



PRANIT Portal - Pre-Requisite System Setting

(Portal Link: <https://etender.powergrid.in>)

Version History

Version No.	Release Date	Remarks
Version 1.0	06.03.2024	

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1 General System Requirement

1.1 Operating System

Windows Operating System. Recommended version is Windows 10 and above with latest patch upgrade.

1.2 Web Browser

It is recommended to use Internet Explorer 11 (IE) with latest patch upgrade. In case of Laptop/Desktop having Windows 11 and above, wherein IE is not available, users may use Microsoft Edge Browser in **Internet Explorer (IE) Mode only**.

1.3 Recommended Hardware Specifications

- RAM : 4GB and above
- Processor : Intel(R) Core(TM) i5 and above

1.4 Class-3B Digital Signing Certificate

It is recommended to use Class-3B DSC issued by CCA, India Licensed CAs only.

2 Required Software

Following Softwares are required to be installed:-

2.1 Java

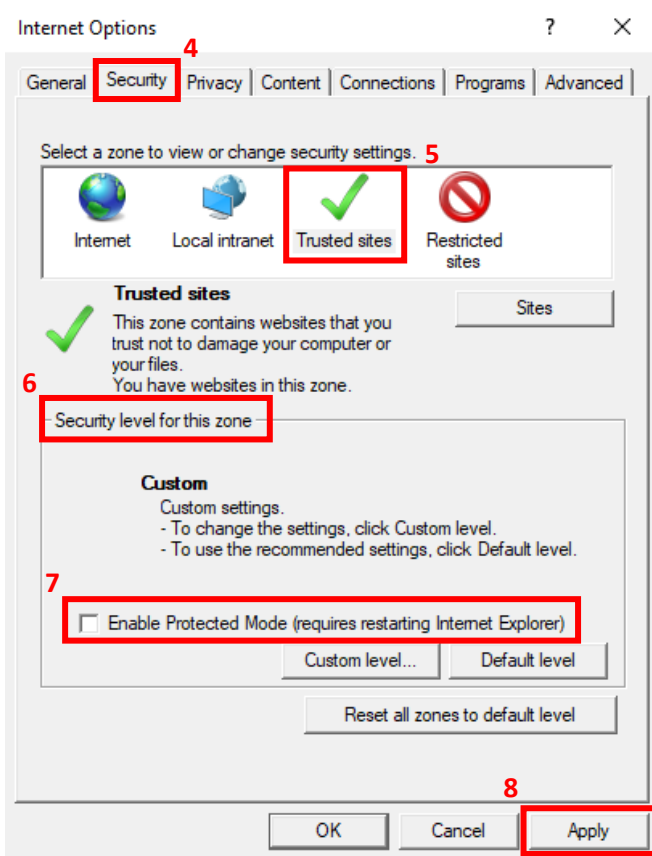
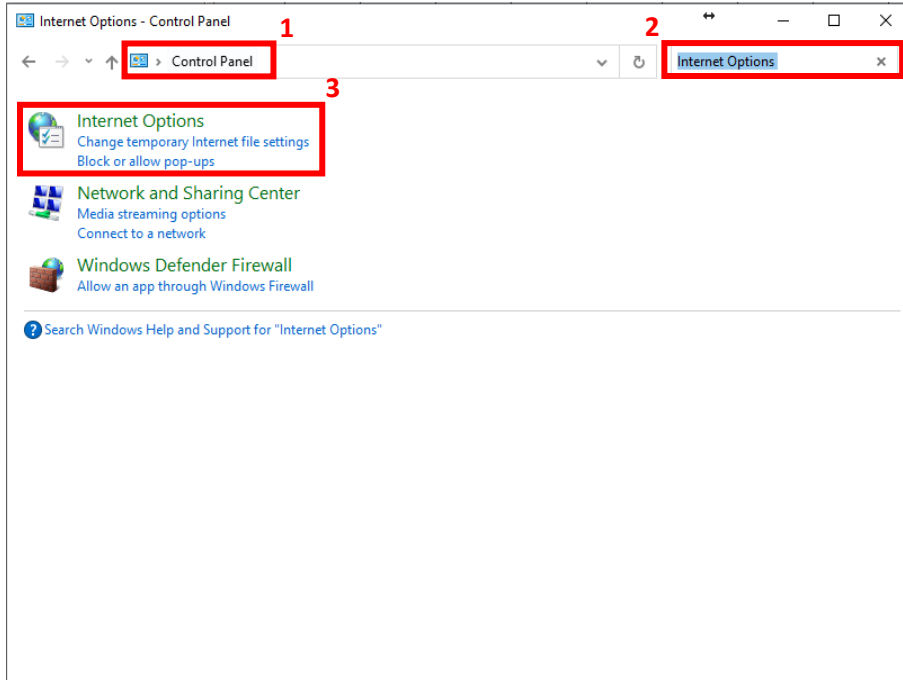
Please install latest **32-bit Java** (JRE) in your Laptop/Desktop. May refer to web link <http://www.java.com/en/download/manual.jsp>

2.2 Microsoft Visual C++ 2010 Redistributable Package (x86).

Please install Microsoft Visual C++ 2010 Redistributable Package (x86). May refer to web link <https://www.microsoft.com/en-us/download/details.aspx?id=26999>

2.3 DSC Token Drivers

Please install appropriate Drivers of the DSC Token being used by the user. In case even after installing drivers correctly, users encounter error message "No user certificate available" during Digital Signing, open Control Panel > Type Internet Options in Search field > Open Internet Options > Security tab > Trusted Sites > Security levels for the zone > Uncheck the checkbox "Enable Protected Mode (requires restarting Internet Explorer)" and click on apply button. **Restart the Internet Explorer browser.**



3 Pre-requisite Settings

Users using Internet Explorer may please refer to Points 3.1 and 3.2. Users using Microsoft Edge may please refer to Point 3.1, 3.2 and 3.3

3.1 Perform settings via Installer File

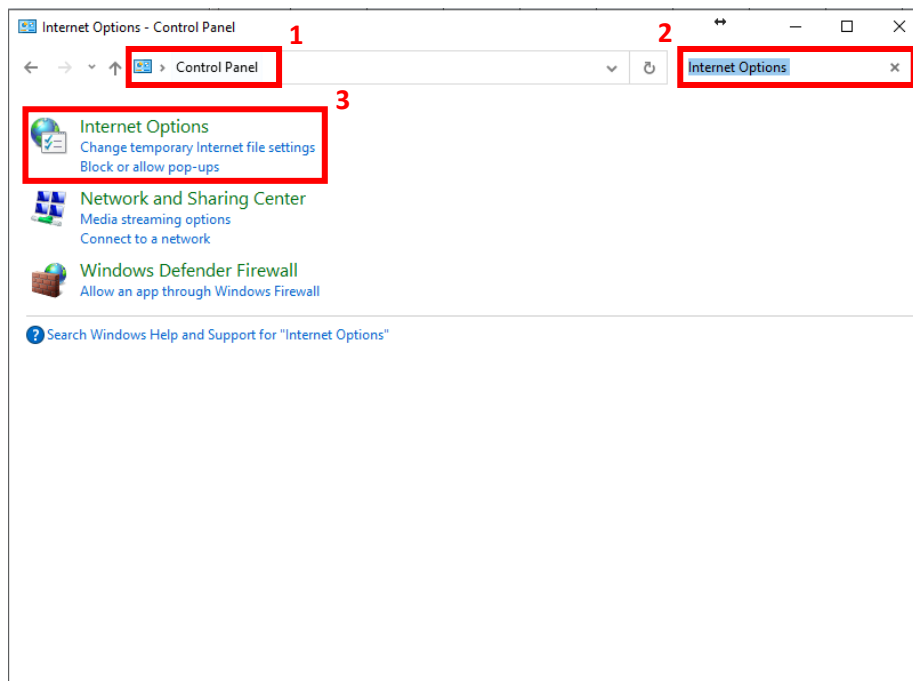
Download and run the installer from link <https://etender.powergrid.in/iri/go/km/docs/documents/anonymous%20documents/AutoInstaller.exe> In case if any issue is encountered while running the installer, please refer to the following points for troubleshooting.

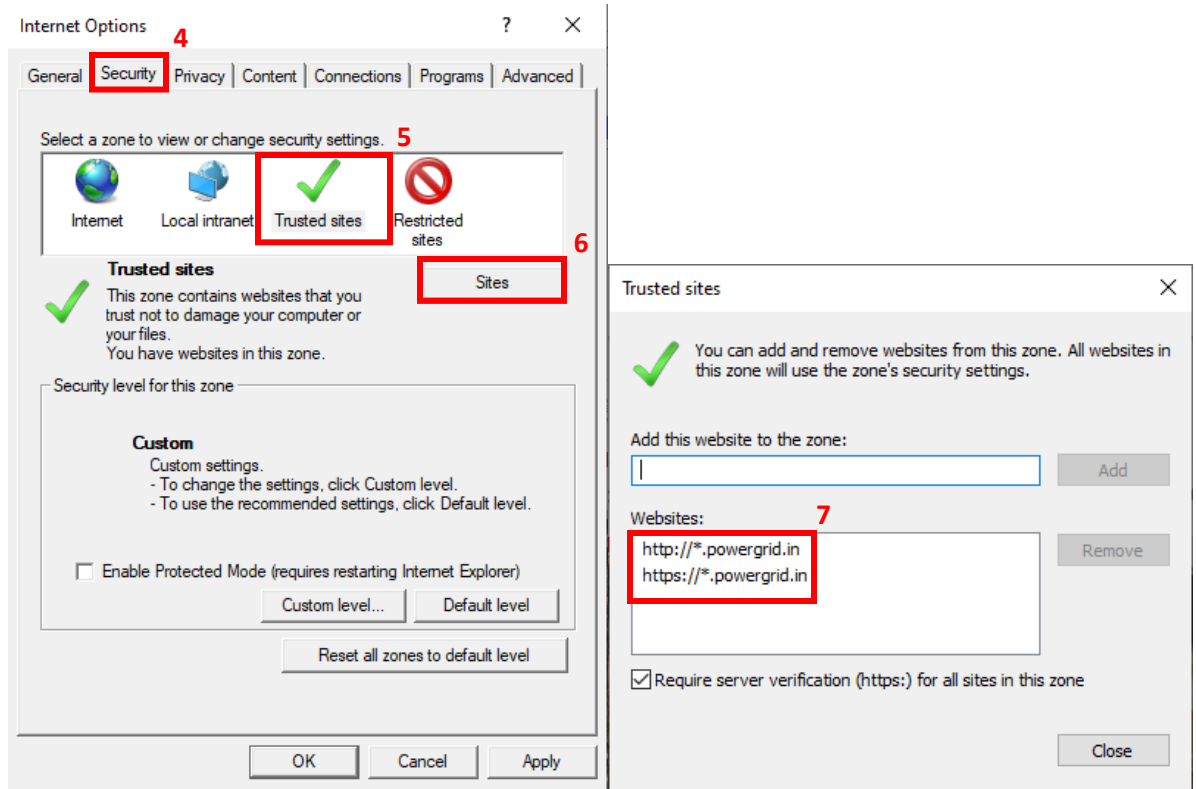
- Check if Windows Defender/Firewall settings/Antivirus is blocking the installer file execution, then contact your local IT/Network support Team to resolve the issue.
- In case a blank screen appears after running the installer, it may be possible that the Network/Proxy settings are restricting the download of required softwares and necessary settings. Kindly take help of your Local IT/Network support team to resolve the issue.

If installer has run successfully on Laptop/Desktop, settings are complete, else refer to Point 3.2 to perform the settings manually.

3.2 Internet Options: Perform Settings Manually

3.2.1 Open Control Panel > Type Internet Options in Search field > Open Internet Options > Security tab > Trusted Sites > Sites > add the following URL: https://*.powergrid.in & http://*.powergrid.in





3.2.2 Open Internet Options > Security tab > Custom level > Select following parameter > select appropriate values > click on OK.

Parameter	Value	Reference
Display Mixed content	Enable	Figure 2
Use Pop-up Blocker	Disable	Figure 3

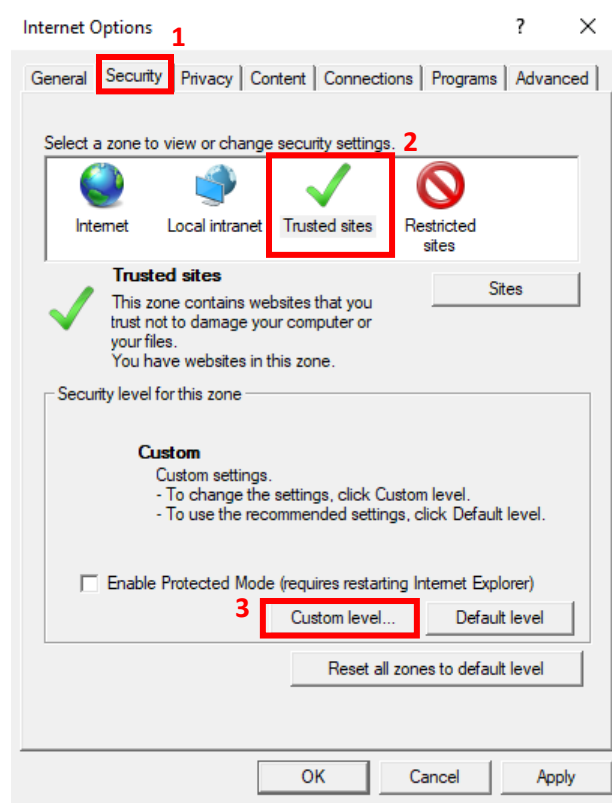


Figure 1 Custom Level Settings

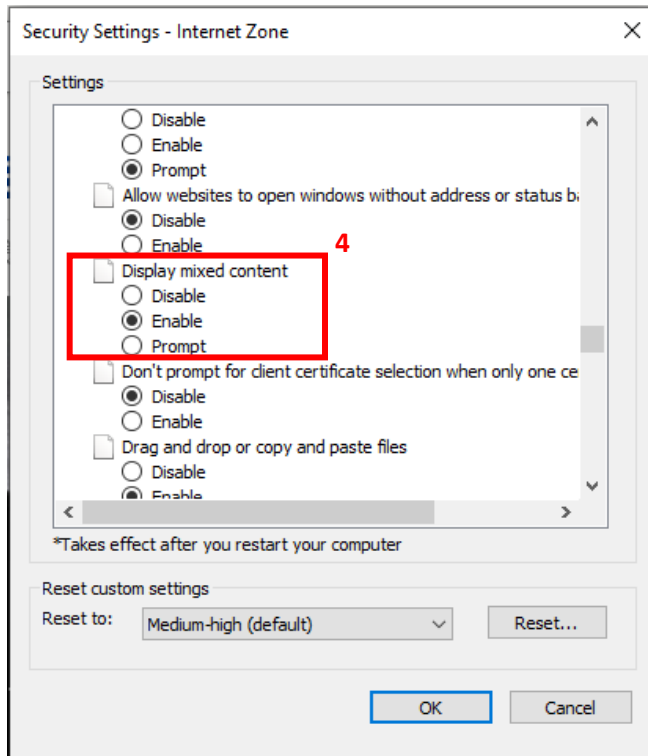


Figure 2 Custom Level Settings

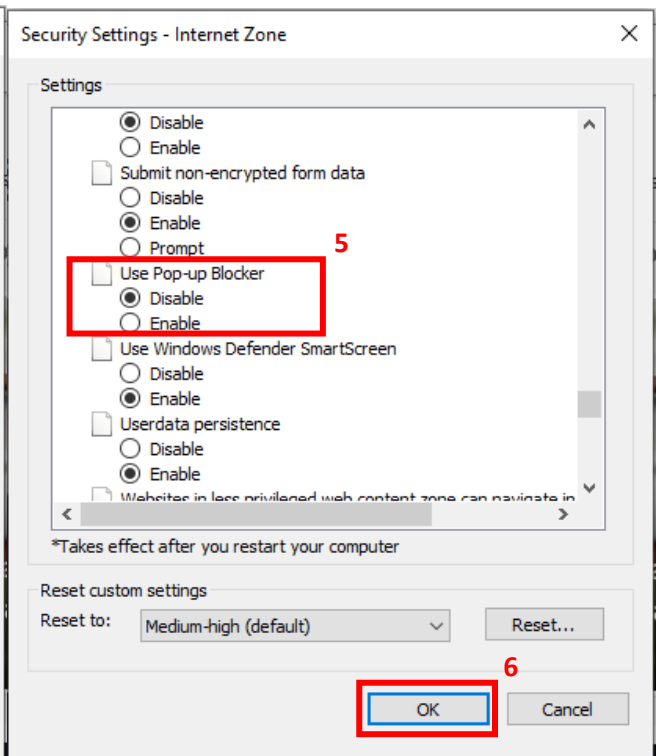
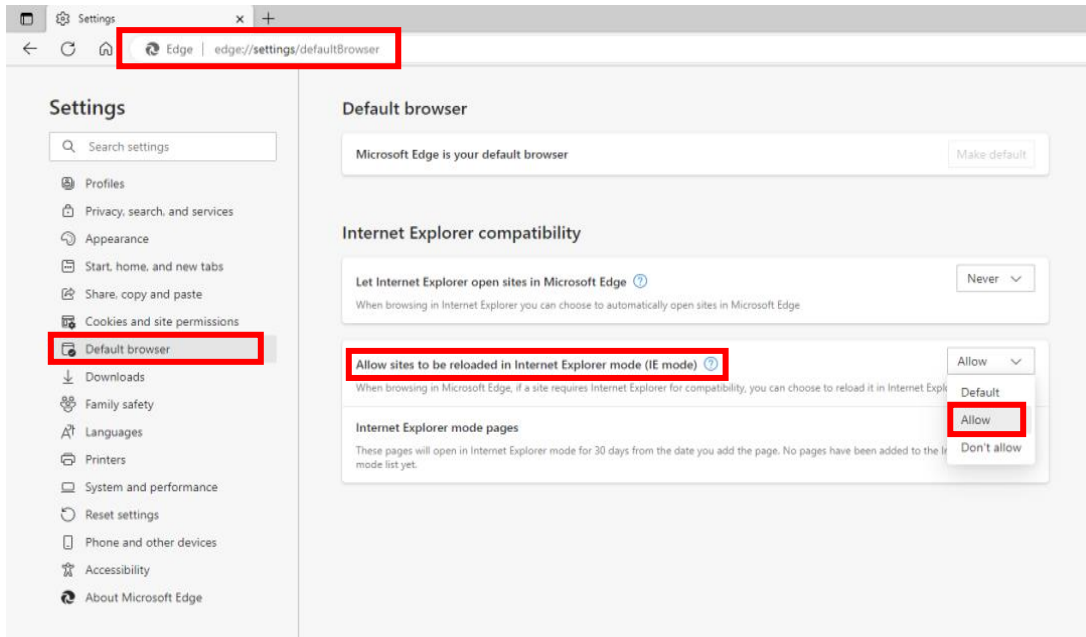


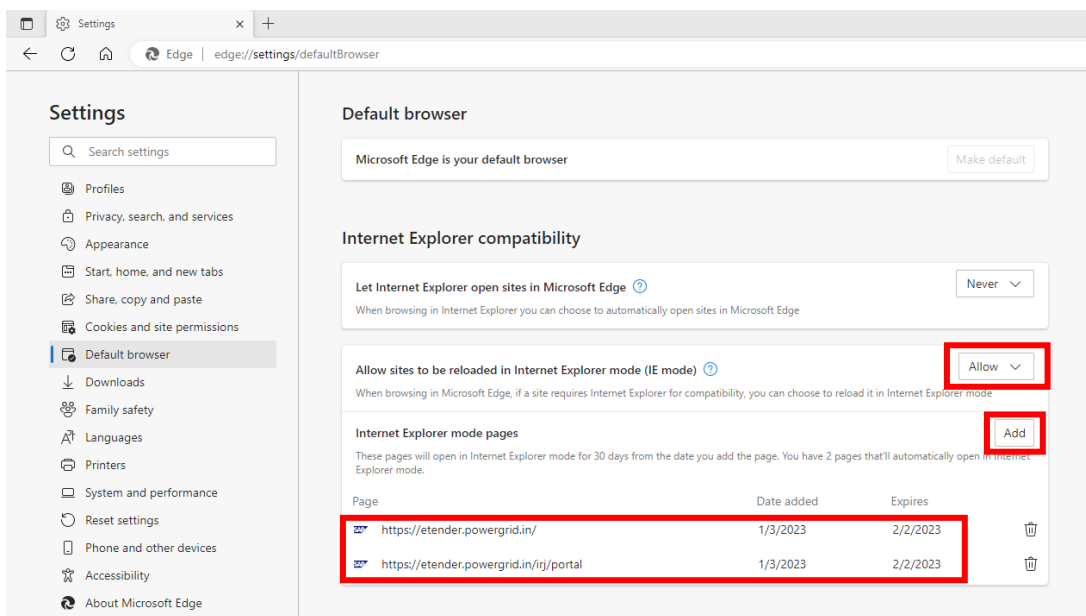
Figure 3 Custom Level Settings

3.3 Microsoft Edge: Perform Settings Manually

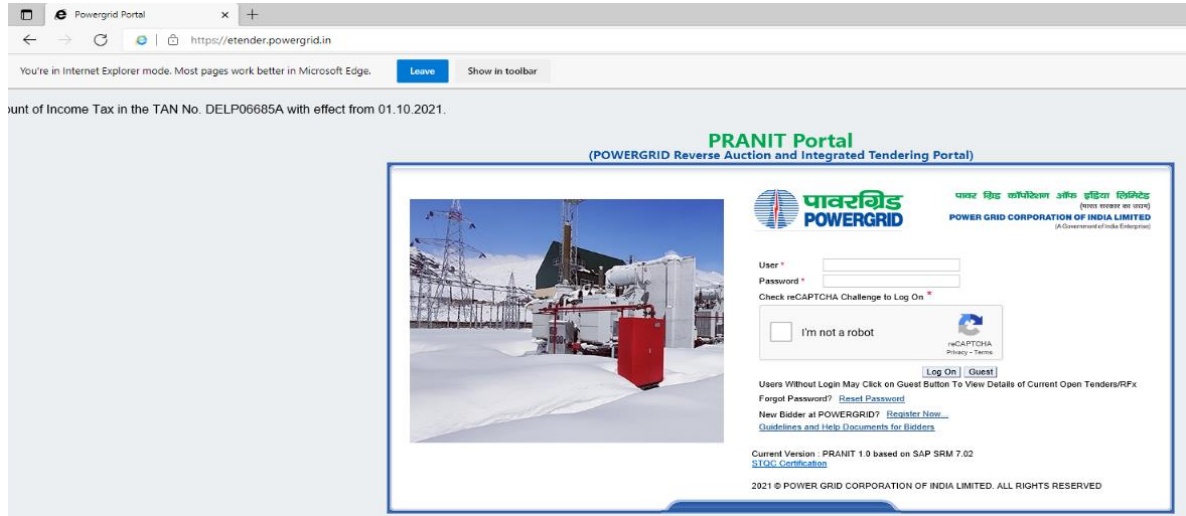
- 3.3.1 Open Microsoft Edge. In the address bar for Microsoft Edge, type <edge://settings/defaultbrowser> Click Enter. Select the drop down value of “Allow Sites to be reloaded in Internet Explorer Mode” as **Allow**.



- 3.3.2 Under “Internet Explorer Mode pages”, click on Add button to add the following URL <https://etender.powergrid.in> & <https://etender.powergrid.in/irj/portal>. Once added, restart Microsoft Edge Browser.



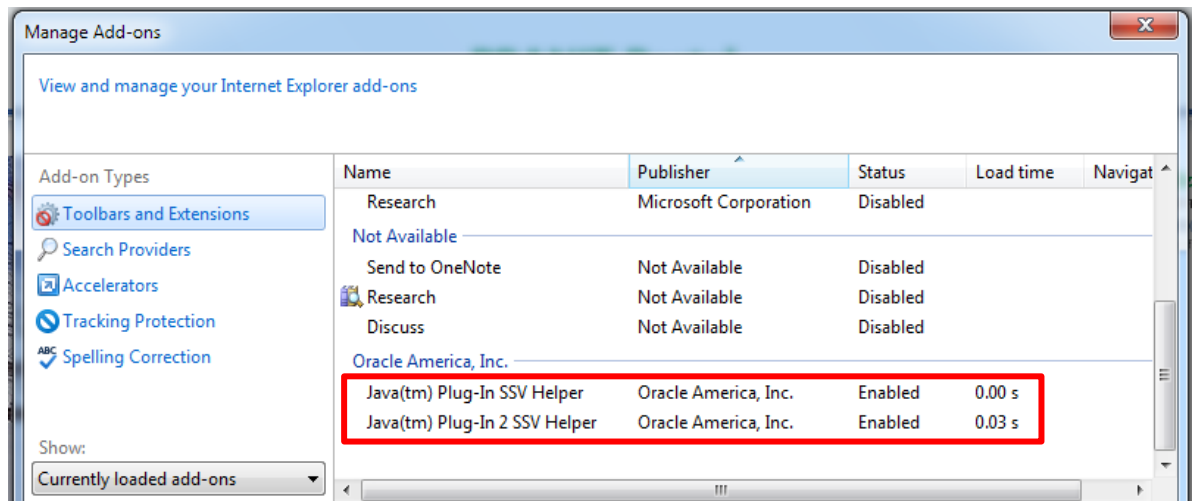
3.3.3 Do not Click **Leave** Button while accessing the Portal as otherwise browser will stop functioning in IE mode.



4 Internet Explorer: Further Trouble shooting

4.1 Issues in execution of Java Applet

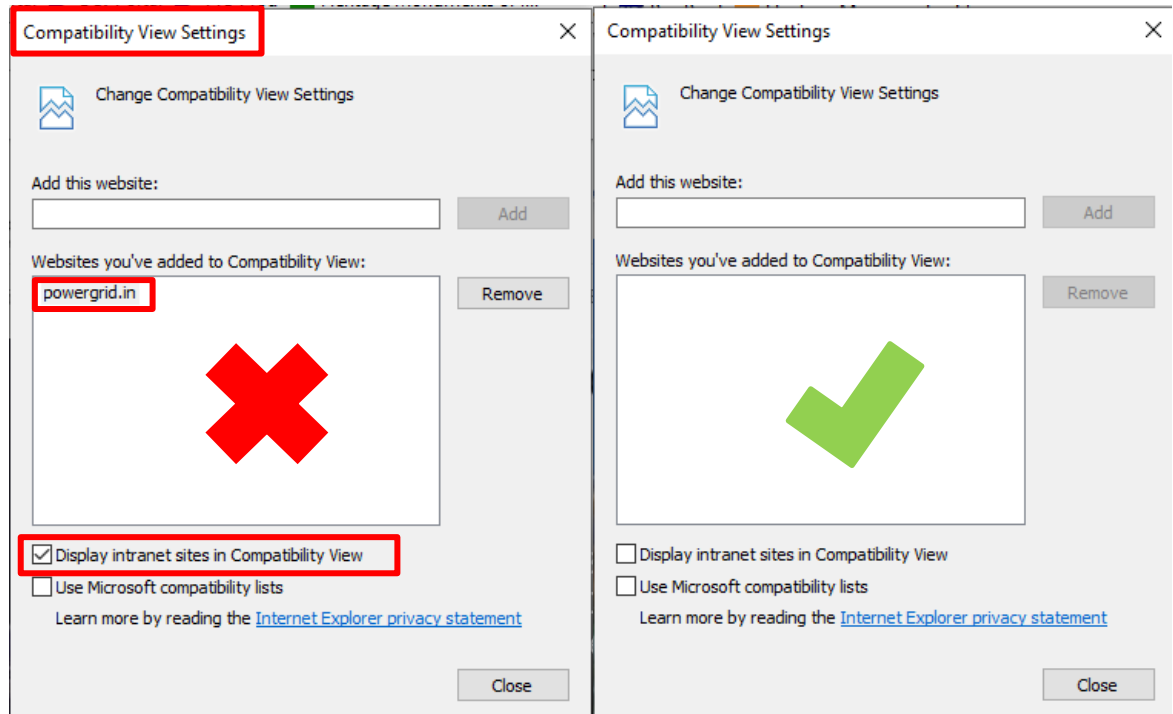
- Open internet explorer > tools > Manage add-ons > Enable Java(tm) Plug-In SSV Helper
- Open internet explorer > tools > Manage add-ons > Enable Java(tm) Plug-In 2 SSV Helper



4.2 Issues in Google re-Captcha visibility at Login Page

- Check whether URL <https://www.google.com/recaptcha> is accessible. In case if following URL is not accessible, contact your Local IT/Network support Team.
- Open Internet Explorer > Tools > Compatibility View Setting > Ensure “powergrid.in” is not added in Compatibility View.

Note: POWERGRID users accessing website from Intranet, additionally uncheck the checkbox “Display Intranet Sites in Compatibility view settings”.



5 Connectivity

In case if you are unable to access, etender.powergrid.in, check if you are using proxy to connect to internet or if your PC is behind any firewall. Contact your IT/Network Administrator for further Troubleshooting.

If you are experiencing slowness in accessing <https://etender.powergrid.in> due to low Internet Bandwidth, please contact your system IT Administrator/Network Administrator/ISP provider for desirable speed.