

PC Settings Advice

Introduction

ExxonMobil Lubricants & Specialties has written these recommendations to help customers set their internet browsers, so they function properly with ExxonMobil's electronic Order Management (eOM) system.

eOM uses a regular Internet Browser, and requires no special settings, additional software or protocols to be loaded. As with most Internet applications, there are some minimum requirements, and recommendations for eOM to function properly:

System requirements

A PC with Internet connection access via ADSL, ISDN or 56K line. PCs using the following operating systems should support eOM:

Windows 98, 98SE or Windows ME

Windows NT 4.0, 2000 or XP

Application of appropriate patches and support packs is recommended, as advised by Microsoft, and is mandated by Microsoft to install certain versions of Internet Explorer.

Other operating systems (such as Macintosh, Unix, OS/2) may support eOM, but have not been tested to date.

Networks and firewalls (information for Network Administrators)

eOM uses standard ports for FTP, HTTP and HTTPS. It may be necessary to set the sub-net rule to allow outbound traffic for HTTP and HTTPS to the eOM application suite. (IP range 192.67.48.1 - 192.67.48.255)

Internet Browser (Internet Explorer versions)

eOM requires IE 5.5 or above.

Unsupported versions will produce an error message when opening Workplace, and users will be returned to the Portal. eOM may not be supported by all Netscape or related browsers (this may result in a JAVA conflict).

eOM should work with other browsers which present themselves as a supported version of Internet Explorer, but these have not been tested to date.

Browser settings

Cookies must be enabled. (Accept direct cookies, Accept Indirect cookies, Allow cookies per session). Caching should be enabled (minimum 8 MB), caching refresh should be set to automatic.

"Empty Temporary Internet Files folder when browser is closed" should not be switched on.

A PC with Internet connection access via ADSL, ISDN or 56K line. PCs using the following operating systems should support eOM:

SSL 2.0 and 3.0 should both be switched on.

HTTP 1.1 should be switched on, and when the PC runs in a network that uses proxy "HTTP 1.1 through proxy connections" should also be on.

JAVA VM must be correctly loaded (standard in IE, except for 6.0 SP1a), the JIT compiler should be on and JAVA logging should also be switched on.

Active script execution should be enabled.

Additional Information

Opening the language selection screen or Workplace may be blocked by a "pop-up" killer or any other application that prevents some web applications or windows to open (e.g. advertisement blocking within virus checkers).

We have made every effort to provide accurate information that is appropriate for most cases. ExxonMobil, however, takes no responsibility nor warrants the accuracy, completeness or timeliness of this information.

Accordingly, you should confirm these recommendations yourself as being appropriate for your particular circumstance and ExxonMobil shall not be held responsible for any adverse effects caused by changing system settings according to these recommendations.