



EPRS Technical Notes

The following is a guide for a minimum recommended setup when accessing the DFSA **Electronic Prudential Reporting System (EPRS)**.

If you experience problems accessing or attempting to log on to the EPRS application you should confirm with your IT Department that your computer settings adhere to the following minimum setup before contacting the DFSA:

Computer processor

- Intel Pentium running at 200 MHz or equivalent (Intel Pentium 2 running at 400 MHz recommended)

Operating system

- Windows XP

Browser

- Internet Explorer 6.x or 7.x
- Pop-up blocker must be turned **OFF** while using EPRS

Monitor

- 1024 x 768 screen resolution

Memory

- 128MB RAM recommended for Windows XP

Printer

- Any compatible printer – Required to print hard copies of your returns

Internet Connection

- Minimum recommended 256KB line
 - Note: as this application will be accessed via the internet, the stability and speed of your internet connection, firewalls and proxy settings may cause a variance in performance.

Client Tools

- Windows Secure Application Manager (WSAM) client tool – this will automatically install when you first logon.
 - You must ensure necessary installation/admin privileges are setup on your computer for this one time installation.
 - More information on this installation and tool can be found at www.juniper.net.
- Adobe Acrobat Reader – this will enable you to view and print the reports. More information on Adobe can be found at www.adobe.com.

Potential Computer Configuration

The following points highlight some of the fixes to potential issues that you may face while trying to connect to EPRS.

Microsoft Windows Vista – Unable to print report pack

- When attempting to view and print the report pack, the user may be faced with a '404 Page Cannot be Found' error, in such an instance the 'Protected Mode' needs to be disabled:
 1. Open Internet Explorer
 2. Click on 'Tools', then 'Internet Options'
 3. Click on the 'Security' tab
 4. Uncheck the box next to 'Enable Protected Mode'
 5. Click on 'OK'

Microsoft Windows XP SP2 (Service Pack 2) Hotfix 884020

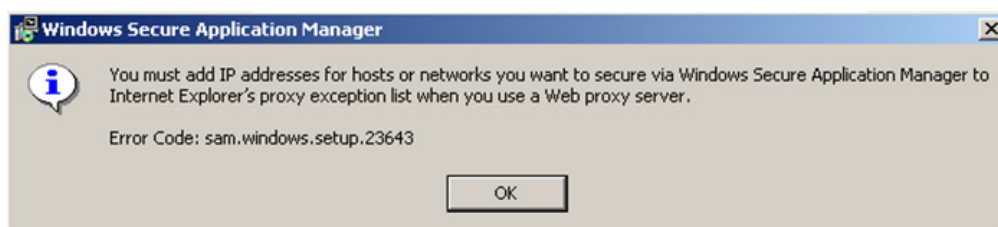
- If the computer accessing EPRS is using MS Windows XP SP2 as its base operating system, the following Hotfix must be applied for WSAM to connect correctly.
- Further detailed information on the Hotfix can also be found at this page:
<http://support.microsoft.com/kb/884020>

Windows or Other Firewall settings

- If 'Windows Firewall' is enabled on your computer you will need to ensure traffic to and from WSAM is unblocked (during the installation of WSAM you will have been prompted to Unblock access)
 1. Click on 'Start'
 2. Click on 'Settings', then 'Control Panel'
 3. Double click on 'Windows Firewall'
 4. Click on 'Exceptions' tab
 5. Within the 'Program and Services' window scroll down the list until you see 'Secure Application Manager Proxy'
 6. Ensure the tick box to the left is ticked
 7. Click on 'OK'
- If you are running any other client firewall an exception to the following application must be made:
C:\Program Files\Juniper Networks\Secure Application Manager\dsSamProxy.exe

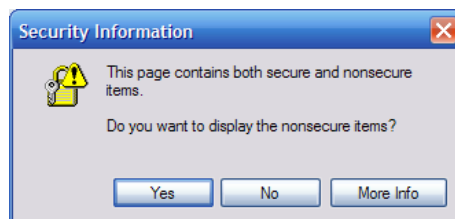
Internet Explorer

- While installing WSAM you may come across the following message if you are behind a proxy server:



In such an instance, you will need to add exceptions within Internet Explorer:

1. Click on 'Tools'
 2. Click on 'Internet Options'
 3. Click on 'Connections' (tab)
 4. Click on 'LAN Settings'
 5. Click on 'Advanced' within the 'Proxy Server' section
 6. Within 'Exceptions' enter the following:
192.165.1.100; dcdfwr;
 7. Click on 'OK' three times until you are left with your browser window
- During the log on process you will come across the following message:



The above message does not cause any issues to the usage of EPRS. If you do not want to see this message whilst using EPRS the following needs to be performed within Internet Explorer:

1. Click on 'Tools'
2. Click on 'Internet Options'
3. Click on 'Security' (tab)
4. Click on 'Custom Level'
5. Scroll down to 'Miscellaneous' within the 'Settings' window
6. Under 'Display Mixed Content' click on 'Enable'
7. Click on 'OK' two times until you are left with your browser window