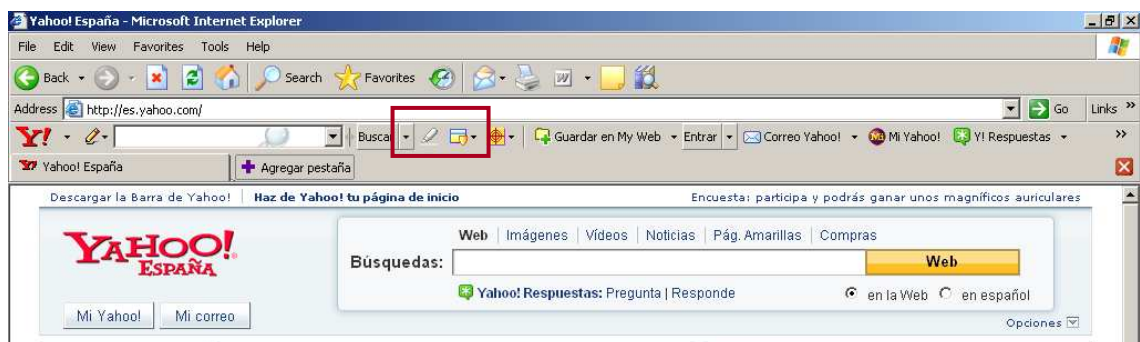


To make the change effective, click on **Apply** and then **OK**.

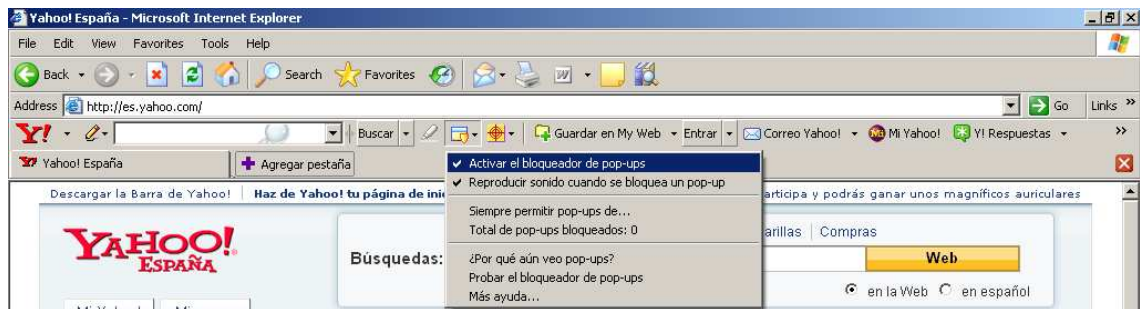
3.2 Yahoo toolbar

If the Yahoo toolbar has been installed, it is possible that the popup blocking option has been activated.

To be able to access the Portal's pop-ups, simply click on the icon shown in the following screen shot.



A drop down menu appears in which you should uncheck the **Activate popup blocking** option.

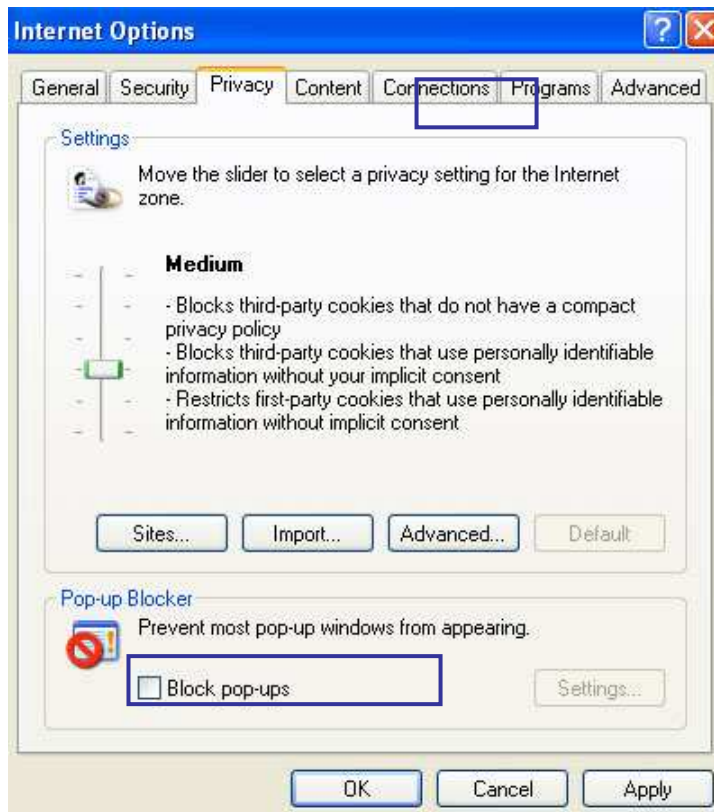


3.3 Compatibility with Windows XP – Service Pack 2

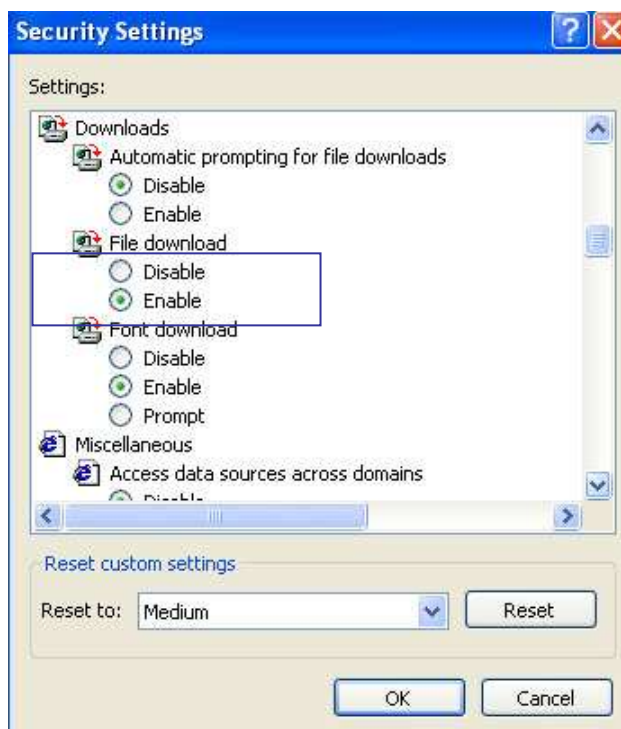
Certain problems may arise using Windows XP – Service Pack 2. Please follow these instructions to prevent potential problems with the file download and popups:

1. From internet explorer, go to the **Tools/Internet Options/Privacy** menu.

The “Block pop-ups” option must remain unchecked (This will not affect the security set up for other sites e.g. Internet, intranet, trust sites).



2. Go to the Security tab and click the "**Custom level**" button.
Check that the "Enable" box for the "File download" option is checked.

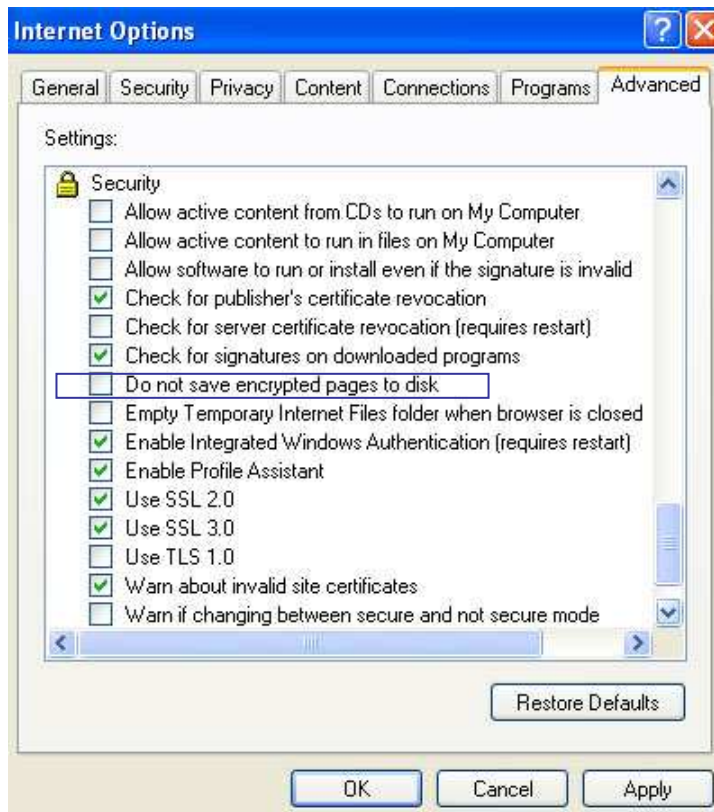


Check that the "Disable" box of the "Use Pop-up Blocker" option is checked.




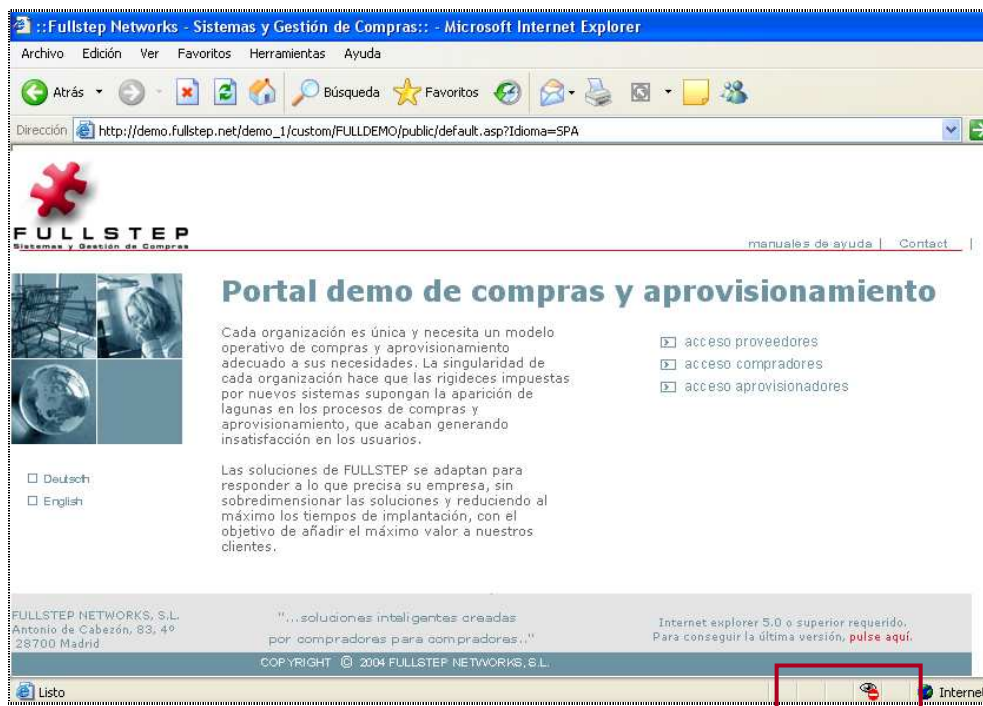
3. Go to the "**Advanced**" tab:

Ensure that the "Do not save encrypted pages to disk" option is unmarked.

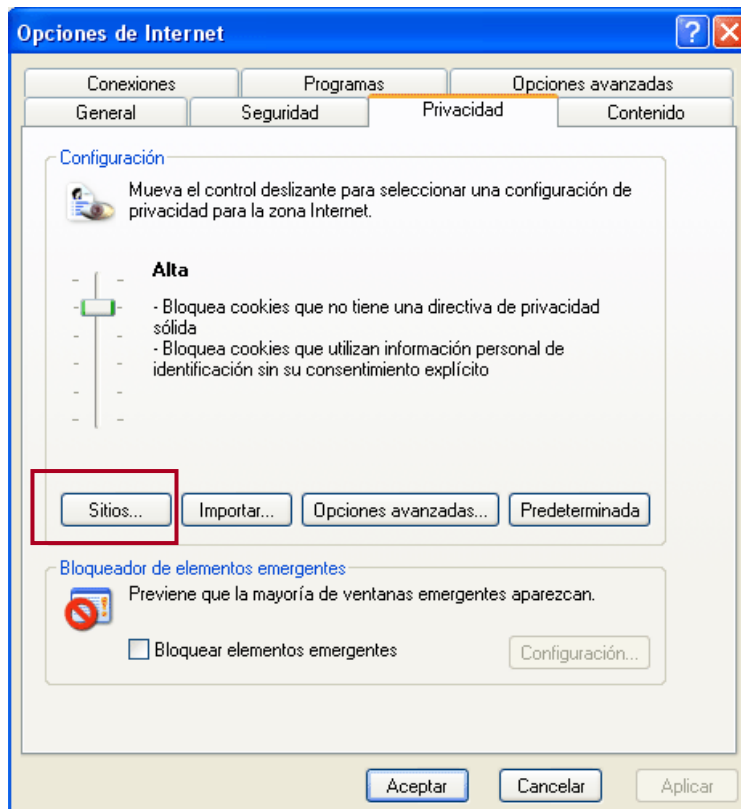


3.4 Internet privacy setting

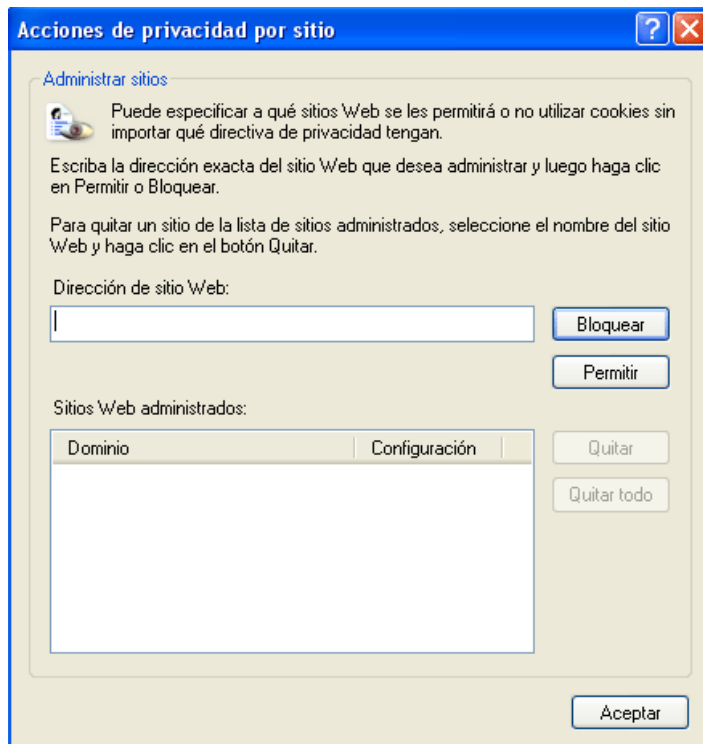
If the privacy setting for the internet zone is set to high, it is possible that access to certain sites will be blocked. You will see the  icon in the lower section of your browser, which indicates a privacy setting of high.



Go to **Internet options** → **Privacy** to add the websites that you want to allow, regardless of their security status.



Click on **"Sites"** and a window will open in which you can enter the address of the website that you want to allow.



Enter the website address, click **"Allow"** and then **"OK"**.

3.5 Error downloading specifications in the portal

Some antivirus applications (checked with **Norton** and **Panda**) block offer request specifications from being downloaded. The most up to date antivirus applications also scan and block specific pages.

To check if the antivirus is blocking file downloads, do the following:

1. Close the browser. The affected supplier should then temporarily deactivate the antivirus. The antivirus is normally deactivated by clicking on the right mouse button over the antivirus icon (bottom right part of the screen) and selecting the antivirus deactivate option. If the user does not have an antivirus deactivate option, consult an IT specialist.
2. Once the antivirus is deactivated, access the request for offer function and try to download the specifications. If it now works, the antivirus is no longer blocking it.
3. To prevent suppliers from having to deactivate their antivirus every time they want to access a FULLSTEP portal, they should configure their antivirus to trust the portal. Since each supplier has a different antivirus, the IT team at each supplier should take responsibility for ensuring that the antivirus software does not block the portal.

3.6 Antivirus blocking

It is possible that if your equipment is protected by an antivirus, this is blocking your access to the suppliers' portal.

To resolve the problem, carry out one of the following two actions:

- Configure the antivirus so that it allows access to the purchasing portal.
- Temporarily deactivate your equipment's antivirus each time you want to access the purchasing portal.