



# AVEVA™ Contract Risk Management 8.0 Contractor Users Browser Setup

June 2020

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# About This Document

This document details the requirements for an AVEVA™ Contract Risk Management contractor user's computer and internet browser configuration.

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**Note** AVEVA Contract Risk Management was formerly known as ProCon. Configuration options may continue to include references to ProCon.

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## **Audience**

This document is intended for contractors accessing AVEVA Contract Risk Management through the Contractor Portal.



# Software Requirements

The browsers supported for use with the AVEVA Contract Risk Management Contractor Portal are Internet Explorer 11 and Google Chrome.

The AVEVA Contract Risk Management Document Control add-on supports Microsoft Office 2007, 2010, 2013 and Office 365 (Office 2016). See *Installing Document Control* on page 18.

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**Tip** To support the Document Control, you must use the 32-bit version of Internet Explorer.

**Tip** If you are having problems connecting to the AVEVA Contract Risk Management Contractor Portal even after following the steps in this guide, please check any restrictions on your company firewall; for example, for pop-ups.

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## Browser Options

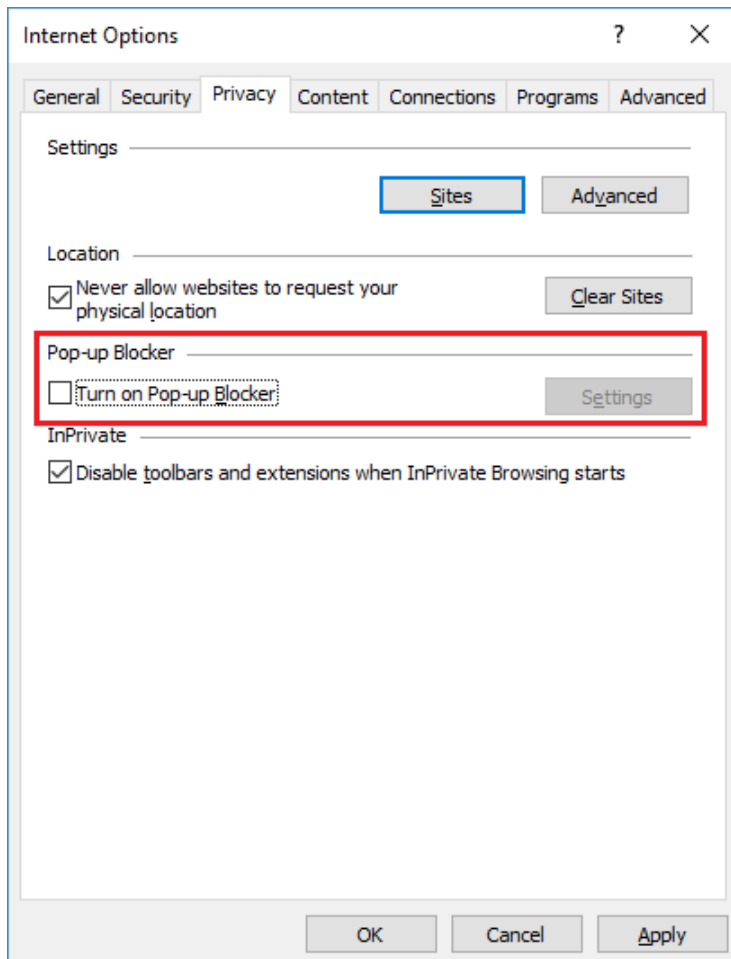
The following options should be set for your browser.

### Disable Pop-up Blockers

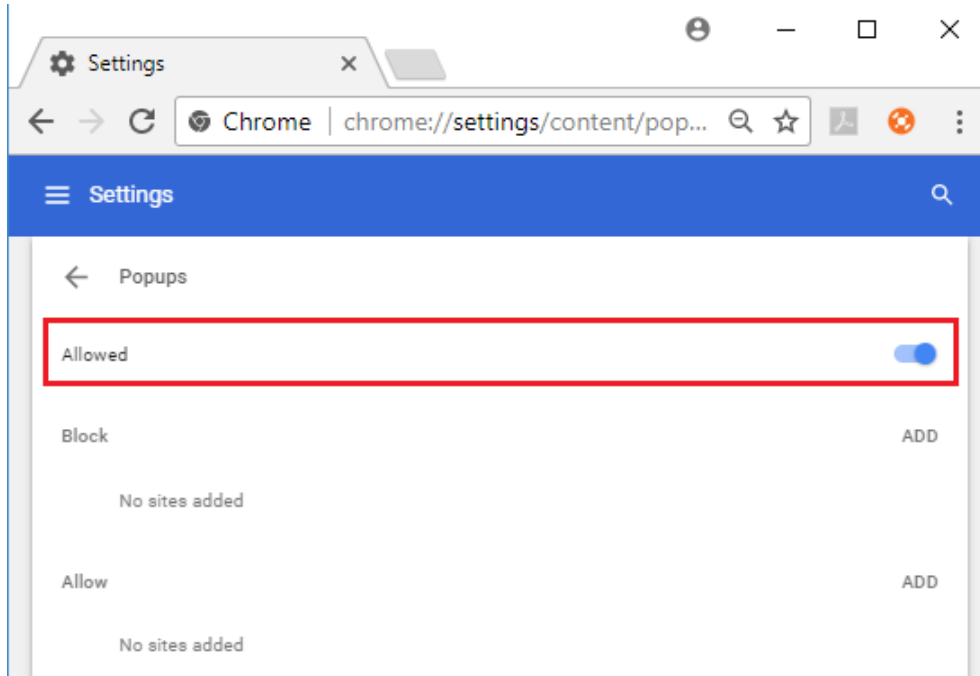
Pop-up blockers can include third-party toolbars and anti-virus applications as well as the browser's own pop-up blocker.

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.



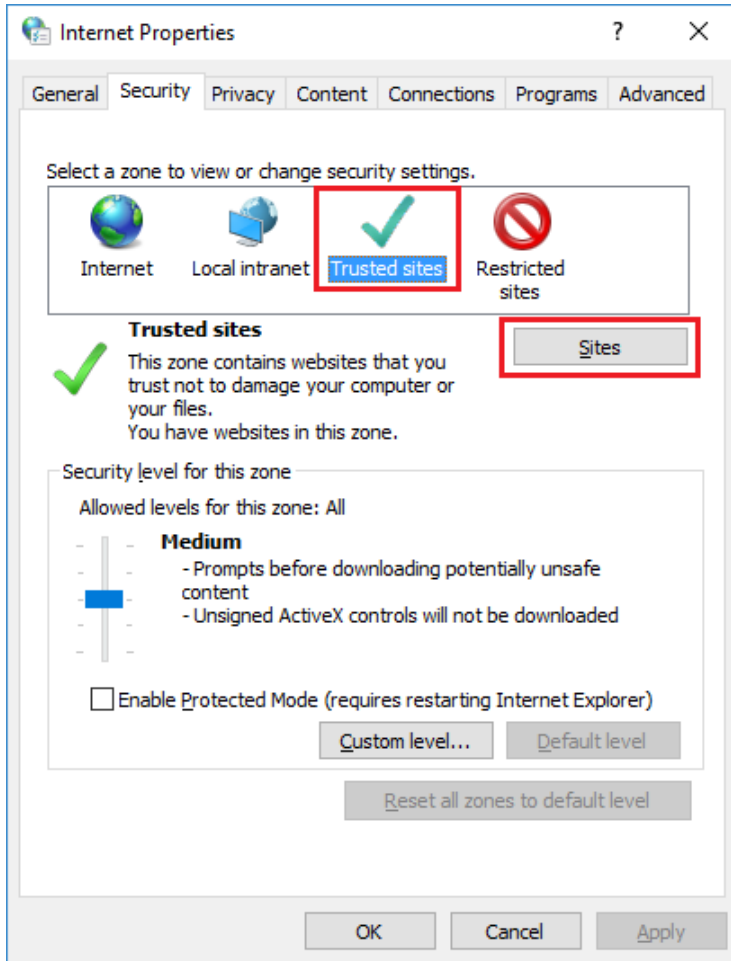
### Add the AVEVA Contract Risk Management Website to Trusted Sites

Add the AVEVA Contract Risk Management Contractor Portal website to your computer's trusted sites on the Security tab of the Internet Options dialog box.

For Internet Explorer, go to:

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

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

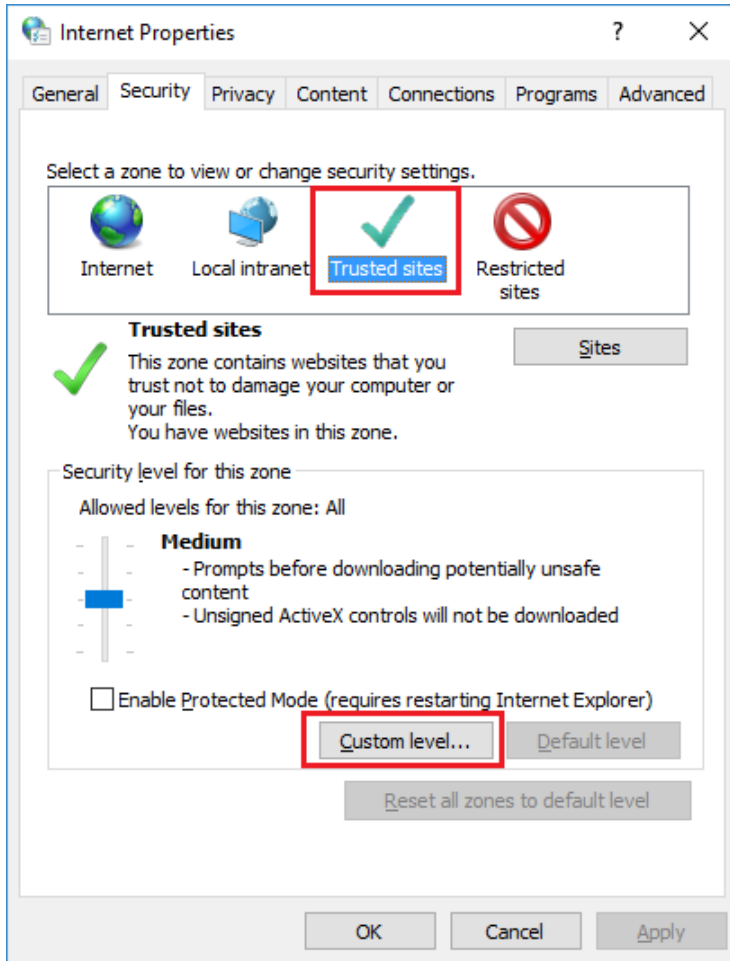


### Configure Downloads Options

Configure the Downloads options to allow AVEVA Contract Risk Management files to be downloaded to your computer.

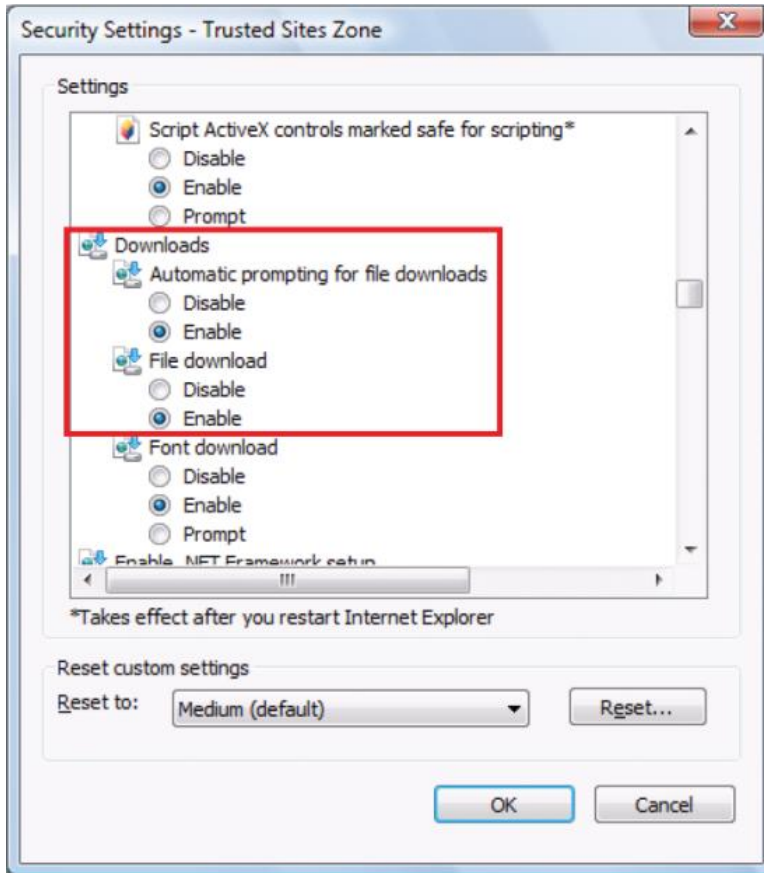
1. For Internet Explorer, go to:
  - Windows Control Panel > Internet Options
  - Internet Explorer > Tools > Internet Options

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



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

3. Select **Enable** for **File download**.



**Configure ActiveX Options (Internet Explorer Only)**

For Internet Explorer only, configure ActiveX options - these are needed for the Document Control (see *Installing Document Control* on page 18):

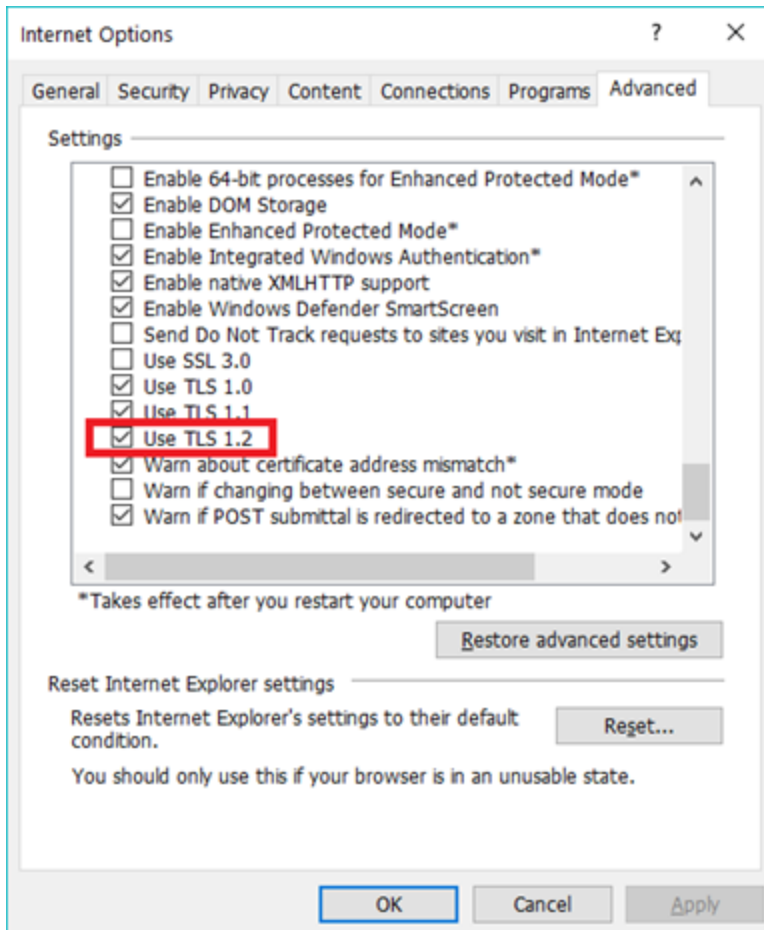
1. Open the Internet Options:
  - Windows Control Panel > Internet Options
  - Internet Explorer > Tools > Internet Options
2. On the Security tab, select **Trusted Sites** and click **Custom Level**.
3. Select **Enable** for:
  - **Automatic prompting for ActiveX controls**
  - **Run ActiveX controls and plug-ins**
4. Select **Prompt** for:
  - **Download signed ActiveX controls**
  - **Download unsigned ActiveX controls**

**Enable TLS 1.2 (Internet Explorer Only)**

For Internet Explorer only, enable TLS 1.2 to support AVEVA Contract Risk Management security settings.

1. Open the Internet Options:
  - Windows Control Panel > Internet Options

- Internet Explorer > Tools > Internet Options
2. On the Advanced tab, select **Use TLS 1.2**.

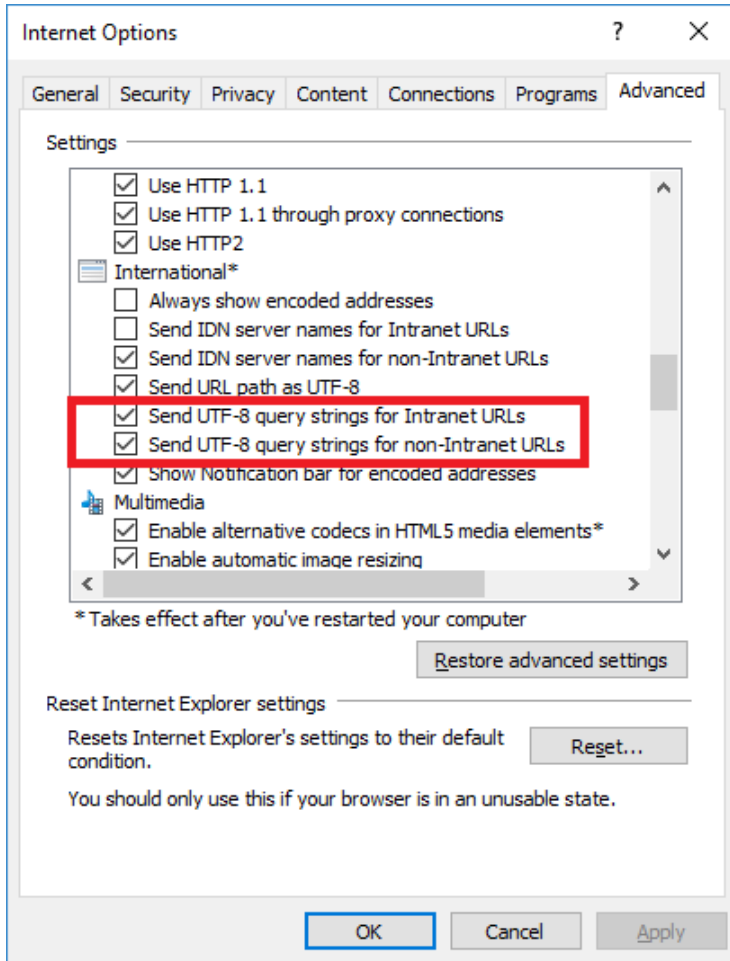


### Allow UTF-8 Query Strings (Internet Explorer Only)

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

1. Open the Internet Options:
  - Windows Control Panel > Internet Options
  - Internet Explorer > Tools > Internet Options
2. On the Advanced tab, select:
  - **Send UTF-8 query strings for Intranet URLs**

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







# AVEVA Contract Risk Management Document Control

The AVEVA Contract Risk Management Document Control browser add-on provides the following features in the contract library and for 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 AVEVA Contract Risk Management if the file has changed.

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

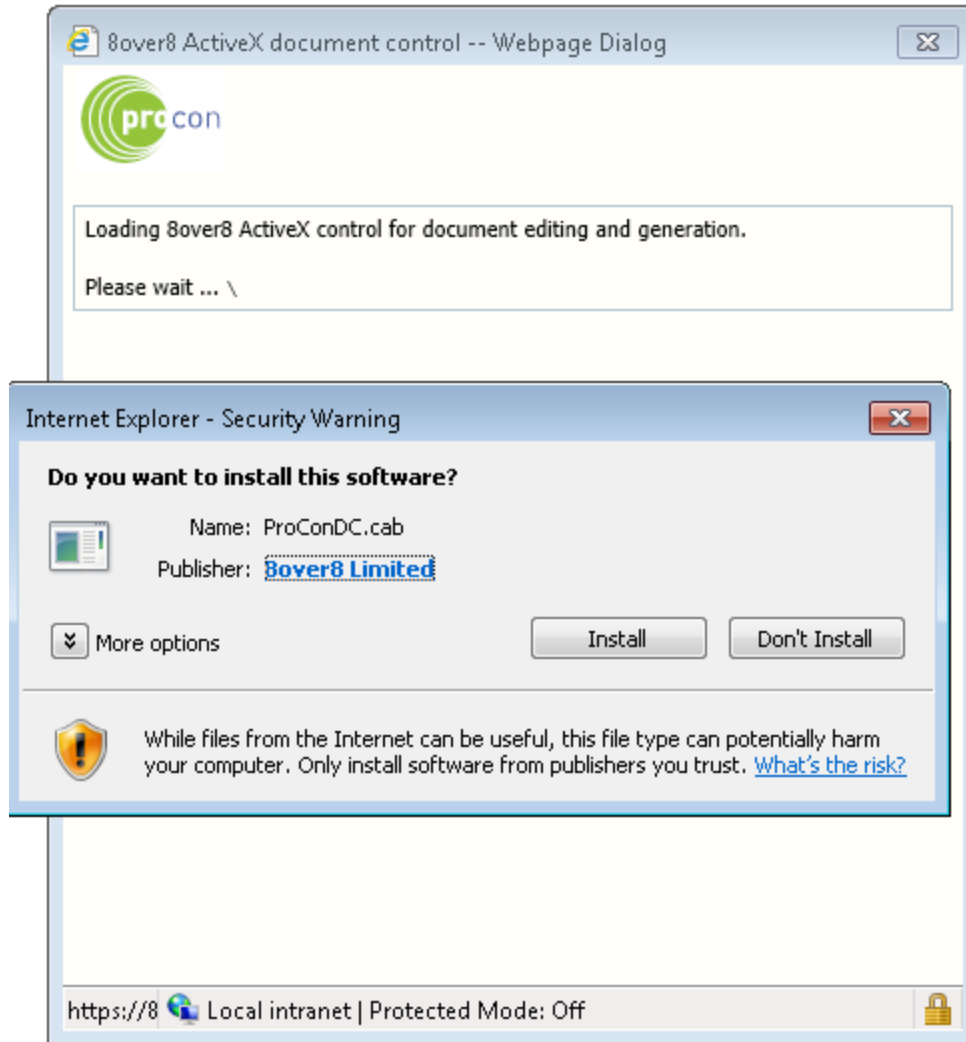
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**Note** This functionality is only available in Internet Explorer.

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## Installing Document Control

When you log in to AVEVA Contract Risk Management and browse to the contract library or a contract communication for the first time, you are prompted to install the AVEVA Contract Risk Management 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

## Why doesn't the Document Control add-on installation appear?

Internet Explorer only: The Document Control add-on installation may not appear when expected even though the Document Control functionality is not available.

There are a number of possible causes:

- Your user settings are configured incorrectly.
- The browser settings are configured incorrectly.

To resolve this:

1. Check your user settings and ensure **Allow ActiveX Document Control Support** is set to **Yes**. See *Editing User Preferences* in the Contractor Portal help.
2. Ensure your browser is set up correctly. See *Browser Options* on page 9.

## Where are the files I downloaded from AVEVA Contract Risk Management?

The files that you download from AVEVA Contract Risk Management 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 AVEVA Contract Risk Management, 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.

