



*Electricity Transmission System
Operator*

Access to Front Office services

Supported Configuration

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Access to the RTE FrontOffice services
Supported configurations

CONTENT

1. Purpose of the document	3
2. Operating systems supported for access to the RTE Front Office services	4
3. Browsers supported for access to the RTE Front Office services	4
4. Messaging customers supported for PKI exchanges with software certificate	4
5. Additional patches required	5
5.1 Outlook 2000 in Windows XP	5

1. Purpose of the document

This document details the configurations supported for access to the RTE FrontOffice services, according to three criteria:

- Operating systems supported in section 2.
- Browsers supported for access to the FrontOffice services (access to the Portal and the VPN SSL) with software certificate or smart card in section 3.
- Messaging customers supported for PKI exchanges with software certificate in section 4.

Depending on the version of the software used, additional patches must be installed. This is specified after the version of the software requiring a patch. The details of these patches are supplied in section 5.

NOTE

The only configurations supported by RTE are those explicitly declared in this document. Consequently, RTE can not guarantee access to these services using any other configuration.

Particularly, **automated tools** (scripts, packages, specific developments, etc...) **are not supported.**

2. Operating systems supported for access to the RTE Front Office services

Operating systems supported for access to the RTE Front Office services are:

- Microsoft Windows XP SP2 and SP3.
- Microsoft Windows Vista without service pack and SP1.

3. Browsers supported for access to the RTE Front Office services

	Windows XP (SP2 and SP3)	Windows Vista (until SP1)
Microsoft Internet Explorer	6, 7 and 8	7 and 8
Mozilla Firefox	3.0	3.0

4. Messaging customers supported for PKI exchanges with software certificate

	Windows XP (SP2 and SP3)	Windows Vista (until SP1)
IBM Lotus Notes	6.5	7.0.2
Microsoft Outlook	2000 ¹ , XP, 2003, 2007	2003, 2007
Microsoft Outlook Express	6	-
Microsoft Windows Mail	-	1
Mozilla Thunderbird	2	2

¹ See list of patches required in paragraph 5.1.

5. Additional patches required

5.1 Outlook 2000 in Windows XP

Microsoft Outlook 2000 requires an update for the 128 bits coding.

Listed below are the internet addresses for these updates as well as their path locations in the package supplied by RTE.

Office 2000 Service Pack 3:

<http://office.microsoft.com/downloads/2000/Out2ksec.aspx>

<PACKAGE>\Windows Updates\Outlook 2000\Service Pack 3 (SP3)\

Office 2000 - KB 248052:

<http://support.microsoft.com/?scid=kb%3Ben-us%3B248052&x=6&y=13>

<PACKAGE>\Windows Updates\Outlook 2000\french-configuration.reg

This update is indispensable if the regional and linguistic parameters of the workstations are "French (France)". To check if this is the case: Open the **configuration panel** in Windows, then open **regional and linguistic options**.

This patch is valid regardless of the language of Windows XP or Outlook 2000.

END OF THE DOCUMENT