# ProCon 6.1 Prerequisites for External Users

## About This Guide

This document details the requirements for an external ProCon user's PC and internet browser configuration.

## ProCon Version

This guide applies to ProCon 6.1.

## Audience

This document is intended for contractors accessing ProCon via the Contractor Portal.

## Document Versions

| Version | Date | Author | Description |
|---------|------------|--------|-------------|
| 1.0 | March 2014 | | Approved |

# 1   Introduction
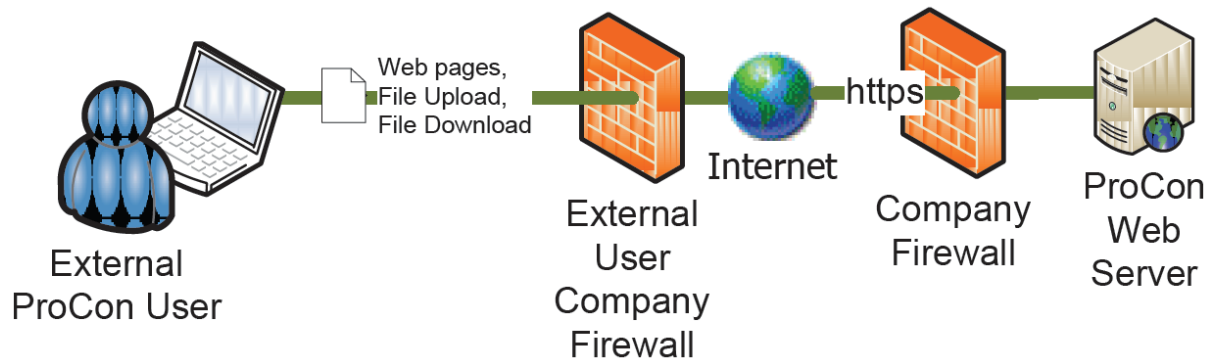
**External ProCon users** access the ProCon website from their own company network. As you can see from the above diagram, the web pages that these users download to their web browser and the files that they upload and download to ProCon will travel through an Firewall within their own network, and an Company Firewall before reaching the ProCon web server.

# 2 Prerequisites for External Users

## 2.1 Web Browser Version

You will be required to run Internet Explorer 8, 9 or 10 in order to use the ProCon external supplier site.

### 2.1.1 File Download: Disable Popup Blockers for ProCon web site

In order to download files from the ProCon web site you will need to configure any popup window blockers to allow popup windows from the ProCon web site. You may have multiple applications blocking popup windows as follows:

- **Internet Explorer**: see **Tools / Pop-up Blocker** menu to view the options, and ensure that these are set to allow pop-up windows from the ProCon web site.

- Third Party Internet Explorer Toolbars: Toolbars from Google, Yahoo and others include custom pop-up blocking features that will operate even if that toolbar is not currently visible. Please check all of your installed toolbars to ensure that they are not blocking pop-up windows from the ProCon website.

- **Third Party AntiVirus Applications**: AntiVirus applications from vendors such as Norton, AVG often include pop-up blocking features. Please check your AntiVirus application to ensure that it is not blocking pop-up windows from the ProCon website.

## 2.2 File Download: Web Browser Security Settings

More than likely, you will be able to access ProCon web pages and log on to the ProCon external with your default security settings. However to download files from ProCon you will need to allow this in your Internet Explorer security settings using the following steps:

1. Select **Tools / Internet Options** from the Internet Explorer menu.

2. Click the **Security** tab to display the security settings pane.

3. Select the Zone containing your ProCon website. This will be **Internet** unless you explicitly add your ProCon website to your **Trusted Sites** zone.

4. Click the **Custom Level** button.

5. In the **Downloads** section of the settings,  ensure that:

   a. **Automatic prompting for file downloads** is set to **Enable**.

   b. **File download** is set to **Enable**.
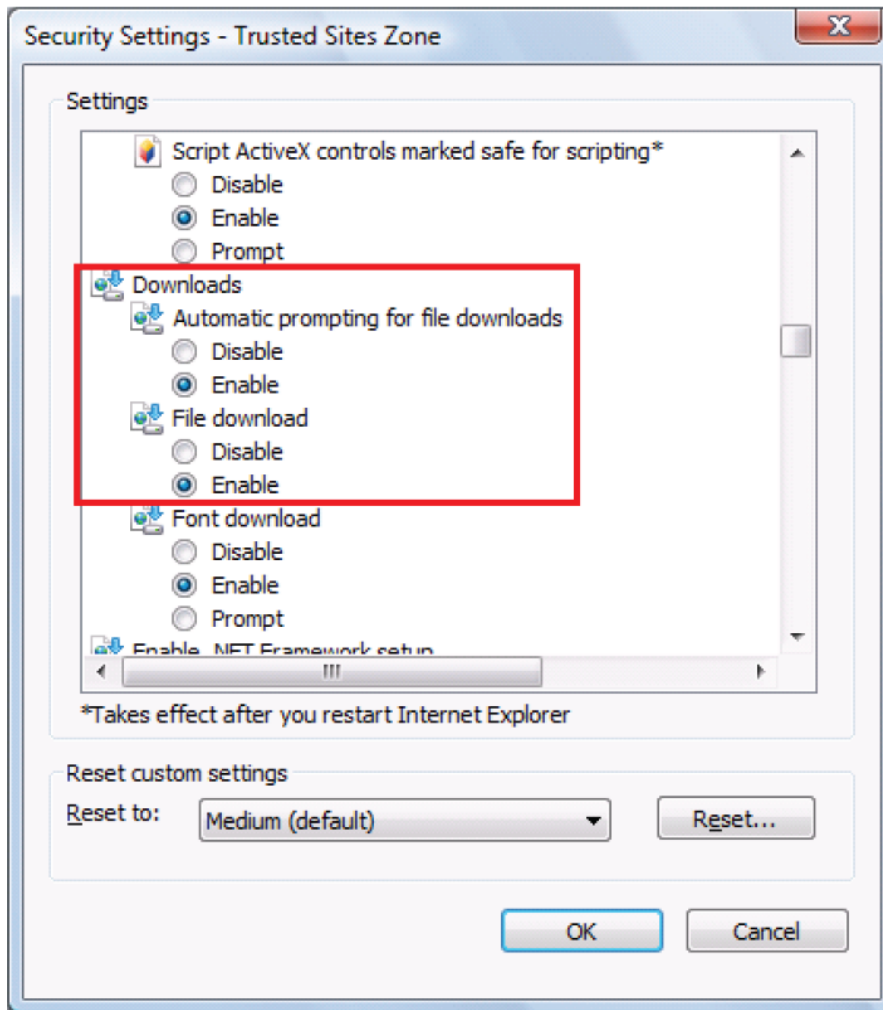
6.  Click **OK** twice.

# 3   Troubleshooting

## 3.1   File Download: Location of downloaded files

The files that you download from ProCon are stored in your *%temp%* folder. To see the contents of this folder:

1. Right click on the **Start** button and select **Explore** to open Windows Explorer
2. Clear the **Address** field and then type in `%temp%` and press *Enter*.
3. **You will be taken to a folder such as** *C:\Documents and Settings\user\Local Settings\Temp***.**
4. Sort the contents of this folder by **Date Modified** to find recently added documents.

## 3.2   File Download: PDF files

Sometimes when a user downloads a PDF file from your ProCon website, a blank window appears instead of the PDF file. This can happen due to the combination of operating system, Internet Explorer browser and Adobe Reader version being used by your ProCon user.

To resolve this issue you should either upgrade to the latest version of Adobe Reader, OR set Adobe Reader up to prompt the user to save the file to disk as follows:

1. Open the Adobe Acrobat or Adobe Reader application.
2. Select **Edit** from the Main menu and **Preferences** from the drop-down menu.
3. Select **Internet** from the side panel to display the Web Browser Options.
4. Deselect the **Display PDF in Browser** checkbox.
5. Click **OK**.
6. Close the Adobe Acrobat or Adobe Reader application.