

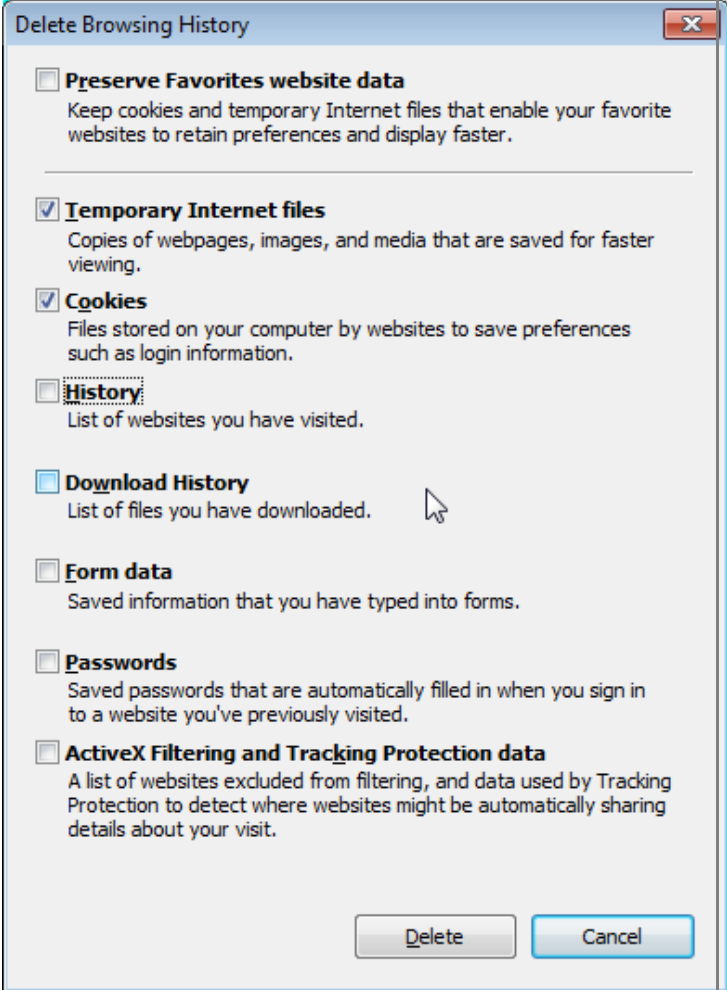
MMAL Dealer Portal Access Settings v3.0

Use this PC setup document to ensure your system and browser settings are setup to use the Dealer Portal.

Please contact your Dealership IT support team if you are unable to make these changes to your PC yourself.

Application & PC Requirements			
	Requirement	How to check	Checked
Website Address	https://portal.mmal.com.au		-
Internet Browser	Internet Explorer v11 (Recommended)	Internet Explorer → Help → About Internet Explorer → Version For Windows 7, Windows 8.1, Windows 10: Mozilla Firefox, Google Chrome, Microsoft Edge (for Windows 10) are supported. For macOS 10.12: Apple Safari 10 supported.	Yes / No
	Browser Setting changes are required to ensure correct operation of SAP	Refer next section for examples	Yes / No
Internet Cache	Clear caches to ensure new programs are running	Delete Temporary Internet Files and internet cached programs	Yes / No
Firewalls	A mix of HTTPS (port 443) and HTTP (port 80) content will be delivered via *.mmal.com.au websites	Dependent on individual software in use, please consult your Dealership IT support team	Yes / No
Virus Software	Some virus software will disable some SAP modules from running and give you 400 Timeout errors	Make sure 'Web Filtering' checks are not ticked or performed. Temporarily remove Virus checking software and check SAP Settings and if ok, select another Virus software	Yes / No
PC Spec	256 MB physical RAM, 1 GHz CPU – more is recommended ADSL2+ Internet Connection - minimum	Start → Control Panel → System → General (Check with your Internet Service Provider if you do not know your internet connection speed)	Yes / No
Screen Resolution	1440x900 pixels or more <i>Tip: Press F11 for full screen mode, and have IE 'Text Size' at Medium</i>	Start → Control Panel → Display → Settings → Screen Resolution	Yes / No
Java	Some screen use Java Applets Oracle Java JRE 10 recommended Lower JRE Versions can also work but may require further configuration If prompted to run the application, click	Start → Control Panel → Java Can be downloaded from: http://java.com/en/download/index.jsp see page below for configuration	Yes / No

	Always Trust and Run		
Word, Excel	Some documents published in Portal Knowledge Management require Microsoft Word & Excel (2003-2016)	Please refer to the Microsoft website to obtain the relevant viewer or compatibility pack: http://www.microsoft.com/download/en/office.aspx?q=office	Yes / No
Adobe PDF Reader	<p>Adobe Reader Version 2018 recommended</p> <p><i>Tip: If you encounter issues viewing a PDF within the browser page please install latest Adobe version or save the file to your PC and then open it; alternatively review other workarounds:</i></p>	<p>Internet Explorer → Tools → Manage Add-ons → Adobe PDF</p> <p>Can be downloaded from: http://get.adobe.com/reader/ http://helpx.adobe.com/acrobat/kb/cant-view-pdf-web.html </p>	Yes / No
Other FAQ / Troubleshooting / Knowledge			
SAP Portal Enable Forgotten Password feature	Reset your own SAP Portal password. Staff using this functionality must have a valid email address against their SAP User ID to receive new password details. All dealership SAP system administrators can maintain email addresses via Dealer Staff Maintenance and Access in the SAP Portal.	Instructions in SAP Portal tabs : Knowledge → Admin → Manuals & Procedures → Enable Forgotten SAP Portal Reset Password Feature	
Dealer Staff Maintenance & Access	All dealership SAP system administrators can manage their staff lists and maintain accurate records, program eligibility, contact management and system access via this process.	Instructions in SAP Portal tabs : Knowledge → Admin → Manuals & Procedures → SAP Dealer Training – Portal Administrator → BPP IDM Dealer Staff Maintenance & Access	
Any SAP Portal enquiry	Explore Knowledge tabs in SAP Portal for assistance on procedures and training.		

Browser Settings		
Requirement	How to check (*Examples for IE8)	Check
<p>Clear Cache</p> <p>To remove old internet programs</p> <p>IE → Tools → Internet Options →General → Delete...</p> <p>Remove the tick in Preserve Favourites and History and select Delete to clear cache</p>		Yes / No

Security

Scripting of Java Applets, and Active Scripting for JavaScript must be enabled.

Internet Explorer (IE) → Tools → Internet Options → Security → Trusted Sites ...

Ensure at 'medium' security level to have settings enabled by default

→ Sites →

Add https://*.mmal.com.au

Add http://*.mmal.com.au

Ensure both sites are added.

If Service related access required, add http://*.mitsubishi-motors.com.au

OR set

IE → Tools → Internet Options → Security → Internet → Custom Level ... → Scripting of Java Applets → Enable → Active Scripting → Enable

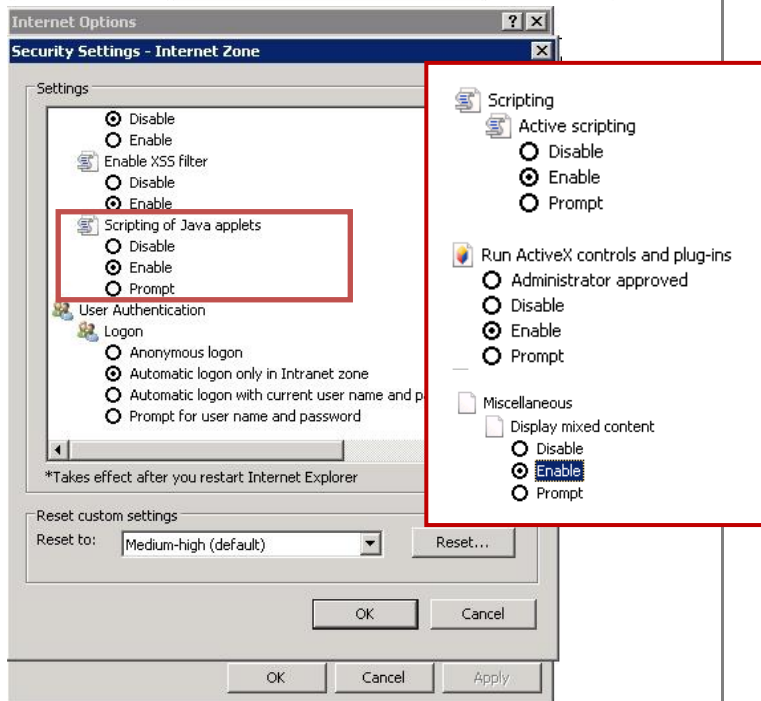
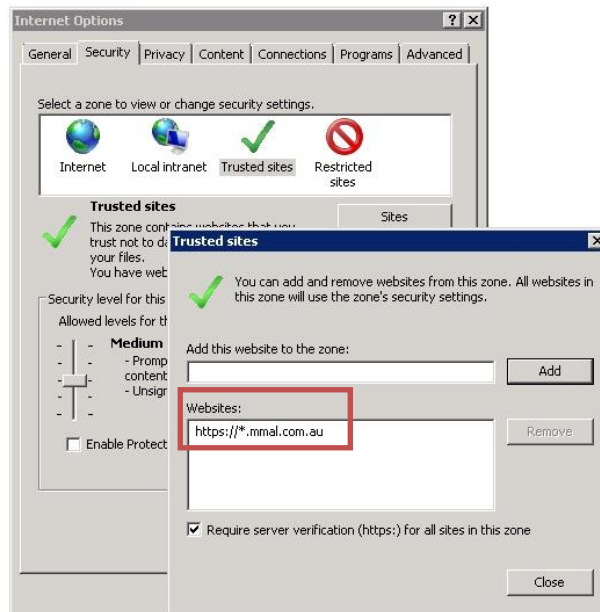
To avoid "Mixed Content" warnings

IE → Tools → Internet Options → Security → Internet → Custom Level ... → Display Mixed Content → Enable

If you encounter issues launching Word, Excel, etc. documents please make sure **→ Active X Controls and Plugins** are allowed to run

If you receive a security warning such as the following from the mmal.com.au websites for SAP applications →

Select 'Always Trust Content from this Publisher'



Yes /
No

Privacy

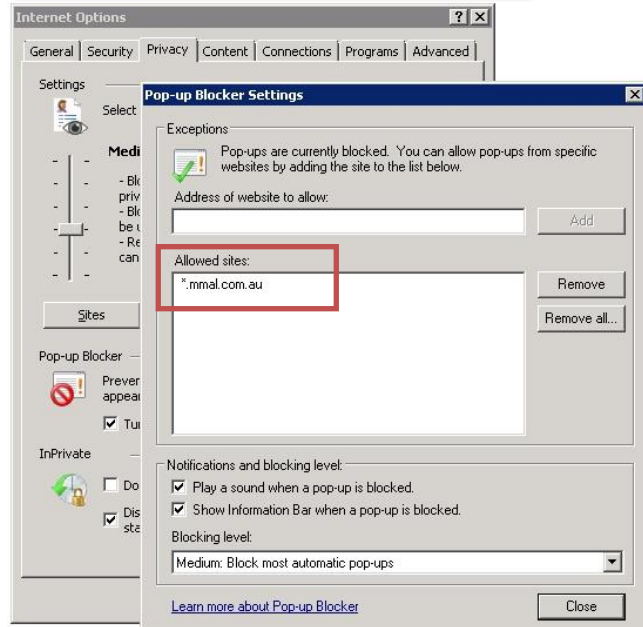
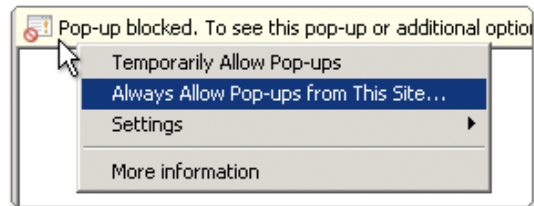
Allowing Popups to *.mmal.com.au

You may be prompted to allow popup on this site

OR set

IE → Tools → Internet Options → Privacy → Pop-up Blocker (if on) → Settings →

Add *.mmal.com.au

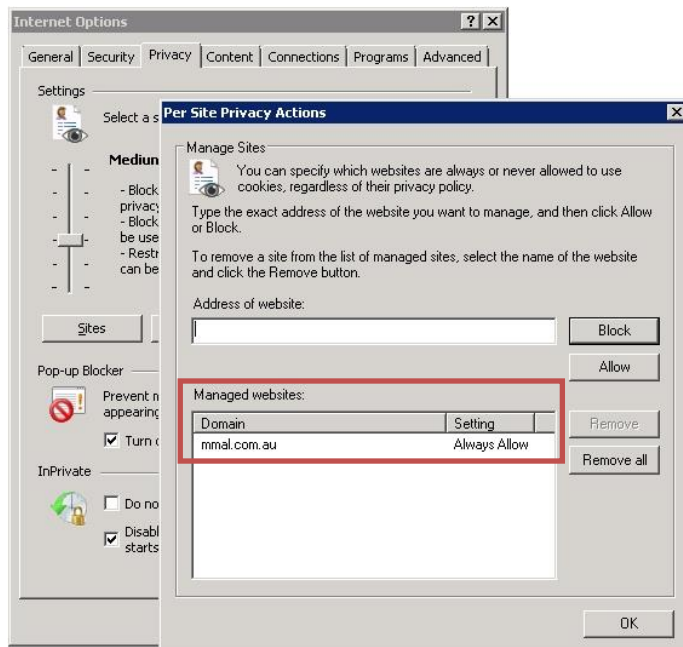


Yes /
No

Allowing Cookies to *.mmal.com.au

IE → Tools → Internet Options → Privacy → Settings → Sites → Address of website →

Add *.mmal.com.au



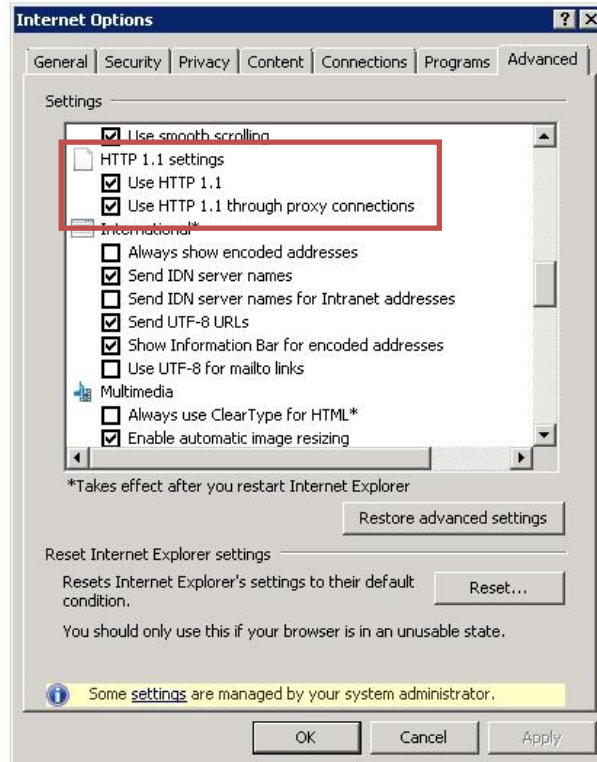
Advanced

Enable webpage compression and Java applets to run.

IE → Tools → Internet Options
→Advanced → Settings ...

HTTP 1.1 Settings → Use HTTP 1.1 →
Tick

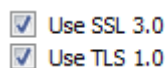
Java → Use JRE xxx for applet → Tick



For earlier versions of IE:



SSL is also enabled by default in IE8:



Yes /
No

IE 11 Compatibility Mode

Compatibility Mode setting not required

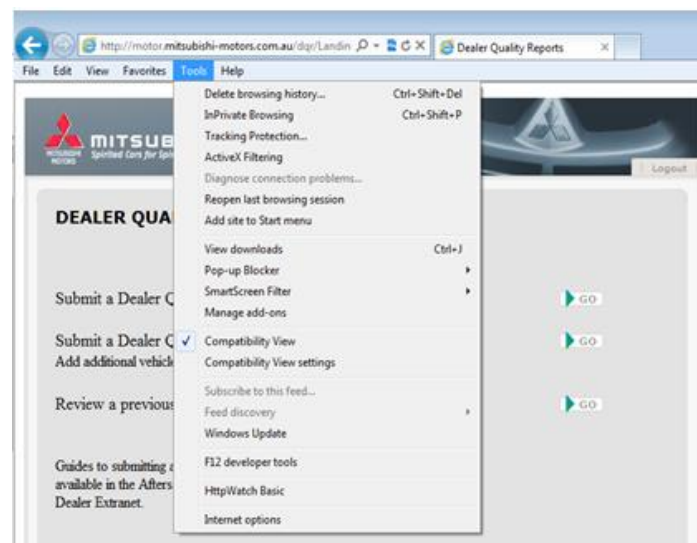
Yes /
No

DQR / TSR data entry issues for IE10

IE10 requires compatibility mode on for DQR / TSR access

TOOLS option from the Menu Bar and ensure the **Compatibility View** is enabled, indicated by the TICK.

Add http://*.mitsubishi-motors.com.au to trusted sites as outlined in Security instructions

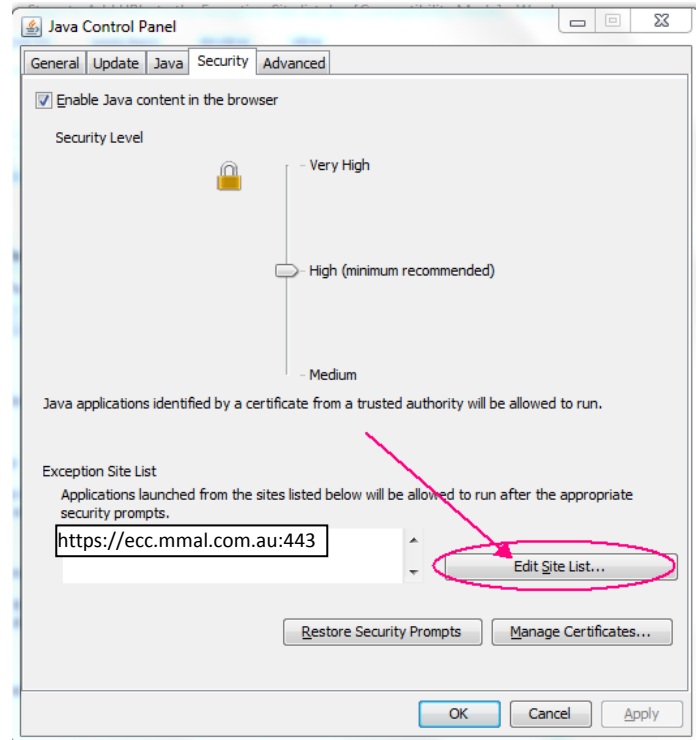


Yes /
No

Java Security / Exception Site List

→ Start → Control Panel → Java
→ Security

Add <https://ecc.mmal.com.au:443> to
Exception Site List

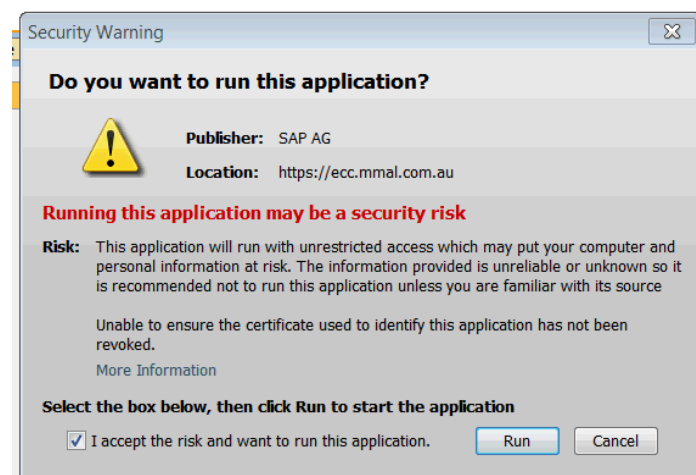


Yes /
No

If you receive a security warning to run
the application such as the following
from the mmal.com.au websites for SAP
applications →

**Select 'Always Trust Content from
this Publisher'**

And click 'Run'



**For issues with PC or general internet access, please contact your local dealership
IT Support team.**

**For further assistance specific to SAP settings in this document, please contact
SAP System Support on 1300 1300 99.**