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# iSUPPLIER PORTAL ACCESS SYSTEM REQUIREMENTS

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## SYSTEM REQUIREMENTS AND TROUBLESHOOTING HINTS

### Recommended Browsers for iSupplier Portal

BROWSER	WINDOWS XP SP2 & WINDOWS XP SP3	WINDOWS VISTA & WINDOWS VISTA SP1	MAC OS X V10.3.9	MAC OS X V10.4.7 OR HIGHER
Microsoft Internet Explorer 6 (MSIE)	Yes	Yes		
Microsoft Internet Explorer 7 (MSIE)	No	Yes		
Microsoft Internet Explorer 8 (MSIE)	No	No		
Firefox 3.0	Yes	Yes		
Safari 1.3x			Yes	
Safari 2.0x				Yes

NOTE: To find out what MSIE version is loaded, select Help > About Internet Explorer.

### Recommended Microsoft Internet Explorer Browser Settings (MSIE)

#### Security Zones



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Microsoft Internet Explorer offers four different security zones to run your application through. The zone is used is dependent on how you are accessing your site (Internet or Local Intranet) and set up within the zones themselves (Trusted sites & Restricted sites).

**It is recommended that Oracle E-Business Suite is run through the 'Trusted Sites' zone, with a 'Medium' Security Setting.**

Oracle E-Business Suite can be set to run through the 'Trusted Sites' zone, with a 'Medium' security setting as follows:

1. Select Tools -> Internet Options -> Security tab -> Trusted Sites icon .
2. Set the 'Security Level for this Zone' to 'Medium' if it is not set already.
3. Select Tools -> Internet Options -> Security tab -> Trusted Sites icon -> Sites button .
4. In the 'Add this Web site to the zone:' field, enter `https://oracleapps.sandia.gov`, then click the 'Add' button. Alternatively you can simply add `oracleapps.sandia.gov` preceded by '\*', so that all sites under that domain go through this zone. i.e. `oracleapps.sandia.gov`

(If you are entering an '`http://...`' or '`*.`' domain address, you must ensure that the 'Require server verification (`https:`) for all sites in this zone' is *not* checked).

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**If you get 'Page Not Found' when you click on the link to the portal:**

### Opening a port in Windows Firewall

Sandia's Oracle iSupplier Portal uses port 8807. A port is an opening into your computer through which information can flow. Some times your computer's Windows Firewall is configured to block ports. In order to access the portal, you will need to open up the port. For instructions on how to do this on your personal computer running Windows, click on "Start" then on "Help and Support" and enter "Opening ports in Windows Firewall" in your search box.

If you have other firewalls set up on your computer or network, you will have to find instructions specific to that the software or hardware used for that firewall.

Below are instructions for opening a port in Window's Vista



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1. Click on Start
2. Control Panel
3. Security/Allow a Program through Windows Firewall
4. If you see a box saying 'Windows needs your permission to continue' click on 'Continue'
5. Click on the General Tab (Firewall should be 'On')
6. Click on the Exceptions Tab
7. Click 'Add Port'
8. Name: Oracleapps.sandia.gov
9. Port: 8807
10. Protocol : TCP
11. Click 'OK'
12. Click 'Apply'
13. Restart your computer and try again.

### Page Refresh (Applicable To MSIE 6 & 7)

When using Oracle Self-Service products it is important to ensure that the most current data is being viewed. You may check if the page has been updated since your last visit by manually refreshing the page, however it is desirable for this to be done automatically through MSIE by setting the following parameter;

To set 'Page Refresh', select Tools -> Internet Options -> General 'tab' -> Settings 'button' from the MSIE menu bar. Under the 'Check for newer versions of stored pages:' heading, select 'Every visit to the page'. With this option set, Internet Explorer will check if the page has changed since it was last viewed.

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### Exporting Data and Opening Attachments

The file type that you wish to export from E-Business Suite must be associated with the browser. If the file type is not associated, the Window will not open or will briefly open and then close immediately. This may occur for example, when using 'File -> Export' to an excel spreadsheet or when opening an attachment from E-Business Suite.



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To fix this issue, using the 'Trusted Sites' zone as an example, (which is recommended for running Oracle E-Business Suite through);

1. Select 'Tools' -> 'Internet Options' -> 'Security' (tab) -> 'Trusted Sites' -> 'Custom Level' (button) -> 'Downloads' from the browser menu.
2. Set 'Automatic prompting for file downloads' to 'Enable'.
3. Save the setting and close the browser window.
4. Start a new browser session and login to Oracle E-Business Suite.
5. This time, when trying to open the attachment or export data you should see a pop up windows titled 'File Download'.
6. Uncheck the checkbox labelled, 'Always ask before opening this type of file' and click the 'open' button.
7. The file should now display correctly.
8. After this has been done, the file extension type is registered and you may set the 'Automatic prompting for file downloads' back to 'disable', accessing such files in future will now work correctly with that setting.

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### **Importing the SSL Certificate in MSIE7 on Windows Vista**

Connecting to a Secure Socket Layer (SSL) enabled environment requires the certificate to be 'Trusted'. If the certificate is not from a trusted authority or has not previously been trusted on the client, it must be verified at runtime. When accessing such an environment it will return the following warning message: 'There is a problem with this website's security certificate'.

Using the automatic default install button on Vista will not be sufficient and the error message will still display. Using the automatic default install button results in the addition of the certificate to the browser's 'Intermediate Certification Authorities' folder and not the 'Trusted Root Certification Authorities' folder.

Installing an SSL certificate into the Browsers Trusted Certificates folder requires the browser's security option 'Enable Protected Mode' to be off, which is the default setting in the 'Trusted Sites' zone. This is a new feature in IE7 for Vista. This feature does not exist



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in the IE7 XP version. (If required, 'Enable Protected Mode' may be turned on after the certificate has been installed, for runtime use).

To trust the certificate authority and to stop this error page from appearing on future logins:

1. Enter the URL in the browser
2. From the browser menu select: Tools -> Internet Options -> Security -> Trusted Sites icon. Security setting should be 'Medium' by default
3. Make sure the 'Enable Protected Mode' option is off (not checked)
4. Click the 'Sites' button and add the URL if it is not there already (or add \*.oracle.com to cover all Oracle environments, you must uncheck the 'Require Server Verification....' option first to allow you to add it)
5. Save the changes and close the browser window
6. Enter the URL in a new browser window
7. You will again see a message saying 'There is a problem with this website's security certificate'. Click on, 'Continue to this website (not recommended)
8. In the taskbar click on the Red certificate error
9. An Untrusted Certificate Window Pops, click on 'View Certificates'
10. Click on Certification Path 'Tab'
11. Highlight the Root certificate (will probably have a white cross in a red background next to it) and press 'View Certificate'
12. Click on Install Certificate 'button' and press next
13. Select 'Place all the certificates in the following store'
14. Click 'Browse' and tick the 'Show physical Stores' box.
15. Click the + next to 'Trusted Root Certification Authorities' folder
16. If a folder exists called 'Local Computer' Click on it and select 'Okay'
17. If that folder does not exist, highlight 'Trusted Root Certification Authorities' folder and select 'Okay'
18. Press 'Next' followed by 'Finish'
19. When the Security Window pops asking if you wish to install it, say 'Yes' then hit the 'Finish' button
20. Close the pop-up and the browser, when you next login, it should be fine.

If you still do not get the option to install the certificate (no install button) you may have installed the certificate previously using the automatic facility. This only puts it in the

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'Intermediate Certification Authorities' zone. To remove the certificate you can do the following;

1. Open the browser and go to Tools -> Internet Options -> Content -> Certificates -> Intermediate Certificate Authorities
2. Highlight the appropriate certificate for the instance you are trying to access and press the 'Remove' button and close down the browser
3. You can then open a new session and follow the steps above to install it in the 'Trusted Certificates' folder

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### Recommended Firefox Browser Settings

#### Importing an SSL Certificate into Firefox 3

Connecting to a Secure Socket Layer (SSL) enabled environment requires the certificate to be 'Trusted' within the browser. If the certificate is not from a trusted authority or has not previously been trusted on the client, it must be verified at runtime. When accessing such an environment a warning message will display:

#### Secure Connection Failed

(Error code: `sec_error_ca_cert_invalid`)

This could be a problem with the server's configuration, or it could be someone trying to impersonate the server.

If you have connected to this server successfully in the past, the error may be temporary, and you can try again later.

Or you can add an exception...

To trust the certificate authority and to stop this error page appearing on future logins, add an exception;



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1. Click on 'Or you can add an exception...' link.
2. Click ' Add Exception...' button.
3. Check 'Permanently store this exception'.
4. Click 'Confirm Security Exception' button.

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### Windows Vista with Firefox -- Rich Text Editing

The Cut, Copy and Paste buttons within the Rich text Editor on Oracle Applications Framework do not work by default when using a Firefox browser. This is due to a security feature within Firefox. We recommend that the keyboard shortcut keys, which do still work by default are used for this functionality. If you still wish to use the buttons, this can be enabled by editing the users Firefox preference file. Further information is available at, <http://www.mozilla.org/editor/midasdemo> and <http://www.mozilla.org/editor/midasdemo/securityprefs.html>.

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### Recommended Safari Browser Settings

From the Safari Menu, go to 'Preferences -> Security -> Web Content' and select; 'Enable Plug-ins', 'Enable Java' and 'Enable JavaScript'. Do not select 'Block Pop-Up Windows'. (Selecting this will cause Oracle E-Business Suite not to open).

From the Safari Menu go to 'Preferences -> Advanced' and select 'Press Tab to highlight each item on a webpage'.

**SOURCE: Oracle Document 285218.1 June 12, 2009**