

### Frequently Asked Questions

Questions:

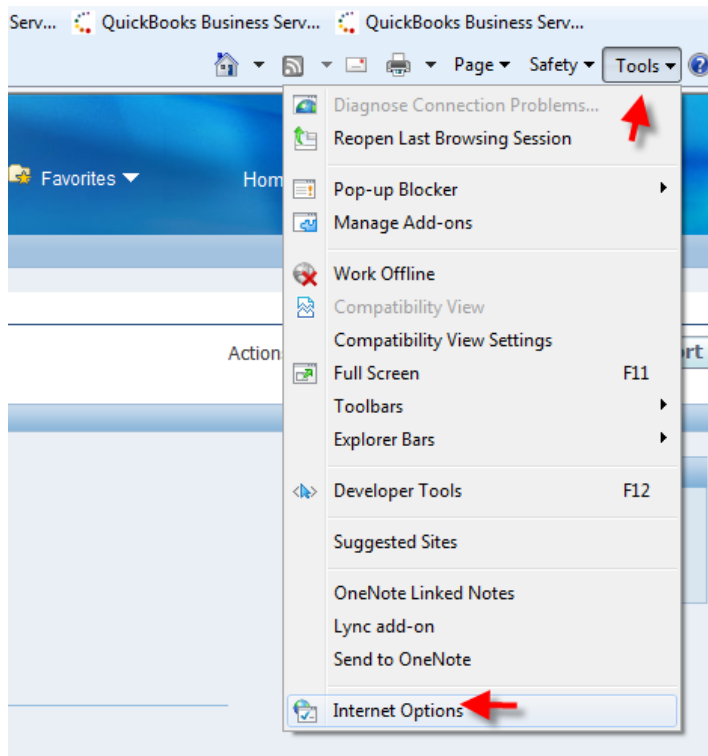
- I don't see the notifications in my email.
- The attachment pdf of the PO is blocked and I can't open it.

Answer: Your firewall could be blocking the system generated email notifications and attachments from our Oracle system. Work with your IT department to make emails from P1 Oracle Applications trusted.

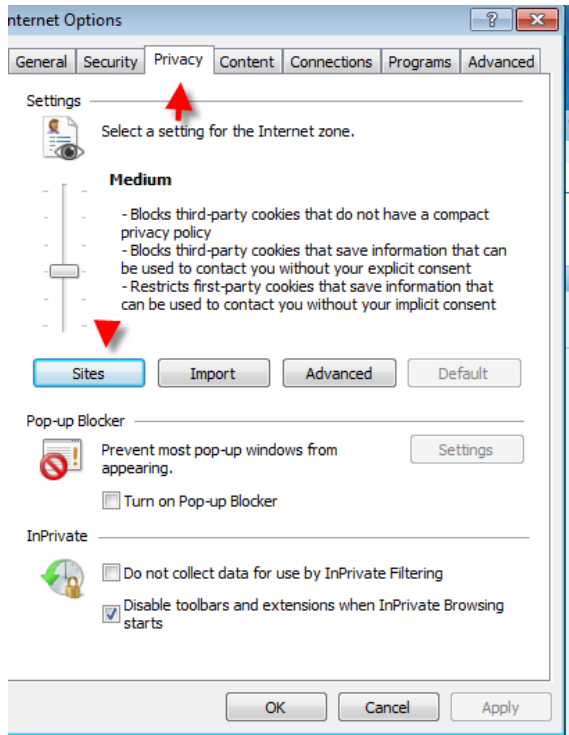
We have been seeing some PO notifications blocking the PO attachment in the email from our Oracle iSupplier portal. You can log in to iSupplier to view the .pdf of the PO. Try the following to prevent the PO notification attachment from being blocked.

[Add the sender email address to your whitelist \(always allowed, but still scanned for viruses\).](#)

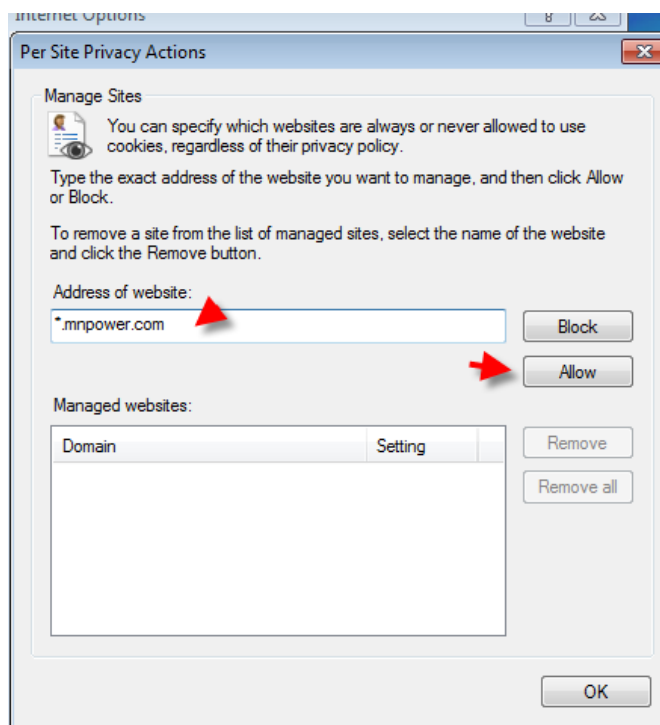
- iSupplier emails containing .pdf of the PO are being blocked to the supplier.



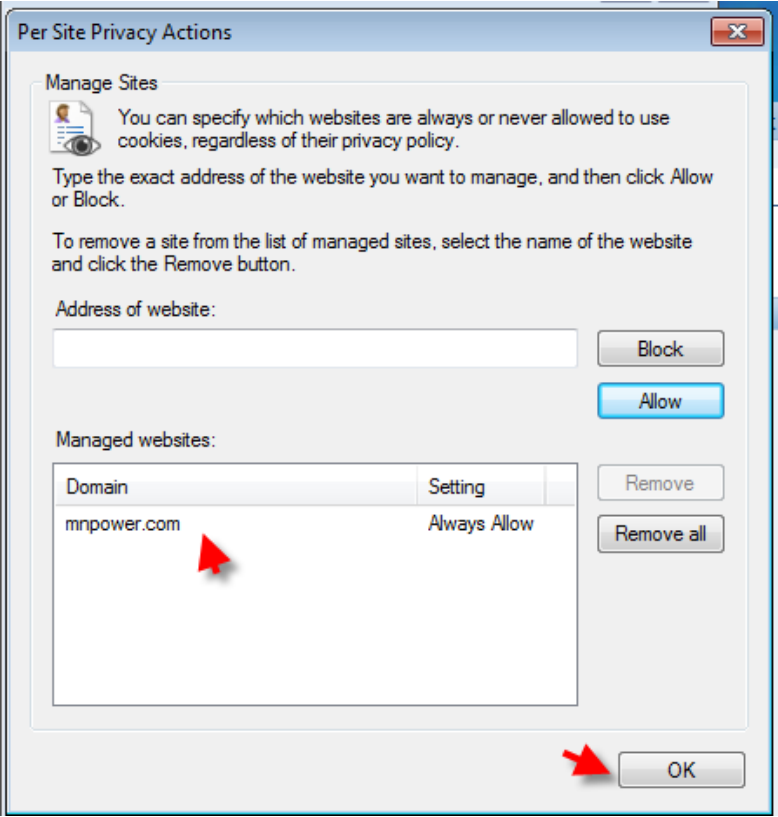
Try adding Minnesota Power as a trusted site on Internet Explorer. From the Internet Explorer drop down menu to the upper right of the screen, choose Tools, Internet Options.



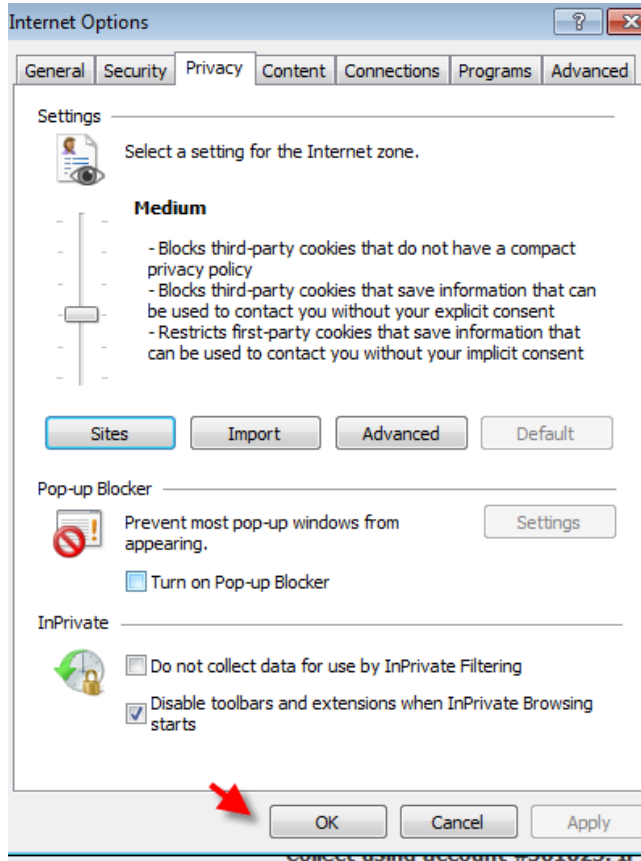
Under the Privacy menu, choose Sites.



Enter the address \*.mnpower.com and click Allow.



See that the mnpower.com address is under the managed websites box, click OK.

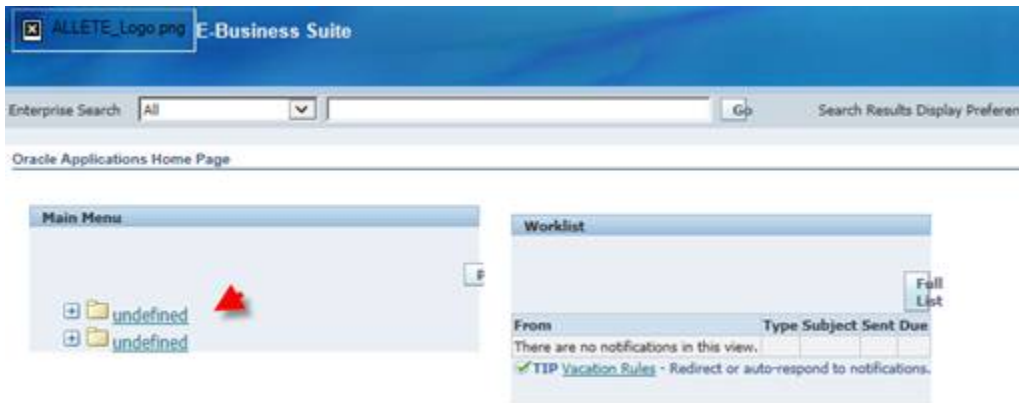


Click OK.

Go to iSupplier, ALT iSupplier User Custom, try to open a pdf of a PO to test if this change worked and allows you to view the pdf of the PO>

- When I log into Oracle iSupplier, my list of responsibilities is displayed as “undefined”.

There is an update to Internet Explorer that is causing the iSupplier responsibilities to display as “undefined”.



Oracle and Internet Explorer 10 are not currently compatible. IE 10 is too high of a version and prevents the Oracle Application (iSupplier) from functioning properly.

There are some options available in order to resolve this issue:

1. You can log in to iSupplier with a different browser, such as Firefox.
2. Roll Internet Explorer back to an older version. To roll back IE10 to IE9 in Windows 7 perform the following precisely:

OR

3. Depending on your operating system, some version of Internet Explorer 10 has a compatibility view which can resolve the

issue. Click the Tools, move down the menu to Compatibility View and click. There should be a checkmark beside Compatibility View.

If you have tried all of the options above and continue to get the “Undefined” in the main menu, please email [isupplierinquiries@allete.com](mailto:isupplierinquiries@allete.com)