

Documentum Plugin Installation Steps for browsers

Executive Summary

A new version of WebTop has been deployed which no longer has a dependency on a specific Java version. With this deployment users will be able to access Documentum using Chrome or Internet Explorer 11 (Not compatible with Edge at this time).

A one-time plugin download is required per browser. **A setup file (NativeSetup.exe) is required to be installed once per computer**

Prerequisite for All browsers

- ✓ Pop-ups must be allowed for Documentum URL
- ✓ Clear your browser cache
- ✓ One version of Java, 7_67 or higher, must be installed

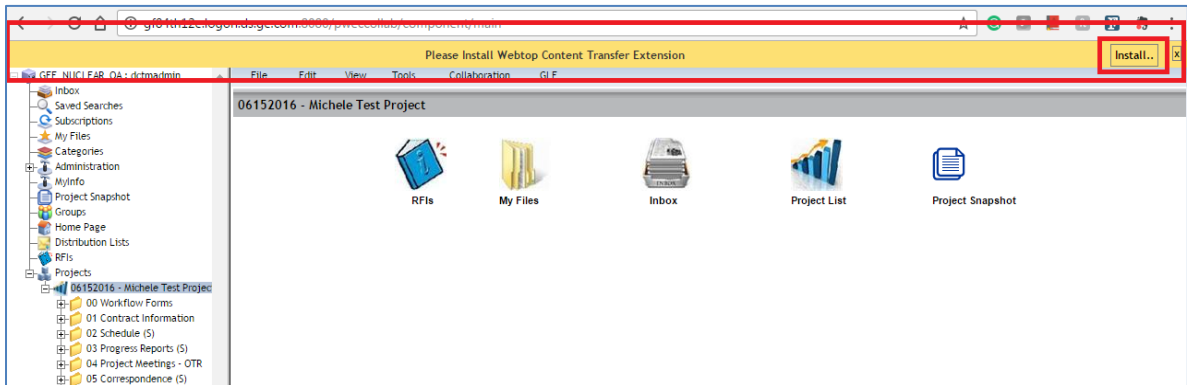
[Click below for browser guideline](#)

[Chrome](#)

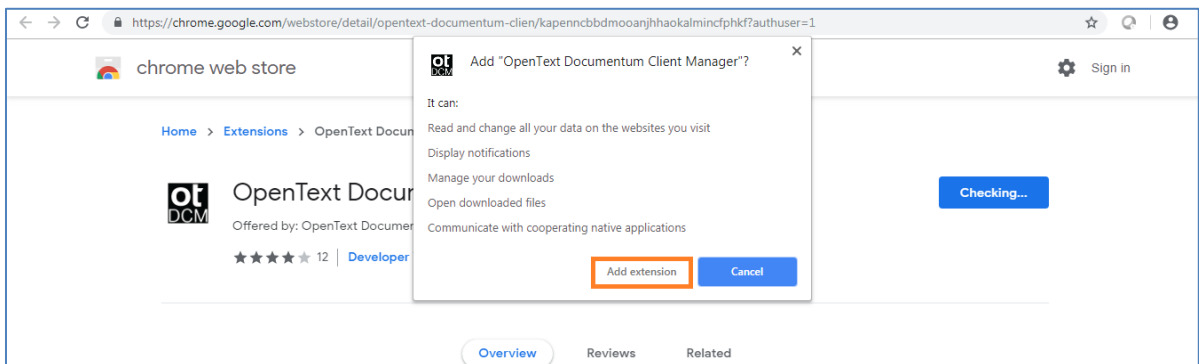
[Internet Explorer 11](#)

Documentum Plugin Installation Steps for Google Chrome

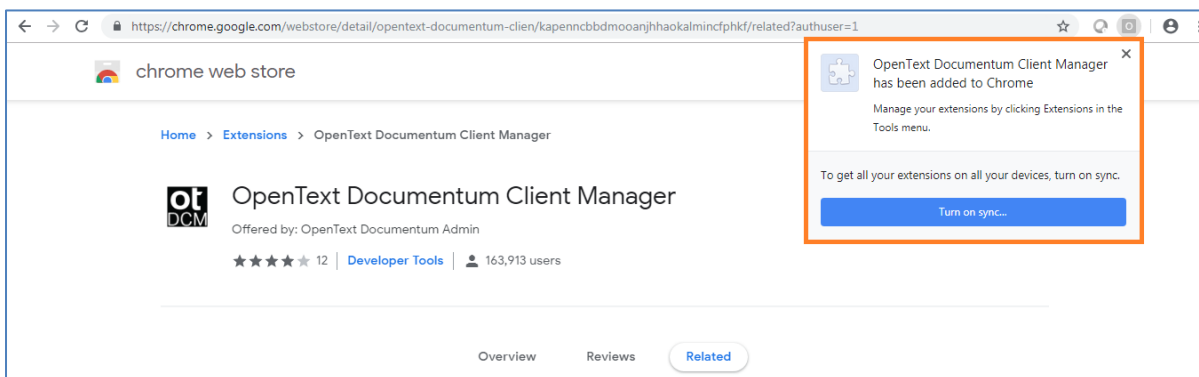
1. Login to Documentum WebTop with your Google Chrome browser.
2. A banner with message **"Please Install Webtop Content Transfer Extension"** appears below the URL bar. Click on the **"Install"** button.



3. Click on **"Add Extension"** on the Pop-up.

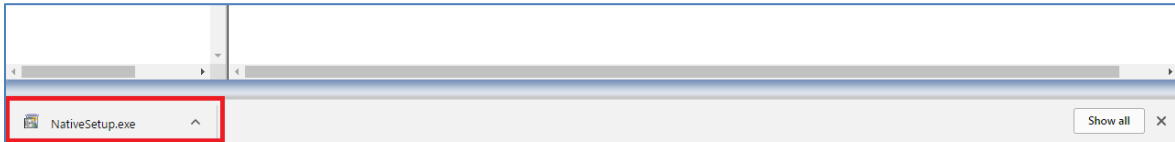


4. You will receive a message stating that the Extension has been added to Chrome.



5. Refresh the browser(F5).
6. This will automatically initiate download of a setup file (NativeSetup.exe). In the lower left corner, click on the icon to run it once the download is complete.

Note: You don't need admin privileges in your system to run this file for Chrome.

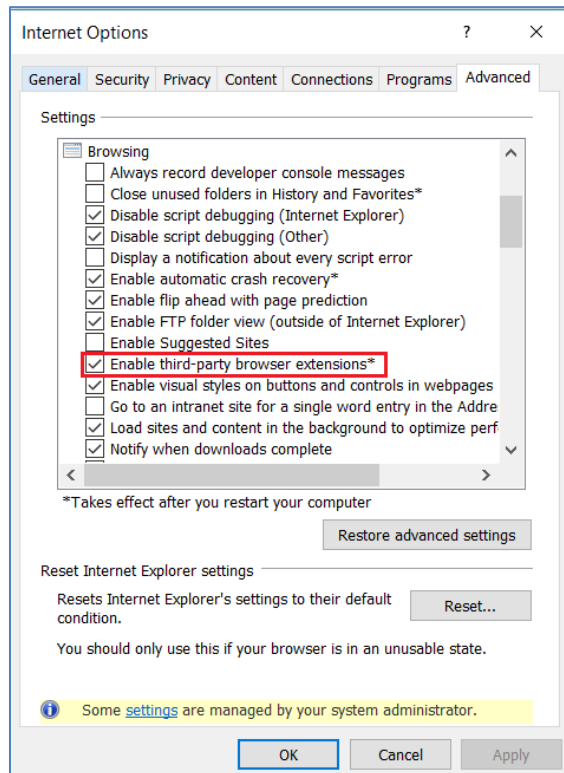


7. The plugin will get installed within a few seconds and there will be no confirmation message. In case of any error messages, please contact ebusinesstechsupport@ps.ge.com
8. Restart the browser, login to Documentum, and wait for few minutes to allow the plugin to download in the background.
9. You are all set to use Documentum on Google Chrome

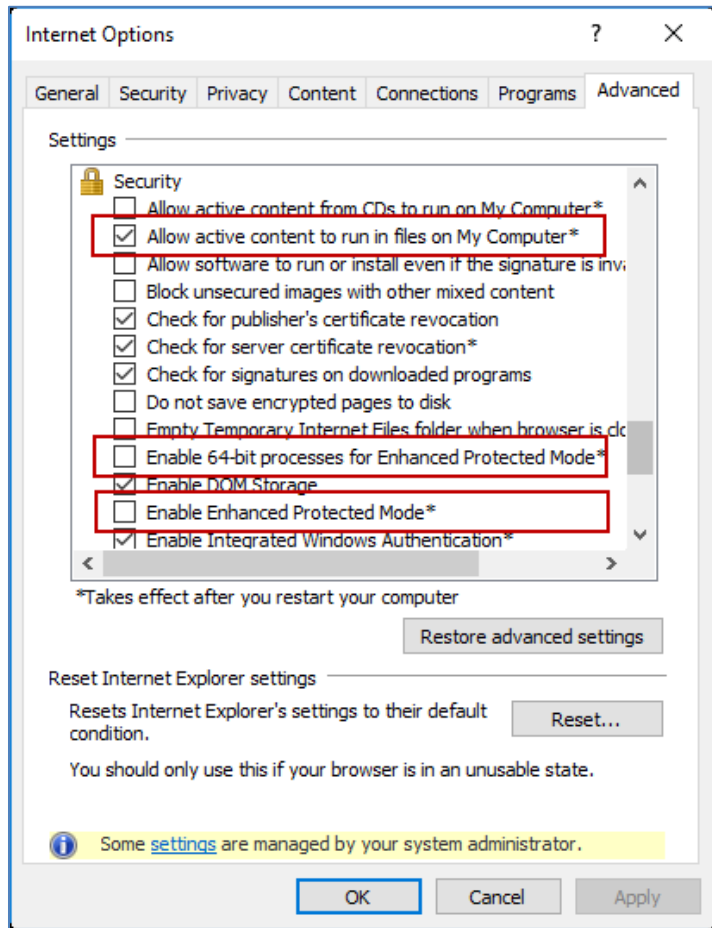
Documentum Plugging Installation Steps for Internet Explorer 11

Section A - Prerequisites

1. You should have Administrator privileges in your system.
2. From Internet Options > Advanced > Browsing, ENABLE the option as shown below.
 - a. **Thrid party Browser Extension option as shown below**

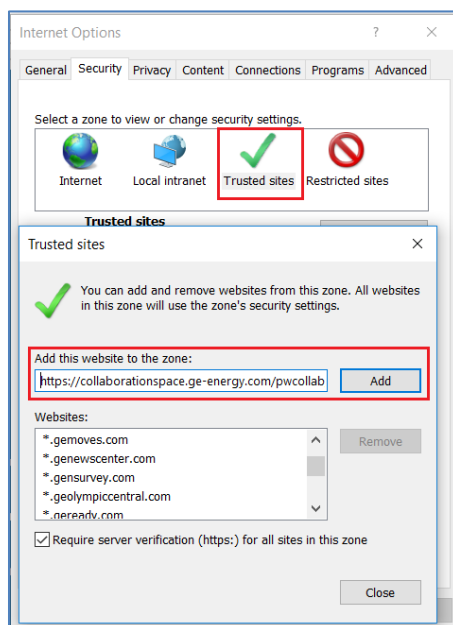


3. From Internet Options > Advanced > Security, ENABLE the option show below
 - a. **Allow active content to run the files on my computer**
 - DISABLE the options as shown below.
 - b. **Enable Enhanced Protected mode**
 - c. **Enable 64 bit processes for enhanced protected mode**

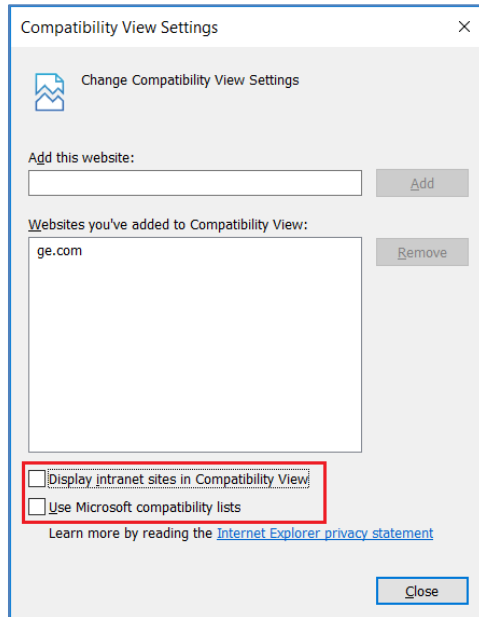


4. Add Webtop URL to Trusted Sites in Internet Options > Security > Trusted Sites > Sites as shown below.

URL: <https://collaborationspace.ge-energy.com/>

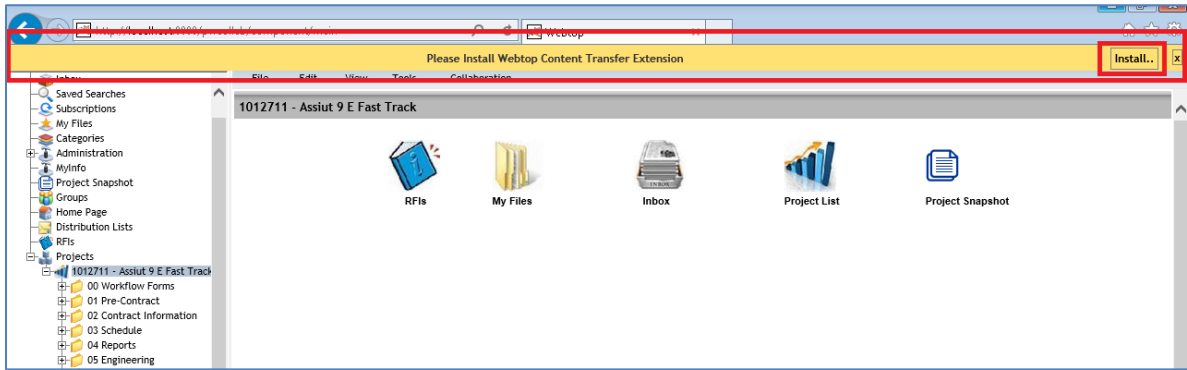


5. DISABLE both the “Display Intranet Sites in Compatibility View” and “Use Microsoft Compatibility Lists” options as shown below.

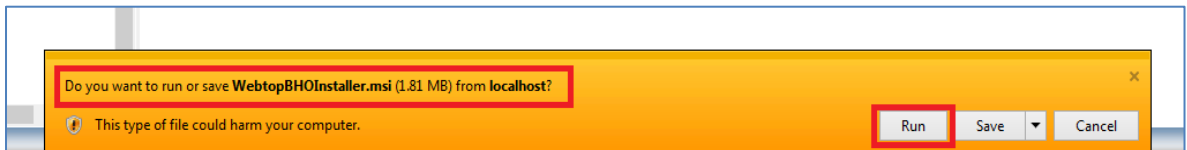


Section B – Plugin Installation

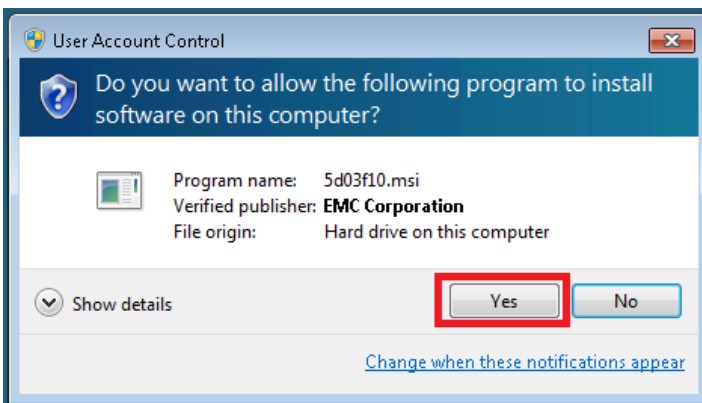
1. Open Internet Explorer (IE). Using the regular URL, login to Documentum Webtop.
2. A banner with message "**Please Install Webtop Content Transfer Extension**" appears below the URL bar. Click on the Install button.



3. IE will open a pop up banner as shown below. Click on "Run".

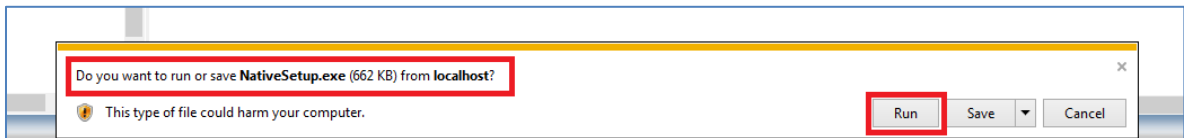


4. The Installation Wizard starts and shows a pop up as displayed below. Click on "Yes".



Note: You NEED admin privileges in your system to run this file.

5. The installation will complete in few seconds. It might NOT generate any 'successful installation' message.
6. Restart your browser and log in to Documentum. Click on 'Enable' if any pop up appears seeking your permission to enable OpenText Documentum Plugin.
7. You will immediately receive another pop up as shown below. Click on "Run".



8. The plugin will get installed within a few seconds and there will be no confirmation message. In case of any error messages, please contact ebusinesstechsupport@ps.ge.com
9. Restart the browser, login to Documentum, and wait for few minutes to allow the plugin to download in the background.
10. You are all set to use Documentum on IE.