

FUJITSU Cloud Service S5

Prerequisites & Troubleshooting

This guide details the prerequisites required to use the FUJITSU Cloud Service S5 web portal and provides answers to some common problems that new subscribers may face.

PC system requirements

- Microsoft Windows XP SP3 or greater
- Microsoft Internet Explorer 7 or 8 (IE Protected Mode disabled)
- Adobe Flash Player 10 or greater
- Java Runtime Engine (JRE) version 6
- Screen Resolutions
 - 1280 x 1024 or higher (recommended)
 - 1024 x 768 (minimum)
- CPU, Memory, Hard Drive Disk – No restrictions
- Internet and/or Fujitsu Intranet Connection

Access to the FUJITSU Cloud Service S5 Web Portal

The FUJITSU Cloud Service S5 web portal is accessed from:
<http://globalcloud.fujitsu.com.au>

The current release of the Web Portal requires Java JRE v6 Update 29 (JRE6u29) or below. At the time of writing, JRE6u29 can be downloaded from the following Web Page:

<http://java.com/en/download/index.jsp>



From the above URL, select 'Free Java Download' and then 'Agree and Start Free Download', choosing to save the file locally.

Java Installation

Before attempting to install JRE6u29, ensure any existing versions of JRE installed on the workstation are removed via the Control Panel.

Note. Internet Explorer should be closed while installing/removing Java.

Double click the downloaded file (jre-6u29-windows-i586-iftw.exe) to start the install.

JRE6u29 is installed via a wizard and typically involves accepting all default options, although it is recommend to un-tick the option to install the "Free Browser Add-on".

Disabling Internet Explorer Protected Mode

When accessing the Portal, IE Protected Mode must be disabled. It is recommended that Protected Mode is re-enabled when browsing to other web pages.

Note: The following steps are for IE8, and may vary with other versions:

1. Open Internet Explorer 8.
2. From the command bar, choose **Tools** and then **Internet Options**.



3. Select the **Security** tab, and then select the appropriate zone, typically **Internet**.
4. Uncheck the **Enable Protected Mode** box.
5. Click **OK** on the Internet Options window.
6. If you're prompted with a Warning! dialog box, advising that the current security settings will put your computer at risk, click the **OK** button.
7. Restart Internet Explorer.

- To re-enable, repeat the above instructions and re-tick the 'Enable Protected Mode' checkbox.

Tips: Protected Mode is not available with IE7 when installed on Windows XP. Windows Vista is the earliest operating system that supports Protected Mode in IE7.

My certificate has been revoked or I'm not able to log in with my username & password.

Once you have downloaded and used a certificate to log in, the access method to the portal is changed to certificate only, as this provides better security than the standard login credentials of user ID and password. If you subsequently need to log in using your user ID and password, then you need to change the sign-in method back to login credentials. To do this you will need your user ID and password:

- From the portal home page, click 'If your certificate has been revoked' link. If you do not know your password, then click 'Forgotten Password'.

If your password has been forgotten, then you will need to supply your User ID and registered email address. A new password will then be emailed to you. You can then repeat clicking on the link above.



- Enter your **User ID** and **Password** and click 'Change Sign in Method' button.

- Click 'OK' to the following warning



- You will then be emailed a new password. Click the 'Sign in Now' button if the current window is still active or 'Sign In' from the home page. Enter your **User ID** and the new **Password** emailed to you.
- Access to the portal will now be granted and a new certificate can be generated.

I have successfully generated a certificate, but the portal is still prompting me for a username and password, and I cannot login.

As a security precaution, once a user has generated and saved a certificate, the portal changes the access method to certificate only. A user is then unable to access the website using the username and password combination, unless they change the sign in method as described above.

The problem described above may occur the first time you attempt to login after generating the certificate, if previously opened Internet Explorer sessions are still active. This is because IE caches your previous session details, and this cache has not been updated to use the certificate only sign in method.

To overcome this, simply close all active Internet Explorer windows and try logging in again.

Contact

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