SJVN Limited



SJVN Portal - Pre-Requisite System Setting

(Portal Link: https://etender.sjvn.co.in)



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1 General System Requirement

1.1 Operating System

Windows Operating System. Recommended version is Windows 10 and above with latest patch upgrade.

1.2 Web Browser

It is recommended to use Internet Explorer 11 (IE) with latest patch upgrade. In case of Laptop/Desktop having Windows 11 and above, wherein IE is not available, users may use Microsoft Edge Browser in **IE Mode only.**

1.3 Recommended Hardware Specifications

- RAM : 4GB and above
- Processor : Intel(R) Core(TM) i5 and above

1.4 Class-3B Digital Signing Certificate

It is recommended to use Class-3B DSC issued by CCA, India Licensed CAs only.

2 Required Software

Following Software's are required to be installed: -

2.1 Java

Please install latest **32-bit Java** (JRE) in your Laptop/Desktop or can download the specific version of java shown below:

🛓 Java C	ontrol Pan	el			_		\times
General L	Jpdate Ja	va Security	Advanced				
View and	l manage Ja	va Runtime ve	ersions and setting	gs for Java applications	and applets.	View	
🅌 Java R	untime En	/ironment Se	ttings				\times
User S	ystem						
Pla	Product	Location	Path	Runtime Parameters	Enabled	Archite	
1.8	1.8.0_161	http://java	C:\Program		\checkmark	x86	
				Find	Add	Remov	e
					OK	Cance	4
				ОК	Cancel	Арр	ly



2.2 Microsoft Visual C++ 2010 Redistributable Package (x86).

Please install Microsoft Visual C++ 2010 Redistributable Package (x86). May refer to web link <u>https://www.microsoft.com/en-us/download/details.aspx?id=26999</u>

2.3 DSC Token Drivers

Please install appropriate Drivers of the DSC Token being used by the user. In case even after installing drivers correctly, users encounter error message "No user certificate available" during Digital Signing, please try running Internet Explorer as Administrator. You can set this on IE by using right click -> properties -> advance -> Run as Administrator.

3 Pre-requisite Settings

Users using Internet Explorer may please refer to Points 3.1 and 3.2. Users using Microsoft Edge may please refer to Point 3.3

3.1 Perform settings via Installer File

DownloadandruntheinstallerfromlinkIn case if any issue is encountered while running the installer, please refer to the following points for
troubleshooting.

- Check if Windows Defender/Firewall settings/Antivirus is blocking the installer file execution, then contact your local IT/Network support Team to resolve the issue.
- In case while running Installer, error "An app on your PC needs the following feature ".NET Framework 3.5 (includes .NET 2.0 and 3.0)" appears, kindly take help of your IT support team to perform the necessary installation as highlighted in the screenshot.

Once the necessary software is installed, run the installer file again.



System Setting & Pre-Requisite Document



• In case a blank screen appears after running the installer, it may be possible that the Network/Proxy settings are restricting the download of required softwares and necessary settings. Kindly take help of your Local IT/Network support team to resolve the issue.

If installer has run successfully on Laptop/Desktop, settings are complete, else refer to Point 3.2 to perform the settings manually.



3.2 Internet Explorer: Perform Settings Manually

3.2.1 Open Internet explorer > Tools > Internet options > Security tab > Trusted Sites > Sites > add the following URL: <u>https://*etender.sjvn.co.in</u>., <u>https://*webportal.sjvn.co.in</u> & <u>http://*.etender.sjvn.co.in</u>







🐏 Trusted sites		×
You can add and remove websites fi this zone will use the zone's security	rom this zon settings.	e. All websites in
Add this website to the zone:		
		Add
Websites:		
https://etender.sjvn.co.in	^ ~	Remove
https://webportal.sjvn.co.in	~	
Require server verification (https:) for all	sites in this	zone
		Close

3.2.2 Open Internet explorer > Tools > Internet options > Security tab > Custom level > Select following parameter > select appropriate values > click on OK.

Parameter	Value	Reference
Display Mixed content	Enable	Figure 2
Use Pop-up Blocker	Disable	Figure 3



Internet Options	;			8 X
General Secu	rity Privacy Co	ontent Connecti	ons Programs	Advanced
Select a zone	to view or change	e security settings	5.	
		\checkmark	\bigcirc	
Internet	Local intranet	Trusted sites	Restricted sites	
Tru	sted sites			
This trus your You	zone contains we t not to damage y [,] files. have websites in	bsites that you our computer or this zone.	Si	tes
-Security lev	el for this zone			
	Custom Custom settings - To change the - To use the rec	s. e settings, click Cu commended settin	ıstom level. gs, dick Defaul	t level.
Enab	e Protected Mode	c (requires restart Custom level	ing Internet Ex	plorer) t level
		Reset all :	zones to defau	lt level
		ОК	Cancel	Apply

Figure 1 Custom Level Settings

Security Settings - Internet Zone	×	Security Settings - Internet Zone	×
Settings		Settings	
Reset to: Medium-high (default) V Reset OK Cancel		Reset to: Medium-high (default) V Reset OK Cancel	

Figure 2 Custom Level Settings System Setting & Pre-Requisite Document

Figure 3 Custom Level Settings



3.3 Microsoft Edge: Perform Settings Manually

3.3.1 Open Microsoft Edge. In the address bar for Microsoft Edge, type <u>edge://settings/defaultbrowser</u> Click Enter. Select the drop down value of "Allow Sites to be reloaded in Internet Explorer Mode" as **Allow**.

🗈 🕄 Settings 🛛 🗙 +		
\leftarrow $ ightarrow$ $ m C$ $ m @$ Edge edge://setting:	s/defaultBrowser	
Settings	Default browser	
Q Search settings	Microsoft Edge is your default browser	Make default
Profiles		
Privacy, search, and services		
Appearance	Internet Explorer compatibility	
Start, home, and new tabs	Incompatible sites only (Recom	mended)
🖄 Share, copy and paste	When browsing in Internet Explorer you can choose to automatically open sites in	included)
Cookies and site permissions	Microsoft Edge	
Default browser		
⊥ Downloads	Allow sites to be reloaded in Internet Explorer mode ⑦	Default 🗸
👺 Family safety	When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode	Default
A ^t Languages	*	Allow
Printers	Internet Explorer mode pages	Don't allow
System	Explorer mode list yet.	
Reset settings		

3.3.2 Under "Internet Explorer Mode pages", click on Add button to add the URL <u>https://etender.sjvn.co.in and https://webportal.sjvn.co.in</u>. Once added, restart Microsoft Edge Browser.

- $ ightarrow$ C Edge edge://setting	js/defaultBrowser			
Settings	Default browser			
Q. Search settings	Microsoft Edge is your default browser		Mak	e default
Profiles				
Privacy, search, and services				
Appearance	Internet Explorer compatibility			
🗄 Start, home, and new tabs		In an an article	-ites and (Deserves and	
🖄 Share, copy and paste	Let Internet Explorer open sites in Microsoft Edge (2)	incompatible	sites only (Recommend	eu) 🗸
Cookies and site permissions	Microsoft Edge			
Default browser			_	
↓ Downloads	Allow sites to be reloaded in Internet Explorer mode 📀		AI	low ∨
씅 Family safety	When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility,	r, you can choose to reloa	ad it in Internet	
A ^가 Languages	Explorer mode			
Printers	For this setting change to take effect, restart your browser		5	Restart
🛄 System	Internet Explorer mode pages			Add
O Reset settings	These pages will open in Internet Explorer mode for 30 days from the date you add th Internet Explorer mode.	ne page. You have 1 page	that'll automatically open	
Phone and other devices	Page	Date added	Evpires	
X Accessibility	https://stander.com/arerid.in/	12/6/2021	1/5/2022	1
About Microsoft Edge	Inteps//etender.powergnd.in/	12/0/2021	1/3/2022	W



3.3.3 Do not Click "**Open in Microsoft Edge"** Button while accessing the Portal as otherwise browser will stop functioning in IE mode.

4 Internet Explorer: Further Trouble shooting

4.1 Issues in execution of Java Applet

- Open internet explorer > tools > Manage add-ons > Enable Java(tm) Plug-In SSV Helper
- Open internet explorer > tools > Manage add-ons > Enable Java(tm) Plug-In 2 SSV Helper

Add-on Types	Name	Publisher	Status	Load time	Navigat
Toolbars and Extensions	Research	Microsoft Corporation	Disabled		
Search Providers	Not Available				
A seal such as	Send to OneNote	Not Available	Disabled		
Accelerators	🕰 Research	Not Available	Disabled		2
Tracking Protection	Discuss	Not Available	Disabled		
Spelling Correction	Oracle America, Inc.				
		ACCOUNTS IN THE PERIOD IN			
	Java(tm) Plug-In SSV Helper	Oracle America, Inc.	Enabled	0.00 s	



5 Connectivity

In case if you are unable to access, etender.etender.sjvn.co.in, check if you are using proxy to connect to internet or if your PC is behind any firewall. Contact your IT/Network Administrator for further Troubleshooting.

If you are experiencing slowness in accessing <u>https://etender.sjvn.co.in</u> due to low Internet Bandwidth, please contact your system IT Administrator/Network Administrator/ISP provider for desirable speed.