Purchasing Portal
Supplier's technical requirements

Índice

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** as access to the private area must be by web page, through which 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 through which it will receive various communications from the purchasing company.

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.
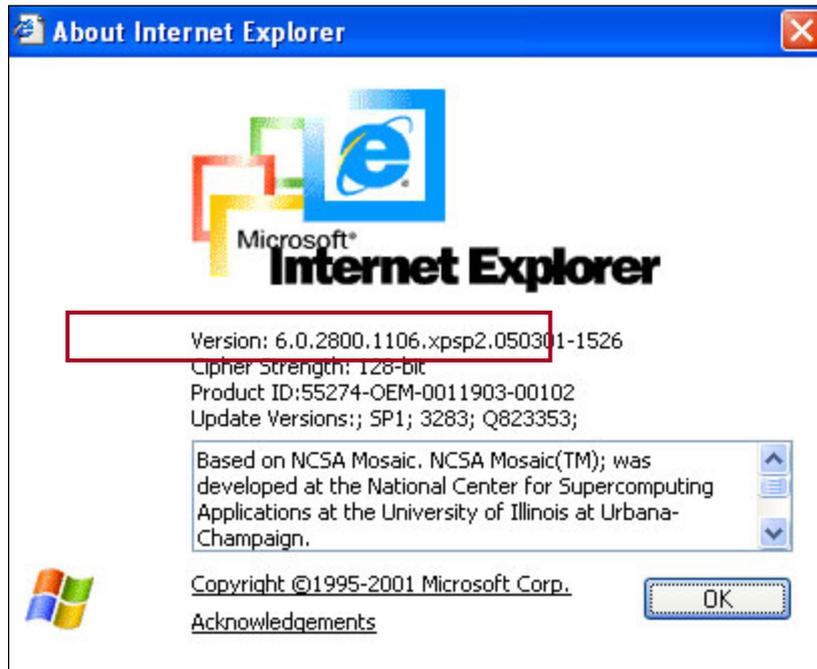
If the version of Internet Explorer is too old you will have to download an updated version from the following address:

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 the Google toolbar has been installed, it is possible that the pop-up blocking option is activated, which can be easily checked in the Google toolbar itself, where it shows the number of pop-ups blocked.
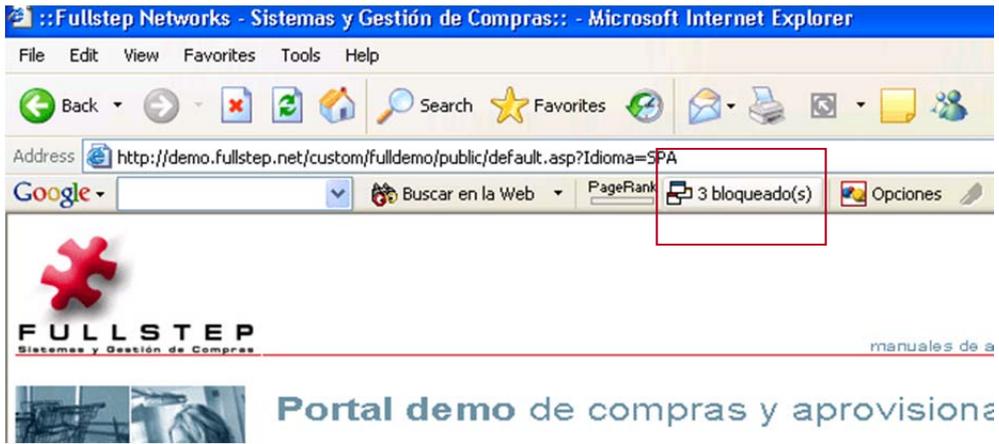
To be able to access the Portal's pop-ups, simply click on the button showing the number of blocked pop-ups, as shown in the screen shot.

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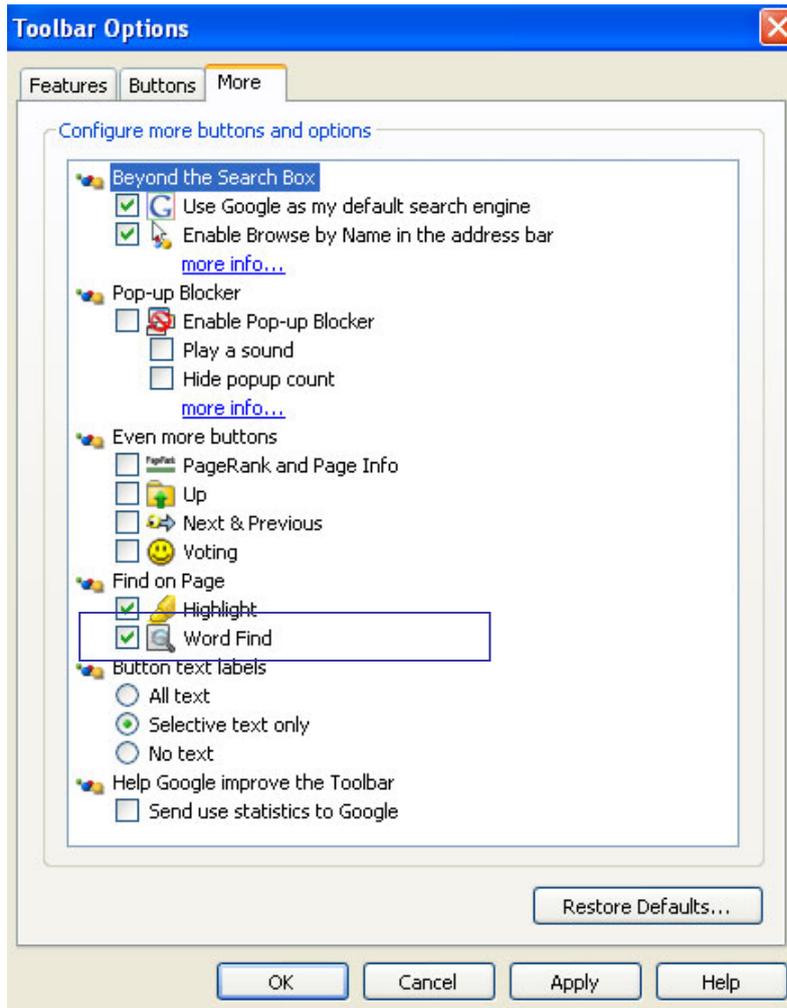
To make the change effective, click on **Apply** and then **OK**.

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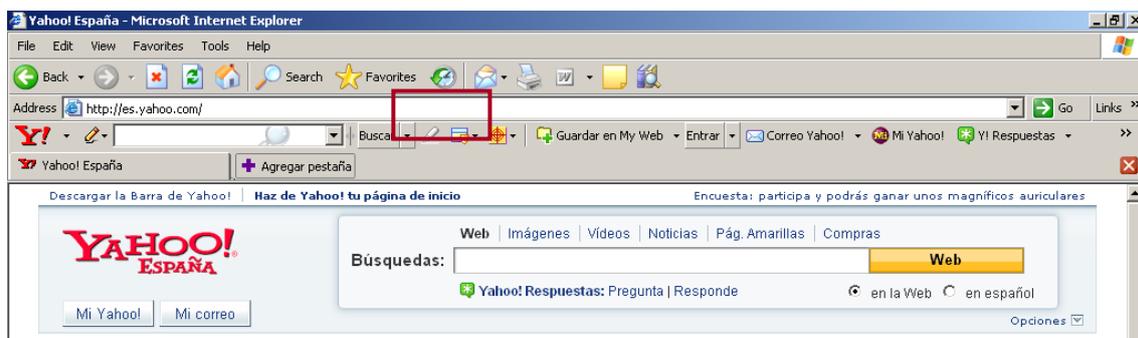
A drop down menu appears in which you should uncheck the **Activate popup blocking** option.
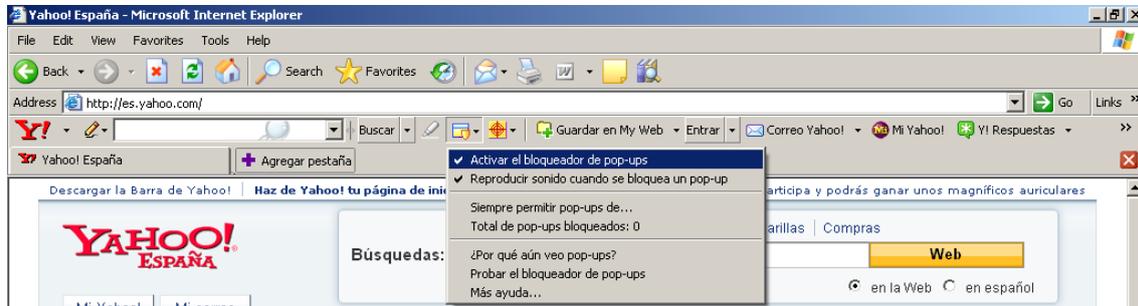

3.3 Compatibility with Windows XP – Service Pack 2

Problems may occur with pop-ups and file downloads in the XP-SP2 operating system, but which can be solved by following these simple instructions:

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

   Check that the "Turn on Pop-up Blocker" is not checked.This will not affect the security settings for each site (internet, intranet, trusted websites, etc.).
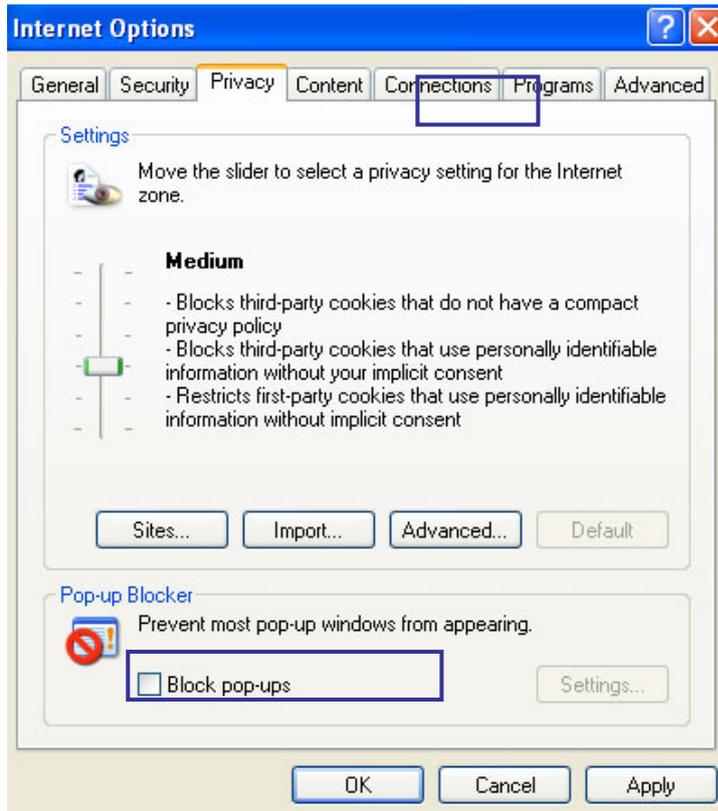
2. Go to the Security tab and click the "**Custom level**" button.

Check that the "Enable" box for the "File download" option is checked.
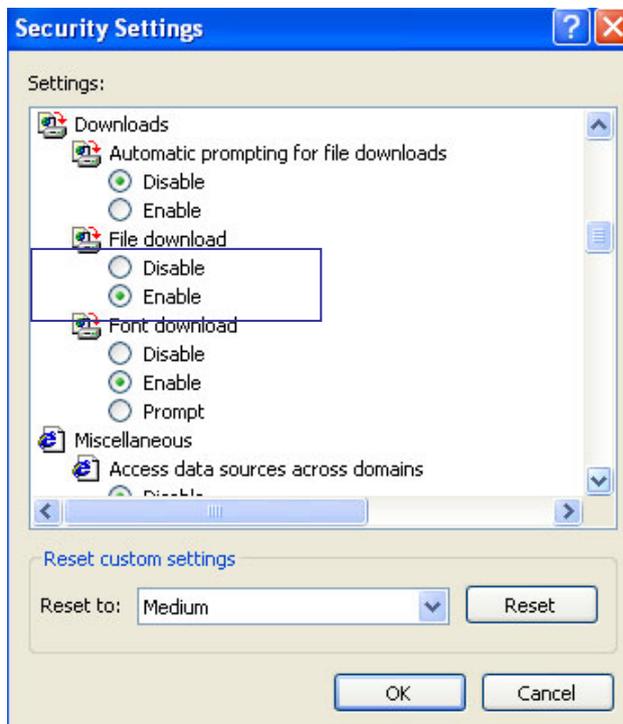
Check that the "Disable" box of the "Use Pop-up Blocker" option is checked.
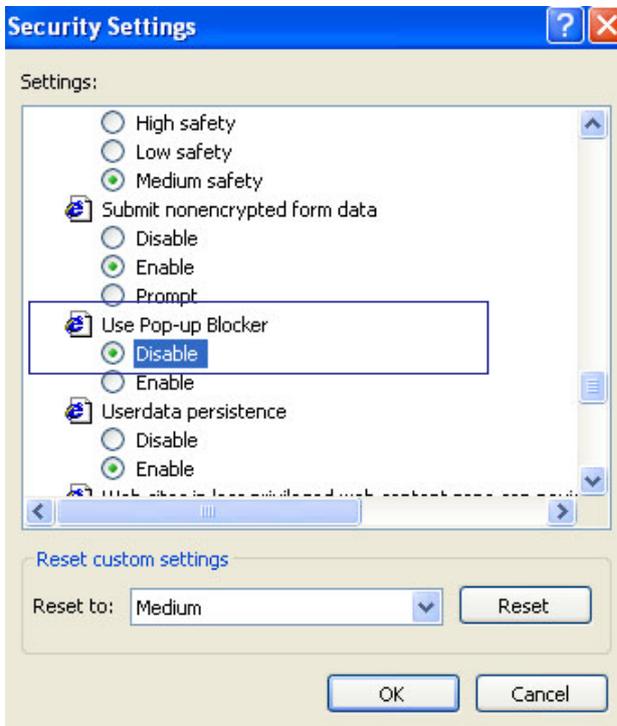
3. Go to the "**Advanced**" tab:

Ensure that the "Do not save encrypted pages to disk" option is unmarked.
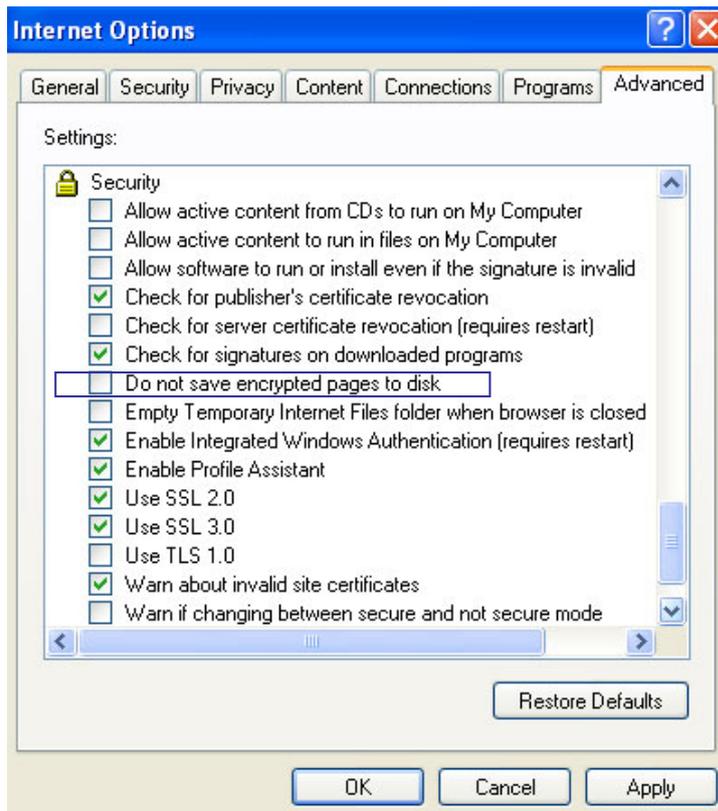
3.4 Internet privacy setting

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.
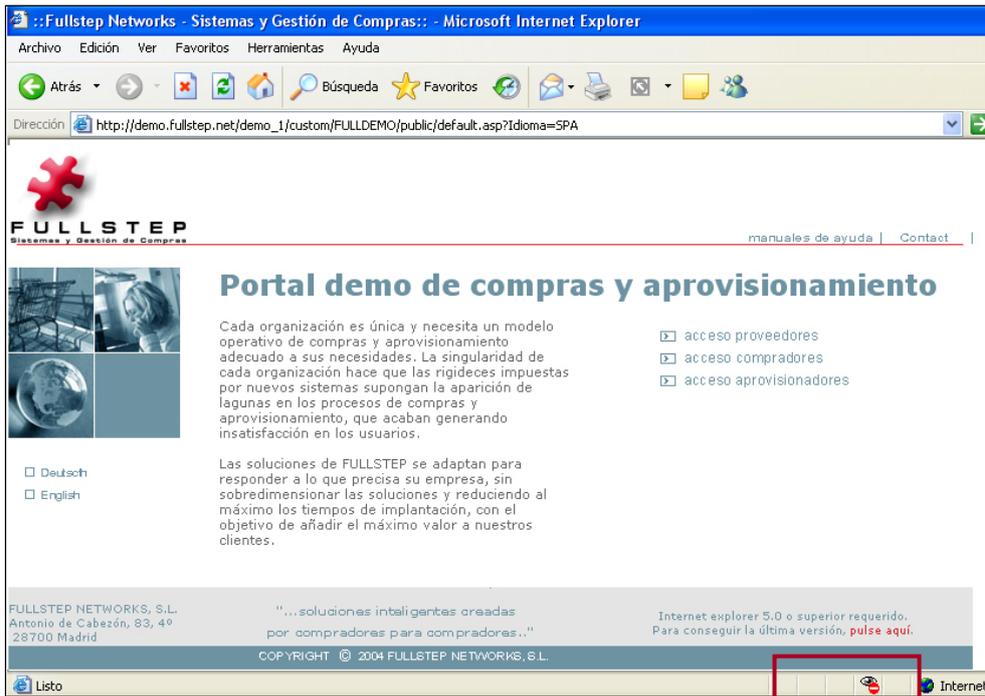
Go to **Internet options → Privacy** to add the websites that you want to allow, regardless of their security status.
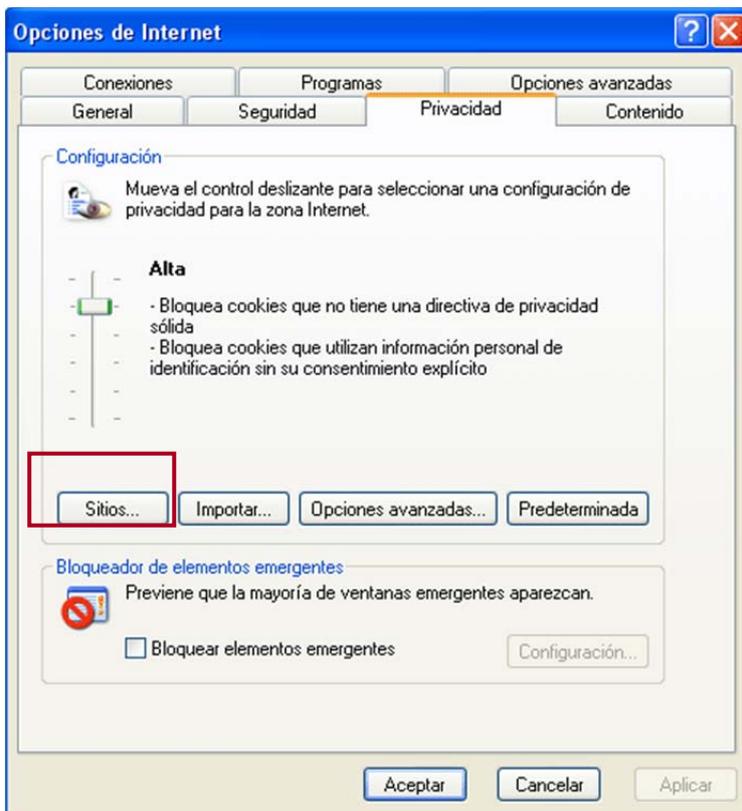
Click on "**Sites**" and a window will open in which you can enter the address of the website that you want to allow.
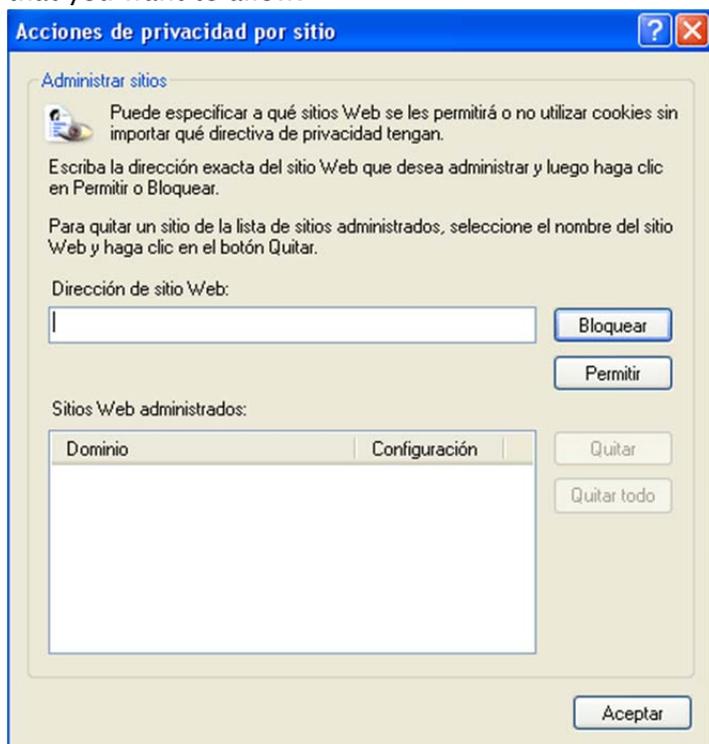
Enter the website address, click "**Allow**" and then "**OK**".

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.