



Purpose

This job aid describes the browser settings that end users should establish to avoid display or performance issues in WBSCM. Additionally, this job aid provides the hardware and software requirements for successfully operating in WBSCM and troubleshooting tips. The settings and helpful tips outlined in this job aid are valid as of **October 30, 2017**.

Target Audience

All WBSCM Users

WBSCM Settings Checklist

WBSCM is designed for compatibility with Internet Explorer (IE). **The recommended and fully supported version is IE 11.**

Perform the following setup steps:

<input type="checkbox"/> Download Internet Explorer	IE 11
<input type="checkbox"/> Update Compatibility setting (if needed)	Remove usda.gov from IE Tools > Compatibility View settings.
<input type="checkbox"/> Add WBSCM to IE Favorites	https://portal.wbscm.usda.gov/
<input type="checkbox"/> Delete Browsing History	Clear Cache
<input type="checkbox"/> Update Open Pop Separate Window Setting	Select the Always open pop-ups in a new window option.
<input type="checkbox"/> Update Trusted Sites	Add https://*.usda.gov
<input type="checkbox"/> Set Automatic Download to Enabled (if available)	Ensure the Enable button for Automatic prompting for file downloads is enabled.
<input type="checkbox"/> Turn off Pop-up Blocker	Set Medium or High setting depending on organization.
<input type="checkbox"/> Update Advanced Settings	Deselect the Enable 64-bit processes for Enhanced Protected Mode* checkbox. Deselect the Enable Enhanced Protected Mode checkbox. Deselect Use SSL 3.0 and Use TLS 1.0 (if selected by default) checkboxes. Select Use TLS1.1 and Use TLS 1.2 checkboxes.
<input type="checkbox"/> Set Zoom	Set to 100%
<input type="checkbox"/> Set Font Size	Set to Medium
<input type="checkbox"/> Verify Java version	Latest version of Java
<input type="checkbox"/> Update Java security level	Set to High

Additional details are provided in the following pages.

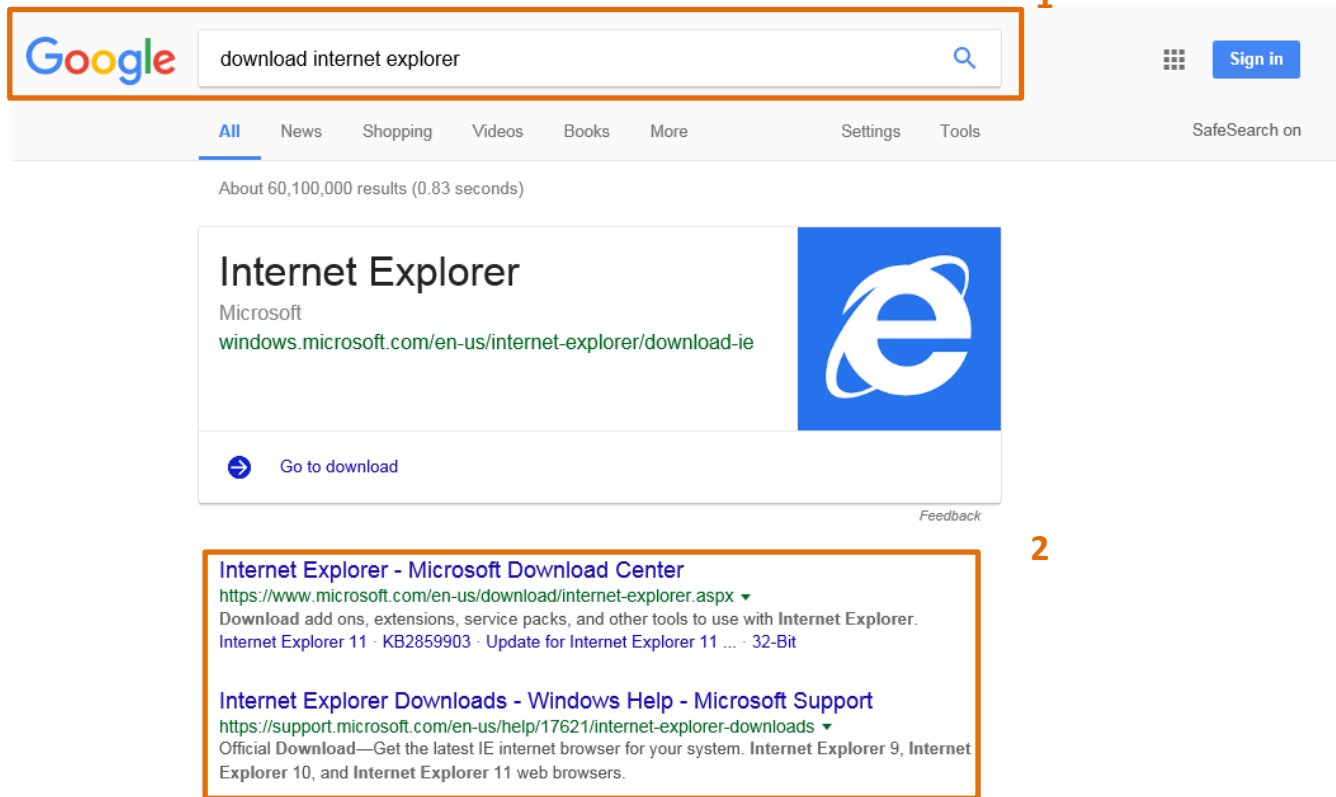


Troubleshooting

If you encounter the following browser-related error messages, perform the recommended action to remedy the problem:

Error Message/Issue	Recommended Action
Issues with WBSCM screens not properly displaying.	<ul style="list-style-type: none">• Ensure the Compatibility View settings does not contain usda.gov website.• Delete your browsing history. Refer to Delete Browsing History (Clear Cache) section.
Error Message: <i>There is no iView available for System "XXXX": Object "XXX"</i>	Access WBSCM directly via the following URL: https://portal.wbscm.usda.gov .
Error Message: <i>The page you are viewing uses Java. More information on Java support is available from the Java website.</i>	Ensure that your Java Settings are set from Medium to High, depending on your organization's policies. Refer to Verify Java Security section.


Download Internet Explorer




The screenshot shows a Google search results page for the query "download internet explorer". An orange box labeled "1" highlights the search bar and the search button. The search results show a primary result for "Internet Explorer" by Microsoft, with a link to "windows.microsoft.com/en-us/internet-explorer/download-ie" and a "Go to download" button. A second orange box labeled "2" highlights two additional search results: "Internet Explorer - Microsoft Download Center" and "Internet Explorer Downloads - Windows Help - Microsoft Support".

Download Internet Explorer

1. Search to **download internet explorer** using your current browser.

 IE11 is the supported browser.

2. Download version compatible with computer operating system (Windows 7, 8, 8.1 or 10).

 Windows Vista, Windows XP are no longer supported by Microsoft.

IE Favorite

1

2

3

4

5

Add WBSCM as an IE Favorite

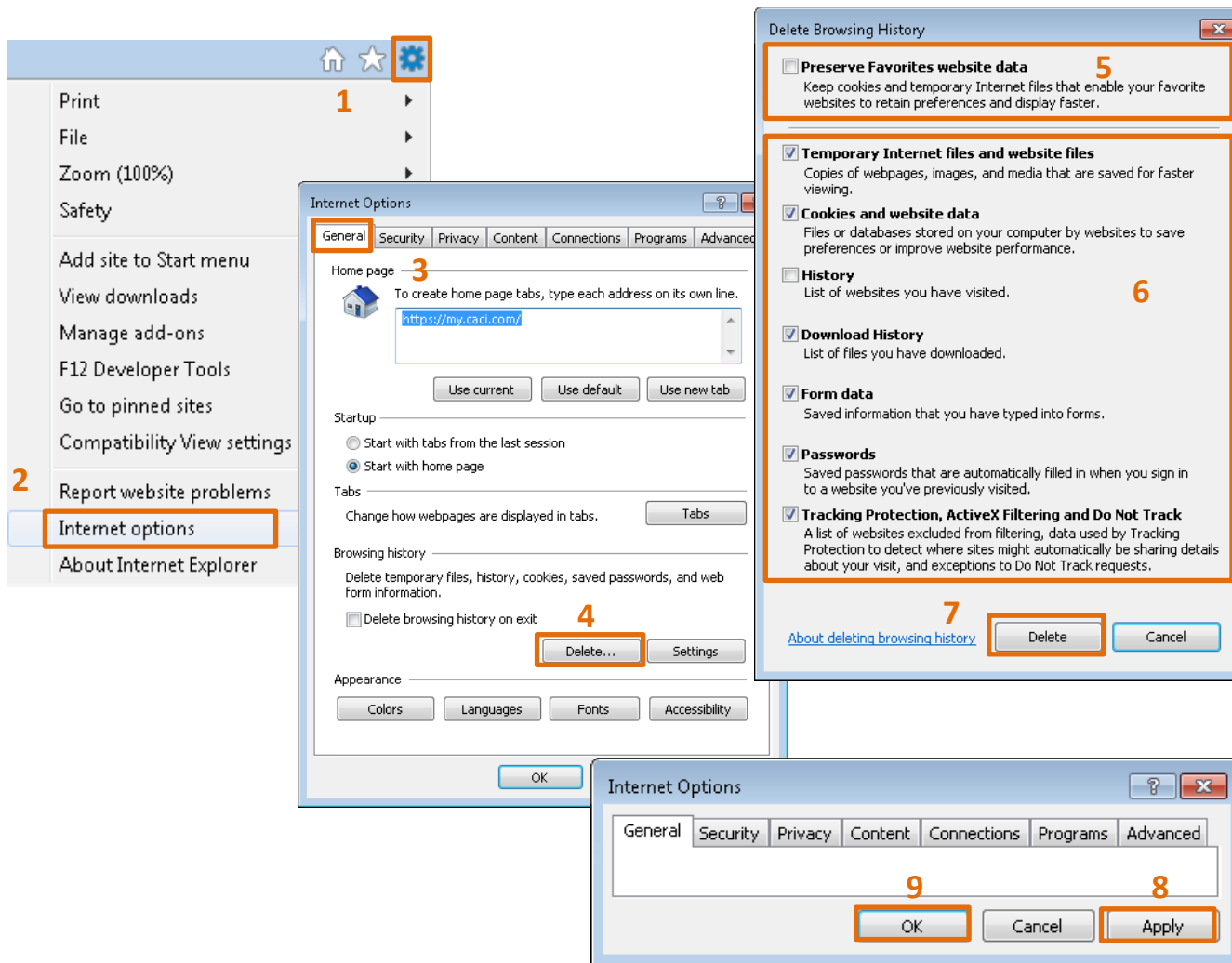
1. Navigate to your Favorites folder using Internet Explorer by clicking (the Favorites icon), then clicking (the **Add to Favorites** button) on the menu bar (Alt + A).
2. Change the suggested name for the Favorite to something meaningful such as **WBSCM**, and click the **Add** button.

If you are also using the training environment (NTRN), it may be helpful to distinguish between your Favorites with a more descriptive name such as **WBSCM - Production** and **WBSCM - NTRN**.

3. Navigate to your **Favorites** menu and locate the newly created **WBSCM** favorite.
4. **Right-click** (the **WBSCM favorite** link) in your list and choose **Properties** (the **Properties** link) to open the favorite's **Properties** dialog box.
5. Change the contents of the **URL:** field to the following: <https://portal.wbscm.usda.gov/> and click (the **OK** button).

Refer to the [WBSCM Portal Favorites Job Aid](#) for details on how to set up links to favorites transactions within the WBSCM portal.

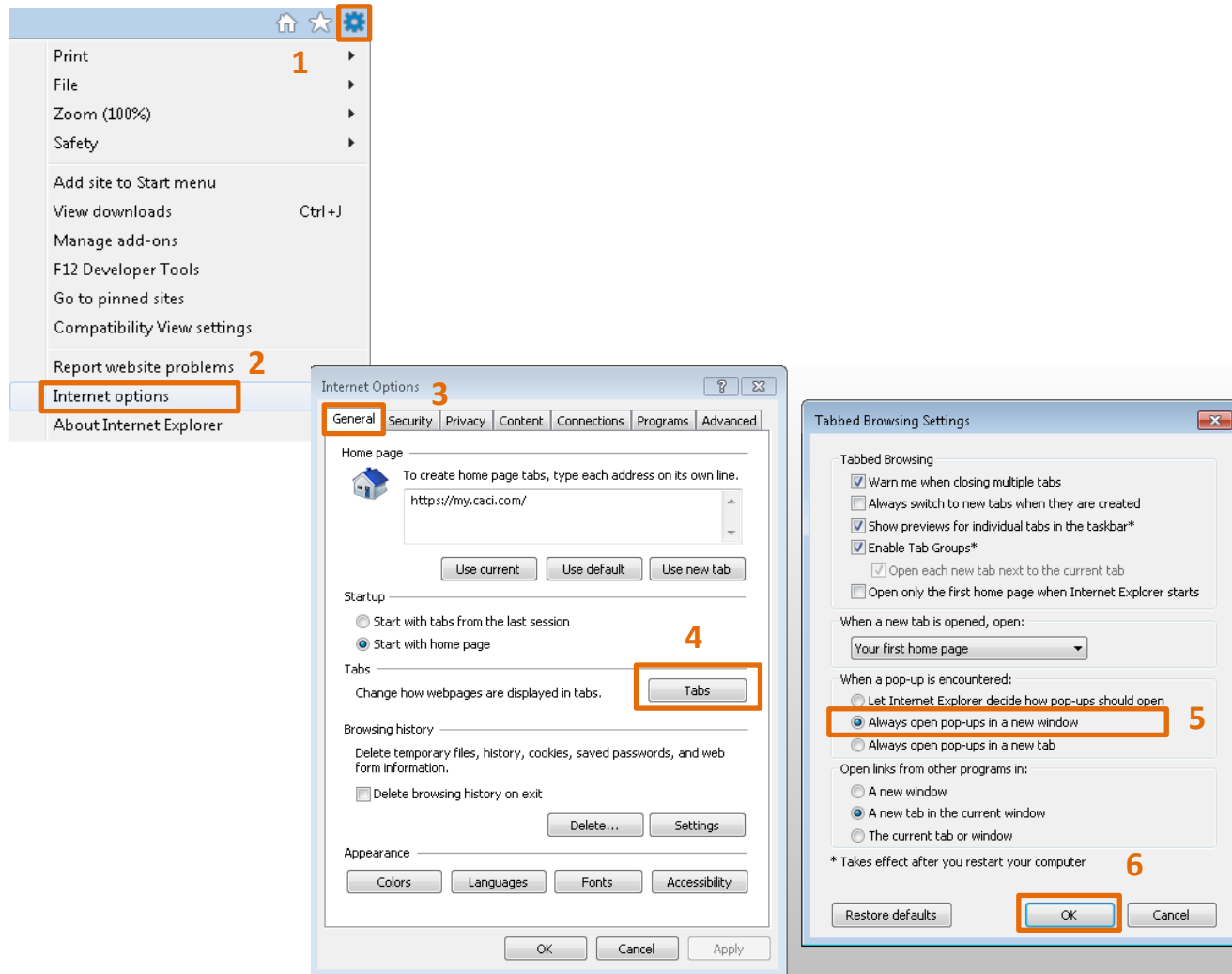
Delete Browsing History (Clear Cache)





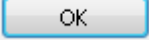
Delete Browsing History (Clear Cache)

1. Click (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** the (**Internet Options** link).
3. The Internet Options window displays with the **General** tab open by default.
4. In the **Browsing history** section, click **Delete...** (the **Delete** button).
5. The Delete Browsing History window displays. Uncheck the **Preserve Favorites website data** and **History** (History option maybe disabled) checkboxes
6. Check ALL other checkboxes.
7. Click the **Delete** button.
8. The Internet Options window redisplay.
9. Click **Apply** (the **Apply** button).
10. Close and re-open Internet Explorer to clear your browsing history.

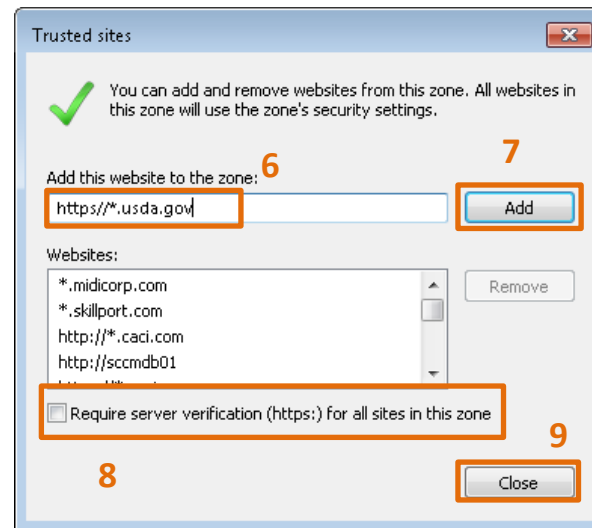
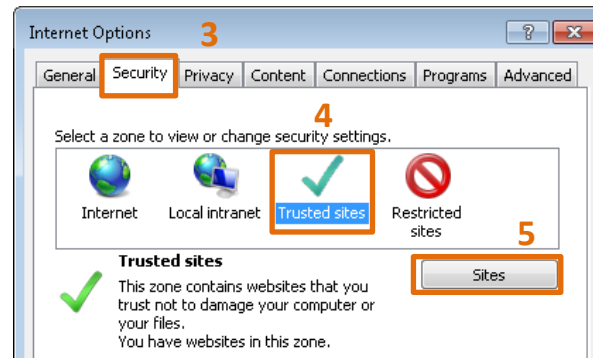
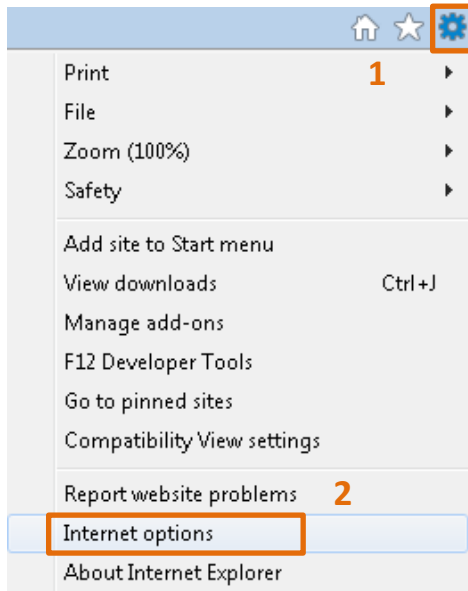
Pop-ups Setting




Open Pop-ups in Separate Window


1. Click  (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** the (**Internet Options** link).
3. The **General** tab displays by default.
4. Click  (the **Tabs** button).
5. Select the **Always open pop-ups in a new window** option.
6. Click  (the **OK** button) to save the settings.

Trusted Sites Setting



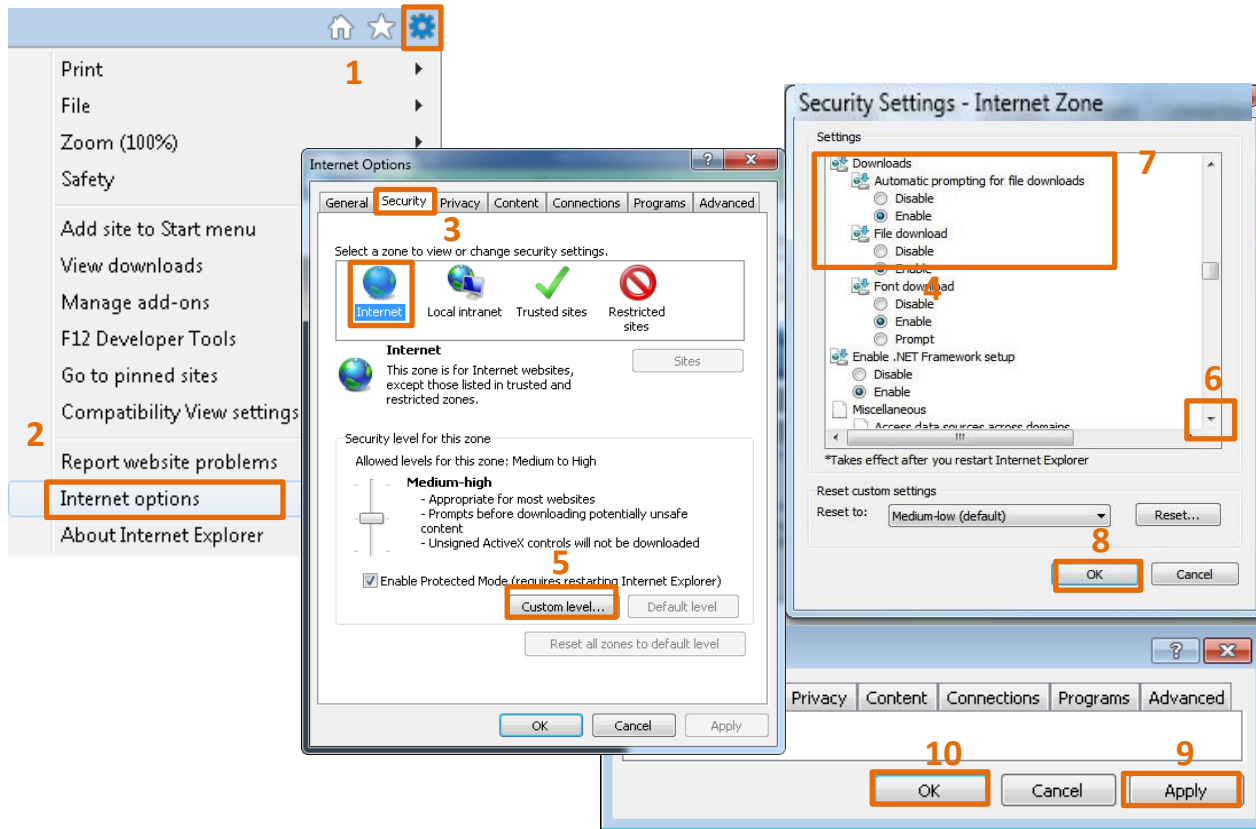
Update Trusted Sites

1. Click  (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** the (**Internet Options** link).
3. The **Internet Options** window displays. Click **Security** (the **Security** tab).
4. Click **Trusted sites** (the **Trusted sites** link).
5. Click **Sites** (the **Sites** button).
6. Type the following into the **Add this website to the zone** field: https://*.usda.gov

 https://*.usda.gov is NOT the same as usda.gov. Replace usda.gov entry with https://*.usda.gov.

7. Click **Add** (the **Add** button).
8. Deselect the **Require server verification (https:) for all sites in this zone** selection checkbox
9. Click **Close** (the **Close** button).

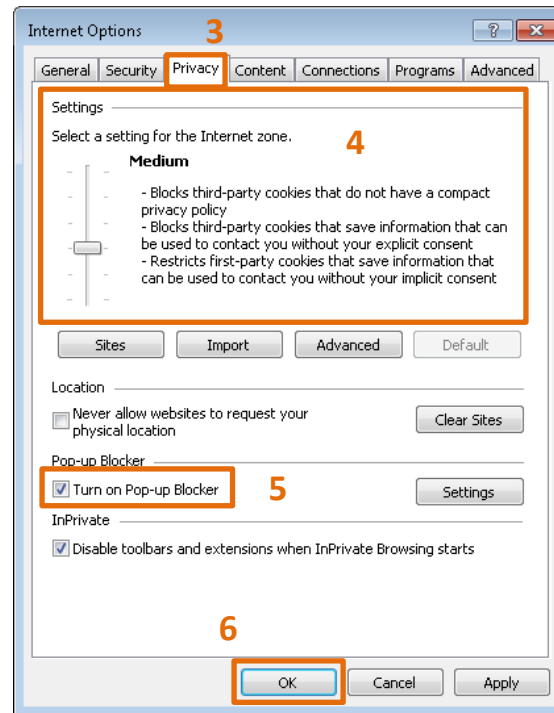
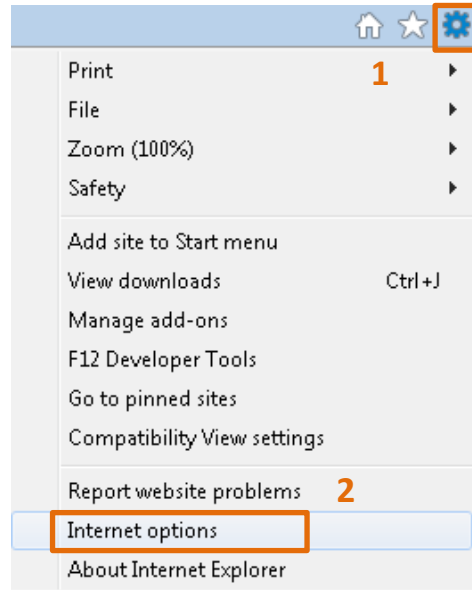
Automatic Download Setting




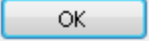
Set Automatic Download to Enabled (if available)

1. Click (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** (the **Internet Options** link).
3. Click **Security** (the **Security** tab).
4. Select **Internet** (the **Internet** option).
5. Click **Custom level...** (the **Custom level** button).
6. Click (the **Scroll down** button) to **Downloads** section
7. Ensure **Enable** (the **Enable** button) for Automatic prompting for file downloads is Enabled.
8. Click **OK** (the **Ok** button).
9. Click **Apply** (the **Apply** button).
10. Click **OK** (the **OK** button).

Pop-up Blocker Setting



Turn off Pop-up Blocker

1. Click  (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** the (**Internet Options** link).
3. The **Internet Options** window displays. Click **Privacy** (the **Privacy** tab).
4. Ensure that your **Settings** are set from Medium to High, depending on your organization's policies. Use the Settings scrollbar to change the settings as appropriate.
5. Ensure that the **Turn on Pop-up Blocker** checkmark is selected.
6. If you made changes to your Privacy settings, click  (the **OK** button) to save.

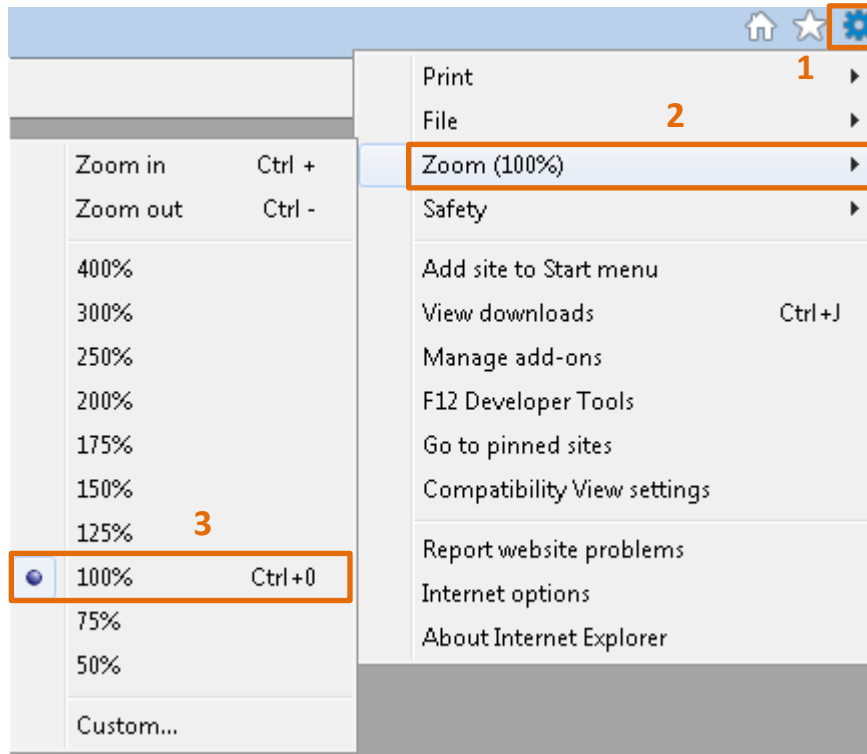
Advanced Settings

The screenshot shows the Internet Explorer 'Advanced' settings window. On the left, the 'Tools' menu is open, with 'Internet options' highlighted (1). In the 'Advanced' tab, several checkboxes are highlighted with orange boxes and numbered: 'Enable 64-bit processes for Enhanced Protected Mode*' (5), 'Enable Enhanced Protected Mode*' (6), 'Use SSL 3.0' (7), 'Use TLS 1.0' (7), 'Use TLS 1.1' (8), and 'Use TLS 1.2' (8). A scroll bar on the right is highlighted (4). At the bottom, the 'Apply' button is highlighted (9) and the 'OK' button is highlighted (10). Other buttons like 'Restore advanced settings' and 'Reset...' are also visible.


Update Advanced Settings


1. Click (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Internet options** the (**Internet Options** link).
3. The **Internet Options** window displays. Click **Advanced** (the **Advanced** tab).
4. Scroll all the way down to the bottom of the settings list.
5. Deselect the **Enable 64-bit processes for Enhanced Protected Mode*** checkbox.
6. Deselect the **Enable Enhanced Protected Mode** checkbox.
7. Deselect **Use SSL 3.0** and **Use TLS 1.0** (if selected by default) checkboxes.
8. Select **Use TLS1.1** and **Use TLS 1.2** checkboxes.
9. Click (the **Apply** button).
10. Click (the **OK** button).

Zoom Setting

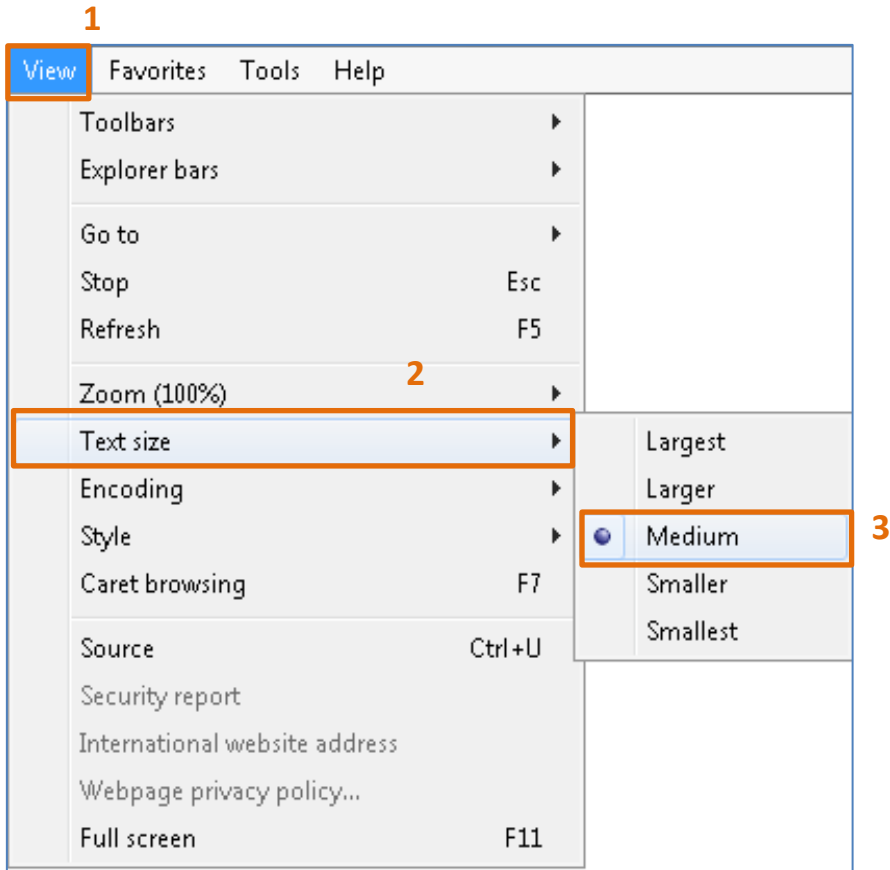


Set Zoom to 100%

1. Click  (the **Tools** icon) from the menu bar (Alt+T).
2. Click **Zoom** (the **Zoom** link).
3. The Zoom menu displays. Make sure your Internet Explorer is set at 100 %. Zooming more or less than 100% may cause WBSCM screens to freeze.

 100% Zoom setting is highly recommended for all Procurement related WBSCM transactions.

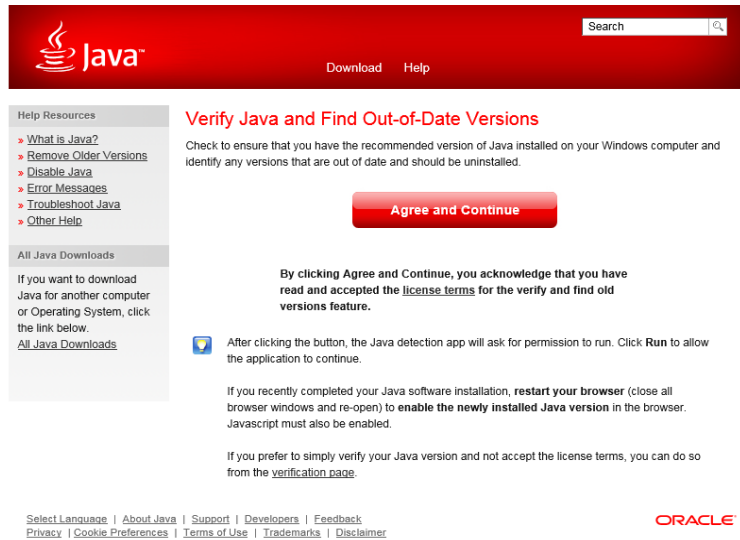
Font Size Setting



Set Font Size to Medium

1. Click **View** (the **View** link) in the Menu Bar.
2. Click **Text size** (the **Text size** link).
3. Click **Medium** (the **Medium** link).

Java Version



Java™

Download Help

Search

Help Resources

- > [What is Java?](#)
- > [Remove Older Versions](#)
- > [Disable Java](#)
- > [Error Messages](#)
- > [Troubleshoot Java](#)
- > [Other Help](#)

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.
[All Java Downloads](#)

Verify Java and Find Out-of-Date Versions

Check to ensure that you have the recommended version of Java installed on your Windows computer and identify any versions that are out of date and should be uninstalled.

Agree and Continue

By clicking **Agree and Continue**, you acknowledge that you have read and accepted the [license terms](#) for the **verify and find old versions** feature.

After clicking the button, the Java detection app will ask for permission to run. Click **Run** to allow the application to continue.

If you recently completed your Java software installation, **restart your browser** (close all browser windows and re-open) to **enable the newly installed Java version** in the browser. Javascript must also be enabled.

If you prefer to simply verify your Java version and not accept the license terms, you can do so from the [verification page](#).

Select Language | [About Java](#) | [Support](#) | [Developers](#) | [Feedback](#)
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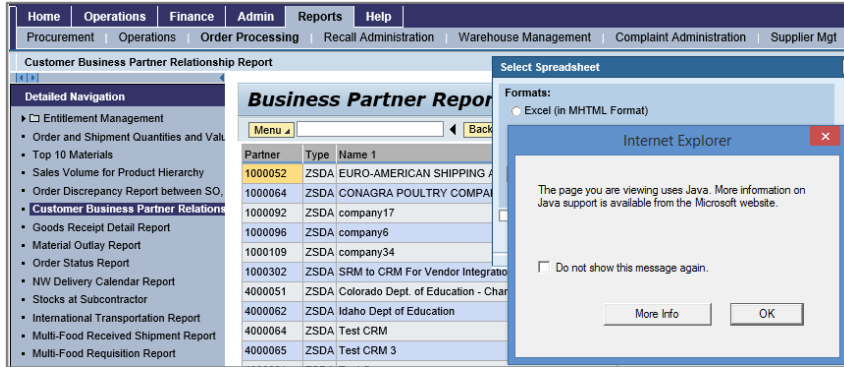
ORACLE

Verify Java Version

Java is an integral application necessary to use core features (like Upload Folders).

1. Check your Java instance to ensure you have the most up-to-date Java version running on your browser by going to:
<https://www.java.com/en/download/install-ed.jsp>.
2. If you do not have the most current Java version running on your browser, you will be prompted to update. Download and install the latest version.

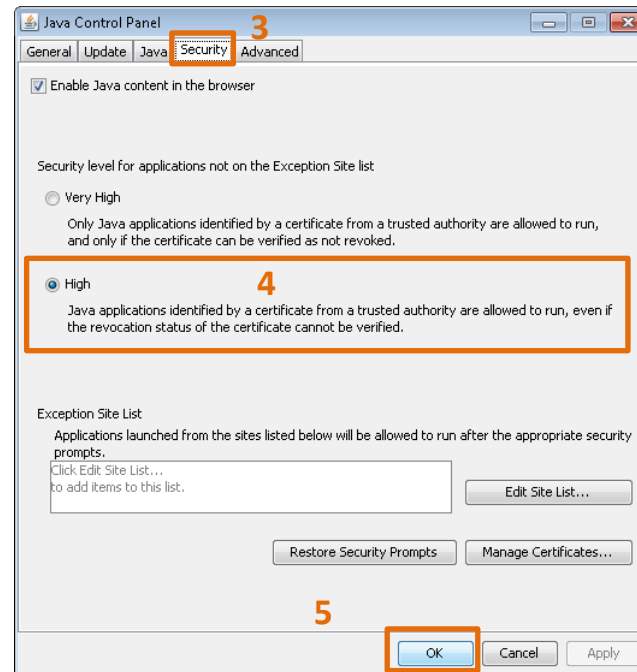
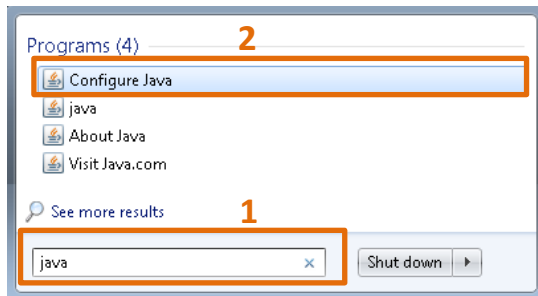
Java Security Level Setting



Update Java Security Level

If you receive the following error, “The page you are viewing uses Java. More information on Java support is available from the Microsoft website,” verify your Java security settings using the following steps.

1. Click in the **Type here to search** field in your Windows taskbar and type **java** to search for the Java Control Panel.
2. Click **Configure Java** (the **Configure Java** option).
3. The **Java Control Panel** window displays. Click **Security** (the **Security** tab).
4. Set security level to **High**.
5. Click (the **OK** button).





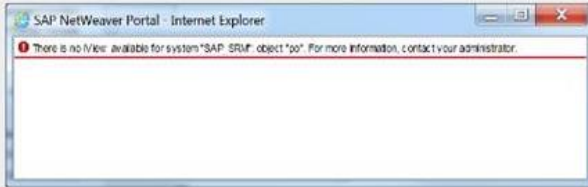
iView Error

Receiving iView Error in WBSCM?
Posted: Jan 19, 2017 8:28 AM

ISSUE

User is receiving the following error when trying to perform actions in WBSCM such as entering a Bid, open/display an Invoice, or open/display a Purchase Order.

“There is no iView available for system “XXXX”: object “XXX”. For more information, contact your administrator”



IMPACT

The iView error is preventing bid entry and access to view invoices and purchase orders in WBSCM.

RESOLUTION

Access the WBSCM login page from the standard WBSCM Portal URL <https://portal.wbscm.usda.gov> instead of accessing from the USDA Splash Page <https://www.usda.gov>. IE 11 is the standard recommended browser to use.

Still have questions?

The WBSCM Team is here to assist.

Phone: 877-WBSCM-4U or 877-927-2648

Email: WBSCM.servicedesk@CACI.com

[WBSCM Production Portal](#) | [WBSCM 24/7 Service Desk Portal](#) | [USDA WBSCM home page](#)

iView Error

Access the WBSCM Portal using <https://portal.wbscm.usda.gov/> instead of the USDA Splash page to resolve.



WBSCM Hardware and Software Requirements

Processor/Memory

Microsoft Windows 7 /Windows 8/8.1 / Windows 10		
	Minimum Required	Recommended
Processor	1 GHz	Dual Core 2 GHz
Memory	2 GB	4 GB
Video Card	8 MB Video card with 16 million colors at 1024 x 768 resolution	16 MB Video card with 16 million colors at 1024 x 768 resolution
Monitor	Color SVGA monitor and display adapter, 1024 x 768 resolution, 16 million colors	Color SVGA monitor and display adapter, 1024 x 768 resolution, 16 million colors

Software Required

Software	Manufacturer	Version
Operating System	Microsoft	Microsoft Windows 7 SP1 – 32 or 64 bit Microsoft Windows 8/8.1 – 32 or 64 bit Microsoft Windows 10 – 32 or 64 bit
PDF Reader	Adobe	Adobe Acrobat Reader 9.0 or higher
Flash Player	Adobe	Adobe Flash Player 10.3.183.7 and above
Java Runtime	Oracle	Java Runtime 8 and Latest Update
Browser	Microsoft	Internet Explorer version IE11
Office (Word, Excel)	Microsoft	MSOffice 2010, 2013 or 2016