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
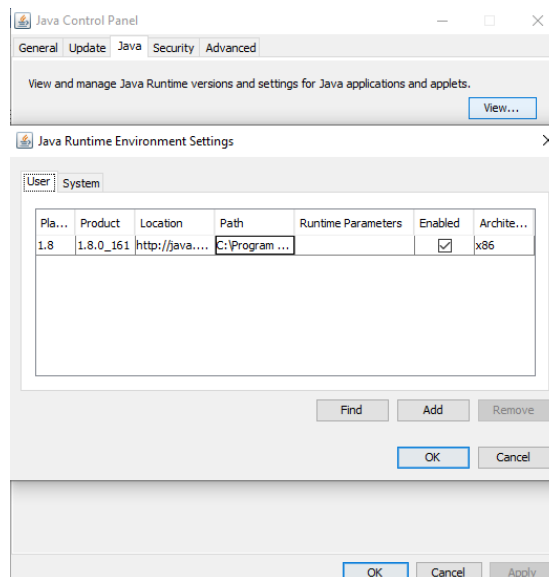
1.4 Class-3B Digital Signing Certificate

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:

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

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

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

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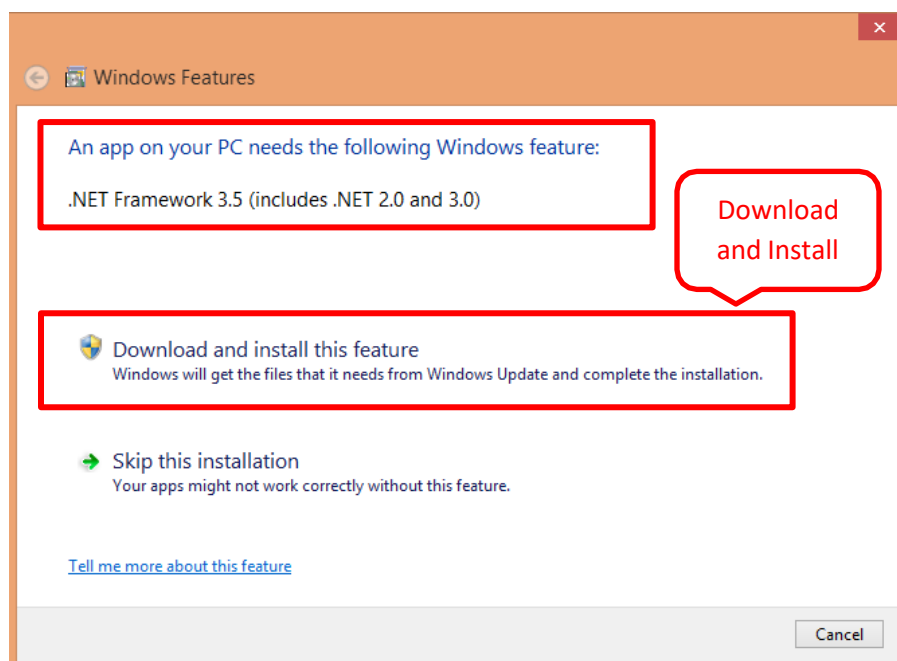
- In case a blank screen appears after running the installer, it may be possible that the Network/Proxy settings are restricting the download of required softwares and necessary settings. Kindly take help of your Local IT/Network support team to resolve the issue.

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: https://*etender.sjvn.co.in. , https://*webportal.sjvn.co.in & http://*.etender.sjvn.co.in
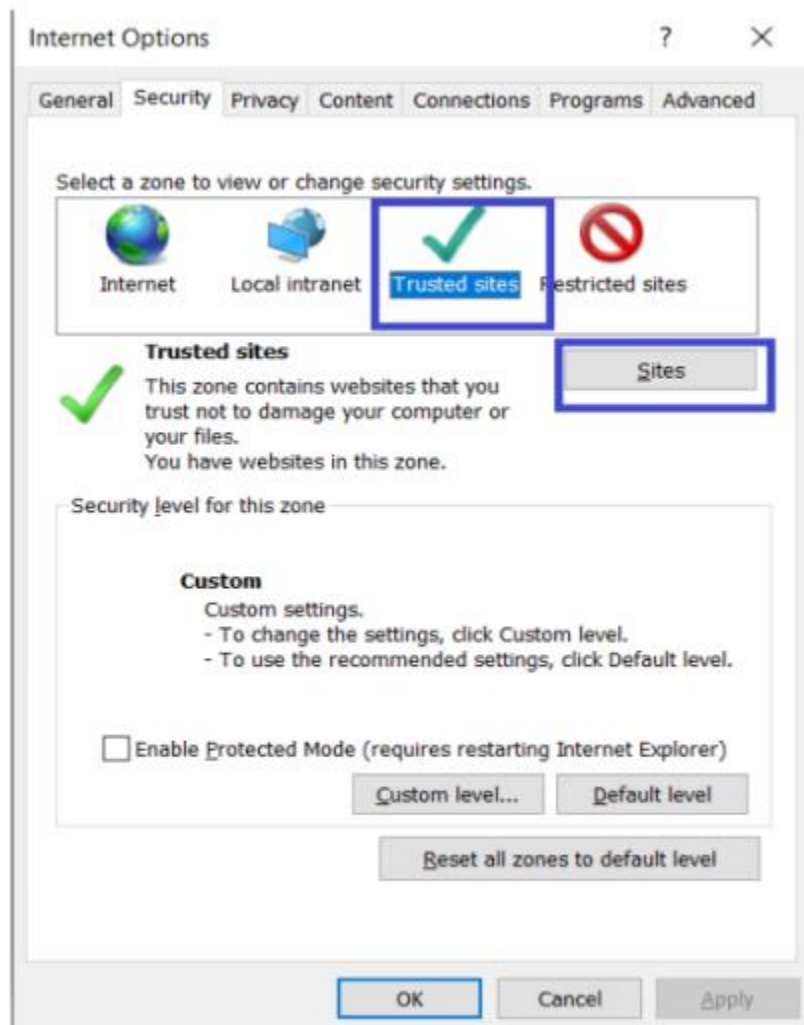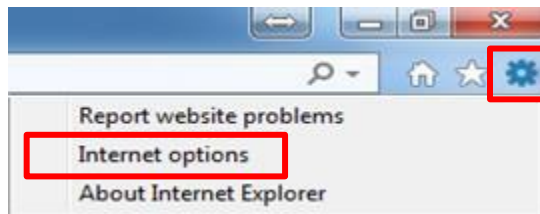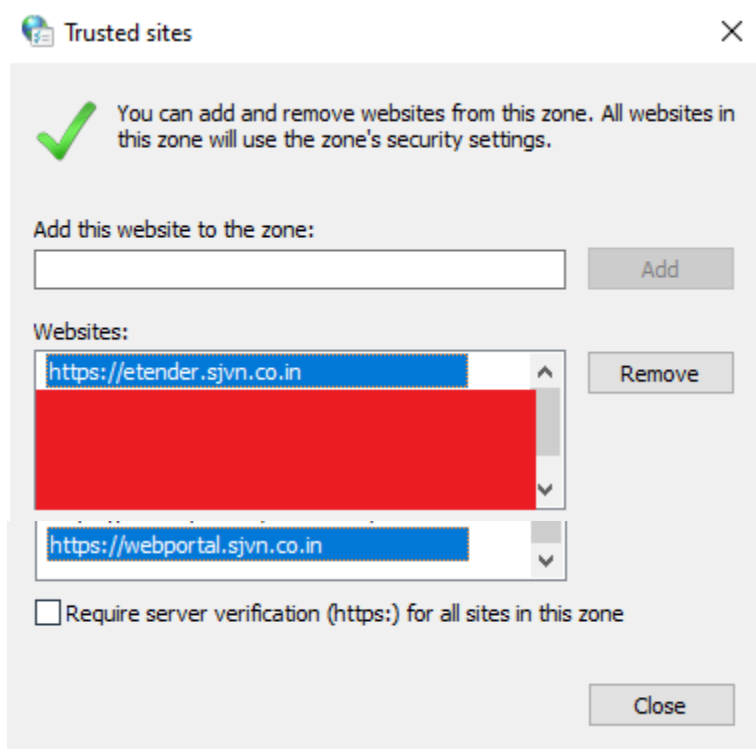
3.2.2 Open Internet explorer > Tools > Internet options > Security tab > Custom level > Select following parameter > select appropriate values > click on OK.

Parameter	Value	Reference
Display Mixed content	Enable	Figure 2
Use Pop-up Blocker	Disable	Figure 3
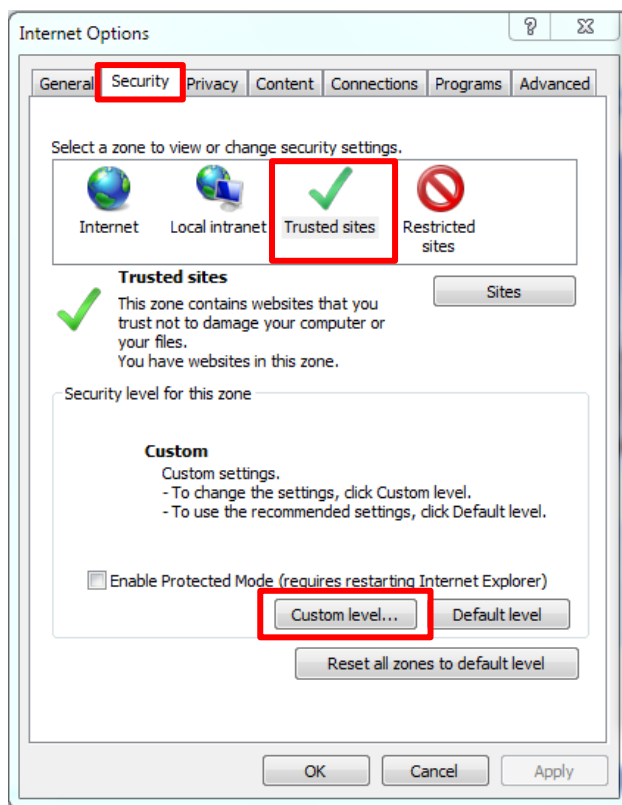
Figure 1 Custom Level Settings
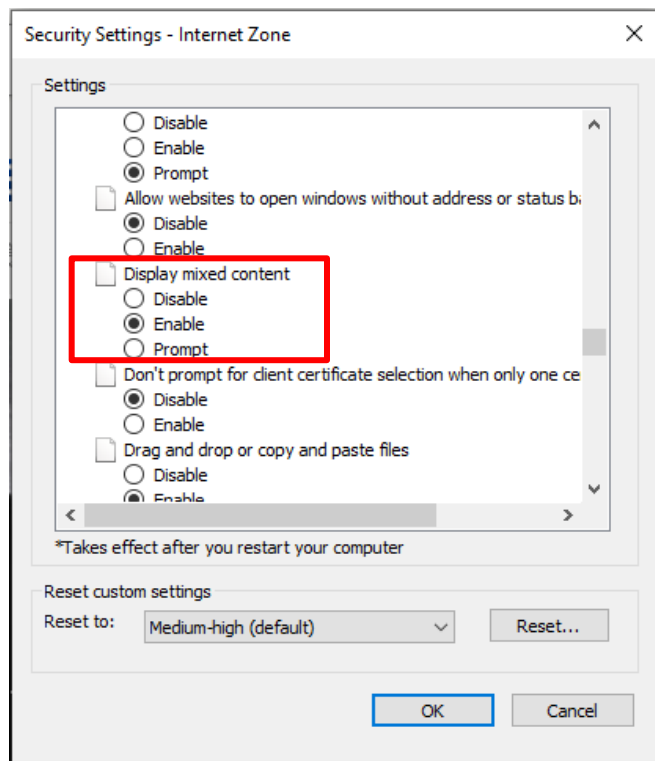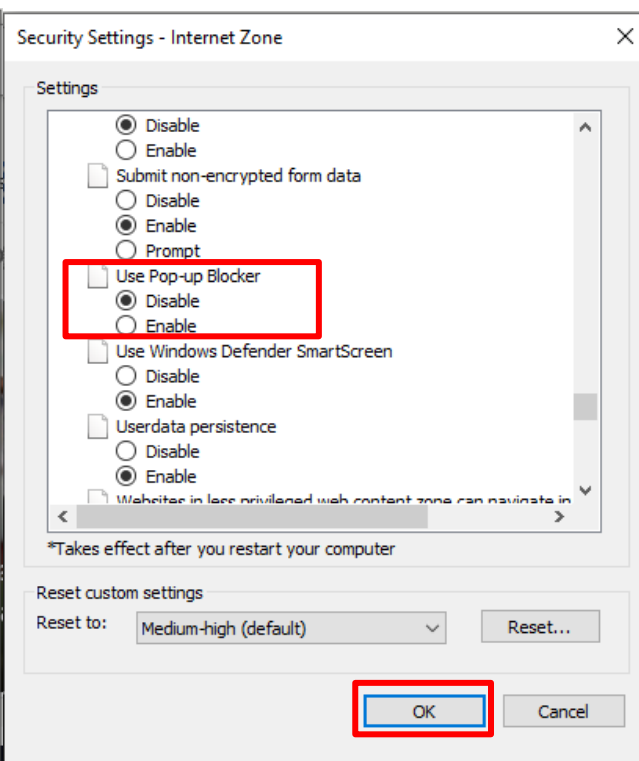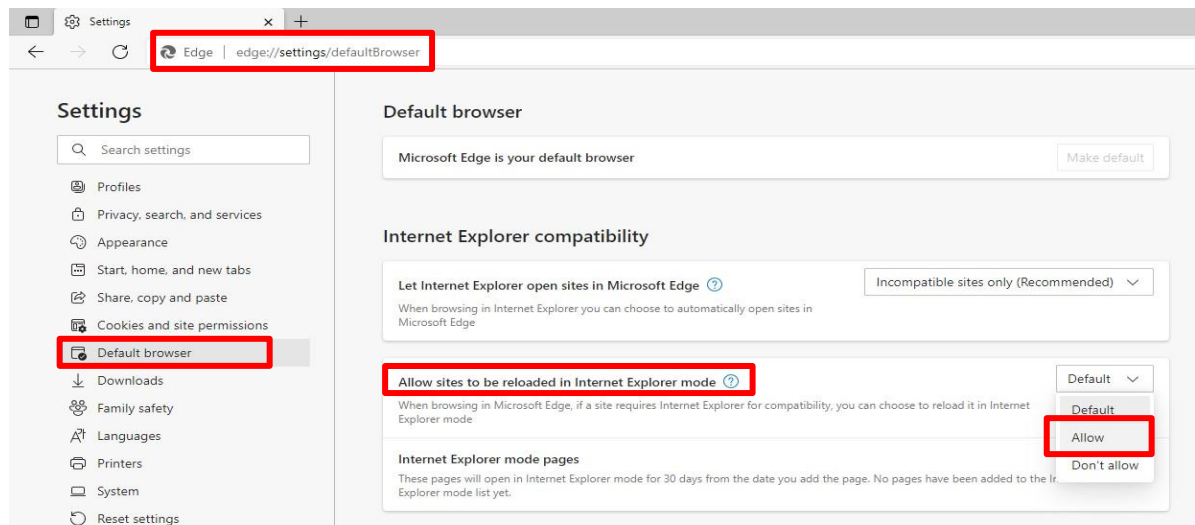

Figure 2 Custom Level Settings

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 edge://settings/defaultbrowser Click Enter. Select the drop down value of "Allow Sites to be reloaded in Internet Explorer Mode" as **Allow**.

3.3.2 Under "Internet Explorer Mode pages", click on Add button to add the URL https://etender.sjvn.co.in and https://webportal.sjvn.co.in . **Once added, restart Microsoft Edge Browser**.
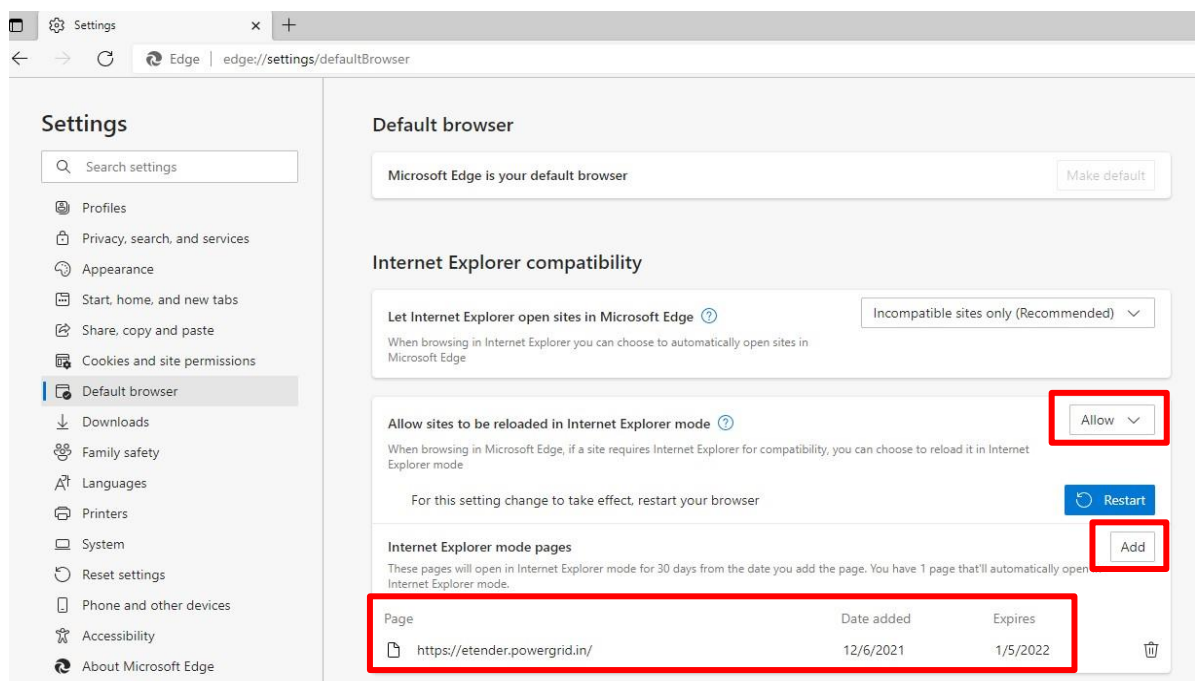
3.3.3 Do not Click "**Open in Microsoft Edge"** Button while accessing the Portal as otherwise browser will stop functioning in IE mode.

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
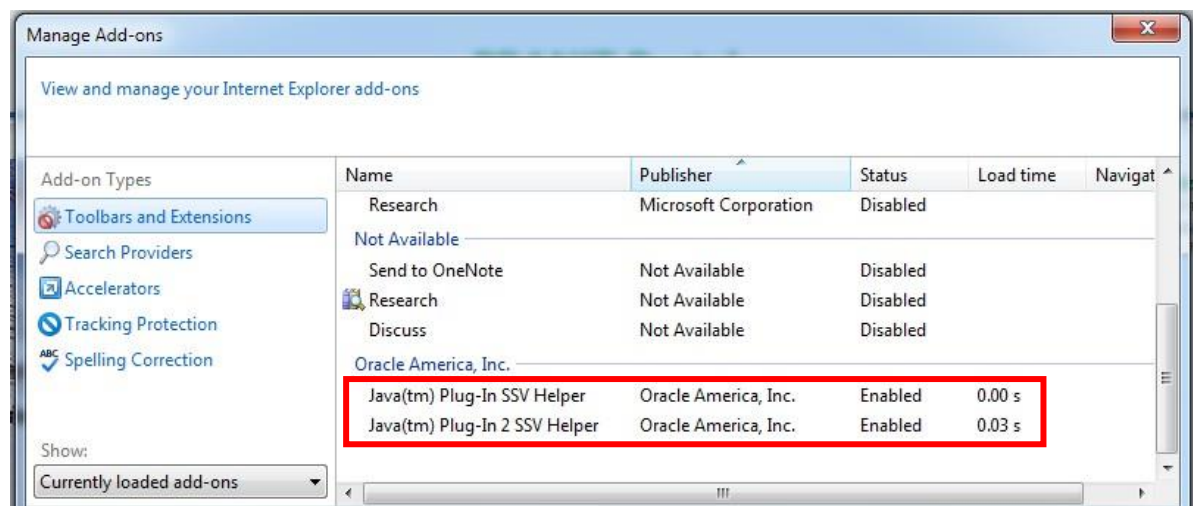
5 Connectivity

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 https://etender.sjvn.co.in due to low Internet Bandwidth, please contact your system IT Administrator/Network Administrator/ISP provider for desirable speed.