Fujitsu Partner Extranet Browser configuration Guideline for Partners

Introduction

This document describes how to access the Fujitsu Partner Extranet web site and how to resolve some common access issues.

Helpdesk contact

Please use our contact form or email to our qualified support staff: extranet@ts.fujitsu.com

Login page

If the page shown in Figure 1 is displayed, the Fujitsu Partner Extranet is being accessed externally, i.e.: over the Internet in the same way as an external partner. Only partner accounts are able to sign in via this page; signing in with a Fujitsu account will not work!



Figure 1: Internet login page

Access denied page

If the page shown in Figure 2 is displayed, one or more of the following situations has arisen:

- The current user account does not have sufficient permissions to access the Fujitsu Partner Extranet resource (e.g.: page, web site, document, etc.);
 - Solution: Contact the web site owner and ask for permissions. If the web site owner has enabled access requests, a notification can be sent to the site owner to request access via the link "Request access".

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norm site owner abo	out your business need and a	sk for granting access		
				Send request

Figure 2: Access denied page

Access denied page from web application firewall

If the page shown in Figure 23 is displayed, one or more of the following situations has arisen:

- You have enabled a browser plugin to protect your privacy.
 - Solution: disable anyonmizing plugins during your visit on our partner extranet infrastructure.

Access Denied

You don't have permission to access "http://extranet.ts.fujitsu.com/s/CPP/ce/Pages/default.aspx" on this server.

Reference #18.dccd1002.1678971107.1d3c5721

Figure 3: Web application firewall protection

External web browser configuration

To enable single sign on between trusted applications you need to add the Fujitsu's Partner Extranet hostnames to the Trusted site zone. If you expierence problems in opening office files like Excel, Word or Powerpoint this may solve your issue in parallel.

1. Internet Properties - system browser settings

- In Internet Explorer and Edge, go to settings and "Open your computer's proxy settings" Alternatively search "Internet Options" with the windows Start menu
- Then click the **Security** tab.
- In the "Select a zone" click **Trusted Sites**, and then click **Sites** Button to add trusted urls.

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Internet Local intranet Trusted sites Restricted sites	Internet Local intranet Trusted sites Restricted sites
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your files. You have websites in this zone. Security level for this zone Allowed levels for this zone: All	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
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Medium - Prompts before downloading potentially unsafe content - Unsigned ActiveX controls will not be downloaded	Add this website to the zone: https://*.ts.fujitsu.com Add Websites:
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Medium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded Default level Custom level Default level Reset all zones to default level	Add this website to the zone: https://*.ts.fujitsu.com Add Websites: https://extranet.ts.fujitsu.com Remove https://extranet-eu.ts.fujitsu.com https://extranet-my.ts.fujitsu.com Remove Mtps://extranet-wy.ts.fujitsu.com Ittps://extranet-my.ts.fujitsu.com Ittps://extranet-my.ts.fujitsu.com \text{Mtps://extranet-wy.ts.fujitsu.com Ittps://extranet-my.ts.fujitsu.com Ittps://extranet-my.ts.fujitsu.com
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	Add this website to the zone: https://*.ts.fujitsu.com Websites: https://extranet.ts.fujitsu.com https://extranet-eu.ts.fujitsu.com https://extranet-my.ts.fujitsu.com Close

• In the Add this Web site to the zone box, type the https://*.ts.fujitsu.com site, and then click Add, and Close.

• Be sure that "Enable Protected Mode" checkbox is unchecked.

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• Click **OK** to accept and save the changes.

2. Google Chrome

- \circ ~ Click the 3 horizontal lines icon on the far right of the Address bar.
- Click on Settings, scroll to the bottom and click the Show Advanced Settings link.

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• Click on Change proxy settings.

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	Google Chrome is using you	ir computer's system proxy settings to connect to the network.	l
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• Click the Security tab > Trusted Sites icon, then click Sites.

- Enter <u>https://*.ts.fujitsu.com</u> , then click **Add**.
- $\circ \quad \ \ {\rm Click} \ \, {\rm Close} \ .$
- o Be sure that "Enable Protected Mode" checkbox is unchecked for Trusted sites.

3. <u>Firefox</u>

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- From the Firefox menu, go to **Tools** > **Options**.
 - Under Security, click Exceptions and add
 - o <u>https://extranet.ts.fujitsu.com</u>
 - o <u>https://extranet-eu.ts.fujitsu.com</u>
 - o <u>https://extranet-my.ts.fujitsu.com</u>
 - o <u>https://apps.ts.fujitsu.com</u>
 - o <u>https://pd.ts.fujitsu.com</u>
 - <u>https://partnerapp.ts.fujitsu.com</u>
 - o <u>https://mediaportal.ts.fujitsu.com</u>

websites, click Save.

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o Click Save Changes.