



Sales Portal Complete Guide

Purpose of the document: To create a complete guide for Sales Portal.

Change History		
Date	Name	Description
2019/09/02	Darren Jimenez	Document Creation

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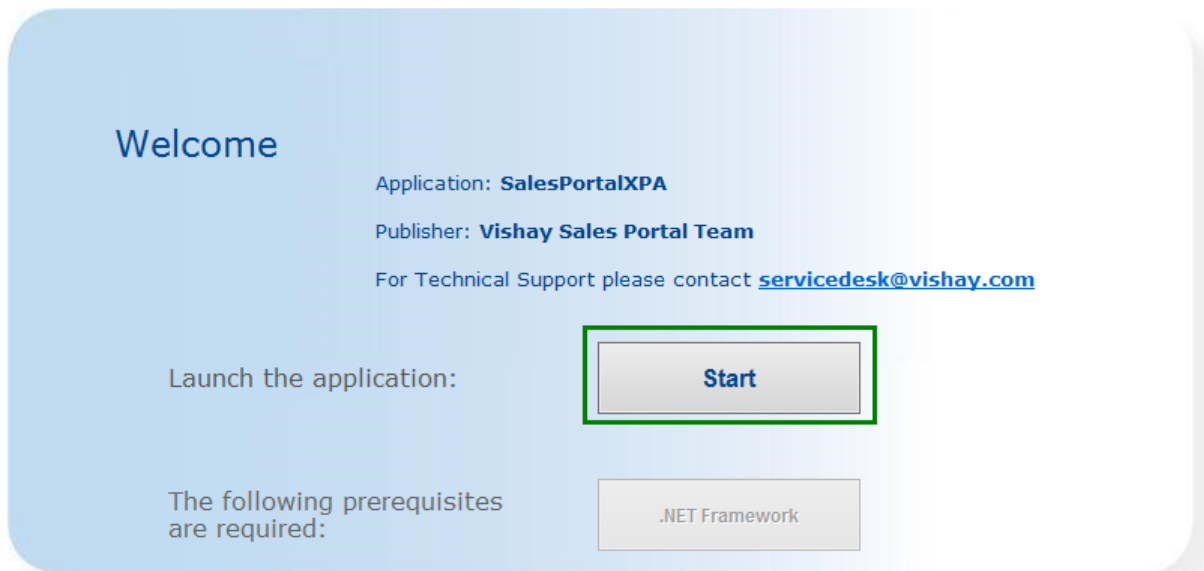
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You might need local ADMIN rights on your client system to perform the installation.

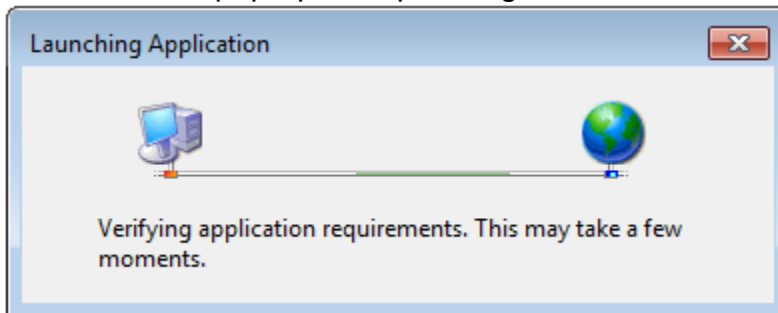
You must be using **Internet Explorer/Microsoft Edge** to continue.

If your organization does not permit to use either one of these two, please go [here](#) for **Google Chrome / Mozilla Firefox internet browsers** before proceeding further.

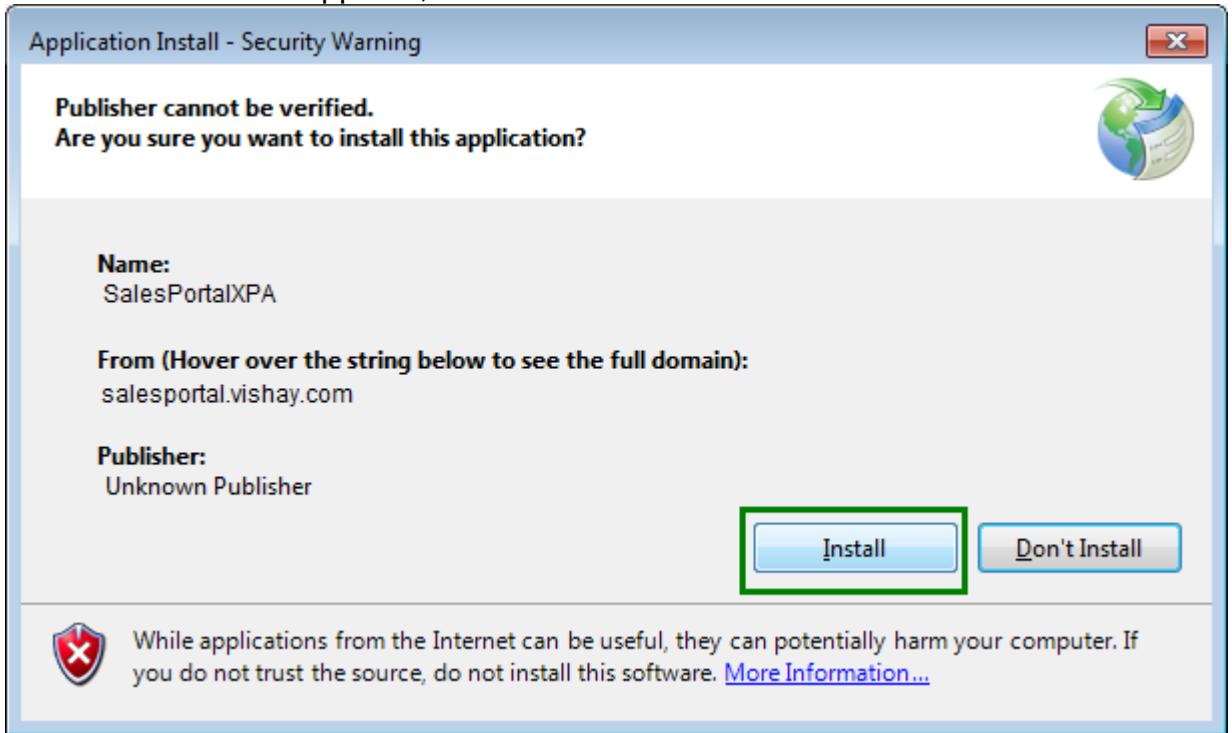
Go to <https://salesportal.vishay.com> and press the Start button to begin the client install.



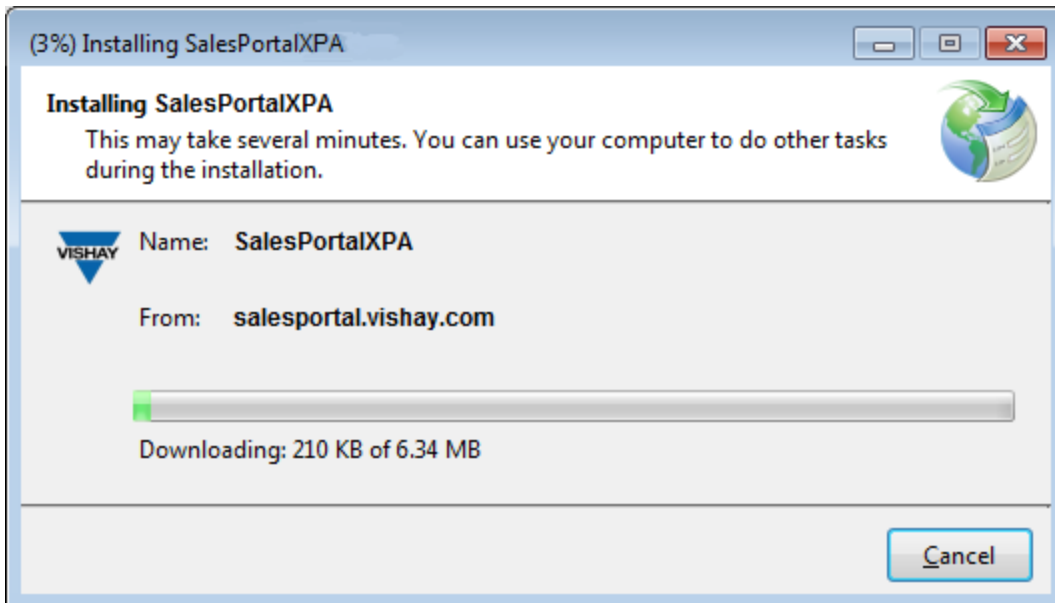
a. This is the first pop-up after pressing start.



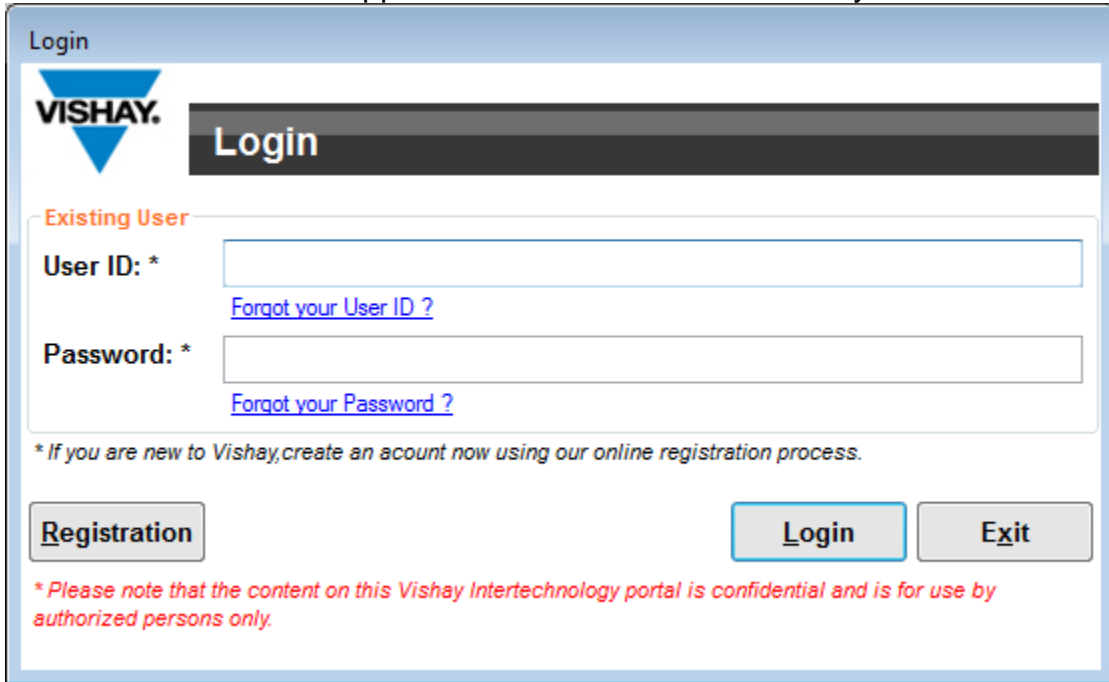
- b. Then when windows appears, click the Install button.



- c. A processing window will appear after clicking the Install button. Just wait for it to finish.

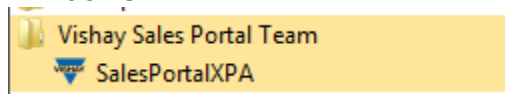


d. Sales Portal screen will appear once it has been successfully installed.

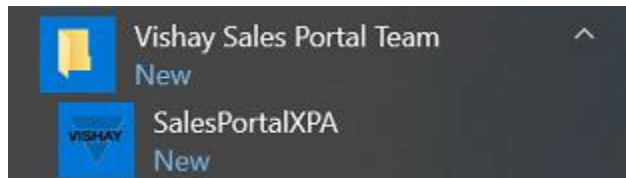


e. Should be also found on the Start Menu of your computer. This can be started without needing to visit <https://salesportal.vishay.com> again.

1. Windows 7



2. Windows 10



Sales Portal via Google Chrome/Mozilla Firefox

For Sales Portal to run by default, it should be installed using **Internet Explorer or Microsoft Edge**.

But if your organization doesn't allow either of the two browsers to run.

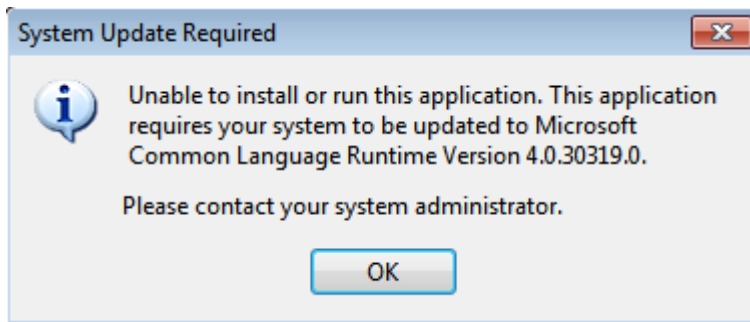
You need to install some add-ons to your which respective browser is being allowed.

- a. For **Google Chrome**
 - a. go to <https://chrome.google.com/webstore/detail/clickonce-for-google-chro/kekahkplibinaibelipdcikofmedafmb> and install the add-on.
- b. For **Mozilla Firefox**
 - a. go to <https://addons.mozilla.org/en-US/firefox/addon/breez-clickonce/?src=search> and install the add-on
- c. For the new **Microsoft Edge Chromium**
 - a. Since the Edge Chromium uses the same platform as Google Chrome, the add-on from Google Chrome is also compatible with Edge Chromium.
- d. After downloading the respective add-ons for your browsers, restart the browser and do the [Sales Portal installation](#) again.

Troubleshooting Common Errors(Installation Issues)

1. Unable to install or run this application. This application requires your system to be updated to Microsoft Common Language Runtime Version 4.0.30319.0.

-this problem usually occurs when you have a .Net that is not supported anymore by the application.

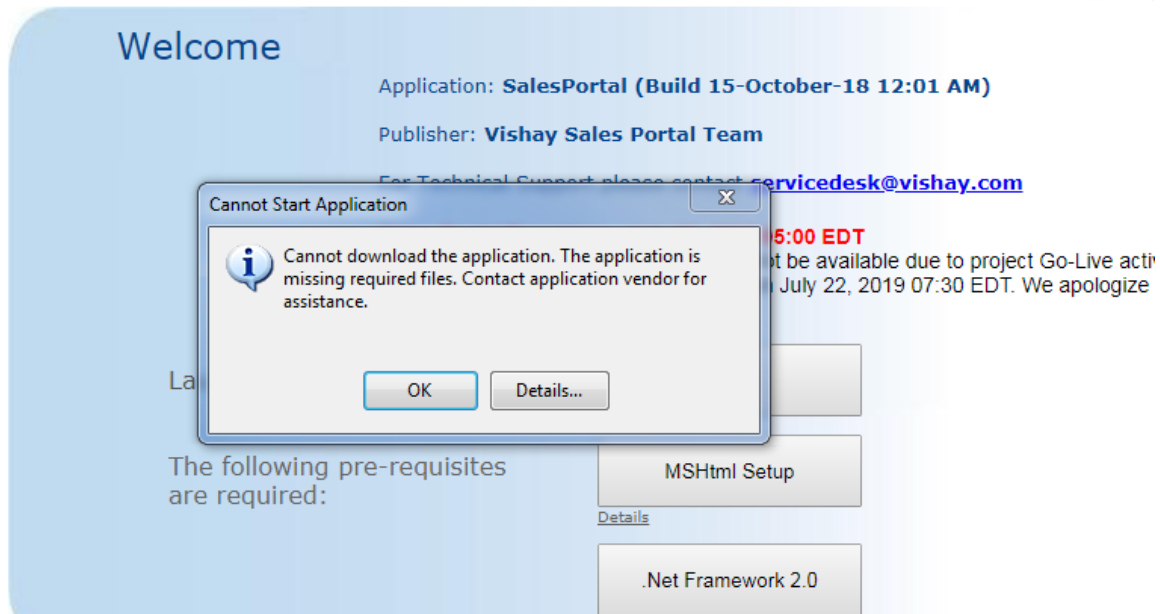


Solution: Install Microsoft .Net 4.0 via this link:
<http://go.microsoft.com/fwlink/?LinkId=181011>



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- 2. Cannot download the application. The application is missing required files. Contact application vendor for assistance.
 - Problem usually occurs when Internet Explorer, Google Chrome or Edge Chromium is used.



```

ZVG2HFJR.log - Notepad
File Edit Format View Help
PLATFORM VERSION INFO
  windows : 6.1.7601.65536 (win32NT)
  Common Language Runtime : 4.0.30319.42000
  System.Deployment.dll : 4.8.3761.0 built by: NET48RELI
  clr.dll : 4.8.3928.0 built by: NET48RELI
  dfdll.dll : 4.8.3761.0 built by: NET48RELI
  dfshim.dll : 4.0.41209.0 (Main.041209-0000)

SOURCES
  Deployment url : file:///C:/Users/djimenez2/Desktop/SalesPortalXPA.application

IDENTITIES
  Deployment Identity : salesPortalXPA, version=3.3.0.359, culture=neutral, PublicKeyToken=10143d40e66e15a7, processorArchitecture=x86

APPLICATION SUMMARY
  * Installable application.
  * Trust url parameter is set.

ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of C:\Users\djimenez2\Desktop\SalesPortalXPA.application resulted in exception. Following failure messages were detected:
    + Deployment and application do not have matching security zones

COMPONENT STORE TRANSACTION FAILURE SUMMARY
  No transaction error was detected.

WARNINGS
  There were no warnings during this operation.

OPERATION PROGRESS STATUS
  * [8/23/2019 7:07:49 AM] : Activation of C:\Users\djimenez2\Desktop\SalesPortalXPA.application has started.
  * [8/23/2019 7:07:49 AM] : Processing of deployment manifest has successfully completed.
  * [8/23/2019 7:07:49 AM] : Installation of the application has started.

ERROR DETAILS
  Following errors were detected during this operation.
  * [8/23/2019 7:07:49 AM] System.Deployment.Application.InvalidDeploymentException (Zone)
    - Deployment and application do not have matching security zones.
    - Source: System.Deployment
    - Stack trace:
      at System.Deployment.Application.DownloadManager.DownloadApplicationManifest(AssemblyManifest deploymentManifest, String targetDir
      at System.Deployment.Application.ApplicationActivator.DownloadApplication(SubscriptionState subState, ActivationDescription actDes
      at System.Deployment.Application.ApplicationActivator.InstallApplication(SubscriptionState& subState, ActivationDescription actDes
      at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String te
      at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivationWithRetry(Uri activationUri, Boolean isShortcut,
      --- End of stack trace from previous location where exception was thrown ---
      at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
      at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivationWithRetry(Uri activationUri, Boolean isShortcut,
      at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

COMPONENT STORE TRANSACTION DETAILS
  No transaction information is available.
  
```

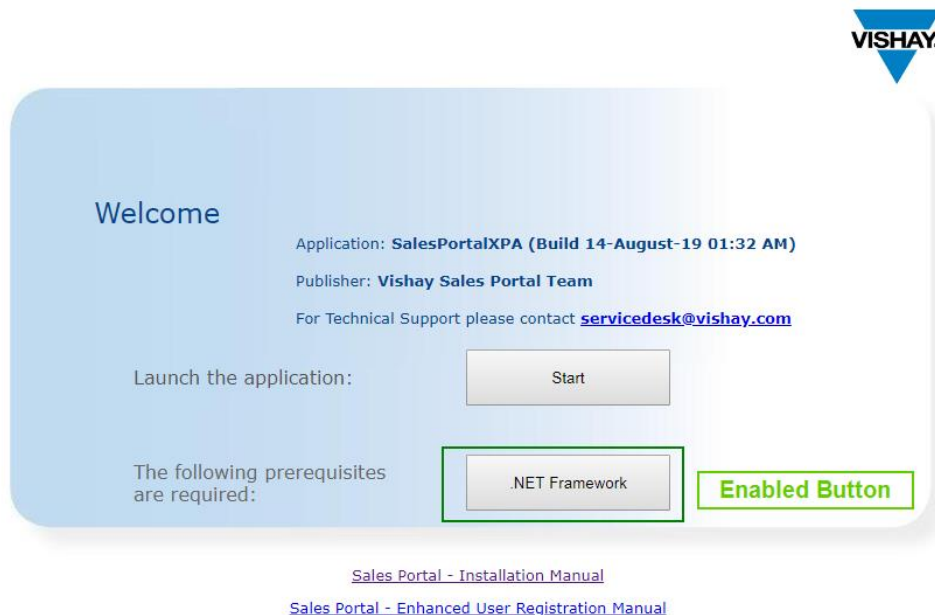
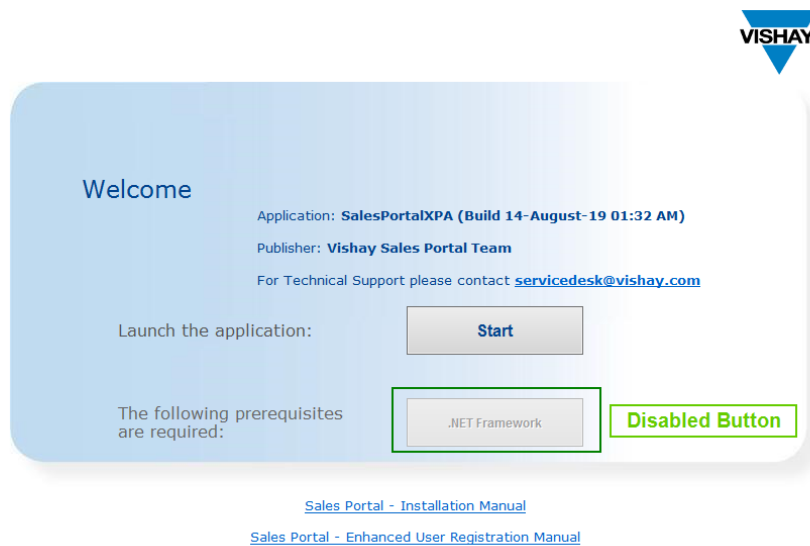
Solution: [Download Firefox / Google Chrome / Edge Chromium addon](#)

Last changed on:	Last changed by:	Version: 1.0	Page:
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3. .Net Framework version

To be able to run Sales Portal, at least **.Net Framework 2.0 for Windows 7** and **.Net 4.0 for Windows 10**.

When browsing to the Sales Portal website (<https://salesportal.vishay.com>), there will be a button for .NET framework installation. This will be disabled if there is already a supported .NET framework version install on the computer and will be enabled when client needs to have a .NET framework installation. This will only be accurate on Internet Explorer browser only.

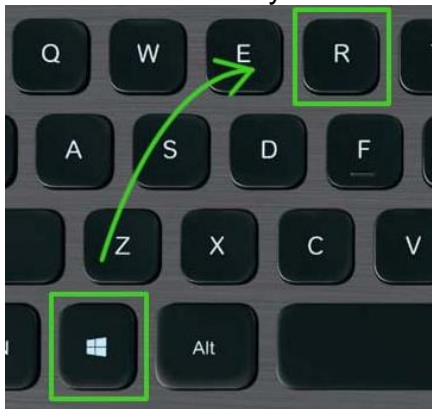


If using another browser please proceed [here](#) and follow the steps.

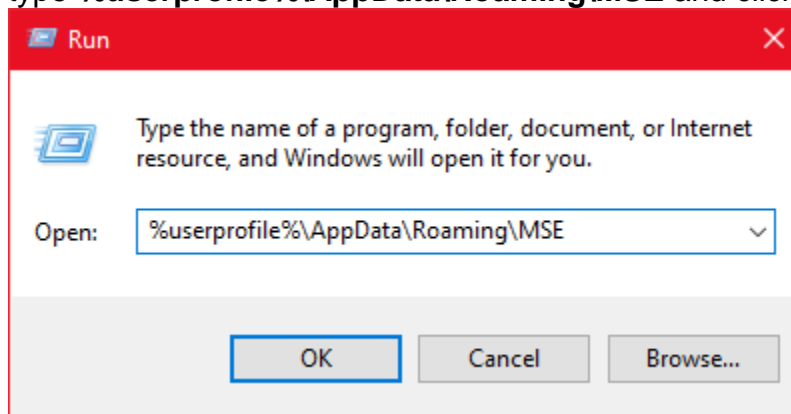
4. Sales Portal is already opened but no window is appearing on the screen.
This is due to having 2 or more displays while opening the Sales Portal and trying to open it again without the second display.

To reset the screen state like when it has only been downloaded for the first time, please do the following:

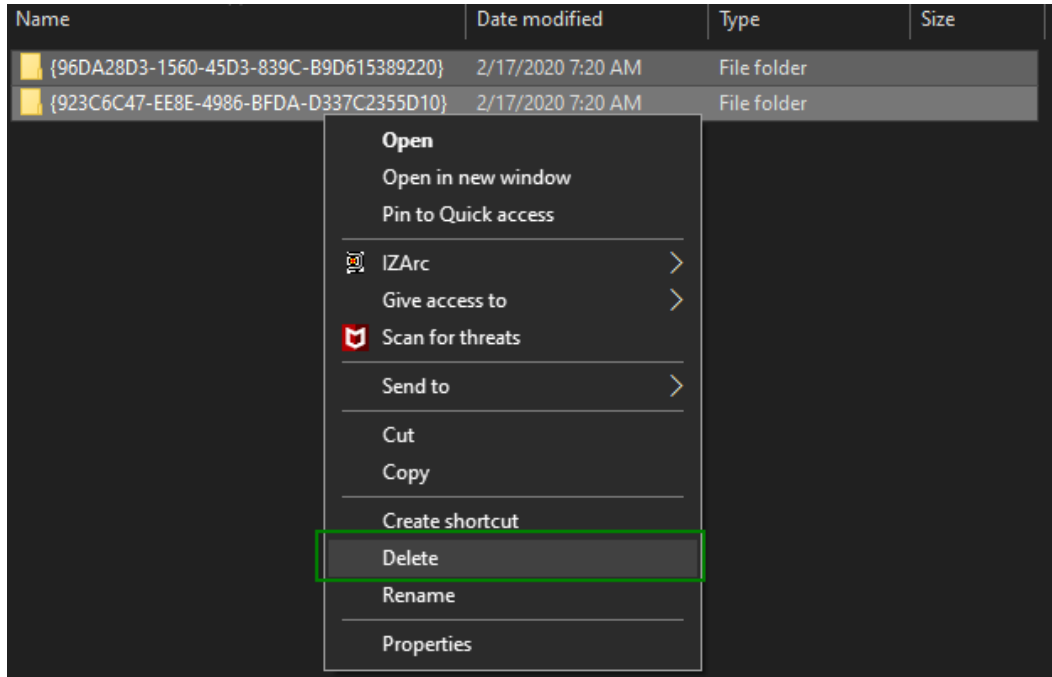
- a. Close any Sales Portal window that is open or if is not visible, it can be closed manually in the task manager.
- b. Press Windows key + R



- c. type `%userprofile%\AppData\Roaming\MSE` and click OK.



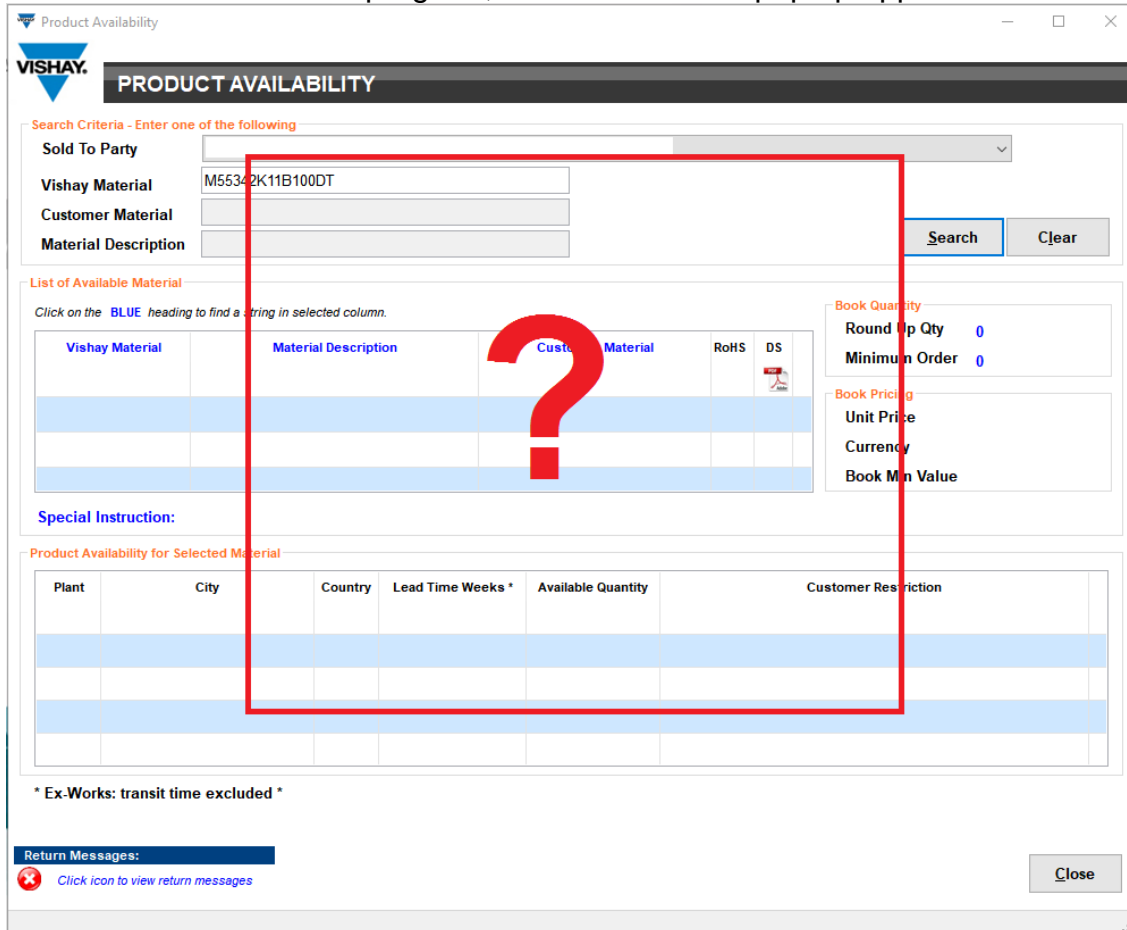
d. Delete all the contents inside.



e. Open Sales Portal again and screen should now be displayed on the main display.

Troubleshooting Common Errors(Other Issues)

1. When error occurs in the program, no error windows pop up appears.

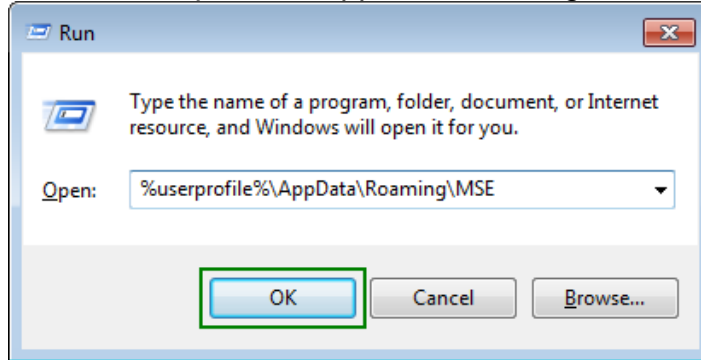


Solution: Reset Screen State

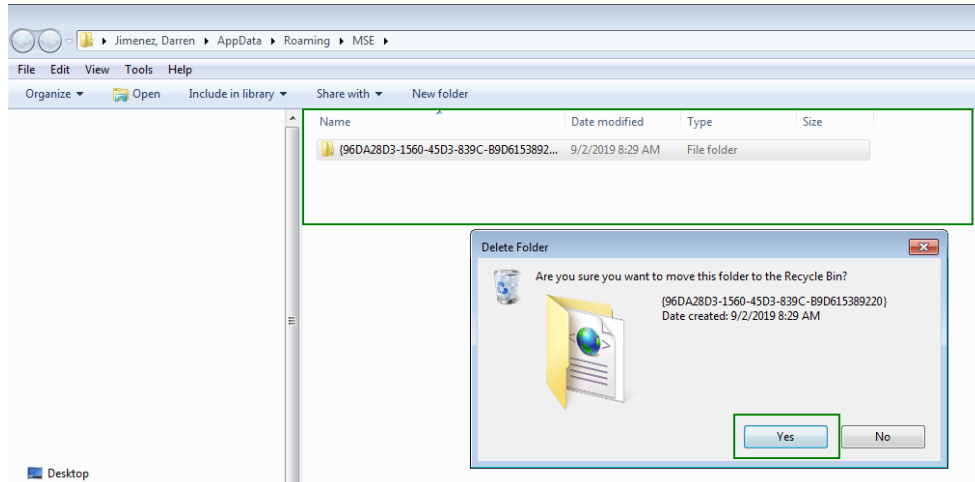
- Press Windows + R button



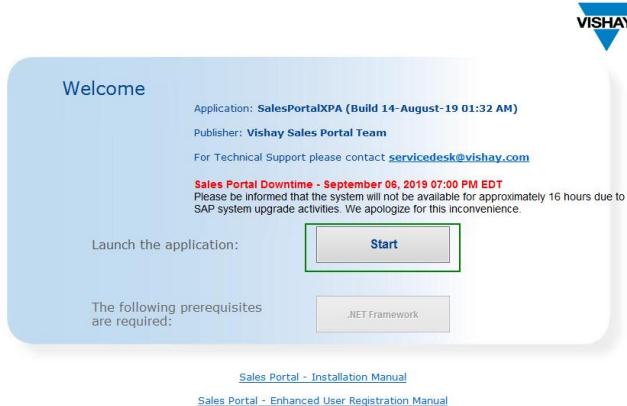
- Enter “%userprofile%\AppData\Roaming\MSE” and click OK.



- Delete all contents



- Start SalesPortal again.



Sales Portal Tools

a. **Delete Sales Portal Cache tool**

This tool only deletes the following folders which are related to Sales Portal.

%userprofile%\AppData\Local\Apps\2.0

%userprofile%\AppData\Local\Temp\MgxpRIACache

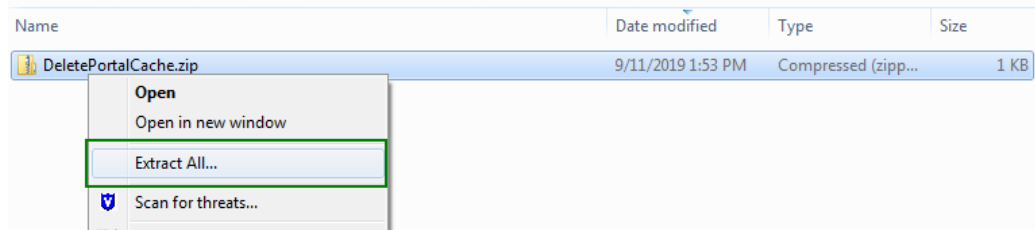
%userprofile%\AppData\Local\Temp\uniRIACache

%userprofile%\AppData\Roaming\MSE

If having any doubts, please have your local IT review the source code below before using.

<https://salesportal.vishay.com/files/DeletePortalCache-source-code.txt>

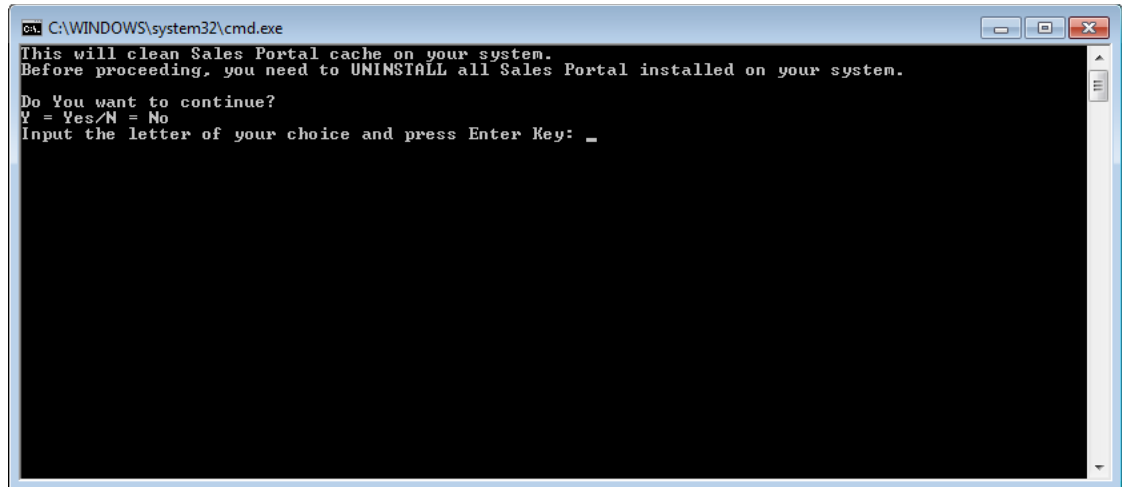
1. Download the tool from here:
<https://salesportal.vishay.com/files/deleteportalcachedownload.aspx>
2. Rename the downloaded file from “DeletePortalCache.ptl” to “DeletePortalCache.zip”
3. Extract the files inside to desired folder



4. Run/double click the extracted file.

Name	Date modified	Type	Size
DeletePortalCache.zip	9/11/2019 1:53 PM	Compressed (zipp...	1 KB
DeletePortalCache.bat	9/6/2019 11:14 AM	Windows Batch File	3 KB

5. Enter “Y” and press Enter Key.



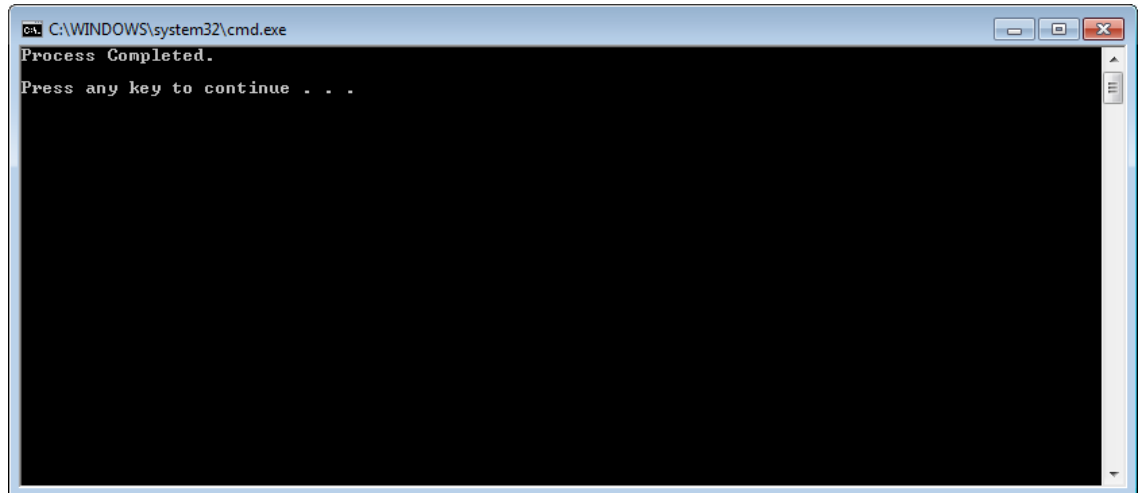
```

C:\WINDOWS\system32\cmd.exe
This will clean Sales Portal cache on your system.
Before proceeding, you need to UNINSTALL all Sales Portal installed on your system.

Do You want to continue?
Y = Yes/N = No
Input the letter of your choice and press Enter Key: _
  
```

*Note: Cannot proceed unless SalesPortal is removed/uninstalled beforehand.

- Wait for the confirmation message that it is completed before closing the tool.



```

C:\WINDOWS\system32\cmd.exe
Process Completed.
Press any key to continue . . .
  
```

- Go to <https://salesportal.vishay.com> again to download the client.

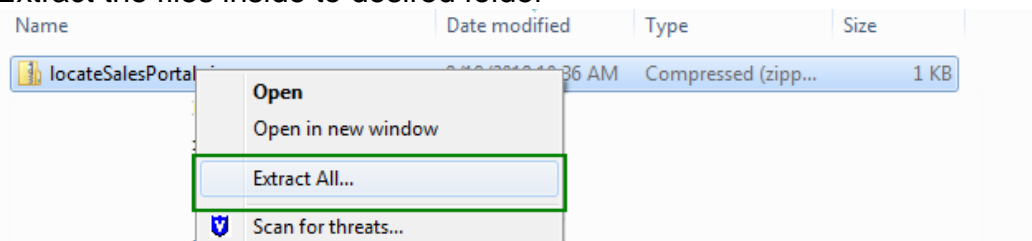
b. Locate MgxpaRIA.exe tool

This function locates the executable file used by sales portal incase the antivirus is blocking the application so that it can be added to whitelist.

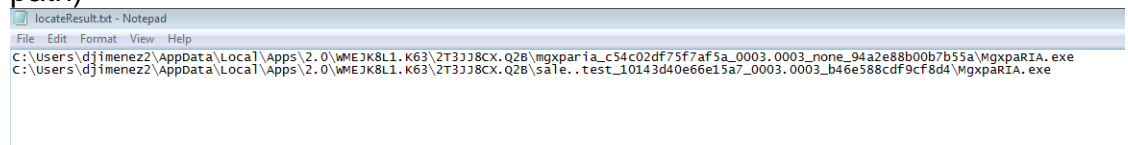
If having any doubts, please have your local IT review the source code below before using.

<https://salesportal.vishay.com/files/locateSalesPortal-source-code.txt>

1. Download the tool from here:
<https://salesportal.vishay.com/files/locatesalesportaldownload.aspx>
2. Rename the downloaded file from “locateSalesPortal.ptl” to “locateSalesPortal.zip”
3. Extract the files inside to desired folder



4. Run/double click the extracted file.
5. A text file will show containing the installation paths of the client. It can now be added it to the windows defender exclusion list. (1 line is 1 path)



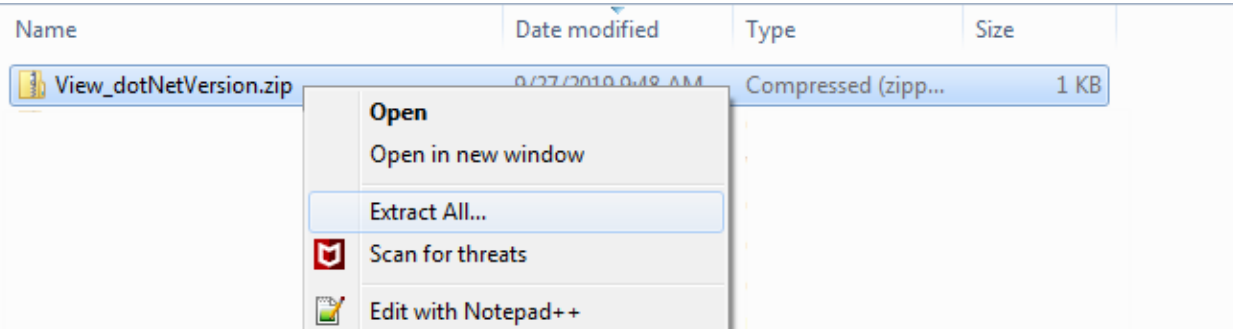
6. Start Sales Portal again.

c. View .NET version installation tool

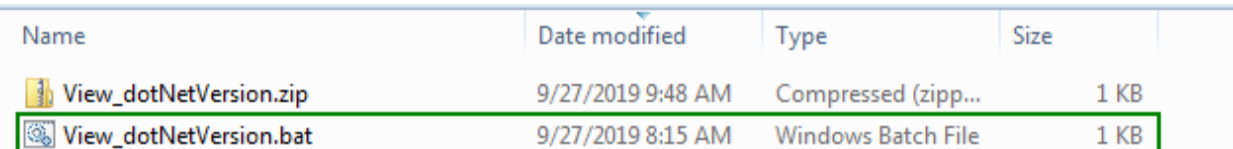
If having any doubts, please have your local IT review the source code below before using.

https://salesportal.vishay.com/files/View_dotNetVersion-source-code.txt

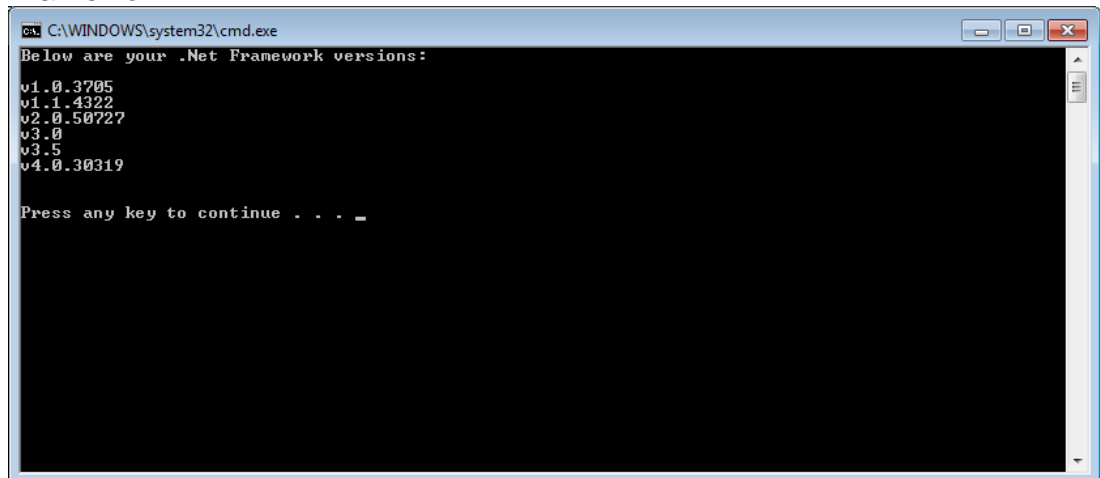
1. Download the tool from here:
<https://salesportal.vishay.com/files/viewdotnettool.aspx>
2. Rename the downloaded file from “View_dotNetVersion.ptl” to “View_dotNetVersion.zip”
3. Extract the files inside to desired folder



4. Run/double click the extracted file.



5. A Window will pop up displaying the installation versions of .NET Framework.



6. In case .NET installation requirements are not met, please download from here: <http://go.microsoft.com/fwlink/?LinkId=181011>