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स./No. IT-109/ERP BASIS/2014-15/2 दिनांक /Dated at चेन्नै / Chennai -6 the 07-02-2015

सेवा में / To

All Heads of SSAs
BSNL, TN Circle

विषय / Sub: -Solution for difficulties faced in using ERP ESS portal - Reg
संदर्भ / Ref:- BSNL CO Lr. No. CIT/8-10/ERP/2013/20 dated 22nd November 2013

Kindly refer the BSNL CO. Letter cited above, (Copy enclosed) regarding the solution for difficulties faced in using ERP ESS portal through Web Browsers. ESS portal will work well up to Internet Explorer Version 8. In case the computers having IE 9 /IE10 /IE 11 problem is faced while accessing ESS portal. Compatibility views setting has to be done in IE version 9/10/11 browsers as explained in the Annexure 1.

It is requested to intimate the same to SSA level L1 BASIS Team and all the users in your SSA.

- Sd -

उप महाप्रबंधक (आई टी) /Deputy General Manager (IT)
मुख्य महाप्रबंधक का कार्यालय/ O/o Chief General Manager
तमिलनाडु परिमंडल / Tamilnadu Circle
चेन्नै / Chennai -600 006

Annexure I

ESS portal will work with **Internet Explorer 8**, for the users using IE 9/ IE 10/ IE 11 the following error will appear when any link is clicked in ESS Portal **“Sorry, Your browser/Program is not supported by Web DynPro”**. As shown in fig 1.

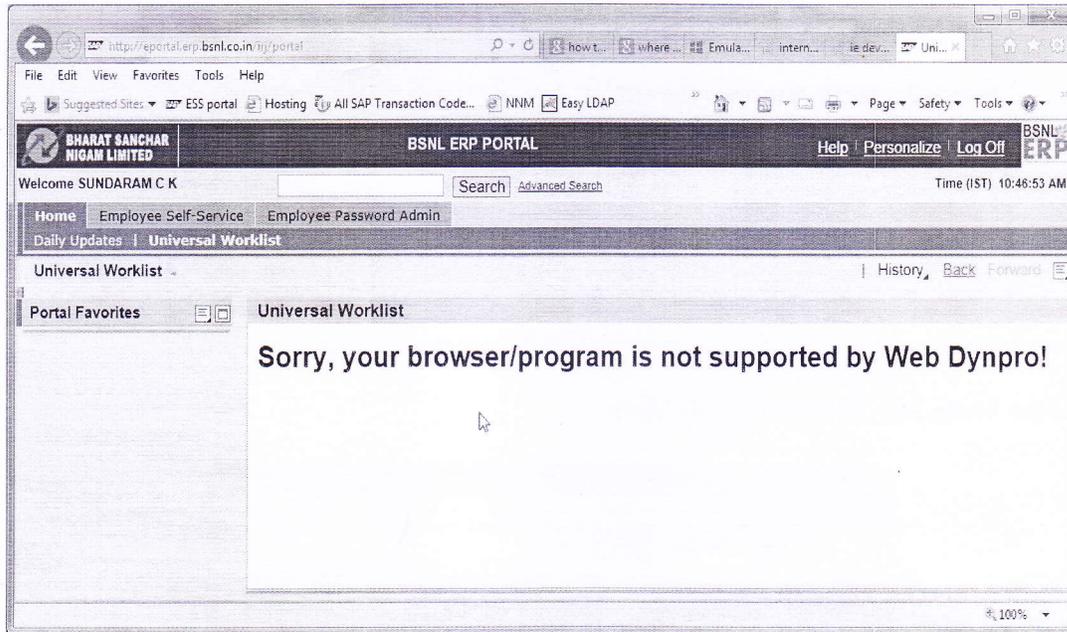


Fig 1

The Browser has to be changed to Compatible to earlier Version of IE. To change the compatible mode follow the procedure.

Internet Explorer 9/10/11, ESS Portal URL can be added to the compatibility mode list by doing the following:

- In Internet Explorer, click on the **Tools** menu. Or a gear icon:  at the right top corner.
- **Note: If Menu Bar is not displayed in the IE**, You can display the menu bar by either:
 - 1) Press the ALT key once or
 - 2) Right-click the Address bar and select **Menu bar**. As shown in fig 2

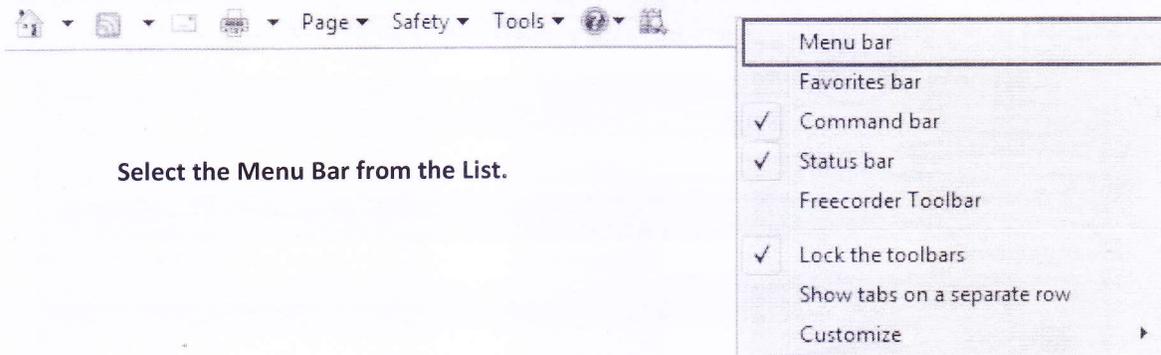


Fig 2

From the Menu Bar, Click the Tools Menu

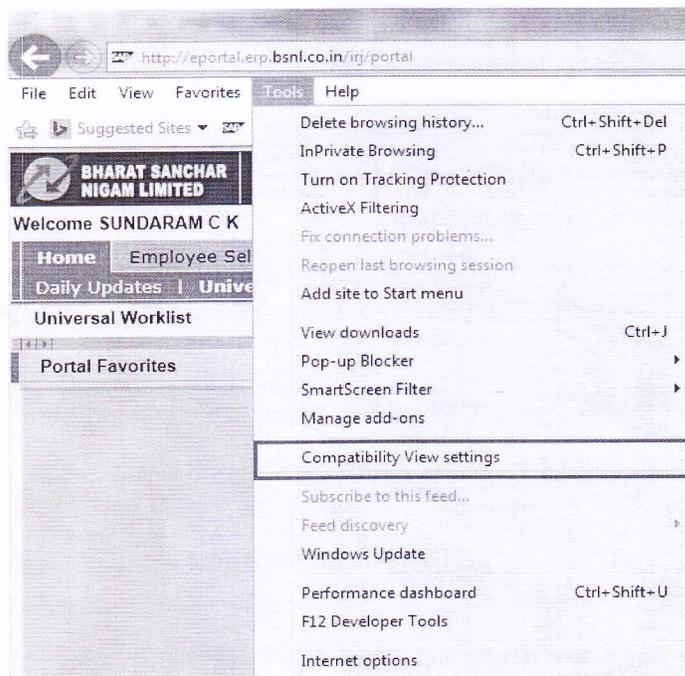


Fig 3

- Click **Compatibility View Settings** from the drop down Menu as shown in Fig 3.

The Compatibility View Settings dialog box opens, as shown in fig 4.

Under **Add this website**, type the URL *bsnl.co.in*.

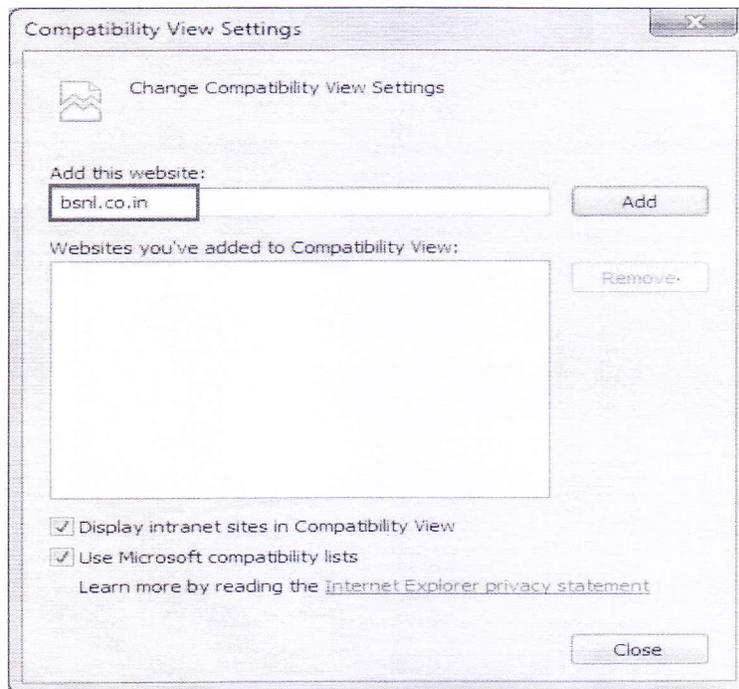


Fig 4

1. After entering the URL bsnl.co.in in the text box, Click **Add button**.

Now the URL bsnl.co.in is added in the “Websites you’ve added to Compatibility View:” list as shown in the fig 5.

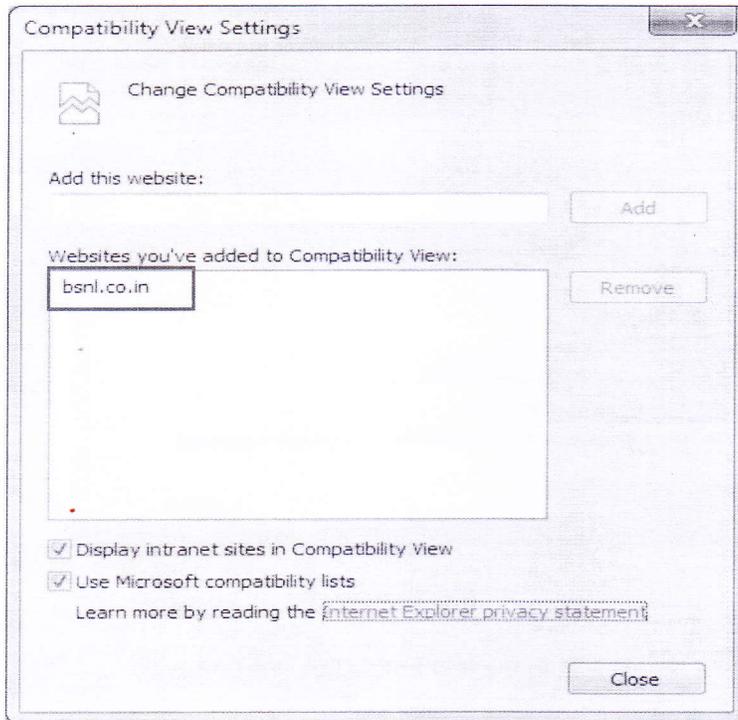


Fig 5

If already you are in ESS Portal, the browser will automatically refresh and you will get the ESS portal, as shown below.

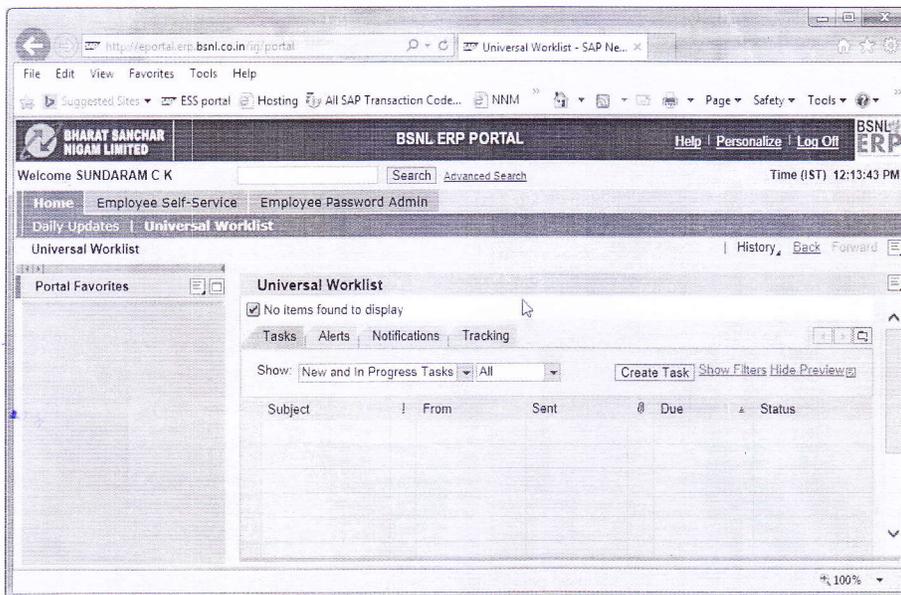


Fig 6



To

The Chief General Manager
Karnataka / Maharashtra/ WTP/ Telecom factory Mumbai / STR / ALTTC/

All PGMs / Sr GMs / GMs
BSNL CO

No. CIT/8-10/ERP/2013/20

Dated: 22nd November 2013

Sir,

Sub: Solution for difficulties faced in using ERP ESS after software upgradation.

The ERP SAP software has been recently upgraded. After upgradation it is found that users are facing difficulties while using ESS (leave application etc)

The matter was discussed with the System Integrator (SI) and it is observed that the ESS works well with IE 8 or IE 7.

In case the computer is and is having a higher version of IE, than necessary modifications have to be done in the browser as per attached annexure.

You are requested to intimate the same to all the users of your circle. In case of any difficulty, your basis team may be instructed to contact ERP basis core team on mail ID basiscore@bsnl.co.in


22/11/13
AGM (CIT)
BSNL CO

Copy To:

2. Office Copy.
3. CGM (ITPC) for favour of kind information please.
4. All DGMs ERP Project for necessary action at their end please.
5. M/s HCL Infosystems for information please.
6. Intranet Portal.

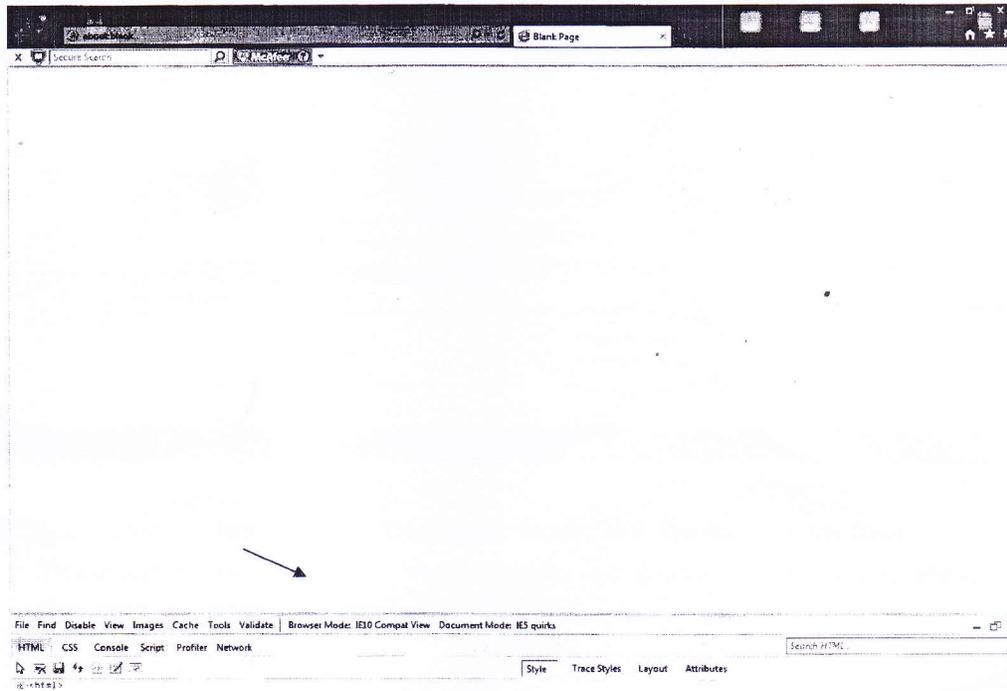
Annexure

The browsers supported by the current version of SAP are **Internet Explorer -8.0.** (IE 7 can also be used)

Due to SAP Service Pack up gradation, the following steps are to be carried out for running **ESS SAP Portal** in Internet Explorer 9 or 10 on Windows 7 or Vista machines as suggested by M/s HCL.

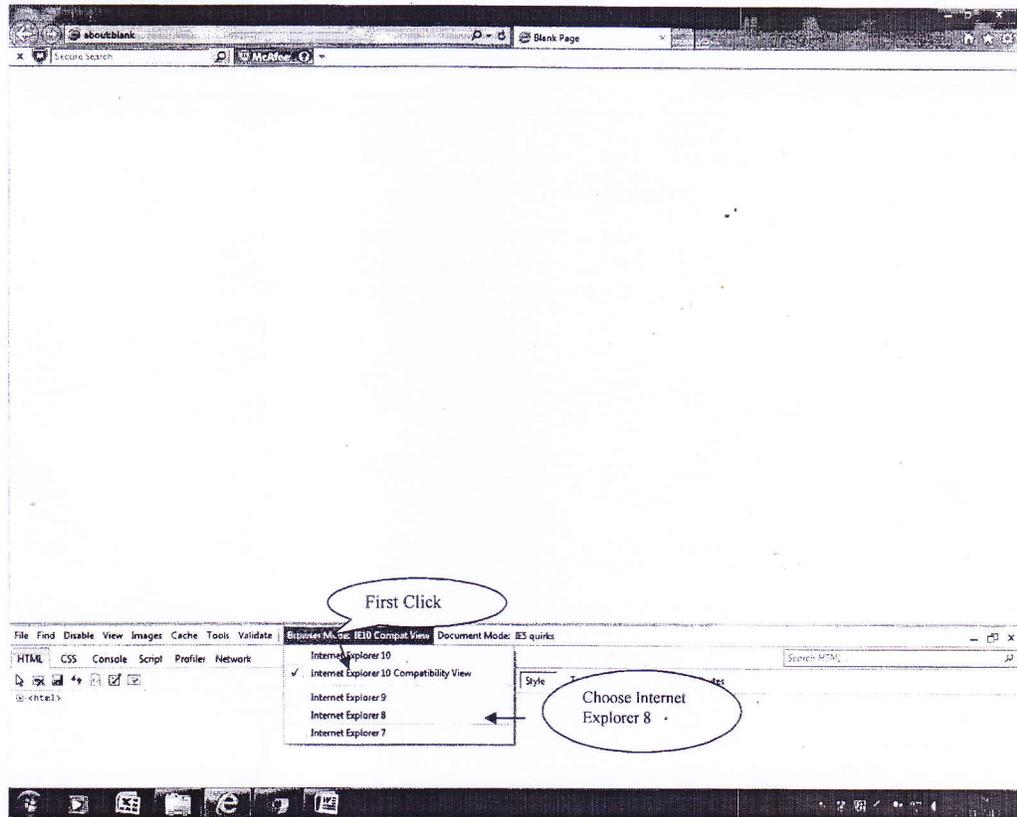
1. Open the internet explorer and press F12 key on keyboard or click tools icon (top right corner) & choose "**F12 developer tools.**" The following screen will pop up at the bottom as shown below:

Screen Shot 1



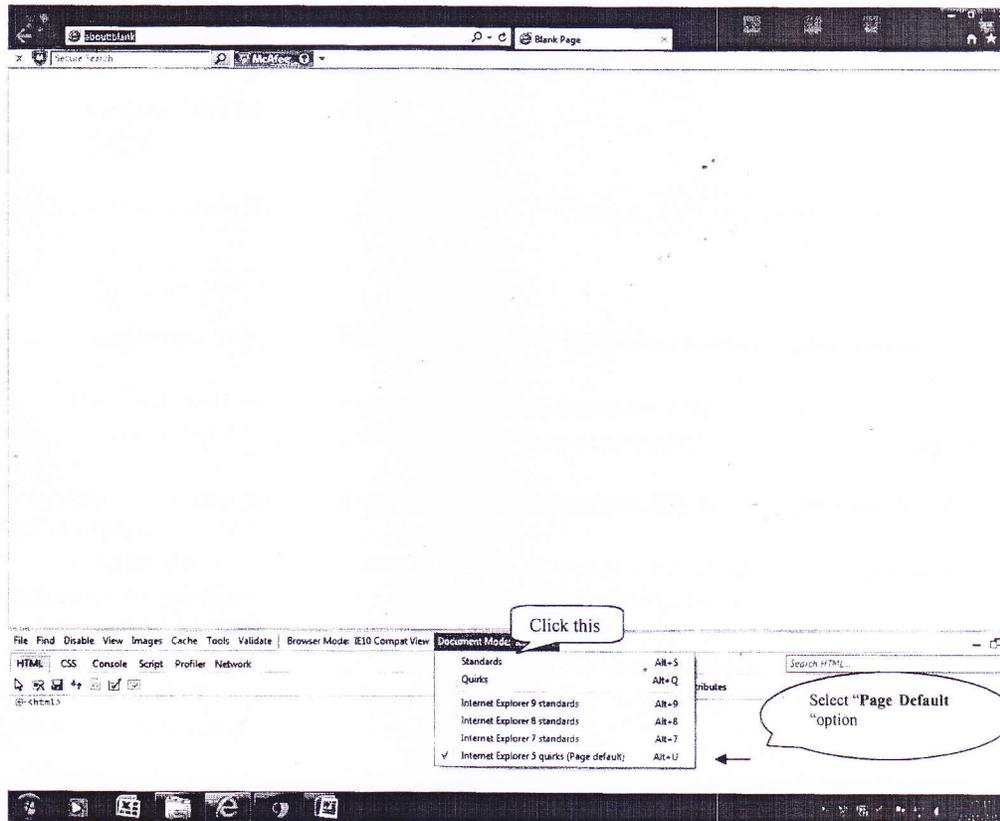
2. Now on the pop up screen, click the tab "**Browser Mode: IE10 Compat View**" in Windows 7 (or "**Brower Mode: IE 9 Compat View**" in Vista Machine) and choose **Internet Explorer 8** such as shown below.

Screen Shot 2



3. Then Click on the next tab "Document Mode: IE5 Quirks " in Windows 7 (or "Document Mode: Quirks" in Vista Machine) and choose the option with "(Page default)" if any other is selected.

Screen Shot 3



4. Now open the ESS Portal and do your work after login.
5. All the above steps have to be carried out every time while opening the ESS SAP Portal through internet explorer.
6. Also the above steps have to be carried out in every pop up windows during leave approval or any other process on ESS.

THANKS
ERP Development Centre,
Ghaziabad