

Web EDI-FAQ

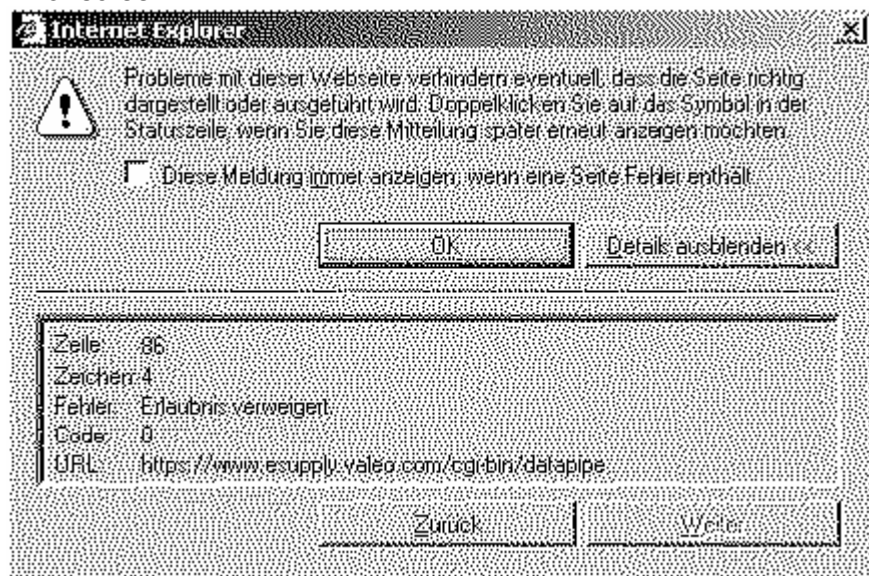
Why the printout is not possible in WebEDI?

Thomas Gries / 7/17/2006 12:05 PM

Requirements to print documents

For different processes a print out of the documents is available in WebEDI. If the users do not see the print button on the screen or get the following message during the work in WebEDI, there are some requirements to check.

Error screen:



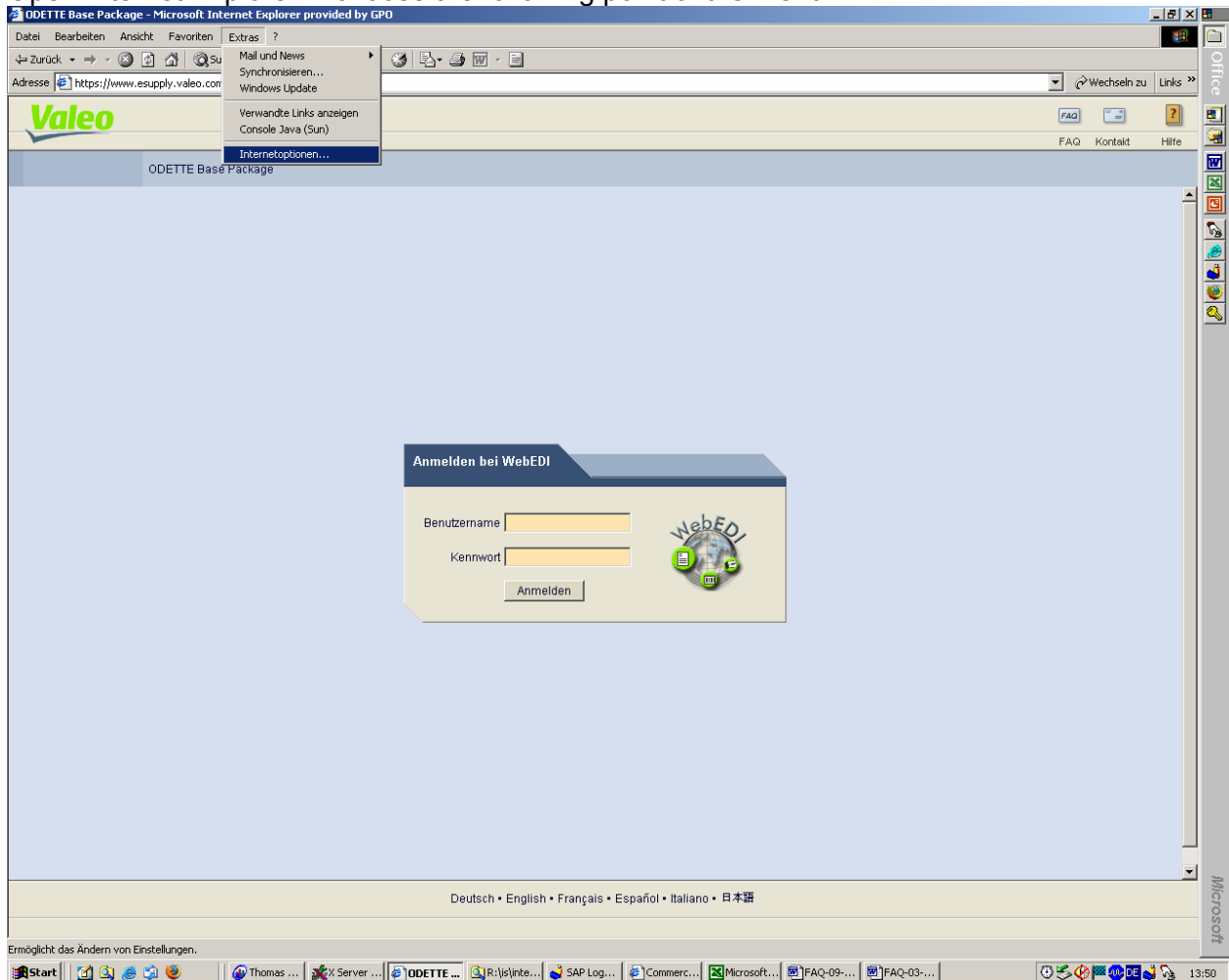
Requirements to check:

- Is https allowed at the company of the user
- Browser should be Microsoft Internet Explorer Version 6.0, also Netscape 7.02 perhaps with lower function or performance, Firefox 1.0.4
- PDF Reader should be PDF 1.3 supporting Reader (e.g. Adobe Acrobat Reader Version 4.0)

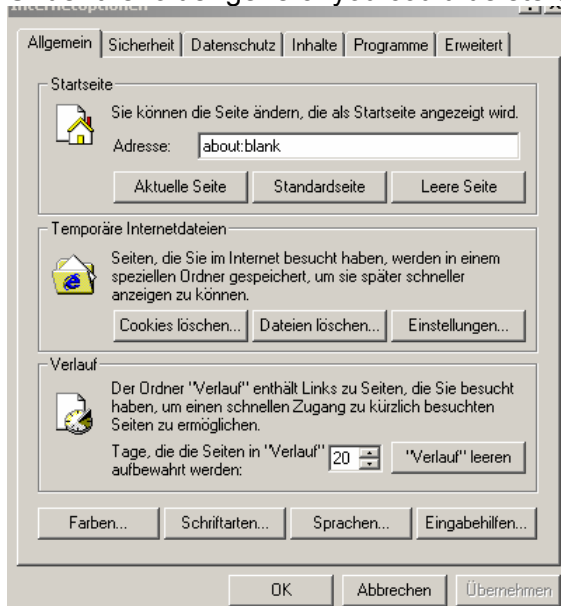
If all requirements are respected, it often helps to delete the temporary internet files and the cookies.

Procedure to delete temporary files for Internet Explorer:

Open Internet Explorer → choose the following point of the menu:



Under the folder general you could delete cookies and internet files





To check if the problems may come from the usage of https, the user could connect to the WebEDI test system which runs under http.

Login data:

Url: http://www.test.esupply.valeo.com/obp/html_de/frame.html
User WEICHELT
Pw valeo01