



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.

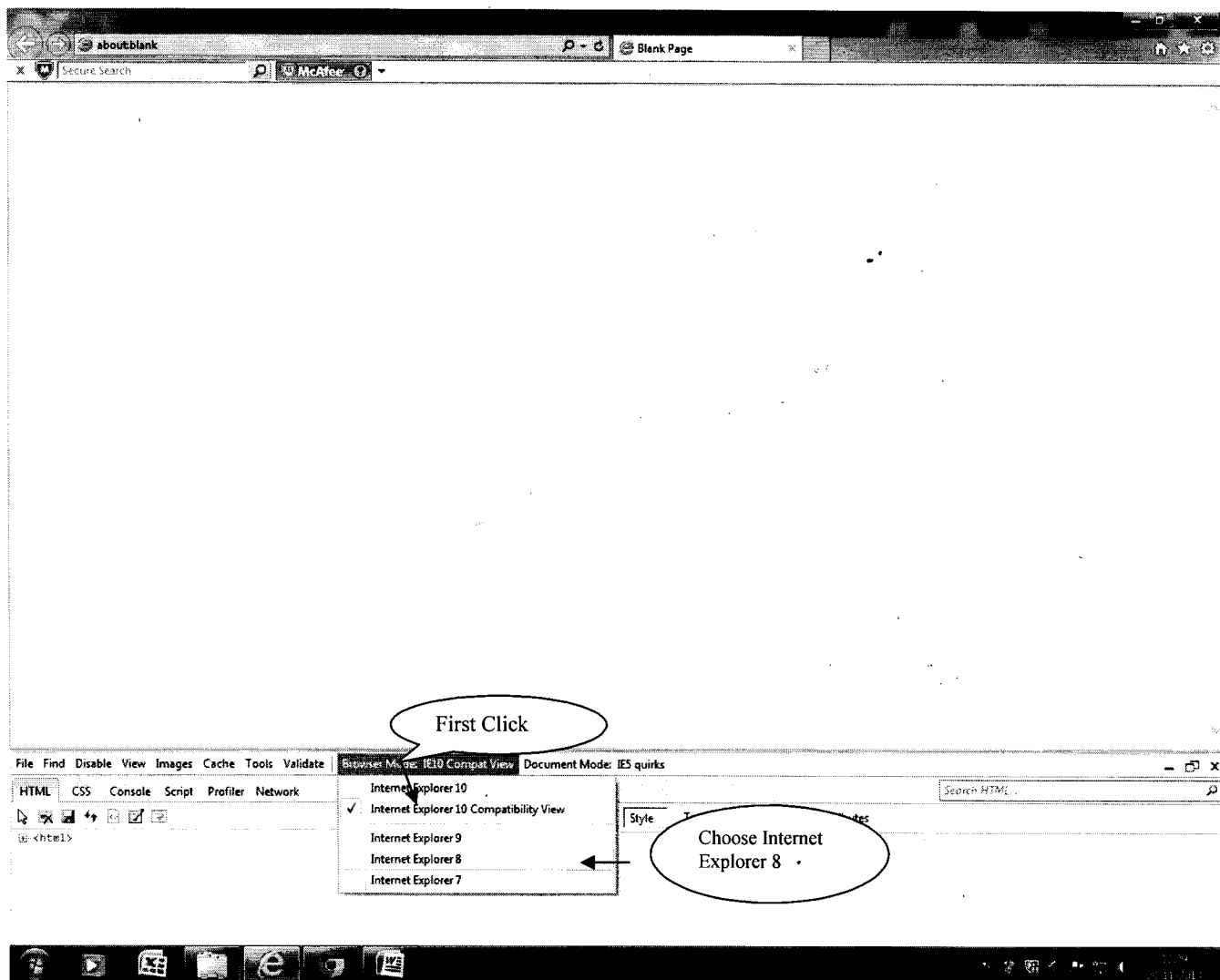
1. Open the internet explorer and press F12 key on keyboard or click tools icon (top right corner) & choose "**F12 developer tools**." The following screen will pop up at the bottom as shown below:

Screen Shot 1



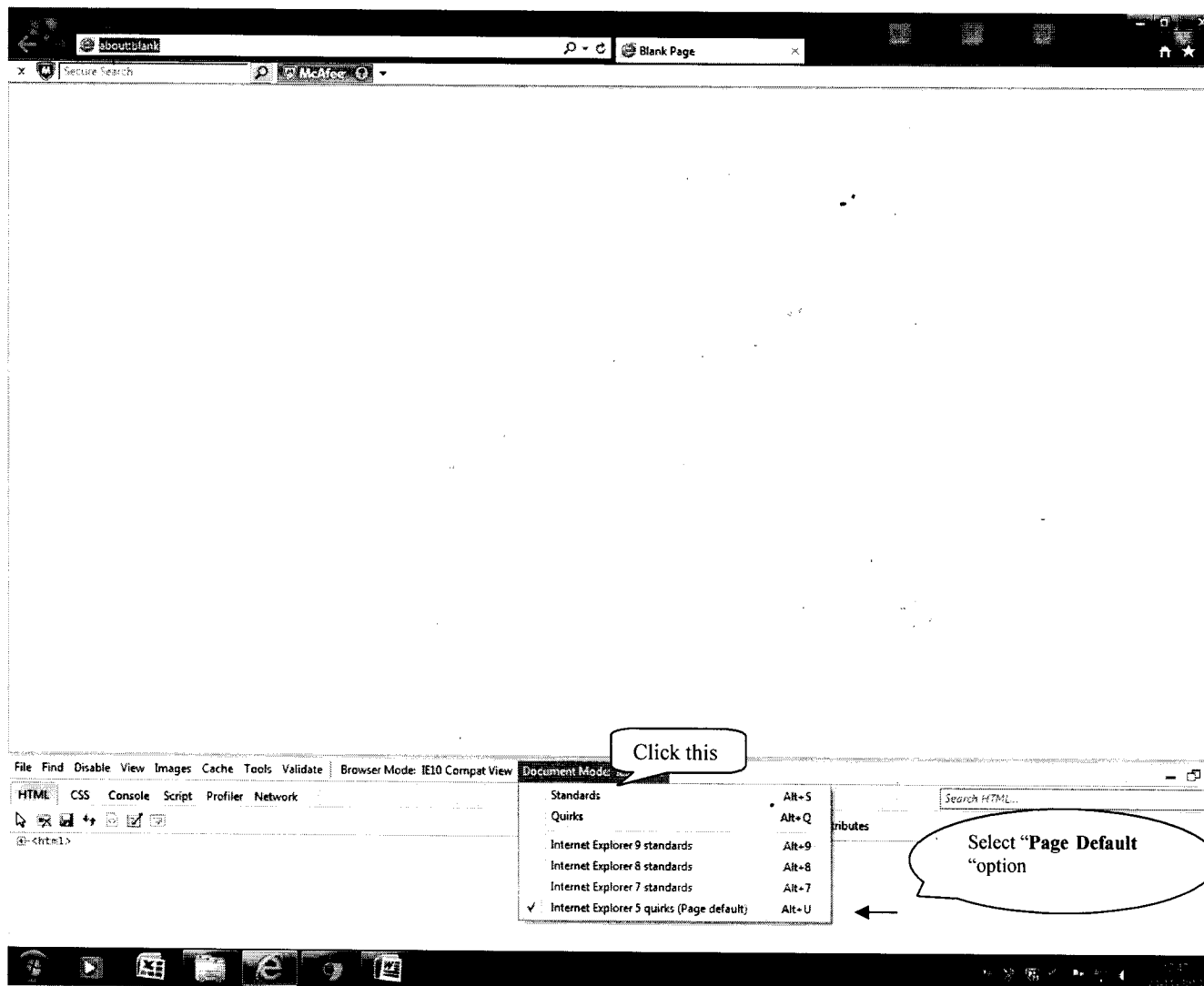
2. Now on the pop up screen, click the tab "**Browser Mode: IE10 Compat View**" in Windows 7 (or "**Browser Mode: IE 9 Compat View**" in Vista Machine) and choose **Internet Explorer 8** such as shown below.

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