Web Guide v2.1

Passage

Passage is SBC's Web-based provisioning and

information tool. Passage provides customers

with the ability to securely transfer files to and

from SBC using the Internet.

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Contents

The Passage Web Site

Browser Requirements

- Internet Explorer 4.0 or above

- Cookies enabled

- Javascript enabled

- SSL3 for better security (although SSL2 may be used)

- 800 x 600 pixel screen resolution preferred, 640 x 480 pixel screen resolution acceptable

Connecting to the Passage Web Site

Using Internet Explorer as your browser, logon to the Internet and type in the following address:

https://ebiznet.sbc.com/passage

Once the connection to Passage is established, The Passage logon screen will appear.

Download

Reports and other administrative files are placed in your designated customer folder and can be downloaded by clicking on the <u>Download</u> link in the Passage navigation bar. The blinking indicator next to the Download link in the navigation bar alerts you that new files are available for downloading.

To Download a File from SBC:

- Click on the <u>Download</u> link in the Passage navigation bar.

- Left-click the file you wish to download. This action initiates the download process, opens a *File Download* window, and prompts for either *Save this file to disk*, or *Open this file from its current location*.

- Select *Save this file to disk*.

- Follow the onscreen prompts to save the file to the desired destination.

After a successful transfer, the "Download complete" dialogue box is displayed.

Immediately after downloading, the file is moved to the Archive. Note that, although a successfully downloaded file still appears in the download list in the browser (grayed out), it has been moved to the Archive on the server. To remove the file from the download list, click the browser refresh button. Once downloaded, files can only be downloaded again from the Archive.

Your browser may be configured so that the file actually launches when clicked, rather than opening a download window. If the file launches, simply perform a *Save As* from the File menu and follow the onscreen prompts to save the file to the desired destination.

Archive

All files requested for download are moved to the Archive.

To download previously downloaded files, click on the Archive link in the navigation bar and repeat the download process.

Files remain in the Archive folder for six months. After six months, archived files are automatically deleted and are no longer available from SBC.

Upload

Order files can be uploaded to SBC using the Upload link in the navigation bar. Note that files to be uploaded must be created using SBC's product ordering specifications. Files not meeting these specifications will be rejected. Contact your account manager if you are unfamiliar with your order file specifications.

To Upload Files to SBC

- Click the Upload link in the navigation bar.

- Select a file from your PC or system by clicking the "Browse" button.

- Navigate to the desired folder and select the file or enter the full path and file name in the field to the left of the "Browse" button. Only one file can be uploaded at a time.

- To send the file, click the "Upload Order File" button.

A "Successfully Uploaded File" message will appear in a green banner under the blue main page banner after the file has been successfully uploaded to SBC.

Frequently Asked Questions

Q1 When I select a file to download, the file automatically opens in the browser and the download window does not display. How do I download the file?

A Your browser may be configured to associate an application with a file extension and automatically open the file with the associated application. To download the file, perform a *Save As* from the File menu and follow the onscreen prompts to save the file to the desired destination.

Q2 When I select a text file to download which has a ".txt" file extension, why is the default filename populated as "name.tx" not "name.txt" in my browser?

A This filename's extension was changed to ".tx" by Passage because the browser will not enable a Save As command with ".txt" extensions. This is one limitation of current browser technology. To save the file with a ".txt" extension, download the file first and then rename the file with a ".txt" extension.

Q3 I selected a file to download, began the download process and then I clicked the *Cancel* button. When I attempt to download the file again, why do I receive the message "An attempt was already made to download this file. To download this file, use the <u>Archive</u> link on the Passage navigation bar"?

A Once a file is selected for download, the download session begins and the file is moved to the Archive, regardless of whether or not the download was completed. Current Internet technology does not enable the server to notify the browser of cancelled or incomplete downloads. If you cancel a download in progress, click the browser's Refresh button to reflect files that have been removed from the Download list and moved to the Archive.

The file still exists and can be downloaded by clicking the <u>Archive</u> link on the Passage navigation bar and re-selecting the file for downloading.

Q4 When I upload or select a file to download, why do I get a "Session expired. Please login again!" message?

A To better manage server resources and performance, Passage has a 10-minute inactivity time-out. If your session expires, simply re-login to Passage.

Q5 When I select a file to download, why do I get the message "This file is empty and cannot be downloaded (automatically moved to Archive)"?

A This occurs when attempting to download a file that is empty (file size = 0). Generally, there will not be empty files available for download. However, infrequently, empty files are made available for download. Current browser technology does not allow downloading of empty files and will intercept any download session for such files.

Passage displays a message indicating the file cannot be downloaded and was automatically moved to the Archive. Conctact the MSTAC and provide the name of the empty file in the Archive.

Error Messages

Error Message:

"Internal error authenticating user. Passage error: 1001 Username: vendor"

Passage detected an internal error authenticating. Close your browser and try to login again. If this error continues, contact the MessageSource® Technical Assistance Center (MSTAC).

Error Message:

"Internal web server configuration error for specified user account!…"

This is an SBC internal configuration problem. Print the screen and contact the MSTAC.

You may be asked to fax the screen printout.

Error Message:

"Failed to upload file! You must specify a valid filename."

The file you selected could not be uploaded. There are a variety of reasons for this error:

- You must enter the full path and filename (or browse) in the field just left of the "Browse" button.

- The selected file must exist on your PC or network. The file cannot be empty; right-click on the file and select properties; the size cannot be 0.

Error Message:

"Failed to upload file! Most likely because your browser does not support Upload via this mechanism. To upload files, Internet Explorer version 4.0 or higher is required. See your own system administrator if you are unsure if your browser has this capability."

Passage requires at least Internet Explorer 4.x or higher as your browser.

Error Message:

"An error occurred when saving the file on the server! Possible causes include: 'An incorrect filename was specified', 'File permissions do not allow writing to the specified area'."

Contact the MSTAC and indicate the exact path and filename of the file you are trying to upload.

Error Message:

"You are not currently configured to upload [xxxx] order files. File: [ffff]"

Passage must be configured to upload the type of order file you attempted to send (CNS and Subscription Billing orders). Once you have confirmed the order file attempting to be uploaded is a valid type, contact the MSTAC.

Error Message:

"Failed to upload file! The file you attempted to upload was not a properly formatted order file. File: [ffff]."

The file you attempted to send is not properly formatted. Order files must conform to the Flexible Computer Interface Form (FCIF) format including a header, order records and trailer record. Contact the MSTAC for a detailed order file interface specification.

Error Message:

"Failed to internally queue order file for processing! 'The xxxx order file was successfully received but could not internally transfer the file for processing. Try again or contact the MSTAC."

An internal Passage error occurred sending the uploaded file to the designated SBC Operating Support System for processing. Try this operation again. If the problem persists, contact the MSTAC.