Pre-Requisites to work with ISRO E-Procurement System

1. **Operating Systems Supported**
   - Windows 8, 8.1 & 10 : Pro, Enterprise (and more editions available)
   - Windows 7 : Ultimate, Professional, Enterprise
   - Windows Vista : Ultimate, Business, Enterprise

   *(Note: Administrator rights are required on your computer)*

2. **Internet Explorer Browser Requirement**
   - Kindly ensure that latest version of Internet Explorer (i.e. version 11) is available in your computer

   *This can be checked by clicking on ‘Help’ → ‘About Internet Explorer’*

3. **Digital Certificates**
   - Users Procuring digital Certificate needs to ensure that they procure a pair of two certificates one for the purpose of ‘Digital Signature, Non-Repudiation (Sign/Verification)’ and another for ‘Key Encipherment (Encryption/Decryption)’.

4. **Company’s Email ID**
   - Free E-mail ID’s provided by Mail Service Providers like Yahoo, Gmail or Rediffmail (yahoo.com, gmail.com, rediffmail.com) are not acceptable as registered E-mail ID of Vendors. Official E-mail ID’s provided by the Companies are to be submitted as registered E-mail ID of Companies.
1. **Internet Explorer Settings**
   Always start Internet Explorer with ‘Run as Administrator’ option that comes you’re your right-click ‘Internet Explorer’ icon.

   ![Internet Explorer settings screenshot]

   After opening Internet Explorer with ‘Run as Administrator’, you have to do below mentioned settings

1.1 **Compatibility View Settings**
   Go to ‘Menu Bar’  →  click on ‘Tools’  →  click on ‘Compatibility View Settings’  →  click on ‘Add’ button to include this website isro.gov.in  →  click on ‘Close’
1.2 Other Settings of Internet Explorer

- Go to ‘Menu Bar’ → click on ‘Tools’ → click on ‘Internet Options’ → click on ‘Security’ tab → click on ‘Trusted Sites’ → click on ‘Sites’ button (below). A new window will get opened.

- Add Tick Mark appearing ahead of ‘Require Server Verification (https:) for all sites in this zone’

- Add these two websites one by one: [https://eprocure.isro.gov.in](https://eprocure.isro.gov.in) & [https://*.eprocure.isro.gov.in](https://*.eprocure.isro.gov.in) If the website address is successfully added, you will see the address of the website in the box given.

- Click on ‘Close’. Trusted sites window will get closed.

- Click on 3rd option ‘Automatic logon with current user name and password’ available under ‘User Authentication Logon’ option.
2. **Installation of Basic Utilities**

Four components needs to be installed on the computer. Application will guide you at appropriate page to install the utilities.

However, these components are also available on the home page through the 'E-procure Utility installer' link, available on the home page itself under 'Download' option. These components are:

a. Number to Word Conversion Utility (EtNxtUtility)
b. Number to Word Conversion Utility for Foreign Currency (EtNumToTextClient)
c. Password Utility (EtPwdValidation)
d. Encryption Utility (NxtCryptoSetup)
2.1 If you are using ‘32 bit operating system’, all the utilities get run one by one in your computer once you run the 'E-procure Utility installer'.

2.2 But if you are using ‘64 bit operating system’ machine, after running the 'E-procure Utility installer' you have to install the remaining utilities manually through ‘C Drive’.

Specified path to run the utilities

*My Computer* → ‘C Drive’ → ‘Program files (x86)’ → ‘NxtTenders’ folder → ‘EtNxtUtility’ folder → Now run below utilities : 1) EtNumToTextClient, 2) EtPwdValidation & 3) NxtCryptoSetup
3. **User Account Settings**

**For Windows 7, 8**

- Click on ‘Control Panel’ in ‘Start Menu’
- Select ‘User Accounts and Family Safety’
- Select ‘User Accounts’
- Select ‘Change User Account Control Settings’
- Set it to ‘Never Notify’
- Restart the computer

**For Windows 8.1, 10**

Always start Internet Explorer with ‘Run as Administrator’ option that comes when right-clicked Internet Explorer icon (as explained earlier)

**For Windows Vista**

- Click on ‘Control Panel’ in Start Menu’
- Select ‘User Accounts’
- Select ‘Turn User Account Control On and Off’
- Uncheck ‘Use User Account Control (UNC) to help protect you control’
Important Information

In case getting any message as mentioned below, kindly follow the instructions to resolve it.

1. **Getting pop-up message to run the utilities again even after installing the basic utilities**
   
   It is confirm that you are using 64 bit operating system. So kindly run the utilities through below ‘C Drive’ and do the ‘Internet Explorer Settings’ properly (These settings are explained in details previously)

2. **‘Failed to create MY Store list’ or ‘Failed to create SPC Stores list’**
   
   Always start Internet Explorer with ‘Run as Administrator’ option that comes when right-clicked Internet Explorer icon (as explained earlier)
   
   In case facing the same issue, you have to contact your ‘IT Person / System Admin’ to get Administrator rights on your computer.

3. **‘Get Certificate Public Key Failed: There was an error while exporting the Key Blog’ after selecting the Digital Certificates**
   
   In you are getting this message after selecting the digital certificates, then you must be using ‘ePass2003 eToken’. To rectify this, you have to re-install the token drivers using ‘Microsoft CSP’ option.

4. **‘Please Select Proper Certificates’ when you are login to ISRO portal**
   
   If you are getting this message while login to ISRO portal, that means that you have either renewed or changed digital certificates. So to assign current digital certificates for the portal, kindly click on ‘NEW CERTIFICATE ? Click Here’ link which is available in vendor login window. In case you want to reset password, kindly send the request on support.isro@nextenders.com for the same.
5. ‘Primary user of your company yet to approve your registration’ when you are login to ISRO portal

If the Secondary User’s registration is not yet approved by the Primary User, the Secondary User will get this message. So in this case the Primary User has to approve the Secondary User using ‘Set Users’ link after logging-in. Once approved, the Secondary User also can participate in eTenders. However, E-mail communications will be sent to the Primary User only.

6. About Digital Certificates

All users are advised to keep the old Digital Certificates including Private Key for at least one year after expiry, lest there could be a necessity for decrypting some bids which are encrypted with the old certificate, at a later date. The Bids encrypted with old Certificate can be decrypted only with the old Digital Certificates.

For any assistance or clarification, you may contact us or send us mail. The contact details are available on the home page under the ‘Help Desk’ option.