PROCON CONTRACTOR USERS
BROWSER SETUP

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AVEVA Solutions Limited
High Cross Madingley Road
Cambridge CB3 0HB
Tel +44 (0)1223 556655
Fax +44 (0)1223 556666

aveva.com

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About This Document

ProCon Version

This guide applies to ProCon 6.8.

Audience

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

Support Contact Details

Telephone	UK:	+44 28 7129 5935
	USA:	+1 832 945 1600
	Australia:	+61 8 6555 8127
Email	proconsupport@aveva.com	

Document Conventions

The following conventions are used in this document.

Formatting	Description
Bold	Name of option, check box, menu, field, etc.
Italic	Name of menu option Emphasis Application messages, error messages, etc. Other reference documents
`Fixed Font`	Command prompt input Code sample
Italic Dark Green	File or folder name Registry key
Italic Green	Hyperlink to another section in this document

Document Versions

Version	Date	Author	Description
0.1	10/09/2014	Catherine Sharp	
1.0	09/10/2014		Approved
2.0	25/11/2014	Catherine Sharp	Updated for ProCon 2014 FP2
3.0	01/05/2015	Catherine Sharp	Updated for ProCon 2014 FP3
4.0	15/10/2015	Catherine Sharp	Updated for ProCon FP4.
5.0	29/02/2016	Catherine Sharp	Updated for ProCon FP5.
6.0	31/01/2017	Catherine Sharp	Updated for ProCon FP7.
7.0	August 2017	Catherine Sharp	Updated for ProCon 6.8.
8.0	November 2017	Catherine Sharp	Additional information about the Internet Explorer option to send UTF-8 query strings – see page 8.

BROWSER SETTINGS

SUPPORTED BROWSERS

The browsers supported for use with the ProCon Contractor Portal are Internet Explorer 11 and Google Chrome.

The AVEVA ProCon Document Control add-on supports Microsoft Office 2007, 2010, 2013 and Office 365 (Office 2016). See ***AVEVA ProCon Document Control***.

Tip: To support the Document Control, it is recommended that you use the 32-bit version of Internet Explorer.

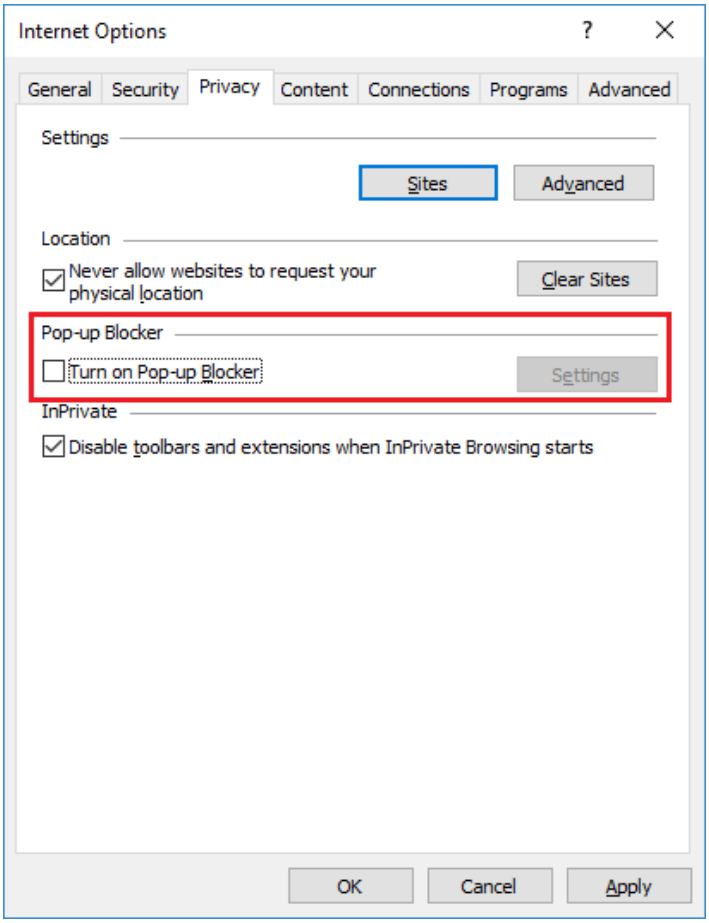
BROWSER OPTIONS

The following options should be set for your browser:

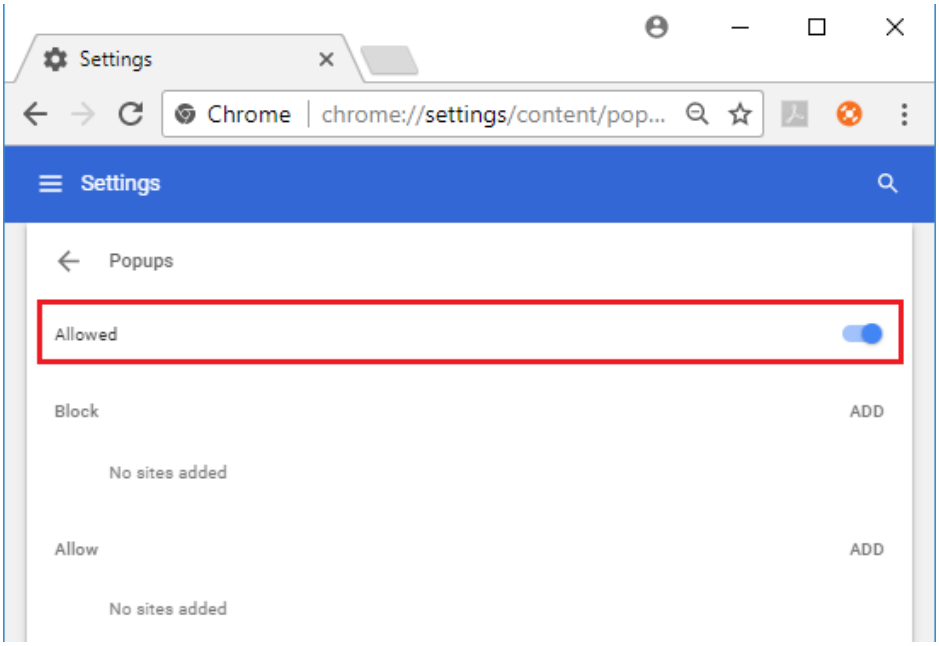
- Disable pop-up blockers. These can include third-party toolbars and anti-virus applications as well as the browser's own pop-up blocker.

  For Internet Explorer, go to:

  - Windows Control Panel > Internet Options > Privacy tab
  - Internet Explorer > Tools > Internet Options > Privacy tab



  For Chrome, go to Settings > Advanced Settings > Content Settings > Popups.

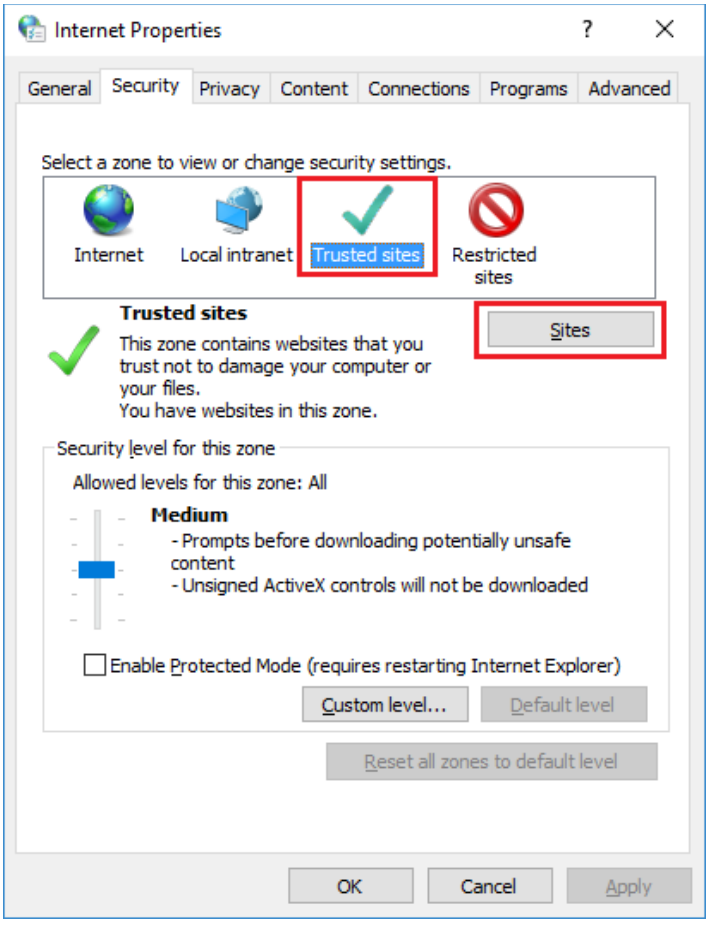


- Add the ProCon Contractor Portal website to your computer's trusted sites on the Security tab of the Internet Options dialog box.

  In Internet Explorer, go to:

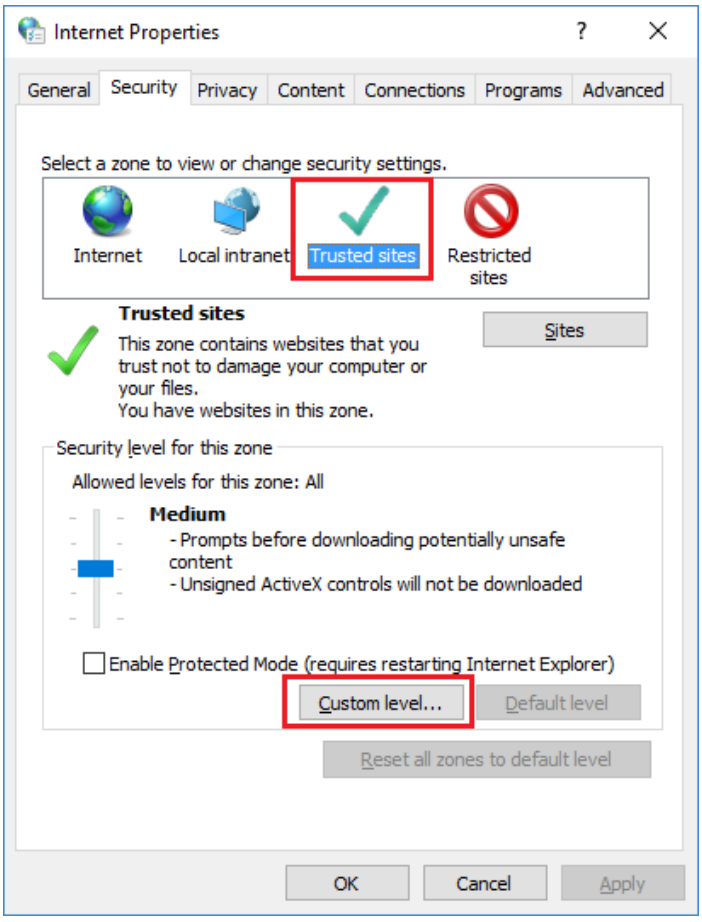
  - Windows Control Panel > Internet Options
  - Internet Explorer > Tools > Internet Options

  In Chrome, go to Settings > Advanced Settings > Open Proxy Settings.



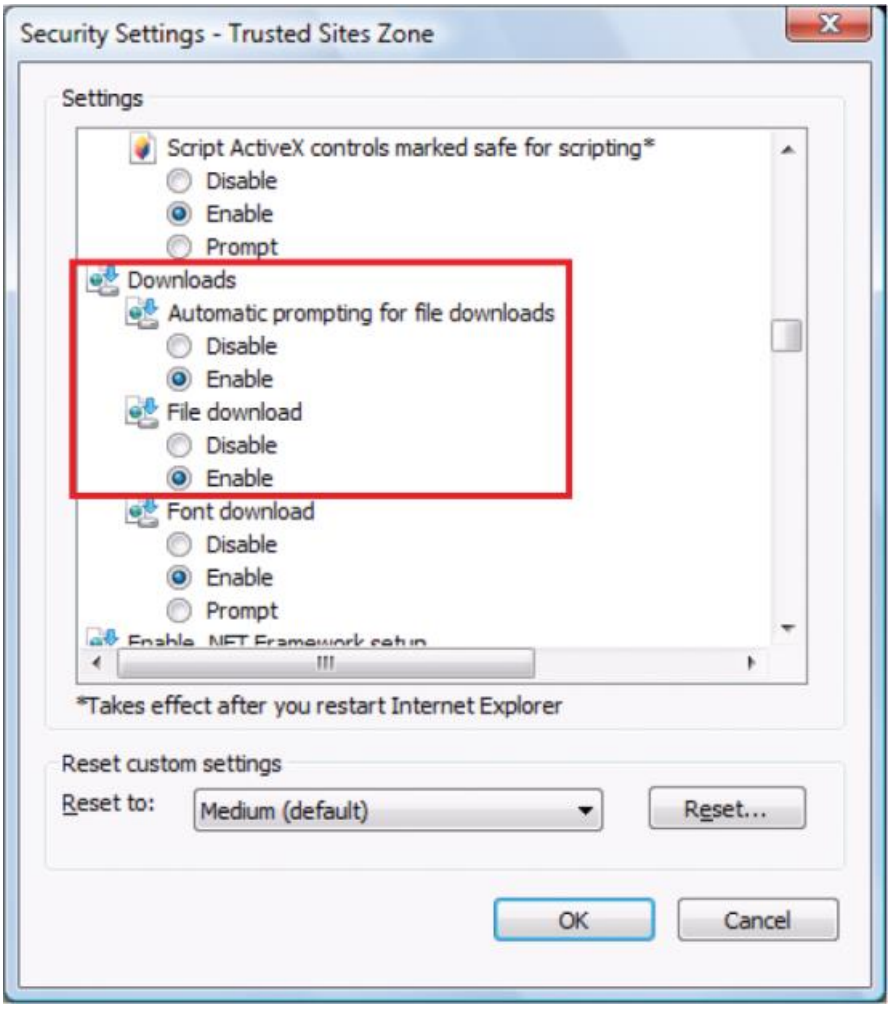
- For Internet Explorer only, configure ActiveX options – these are needed for the Document Control (see ***Installing Document Control***):
  a. In Internet Explorer, open *Internet Options* from the **Tools** menu.
  b. On the Security tab, select **Trusted Sites** and click **Custom Level**.
  c. Select **Enable** for:
     - **Automatic prompting for ActiveX controls**
     - **Run ActiveX controls and plug-ins**
  d. Select **Prompt** for:
     - **Download signed ActiveX controls**
     - **Download unsigned ActiveX controls**
- Configure the Downloads options to allow ProCon files to be downloaded to your computer.
  a. In Internet Explorer, go to:
     - Windows Control Panel > Internet Options
     - Internet Explorer > Tools > Internet Options

     In Chrome, go to Settings > Advanced Settings > Open Proxy Settings.



  b. On the Security tab, select **Trusted Sites** and click **Custom Level**.

c. Select **Enable** for **File download**.



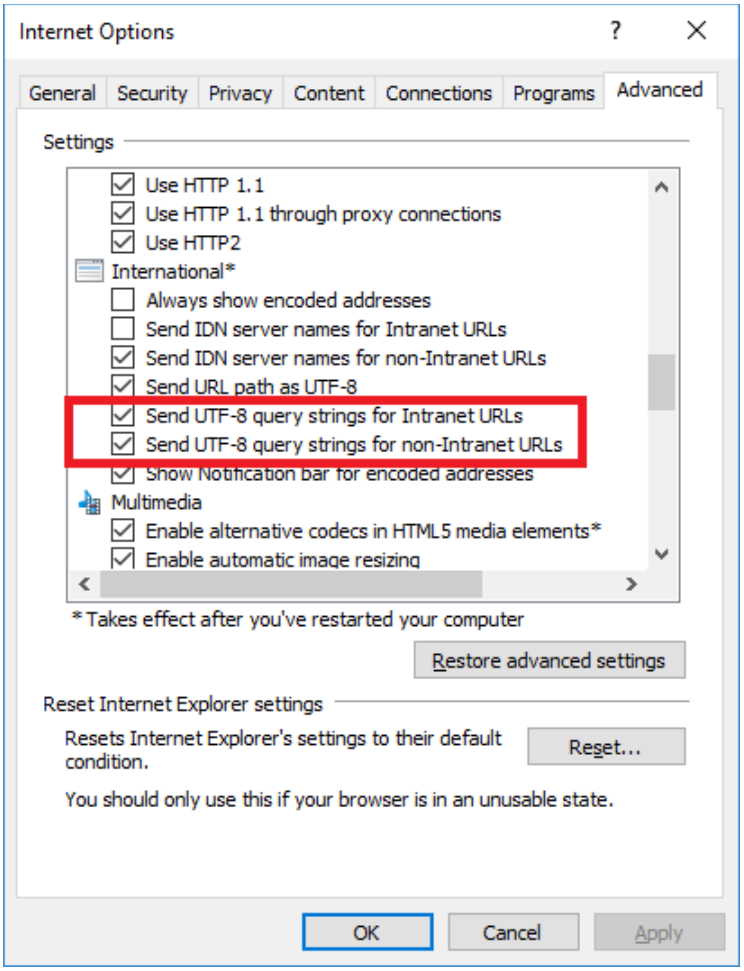
▲ For Internet Explorer only, allow the browser to send UTF-8 query strings (e.g. so that ProCon performs correctly in Russian):

a. In Internet Explorer, go to:

- Δ Windows Control Panel > Internet Options
- Δ Internet Explorer > Tools > Internet Options

b. On the Advanced tab, select:

- Δ **Send UTF-8 query strings for Intranet URLs**
- Δ **Send UTF-8 query strings for non-Intranet URLs**


Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Use HTTP 1.1
Use HTTP 1.1 through proxy connections
Use HTTP2
International*
Always show encoded addresses
Send IDN server names for Intranet URLs
Send IDN server names for non-Intranet URLs
Send URL path as UTF-8
Send UTF-8 query strings for Intranet URLs
Send UTF-8 query strings for non-Intranet URLs
Multimedia
Enable alternative codecs in HTML5 media elements*
Enable automatic image resizing
*Takes effect after you've restarted your computer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

AVEVA PROCON DOCUMENT CONTROL

The AVEVA ProCon Document Control browser add-on provides the following features for contract libraries and contract communication attachments:

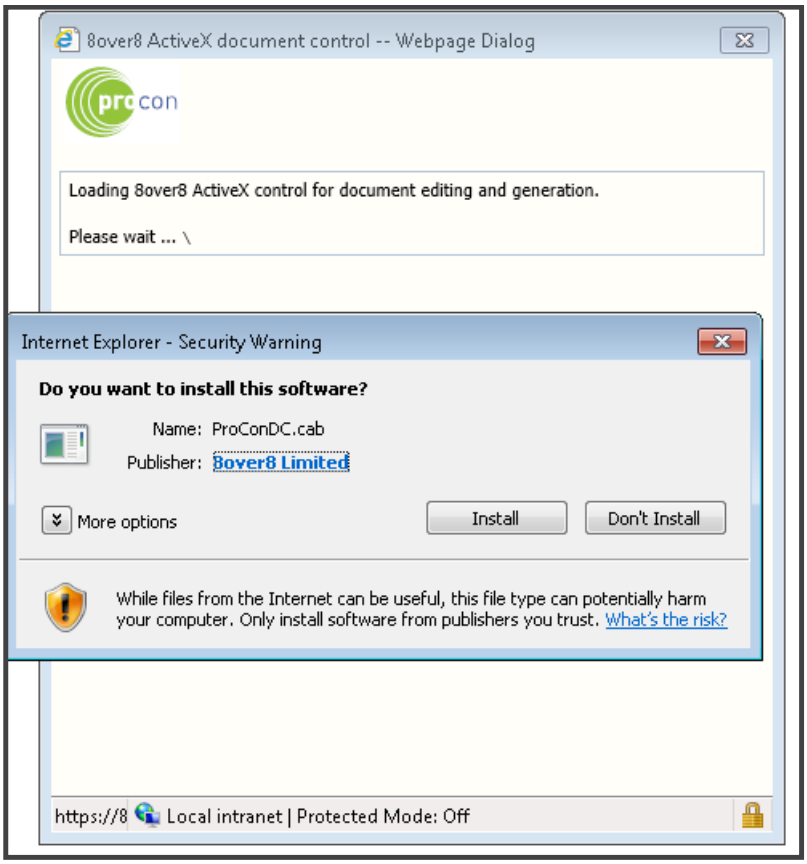
- The ability to copy and paste documents from your computer.
- The ability to drag and drop documents from your computer.
- The ability to edit documents online with integrated editing. Changes to the document are detected and user is prompted to update the document in ProCon if the file has changed.

The Document ProCon Control add-on supports Microsoft Office 2007, 2010, 2013 and Office 365 (Office 2016).

Note: This functionality is only available in Internet Explorer.

INSTALLING DOCUMENT CONTROL

When you log in to ProCon and browse to the contract library or a contract communication for the first time, you are prompted to install the ProCon Document Control as an add-on for Internet Explorer.



Click **Install** to install the add-on. When the installation is complete, the dialog box closes automatically.

FREQUENTLY ASKED QUESTIONS

Where are the files I downloaded from ProCon?

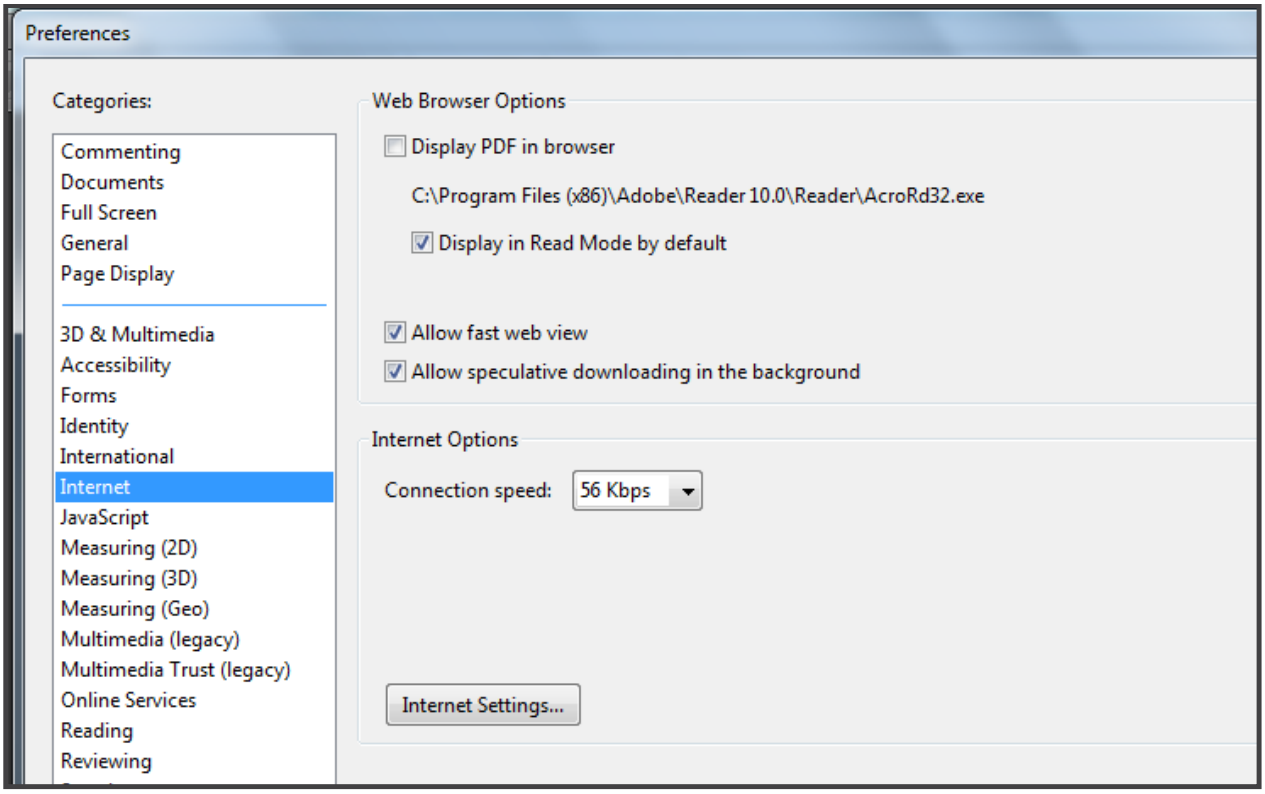
The files that you download from ProCon are stored in your Windows *%temp%* folder.

Why is a blank screen appearing when I open a PDF file?

Sometimes when you open a PDF file from ProCon, a blank window appears instead of the PDF file. This can happen due to a combination of the operating system, Internet Explorer browser and Adobe Reader version in use.

To resolve this issue, you should either upgrade to the latest version of Adobe Reader, or set Adobe Reader to prompt the user to save the file to disk.

You should also ensure that the **Display PDF in Browser** option is cleared in the Adobe Reader Preferences.



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AVEVA SOLUTIONS LIMITED
HIGH CROSS MADINGLEY ROAD
CAMBRIDGE CB3 0HB
TEL +44 (0)1223 556655
FAX +44 (0)1223 556666
AVEVA.COM