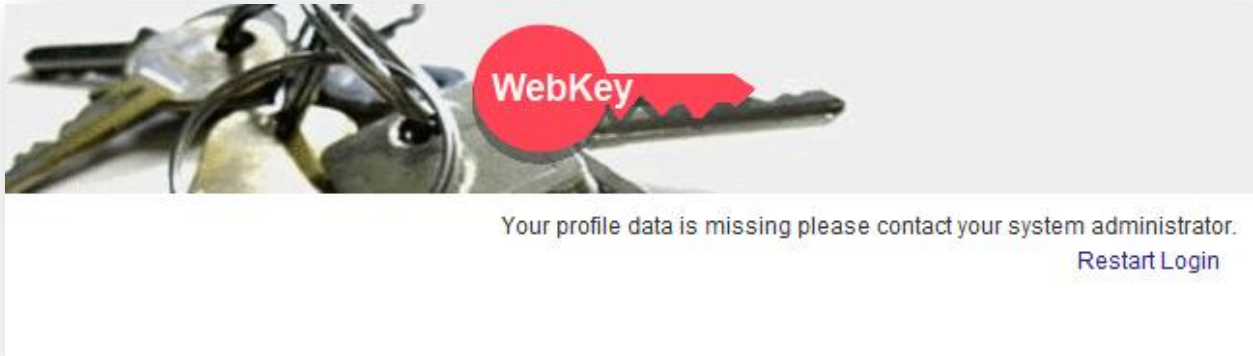


Common Problems with new Webkey 2 factor login process

Last Updated: 10/22/2012

Issue: No Profile error page



Solutions:

- 1) Close all of your browsers completely down. Open up the browser and try again.
 - a. Presently we are not sure if this is due to mistyping or an occasional glitch.
 - b. Make sure you are carefully typing in your username
 - c. Do not use your MyCommunity username (anything that begins with tcc\)
- 2) Click on Restart Login
 - a. Please click on Restart Login and try again.

Issue: Blank Page



Solutions:

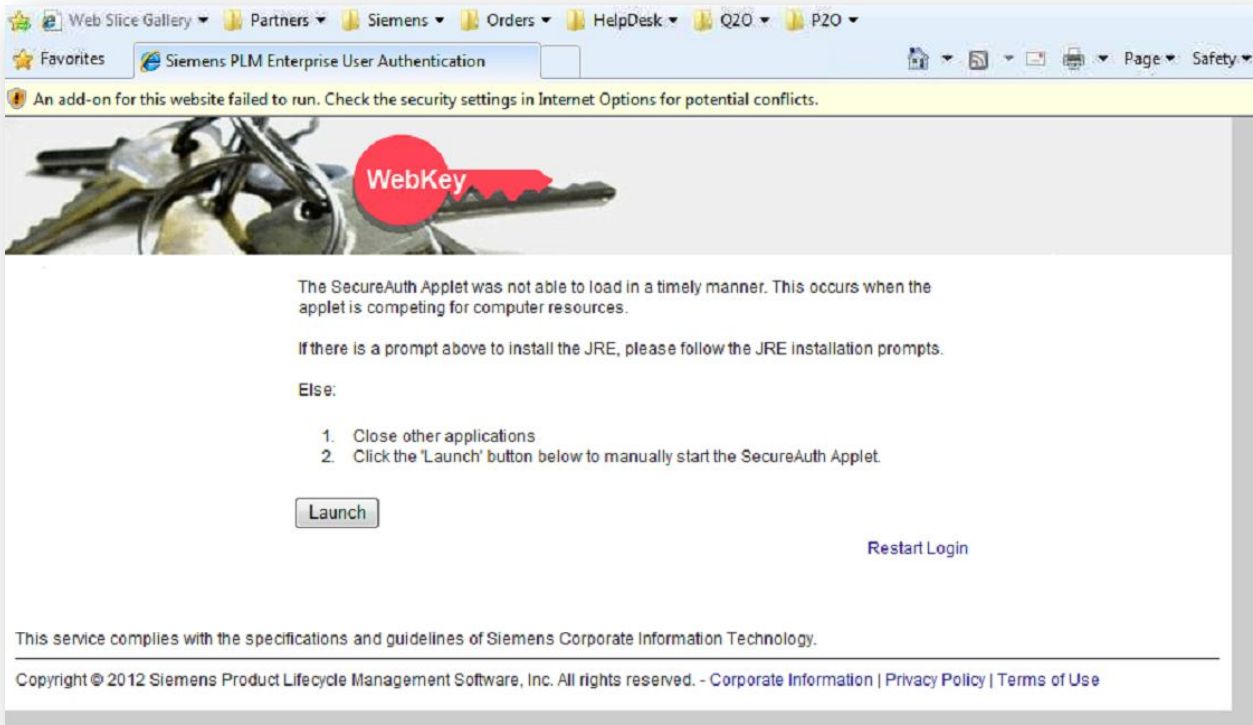
- 1) There is a bug in the login process that if you ever click on Restart Login you will not get to the correct destination. You should be able to go to your destination after you get this page. Or you can close all browsers and start over.
- 2) Please validate the starting URL. If you have an old bookmark there is a possibility it is causing you some issues with access. Please start at the appropriate url below:

PartnersXpress	https://www2.industrysoftware.automation.siemens.com/PartnersXpress/
Partner Portal	https://sales.industrysoftware.automation.siemens.com/partner-portal/
Salesforce.com	https://salesforce.industrysoftware.automation.siemens.com/

Issue: Error screen with Java Not installed



Or.

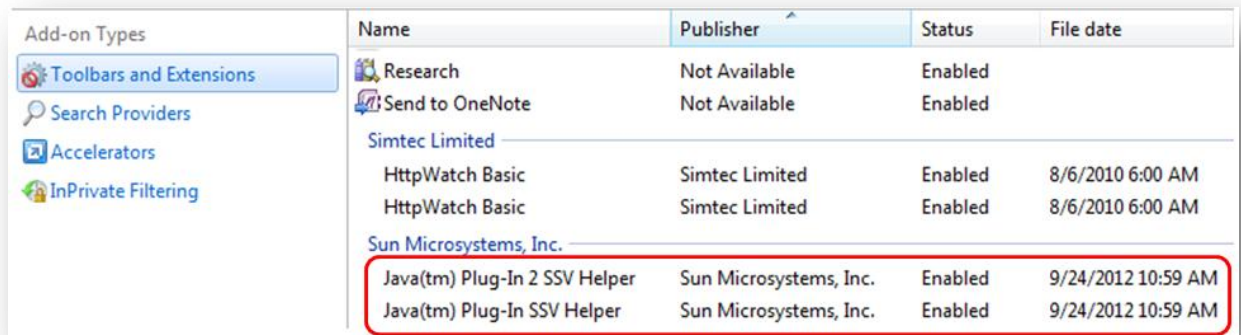


Solutions:

1) Try clicking on the Launch, for some this is all that is required. If it doesn't work on the first try, this is not the issue. Please close the browser and start over.

2) Check Add-ons in IE.

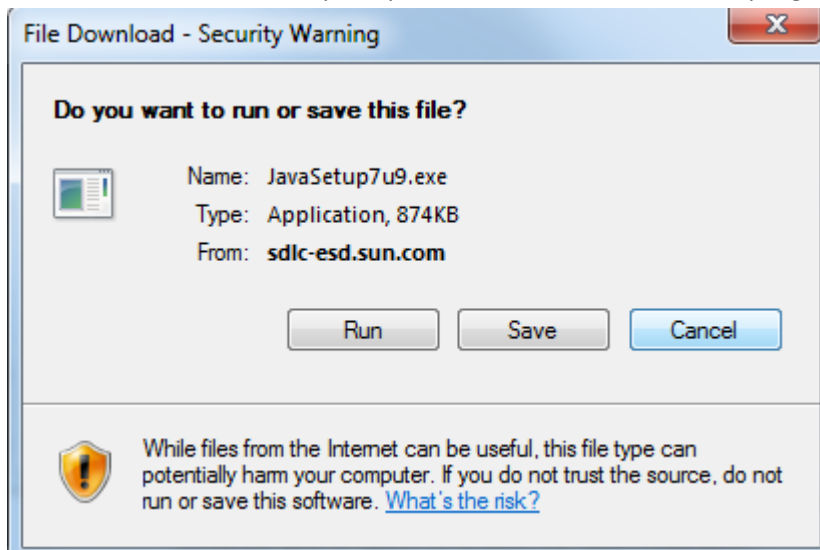
In IE you can go to Tools -> Manage Add-ons and look in the Toolbars and Extensions section, scroll down until you see Java. If it's not there, it's not installed. If it's there and marked Disabled, you need to Enable it.



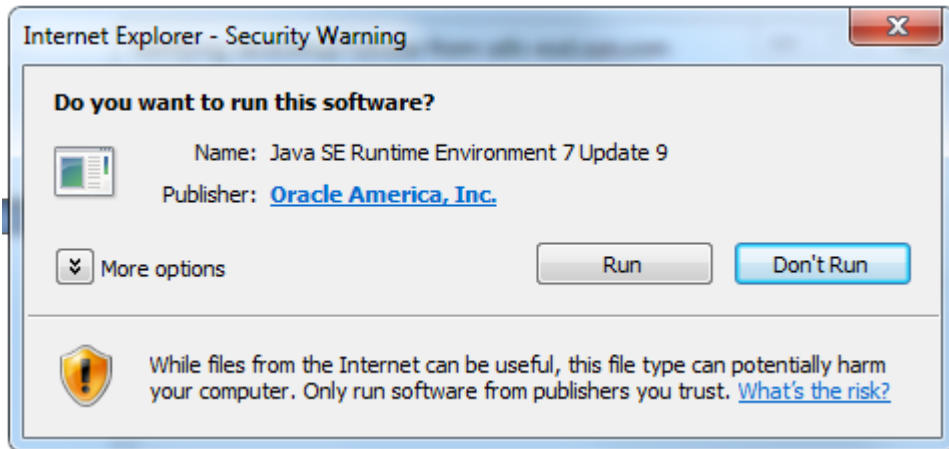
Add-on Types	Name	Publisher	Status	File date
Toolbars and Extensions	Research	Not Available	Enabled	
Search Providers	Send to OneNote	Not Available	Enabled	
Accelerators	Simtec Limited			
InPrivate Filtering	HttpWatch Basic	Simtec Limited	Enabled	8/6/2010 6:00 AM
	HttpWatch Basic	Simtec Limited	Enabled	8/6/2010 6:00 AM
	Sun Microsystems, Inc.			
	Java(tm) Plug-In 2 SSV Helper	Sun Microsystems, Inc.	Enabled	9/24/2012 10:59 AM
	Java(tm) Plug-In SSV Helper	Sun Microsystems, Inc.	Enabled	9/24/2012 10:59 AM

Once enabled, please close the browser and try again.

3) If Java is not in the Manage Add-ons list, you will need to install java by going to <http://www.java.com/> and clicking on the Free Java Download button. Next click on "Agree and Start Free Download". On prompt click to Run the installation program.



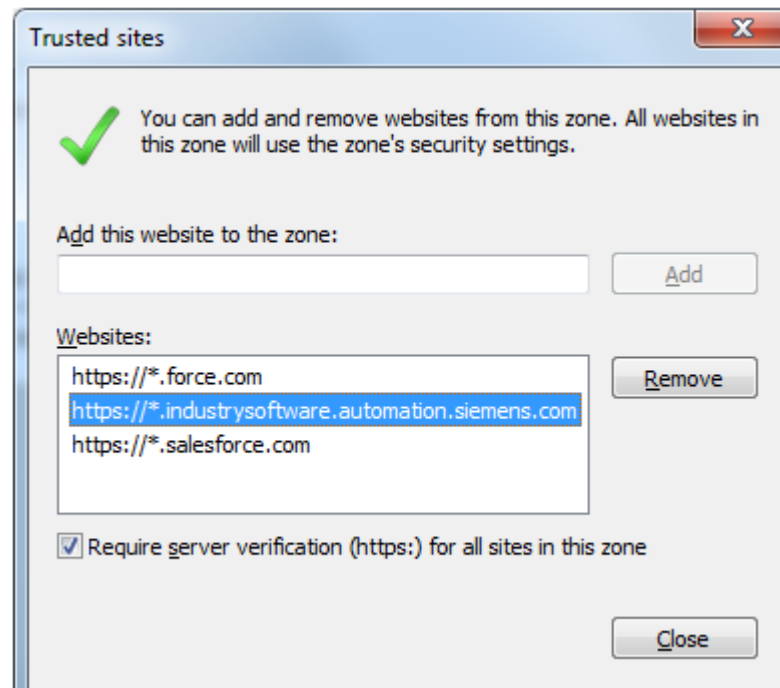
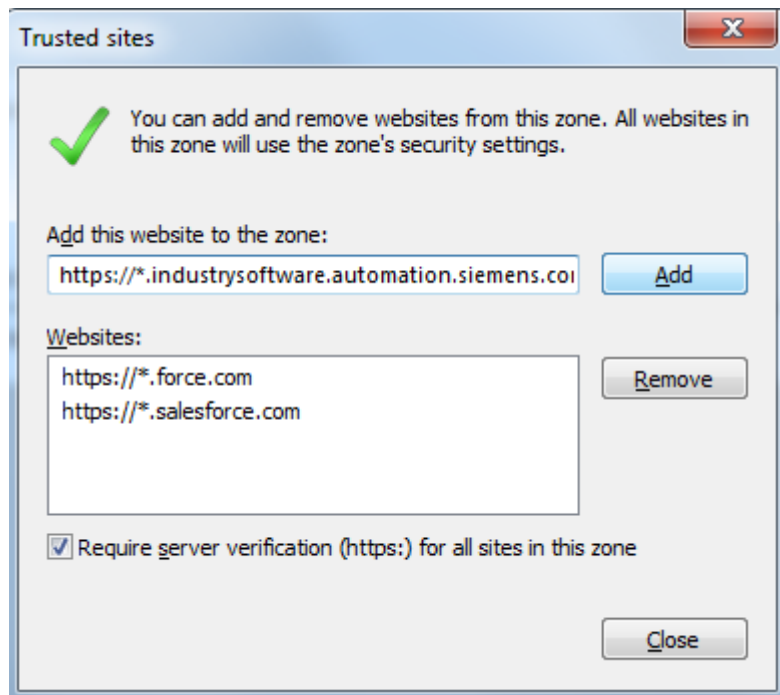
Click on Run again



Click on any more next prompts and let the installation complete.

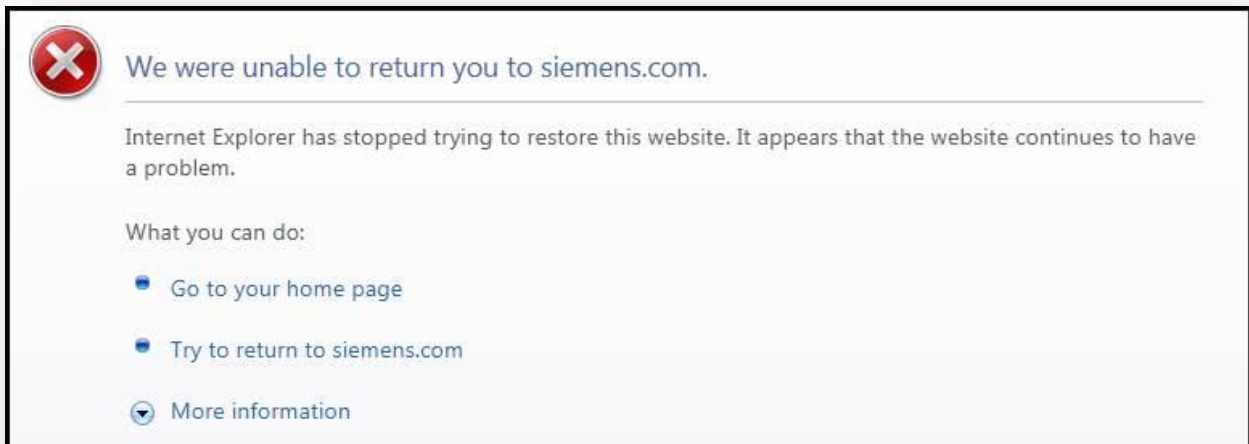
Once installed, close all your browsers and try again.

- 4) Make Siemens a trusted website
 - a. Go to Tools->Internet Options.
 - b. Click on the Security tab
 - c. Click on the Trusted Sites icon
 - d. Then click on the Sites button
 - e. Add https://*.industrysoftware.automation.siemens.com to the list of sites



- f. And then hit close
- g. Close ALL your browser windows and try again.

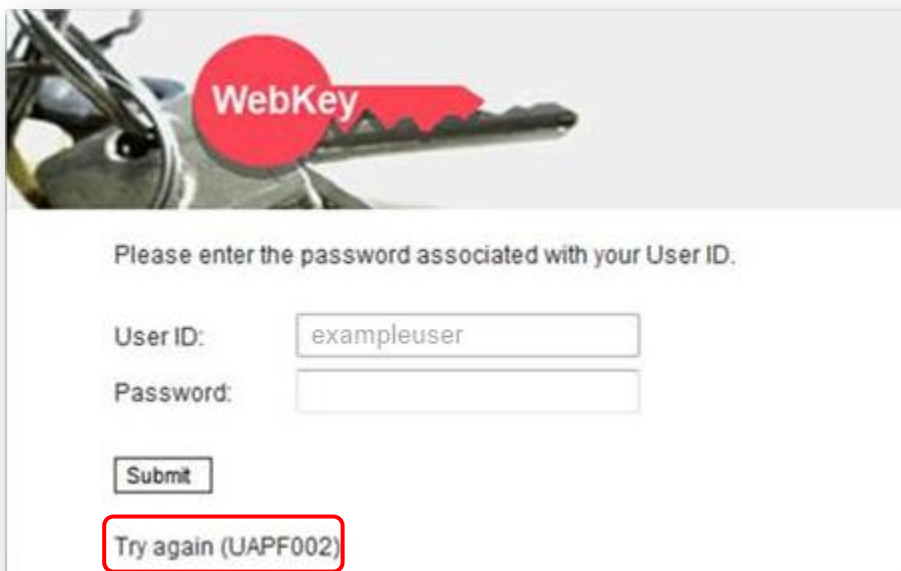
Issue: IE 9 and Java:



Solutions:

- 1) Here's a Microsoft support page: <http://support.microsoft.com/kb/2506617>
- 2) Here's how he can check his Java version: http://www.ehow.com/how_6521435_out-version-java.html

Issue: Locked account:




This will generate an email to the user that looks like the following:

To reset your Webkey password follow this link.

 webtech.plm@siemens.com

Sent: Mon 10/22/2012 12:45 PM

To:  User, Example A.

In order to reset your password follow this link:

<https://plmapps.industrysoftware.automation.siemens.com/webkey/activate?x=706875636b&y=6161466a355a6f4b7438>

Please note: You will not be able to use your webkey until you complete all the steps in this process. If you have any questions please email webtech.plm@siemens.com

The links in this email are valid for 30 days and may only be used once.

Solution:

- 1) Follow the link in the email to reset your account and password.
- 2) Close all your browsers and try again.