

## **Technical Guide for accessing [www.apecurement.gov.in](http://www.apecurement.gov.in)**

### Minimum Hardware and Software requirements

#### User Workstation Requirements

##### Hardware Requirements

- A system with minimum Dual core / Core 2Duo Processor.
- 1 GB RAM or above.
- 10 GB HDD or above recommended.
- Ethernet based Network Interface.
- • Modem or mode of connecting Internet for web based users. Min. 512Kbps speeds.
- Workable input and output devices.
- UPS for power backup.

##### Software Requirements

- Windows based operating system –Windows 7, Win.8, Win.8.1 and Win.10.
- For Best viewing : Web browser –  
Internet Explorer 10 or above recommended.  
Mozilla Firefox Ver 40 or above recommended.
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- Some components of E-Procurement application are not compatible with Edge Browser in Windows 10 OS.
- Latest Anti-virus running on the system.

### Connectivity

- Connect to the Internet via Dial UP Modem or any other mode (ISDN Modem / Cable connection / Leased line etc.)
- Open the Web Browser and type [www.apecurement.gov.in](http://www.apecurement.gov.in)
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- Click on Tender Login and follow the link
- Or to access Tender site <https://tender.apecurement.gov.in>

#### Trouble Shooting

\_If you are not able to open the Tender site do the following

1. Check your Internet connectivity.
2. Open the properties box of the internet connection (double click the icon on the status bar of your machine)
3. Keep this window open on your desktop and try to open the site [www.apecurement.gov.in](http://www.apecurement.gov.in) again. Monitor the “bytes in” and “bytes out” section in the properties window of your Internet connection. If there are no changes try to open any other site and see the difference, if still there are no changes in the bytes send and receive which means your Internet connection is hanged. Kindly disconnect your connection and reconnect your Internet connection.
4. If you are able to open [www.apecurement.gov.in](http://www.apecurement.gov.in) and not able to open the Tender login

page check if your machine is behind the proxy or any other firewall. If so ask your administrator to enable the secure connection on the proxy as Tender site is a secure site (https).

5. In case of slow connectivity to [www.apetrocurement.gov.in](http://www.apetrocurement.gov.in) - check the speed of your Internet connection, which you are getting currently. Contact your ISP if desirable speed is not available.
6. Clear the Cache of your temporary internet files (open your browser -> Tools -> Internet Options -> General -> Temporary Internet files section)
7. In the tender site if you are facing any Data Signer Control Problems, do the following :
  - Add the URL <https://tender.eprocurement.gov.in> to the trusted sites in the internet options
  - Change the Active X controls and plug-ins status to "Enable".
  - Process:
    - To add the URL to Trusted site : Open your browser -> Tools -> Internet Options -> Security -> Trusted Sites -> Sites -> Type the URL <https://tender.eprocurement.gov.in> -> Click on Add -> OK.
    - To Enable Active X Controls and Plug-ins : Open your browser -> Tools -> Internet Options -> Security -> Trusted Sites -> Custom Level -> Active X Controls and Plug-ins -> Enable.
8. Run the virus scan periodically.
9. In case of any query please call us at our HelpDesk.