



Supplier Document Management System (DMS)
Tips and troubleshooting guide

Contents


Essentials	2
Tips	6
Troubleshooting.....	7

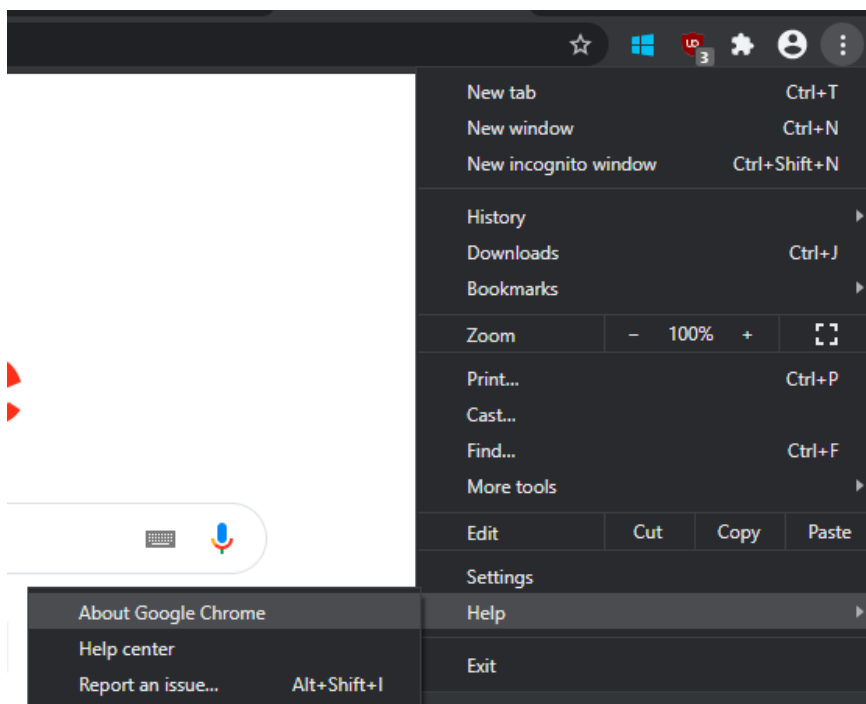
Essentials

- **Browser**

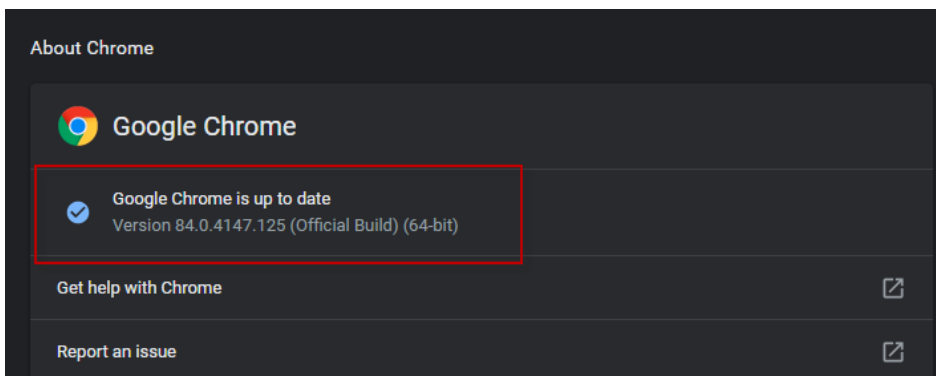
We recommend using Google Chrome for the DMS. The application works best with this Browser.

How to check:

1. At the top right, click More  > Help
2. Then click onto About Google Chrome



3. In the opened tab you will see the version number and its status

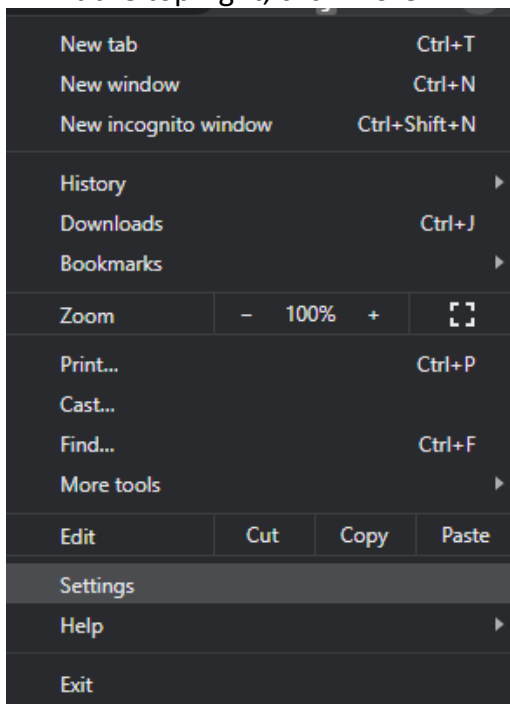


- **Browser settings**

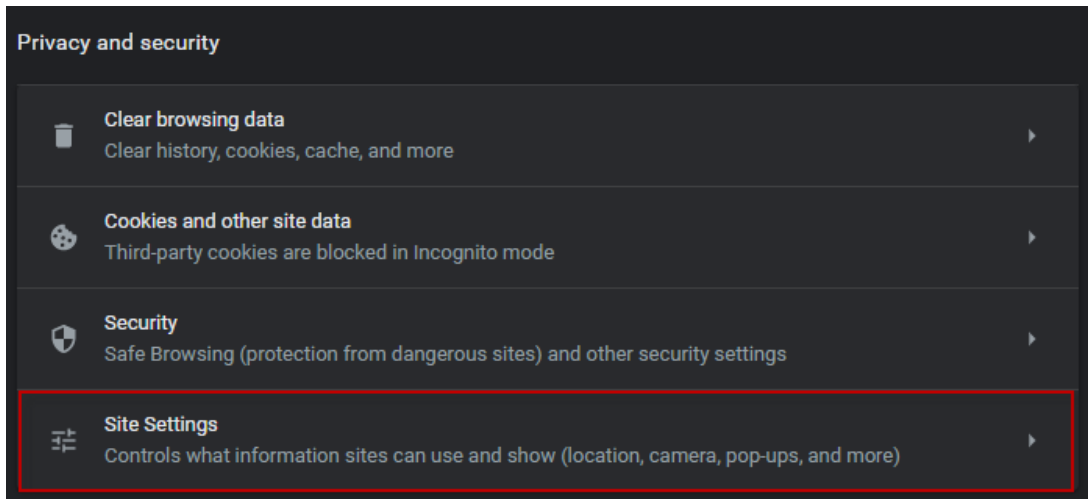
Please make sure that the pop-up blocker is turned off

How to check:

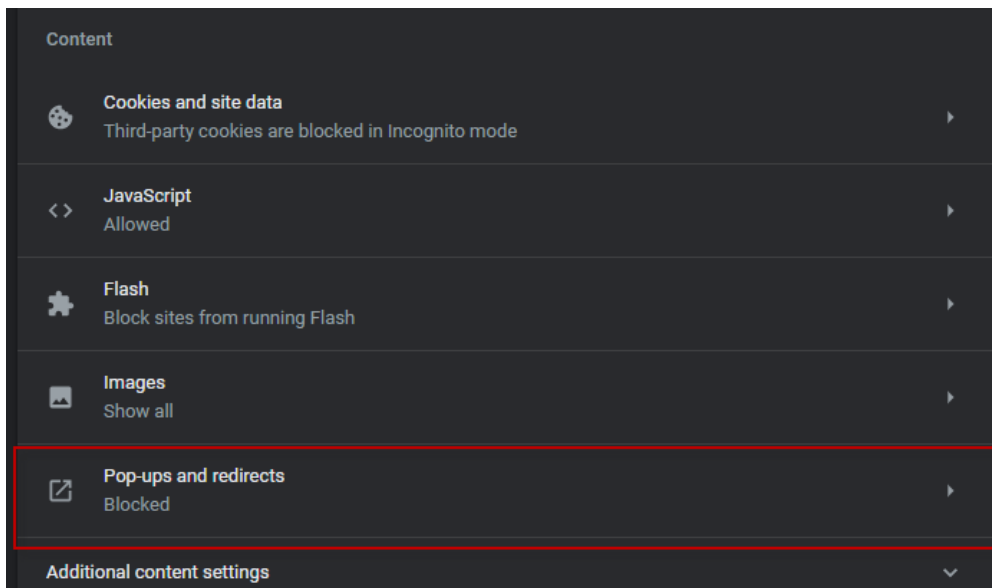
1. At the top right, click More  > Settings.



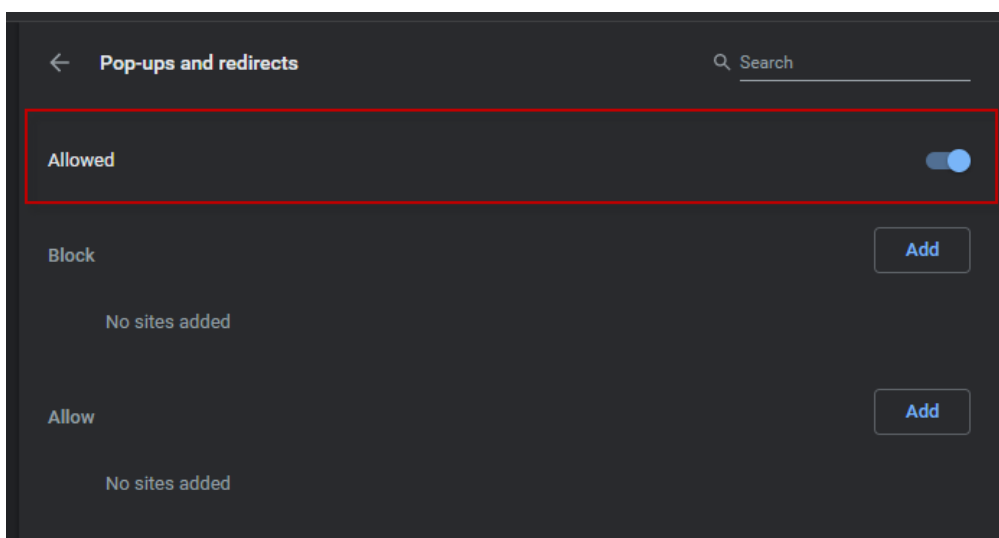
2. Under 'Privacy and security', click Site settings.



3. Click Pop-ups and redirects.



4. At the top, turn the setting to Allowed.

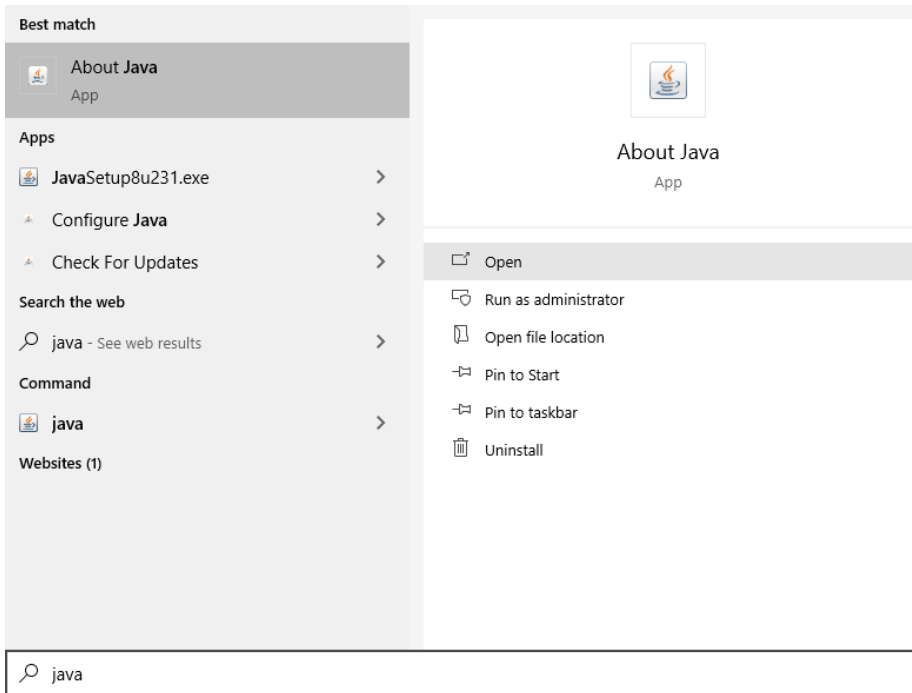


- **Java version**

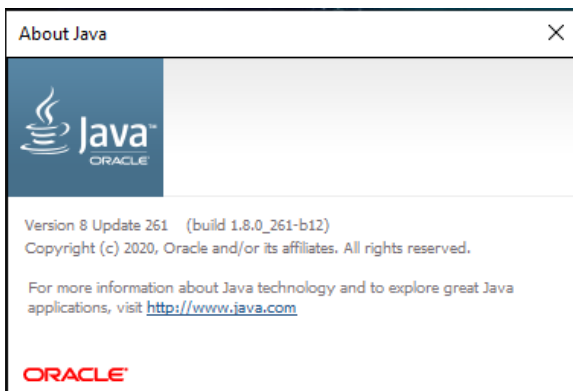
We recommend to use latest Java version

How to check Java version:

1. Type 'Java' in the Windows search panel, then click 'About Java' and Open.



2. Version will be displayed in the new pop-up.



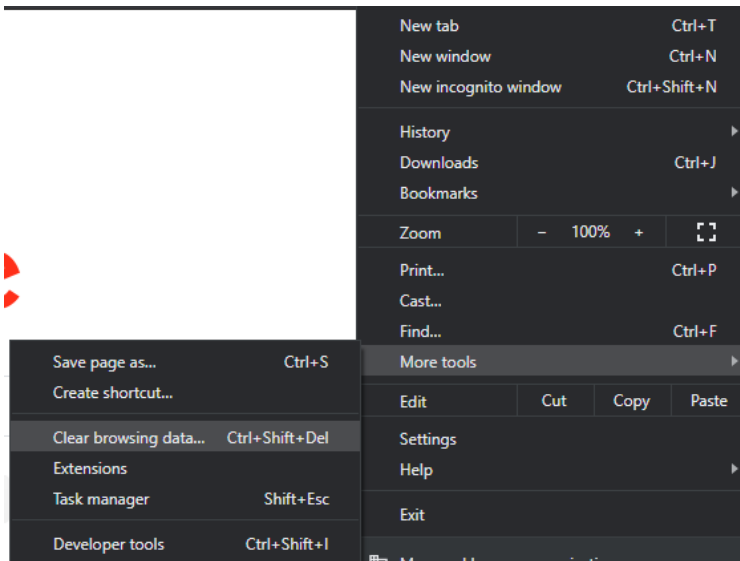
Tips

- **Browser clean-up**

Please clear your browser on the regular basis. This will help to avoid common issues with the application.

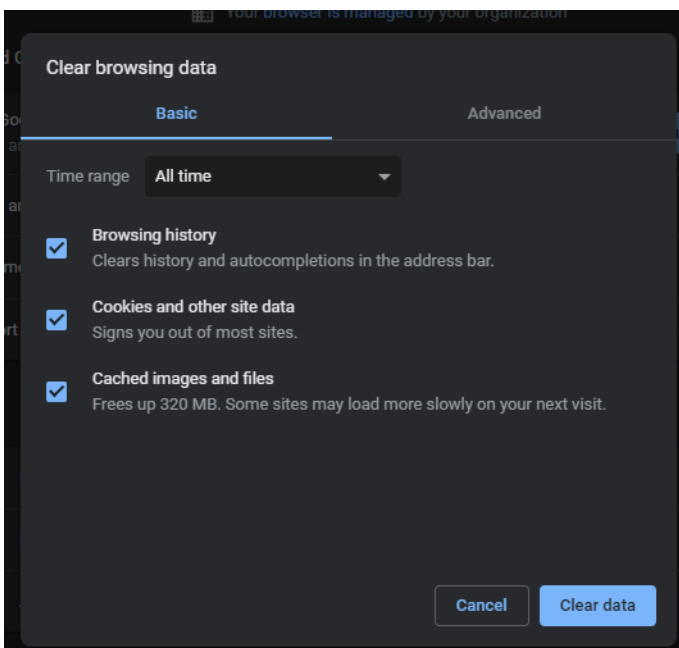
How to:

1. At the top right, click More  > More tools.
2. Then click Clear browsing data



Note: you can use a keyboard combination Ctrl+Shift+Del to achieve the same

3. In the new pop-up set Time Range to All time, tick all the flags and click Clear Data.



Troubleshooting

In case you are facing an issue with Supplier App on latest Chrome version and browser cleaning up did not help, you may try the following steps:

1. Clear browser data
2. Verify if Chrome version you are using is the latest
3. Ensure that pop-up blocker is not interfere with Supplier Application
4. Verify if Java version you are using is the latest
5. Reset browser settings back to default *
6. Reset network settings *
7. Verify that VPN does not affect connection to Supplier App *

*Important note: steps marked with a * may be done only by users with an administrator rights. If you cannot perform some of them, please consider getting help from the IT-department of your company. Thank you.*

