

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!**

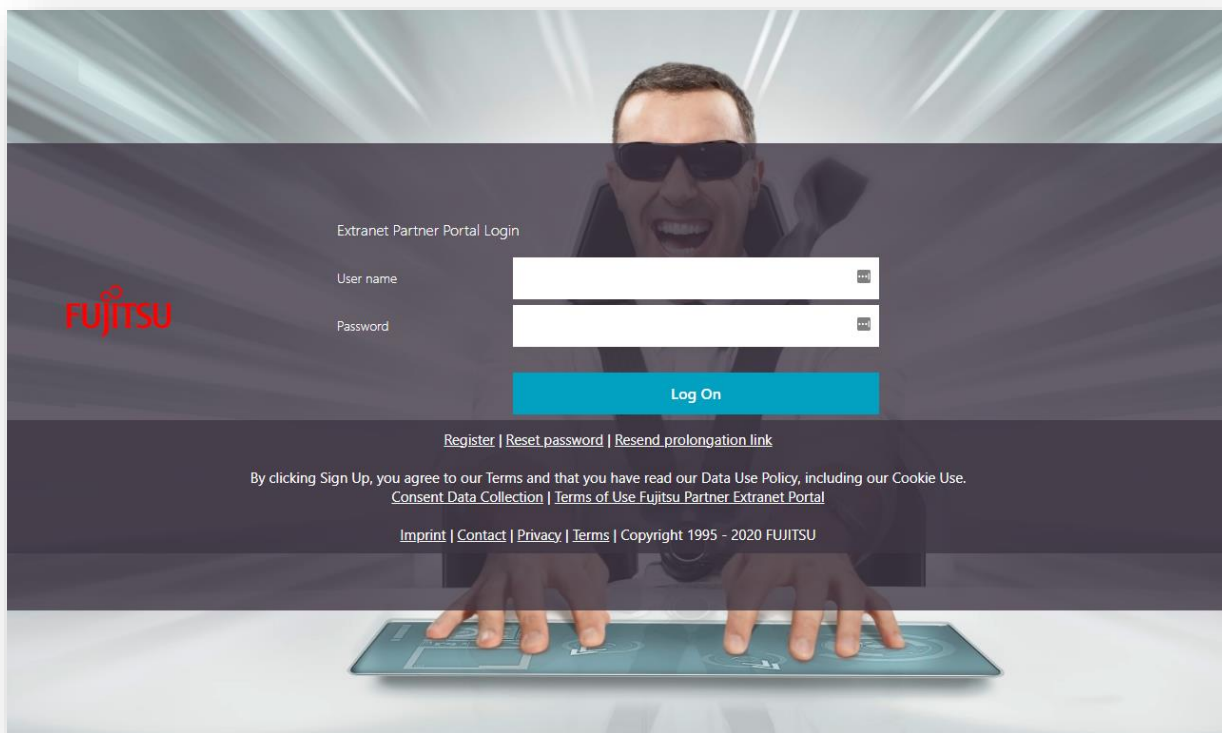


Figure 1: Internet login page

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”.

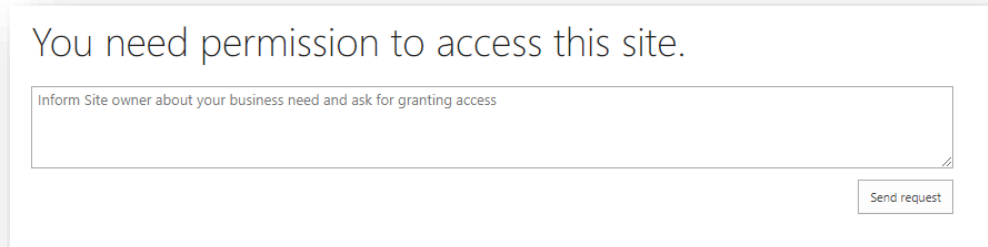


Figure 2: Access denied page

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 anonymizing plugins during your visit on our partner extranet infrastructure.

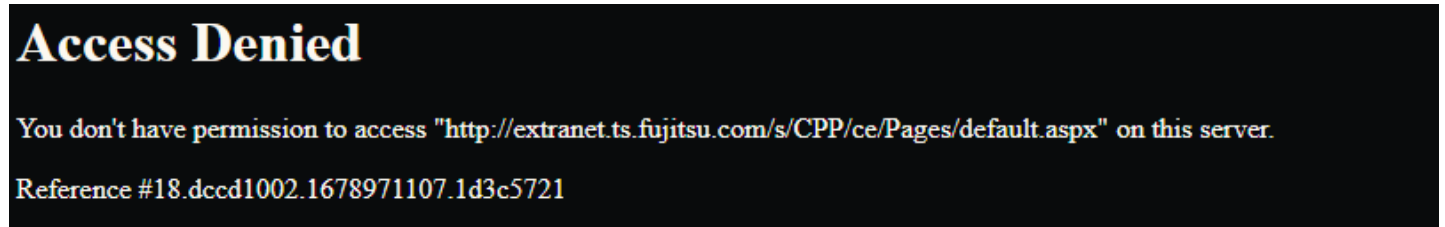


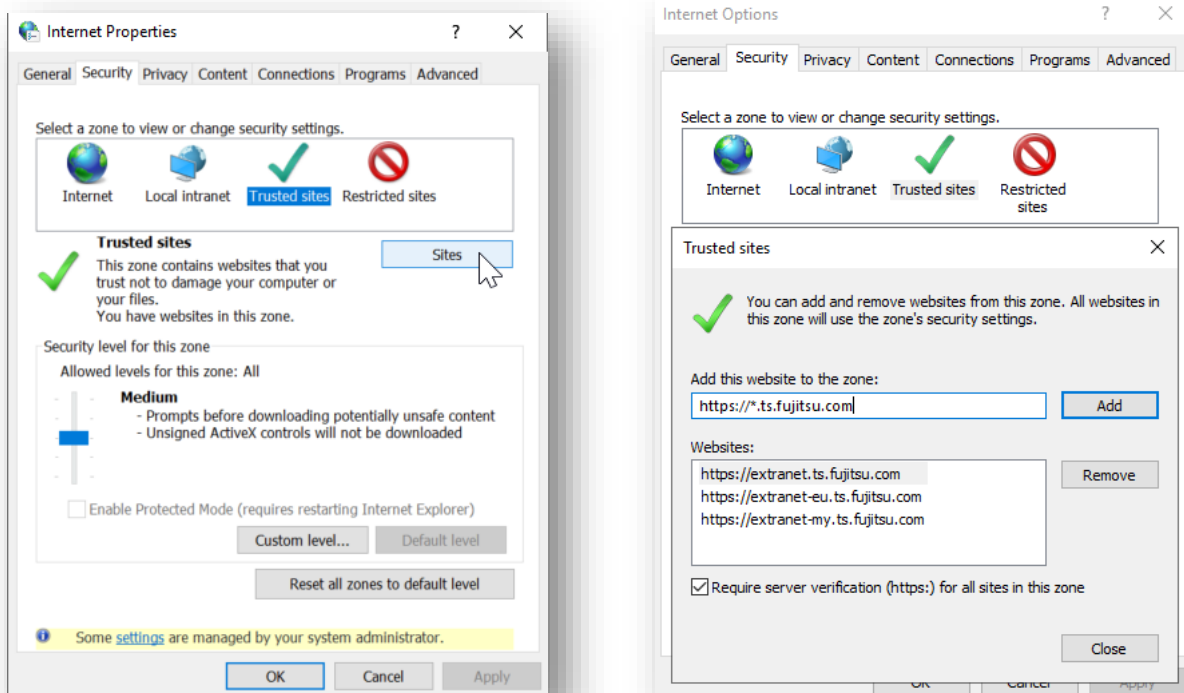
Figure 3: Web application firewall protection

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 experience problems in opening office files like Excel, Word or Powerpoint this may solve your issue in parallel.

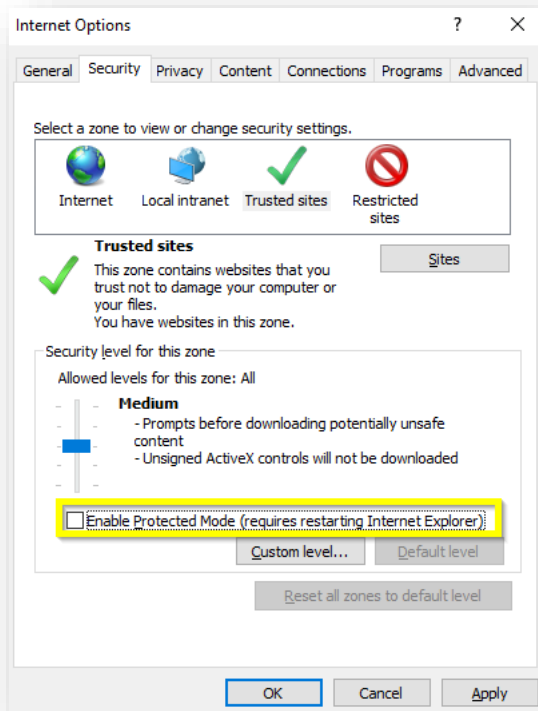
1. Internet Properties - system browser settings

- 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.



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

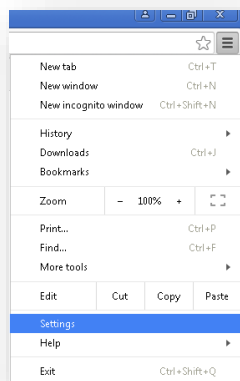
- Be sure that “Enable Protected Mode” checkbox is unchecked.



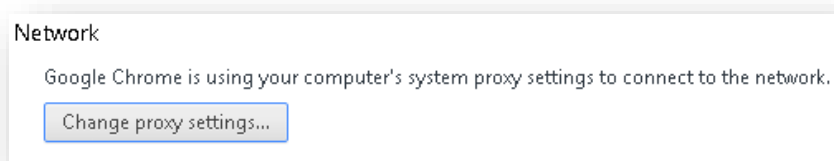
- Click **OK** to accept and save the changes.

2. Google Chrome

- 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.



- Click on **Change proxy settings**.



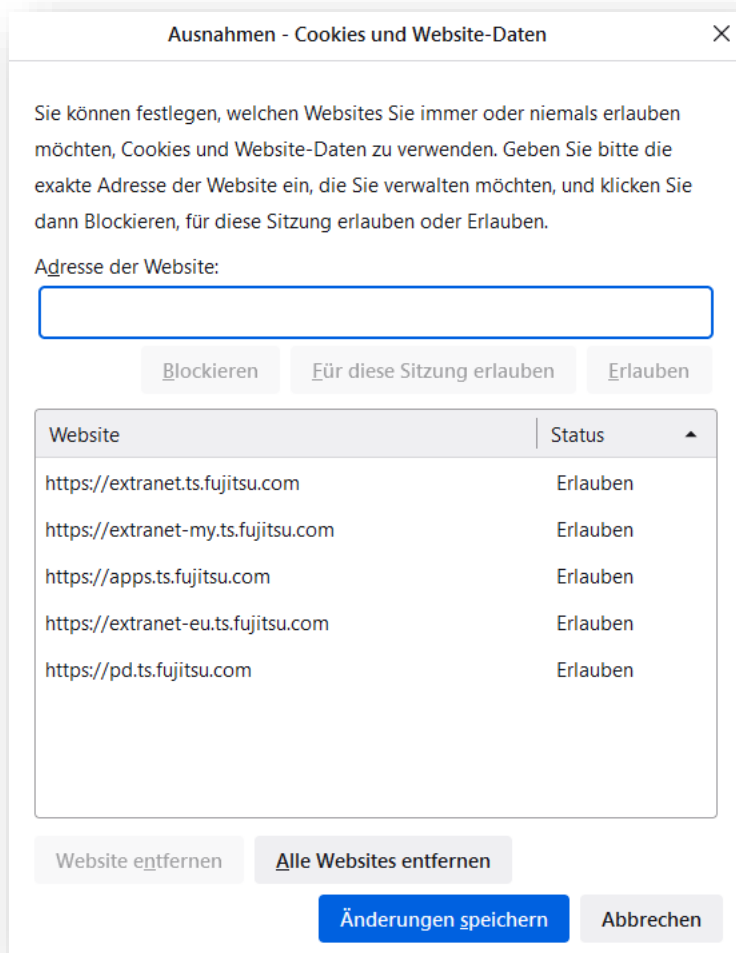
- Click the **Security** tab > **Trusted Sites** icon, then click **Sites**.

- Enter https://*.ts.fujitsu.com , then click **Add**.
- Click **Close** .
- Be sure that “Enable Protected Mode” checkbox is unchecked for **Trusted sites**.

3. **Firefox**

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

websites, click Save.



- Click **Save Changes**.