



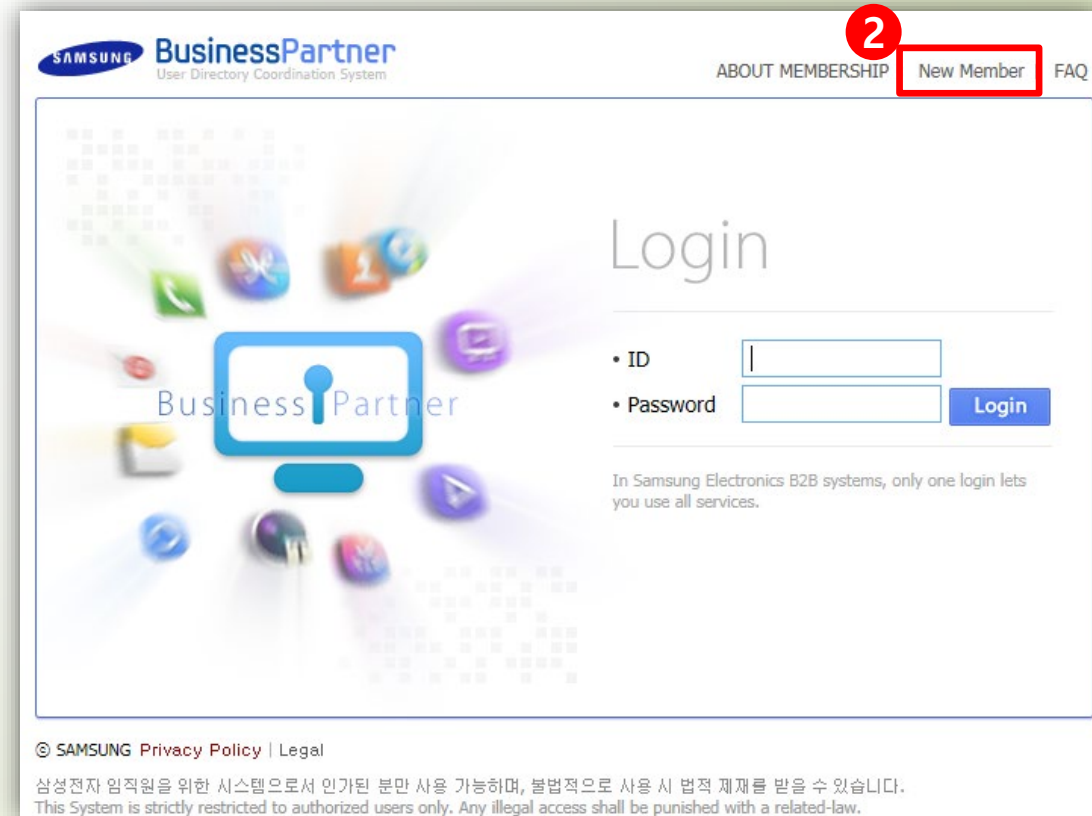
Dev. Collaboration Support System with Biz Partner
(Collaborative Product Commerce eXchange)

Biz Partner Member Subscription · Log-In

- **Member Subscription**
- **1st login**
- **2nd login (MFA)**
- **Login PC certification**
- ※ **How to take action when CPCex connection is not possible**
- ※ **How to take action if file download is not possible**

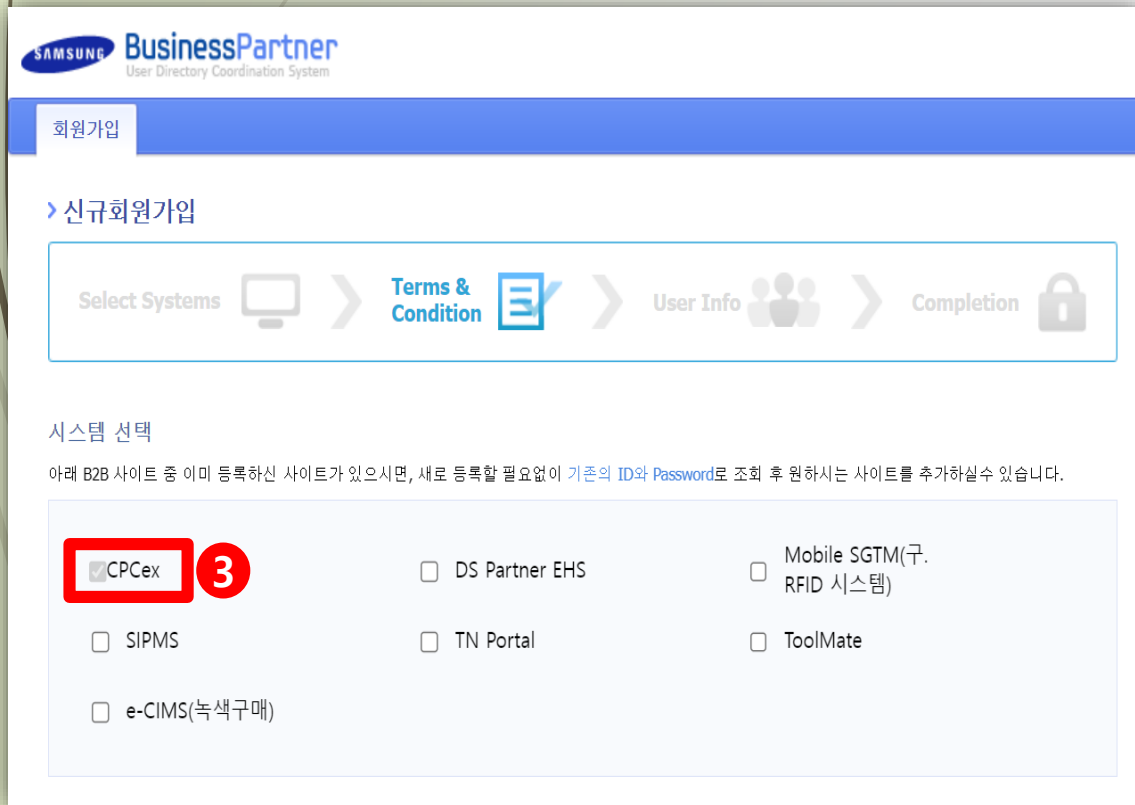
Member Subscription

- ❖ Through Edge or Chrome browser, access the following website: <http://cpc.sec.samsung.net>.
- ① For biz partners, select “Biz Partner / Affiliated (B2B)” and click the [Login to CPCex] button.
- ② On the B2B Biz. Partner System Log-In screen, click the “New Member” button.



Member Subscription

- ❖ Access the B2B integrated authentication system and proceed with CPCex subscription.
- ③ Check if CPCex is checked in the system selection and if it is not checked, reconnect and proceed.
- ④ Select the country where the partner company is located. : EU, China, others (including Korea)
- ⑤ We agree to the terms and conditions of use, the collection and use of personal information, and proceed with membership.



SAMSUNG BusinessPartner
User Directory Coordination System

회원가입

> 신규회원가입

Select Systems > Terms & Condition > User Info > Completion

시스템 선택

아래 B2B 사이트 중 이미 등록하신 사이트가 있으시면, 새로 등록할 필요없이 기존의 ID와 Password로 조회 후 원하시는 사이트를 추가하실 수 있습니다.

CPCex ③

DS Partner EHS

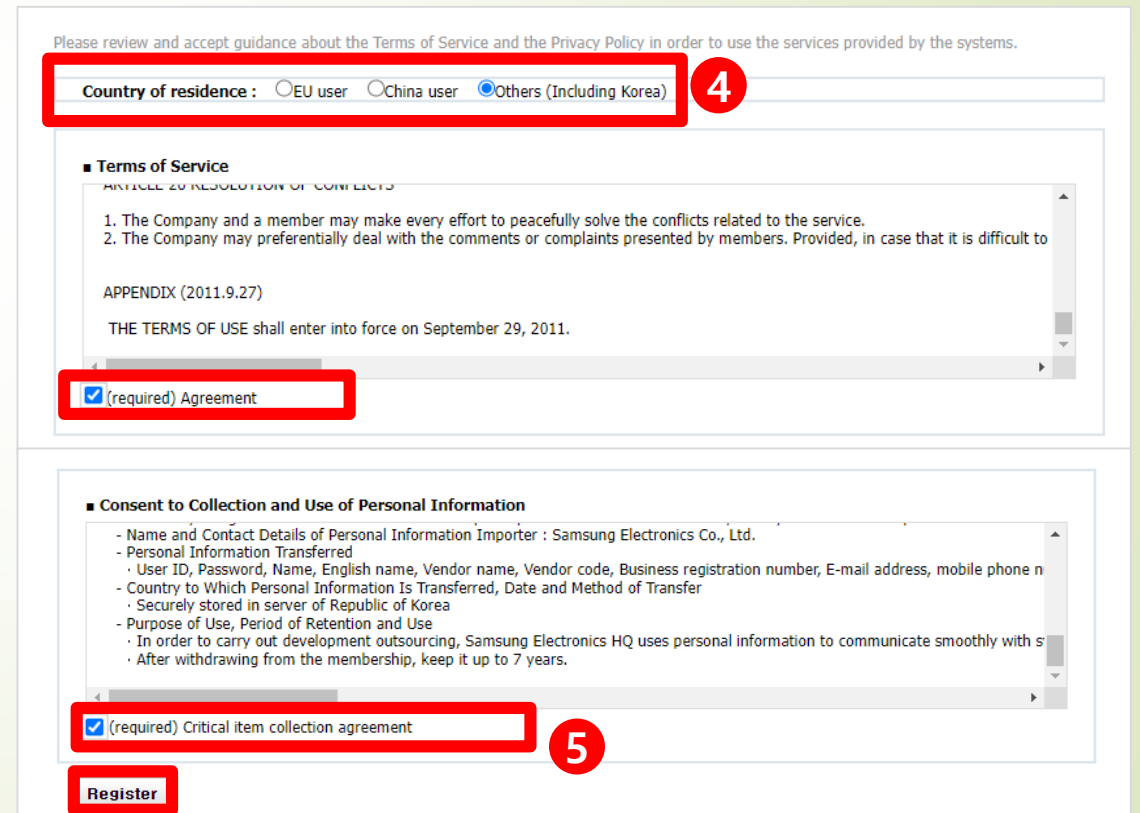
Mobile SGTМ(구. RFID 시스템)

SIPMS

TN Portal

ToolMate

e-CIMS(녹색구매)



Please review and accept guidance about the Terms of Service and the Privacy Policy in order to use the services provided by the systems.

Country of residence : EU user China user Others (Including Korea) ④

■ Terms of Service

ARTICLE 20 RESOLUTION OF CONFLICTS

1. The Company and a member may make every effort to peacefully solve the conflicts related to the service.
2. The Company may preferentially deal with the comments or complaints presented by members. Provided, in case that it is difficult to

APPENDIX (2011.9.27)

THE TERMS OF USE shall enter into force on September 29, 2011.

(required) Agreement

■ Consent to Collection and Use of Personal Information

- Name and Contact Details of Personal Information Importer : Samsung Electronics Co., Ltd.
- Personal Information Transferred
· User ID, Password, Name, English name, Vendor name, Vendor code, Business registration number, E-mail address, mobile phone n
- Country to Which Personal Information Is Transferred, Date and Method of Transfer
· Securely stored in server of Republic of Korea
- Purpose of Use, Period of Retention and Use
· In order to carry out development outsourcing, Samsung Electronics HQ uses personal information to communicate smoothly with s
· After withdrawing from the membership, keep it up to 7 years.

(required) Critical item collection agreement ⑤

Register

Member Subscription

⑥ Search and select the company code.

- Refer to the following page for detailed method guidance

Items marked with * are required input items.

partnerlogin.samsungelectronics.com/common/frameMain.jsp

SAMSUNG BusinessPartner
User Directory Coordination System

회원가입

> SIGN UP NOW

Select Systems > Terms & Condition > User Info > Completion

You must enter the field

⑥

Company code *	CPC000000
Company name *	Sample Company automatically attached by using "Input company code" page.
Company name(en) *	Sample Company automatically attached by using "Input company code" page.
Business reg. number *	
ID *	pranpran 6 ~ 8, without marks(like '_') or capital letters.
Password * Strength : high You must meet three criteria when input password. ·10 ~ 12, capital letters ·When password safety is higher than medium ·without marks(like ' ') and more than 3 consecutive characters Please enter the password hard to guess.
Re-enter password *
Name *	Roy Jay
E-mail *	jaeyong7.shim@gmail.com (E-mail can be sent for business purposes)

7	TELEPHONE_NUMBER	01024127467
	Primary exchange division *	Telecommunication Systems Division
	SEC person in charge *	hands-n worker in SEC
	SEC person in charge E-MAIL	ramdory@samsung.com
	Purpose of using *	why will you register the CPCex biz, parnter ID
	Applying system(s)	*CPCex
8	<input checked="" type="checkbox"/> I request to have the authority of a partner administrator in the CPCex system (I'll enter a reason in the following field).	
	Vendor Administrator Authority Request Reason	
		9 <input type="button" value="Confirm"/> <input type="button" value="Cancel"/>

⑦ Make sure to check the business unit of the person in charge of Samsung Electronics you want to trade with and select the main business unit.

(e.g.) Mobile eXperience Division, Video Display Division (VD), Home Appliances (SEC), etc.

⑧ When you sign up as an administrator of your partner company, check the checkbox and enter the reason.

※ When you sign up for the first time from your partner company, you must sign up as a vendor admin, and you can change it by requesting to CPCex helpdesk in the future.

⑨ Click confirm

Member Subscription

❖ Detailed guidance on how to search for company code ※ If there is a company code

- The company code is issued by NERP, and so please ask the SEC employee for the company code.
- Enter and search for a company code, business registration number, or company name.
- The company name, company code, representative, and business registration number are searched according to the search conditions entered.
- When you click the confirm button, the vendor code of the search result is reflected in the new membership screen (front page).

Find Enterprise - 프로필 1 - Microsoft Edge
https://partnerlogin.samsungelectronics.com/common/mem/user/find_en...

> Check the Company Code

Company Code Vendor []

No.	Company Name	Block	Representative	Biz. reg. number
1	[]	N	[]	[]

Company Code : []

· You can use "*" to search companies by company name. [?], Term Desc. [?]

If you don't know the code of your company (Vendor or Customer), you can search by the company name. Company's user which company code does not exist click below 'Request of issuing a temporary company code' button, please.

> Request of issuing a temporary company code

✓ Confirm ✕ Close

Find Enterprise - 프로필 1 - Microsoft Edge
https://partnerlogin.samsungelectronics.com/common/mem/user/find_en...

> Check the Company Code

Company Number Vendor []

No.	Company Name	Block	Representative	Biz. reg. number
1	주 []	N	[]	[]

Company Code : []

· You can use "*" to search companies by company name. [?], Term Desc. [?]

If you don't know the code of your company (Vendor or Customer), you can search by the company name. Company's user which company code does not exist click below 'Request of issuing a temporary company code' button, please.

> Request of issuing a temporary company code

✓ Confirm ✕ Close

Find Enterprise - 프로필 1 - Microsoft Edge
https://partnerlogin.samsungelectronics.com/common/mem/user/find_en...

> Check the Company Code

Company Name Vendor []

No.	Company Name	Block	Representative	Biz. reg. number
1	[]	N	[]	[]

Company Code : []

· You can use "*" to search companies by company name. [?], Term Desc. [?]

If you don't know the code of your company (Vendor or Customer), you can search by the company name. Company's user which company code does not exist click below 'Request of issuing a temporary company code' button, please.

> Request of issuing a temporary company code

✓ Confirm ✕ Close

Member Subscription

- ❖ Detailed guidance on how to search for company code ✘ **How to issue temporary company code because there is no company code**
 - If the company is not searched in the previous page, request to issue a temporary company code according to the order of arrows.
 - Select the country in which the company is located and enter the company name /English name.
 - If the location is Korea, Republic of, enter and search the business registration number.
If there is no company code in the search result, a temporary company code is requested.

https://partnerlogin.samsungelectronics.com/?passTarget=CPC&langfix=en - FI...

> Check the Company Code

Company Code Vendor

To find a company, please enter a company code, company name or company number, and click 'Search' button!

· You can use "*" to search companies by company name. , Term Desc.

If you don't know the code of your company (Vendor or Customer), you can search by the company name. Company's user which company code does not exist click below 'Request of issuing a temporary company code' button, please.

https://partnerlogin.samsungelectronics.com/?langfix=en&passTarget=CP...

> Request of issuing a temporary company code

Location	<input type="text" value="Korea, Republicof"/> <input type="button" value="Search"/>
Company name	<input type="text"/>
Company name(en)	<input type="text"/>
Business reg. number	<input type="text"/> <input type="button" value="Search"/> * Korea Only
Division	<input checked="" type="radio"/> Vendor <input type="radio"/> Customer
Message	<input type="text"/>

https://partnerlogin.samsungelectronics.com/ - Find Enterprise Number - Intern...

Business reg. Number

Business reg. Number

You can register the corpnnumber(1208771834).

Member Subscription

- ⑩ If you press the [Confirm] button, you can see the sign-up completion message.
- ⑪ Membership will be completed if approved by the vendor admin (VA) of your company and approved by the Samsung Admin (SA) of the primary exchange division.※ If you apply for membership as a vendor admin, the membership will be completed if the Samsung Admin (SA) of the primary exchange division approves it and the OTP issuance process must be carried out separately.

Business Partner ... x +

partnerlogin.samsungelectronics.com/common/frameMain.jsp

SAMSUNG BusinessPartner
User Directory Coordination System

회원가입

> Registration result

Select Systems > Terms & Condition > User Info > Completion

10

Samsung Electronics B2B integrated ID was requested. ID :pranpran

When your registration is approved, you can use the B2B membership site at Samsung Electronics with your integrated ID.
We will notify you of your application results by email within two days after your application.
If you do not receive our email notification after two days, please contact below:

* CPcex
Automatically requested the approval of the access by e-mail to the following administrators.
If you cannot sign in, request it again to them, please.

CPcex HelpDesk : cpchelpdesk@samsung.com / 82-31-200-4903

[CPcex Sign up/Login/Admin Manual](#)
[Department Manager](#)

Confirm

11

※ Once the admin approves your request, a mail on the completion of the approval will be sent to you.

Dear pranpran[Corporation Code:CPC011712]!
Congratulations! We would like to inform you that you are approved to use CPCex system as of Thu, Nov 30, '17.
Apart from the password, you are required to enter the OTP code if you want to exercise the administrator authority as a member in the administrator level.
Please apply for the issuance of OTP in order to use OTP.
Have a great day!

Admin Message :

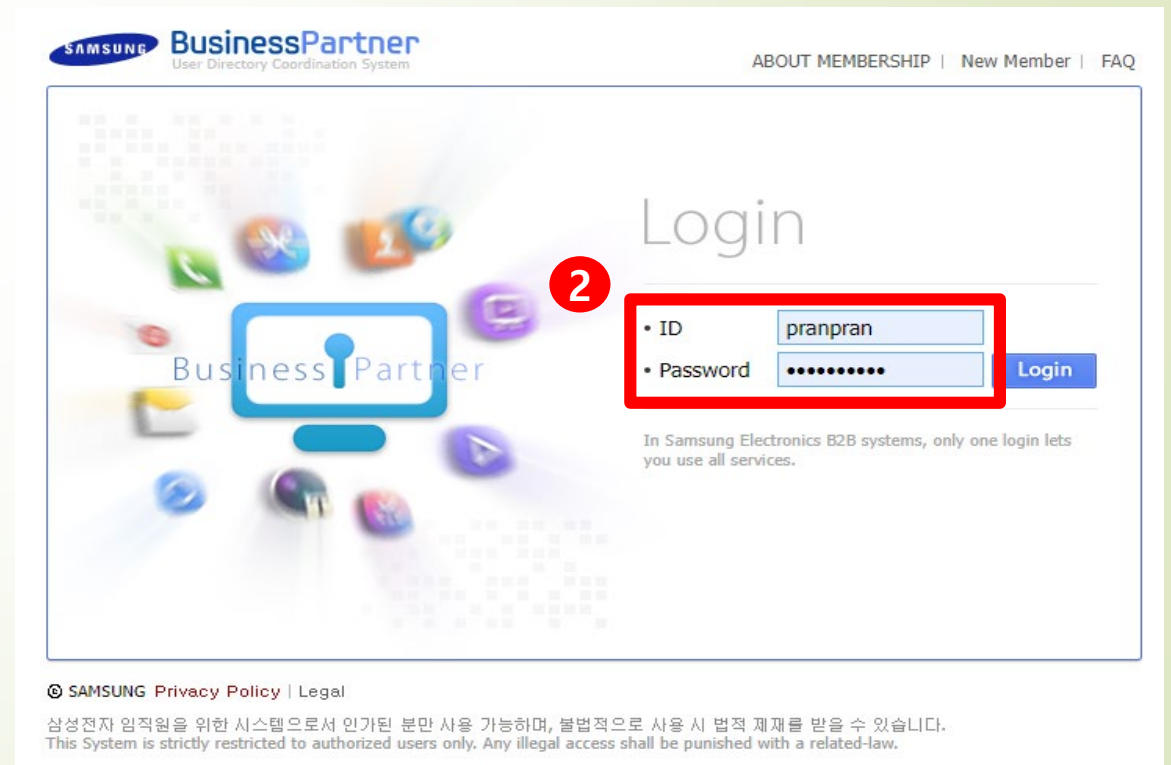
ok

1st login

❖ CPCex 1st login with ID and password approved for subscription

① Partner users select “Biz Partner/Affiliated (B2B)” and click the [CPCex Login] button.

② If you go to the login screen of the B2B integrated authentication system, enter the ID and password approved for subscription, and click Login.



Step 1-1) SingleID Authenticator Enroll

※ MFA : Multi-Factor Authentication

- ① If you log in CPCex, check [Terms of Use] and [Collection and Use of Personal Information] on the screen and click Accept.
- ② Select SingleID Authenticator PIN/Bio as verification option
- ③ Click 'Get started' to start registering SingleID Authenticator service

SingleID English

User Consent

For account < >, the following user consent is required in order to use SingleID.

Accept all

- 이용약관 (Required) >
- Collection and Use of Personal Information (Required) >
- Marketing (Optional) >
- Are you over 14 years old? (Required)

Accept

Decline

Privacy Policy | Terms of Use | Service Desk: +82-02-1800-3131 | mfasvd.sec@samsung.com
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SingleID English

Select verification option

For account <e*****2>, Please choose one option from below.

Enrolled Enrollment required ⓘ

SingleID Authenticator - PIN/Bio >

Cancel

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SingleID English

Enroll SingleID Authenticator

Please proceed to enrolling SingleID Authenticator as authentication method.

id SingleID

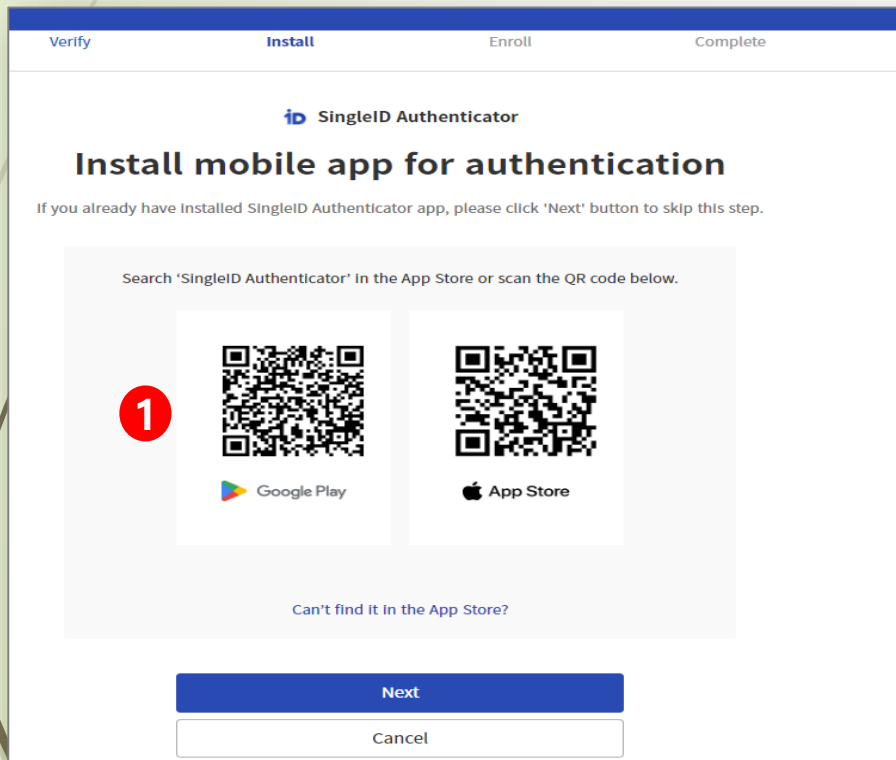
Get started

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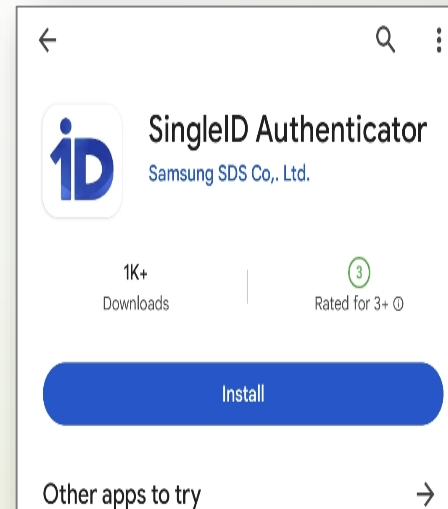
2nd Login (MFA)

Step 1-2) SingleID Authenticator Mobile App Installation (Choose One from the following method)

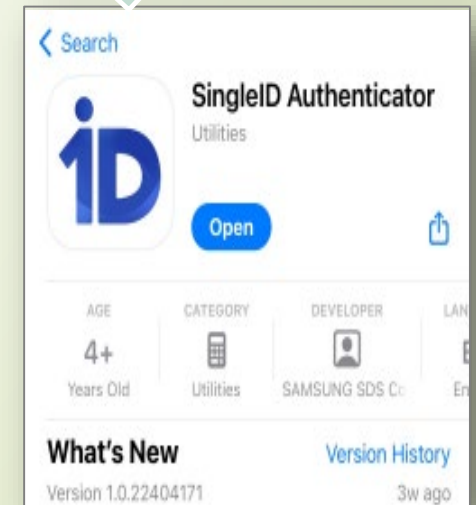
- ① Move to Google Play / App Store through "QR Code" and Install App
- ② Download the installation file directly from the download link
- ③ Move to Google Play / App Store through "SMS" and Install App



Android : Run Google Play →
Search/Install 'SingleID Authenticator'



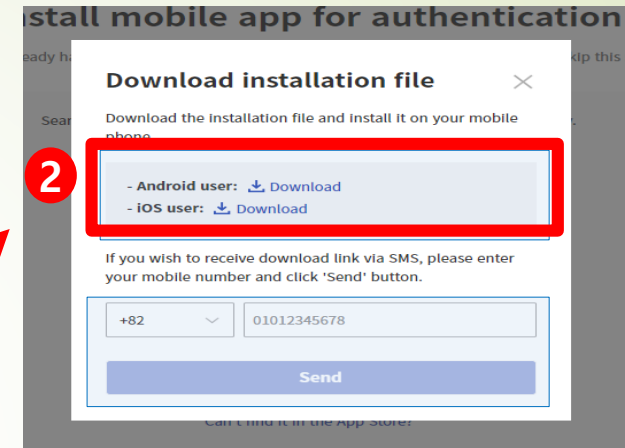
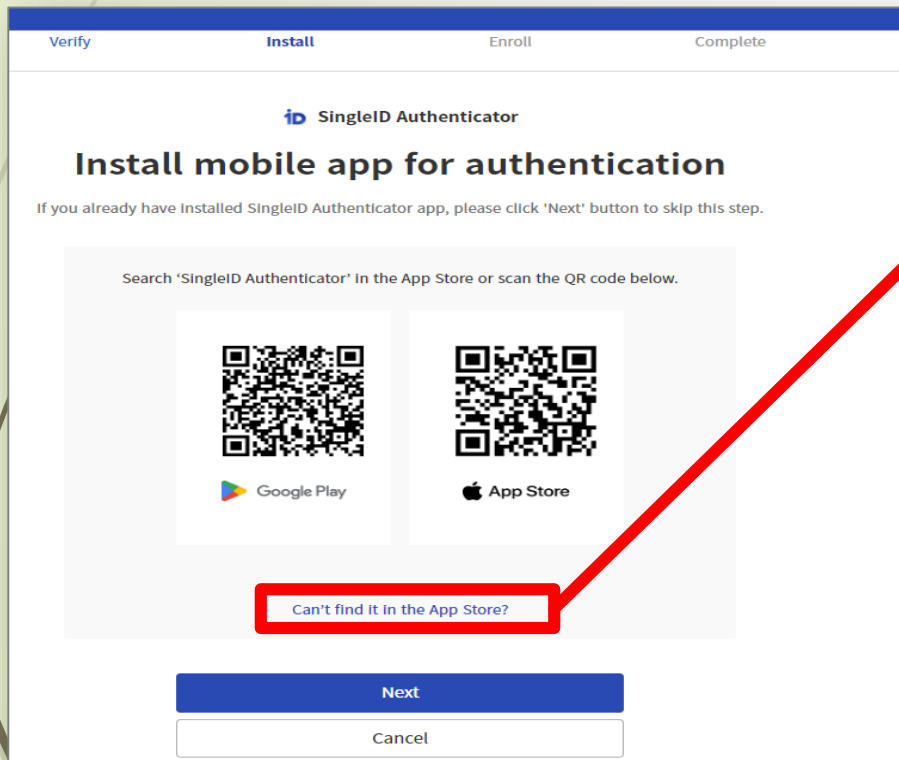
iOS : Run Appstore → Search/Install
'SingleID Authenticator'



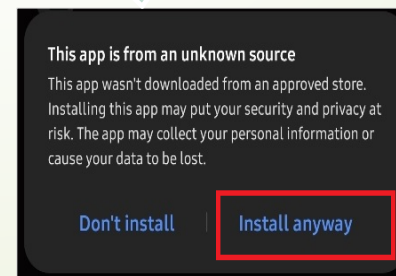
2nd Login (MFA)

Step 1-2) SingleID Authenticator Mobile App Installation (Choose One from the following method)

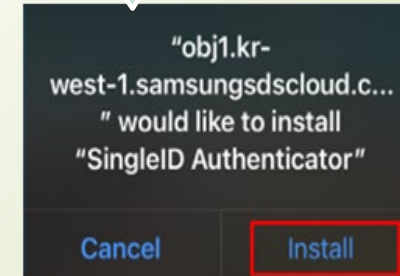
- ① Move to Google Play / App Store through "QR Code" and Install App
- ② **Download the installation file directly from the download link**
- ③ Move to Google Play / App Store through "SMS" and Install App



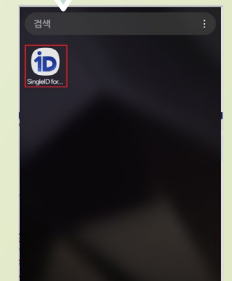
Android : When installing the app, click "Install anyway" to install it.



iOS : Press the "Install" button to install.



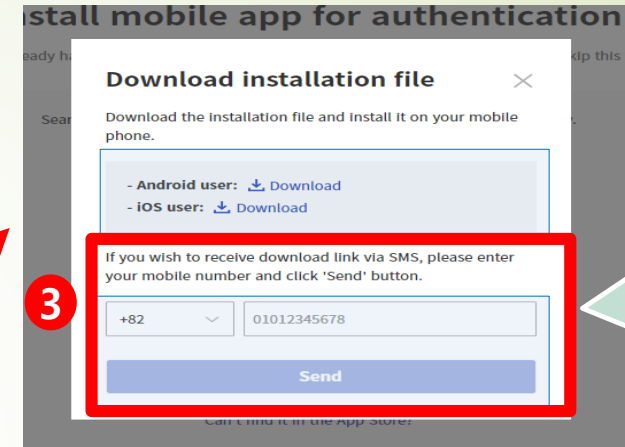
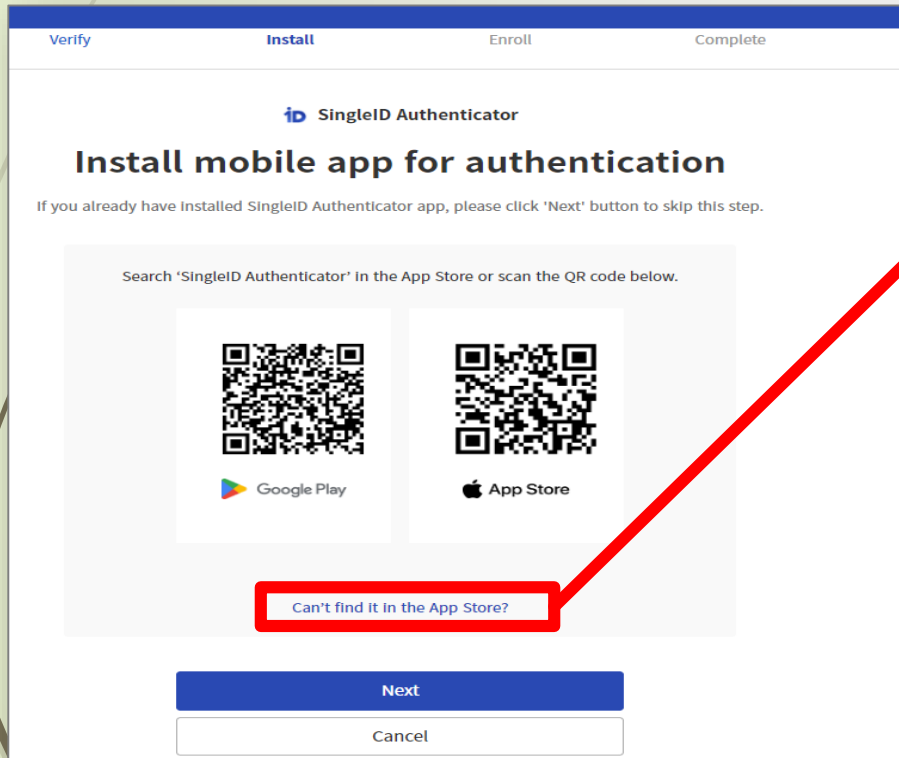
SingleID Authenticator App is installed on mobile phone.



2nd Login (MFA)

Step 1-2) SingleID Authenticator Mobile App Installation (Choose One from the following method)

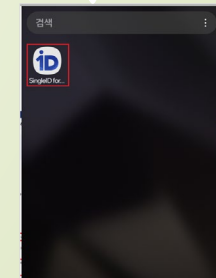
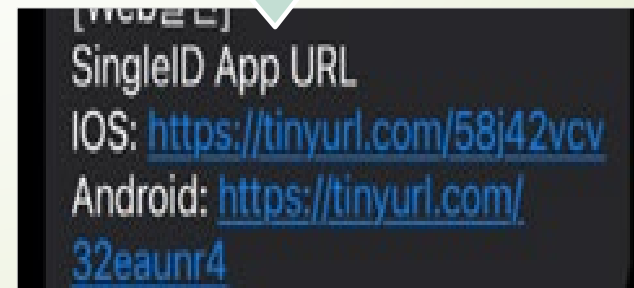
- ① Move to Google Play / App Store through "QR Code" and Install App
- ② Download the installation file directly from the download link
- ③ **Move to Google Play / App Store through "SMS" and Install App**



Enter the country code and number of the mobile phone to receive the installation URL text, and click 'Send'

Install the app by downloading directly to the URL of the received character

SingleID Authenticator App is installed on mobile phone.

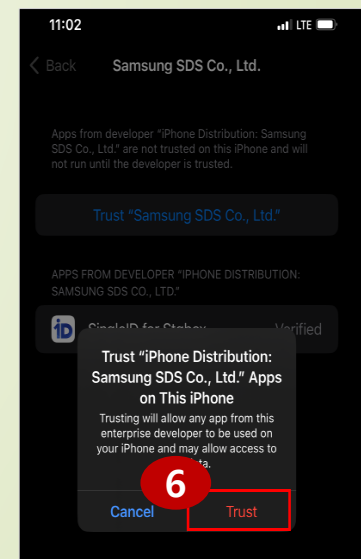
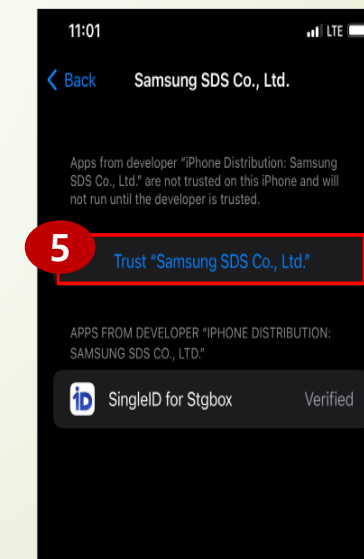
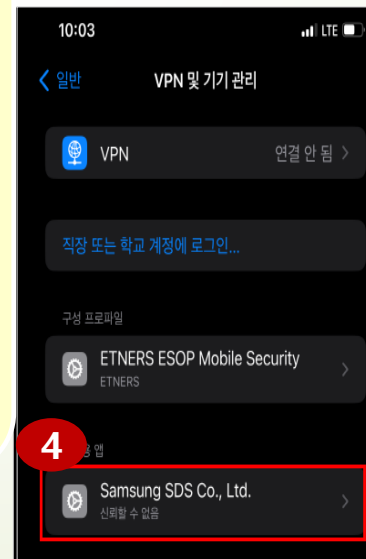
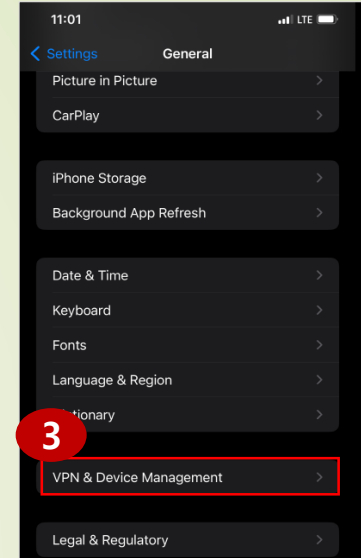
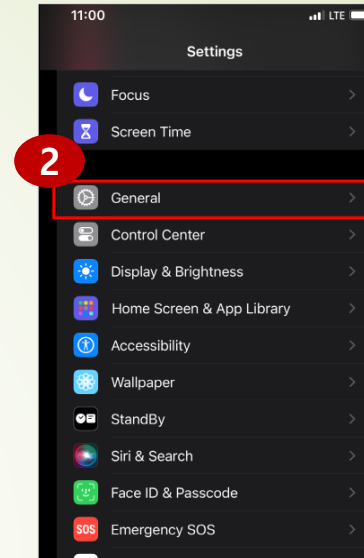
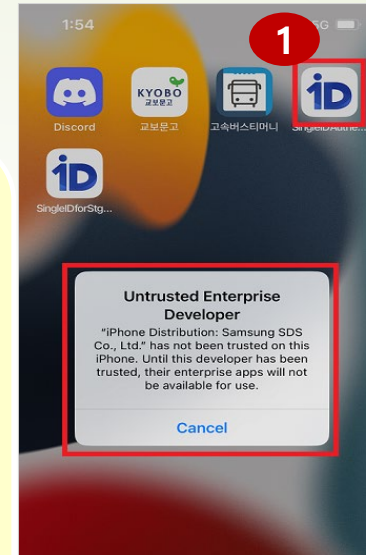


2nd Login (MFA)

Step 1-2) In case of iOS, set app trust separately

On iOS, for the enterprise apps that have been installed manually, such as from a URL link, the iOS device displays a notification that 'Untrusted Enterprise Developer' on the first launch. After you dismiss this message, you can set up trust with the app developer.

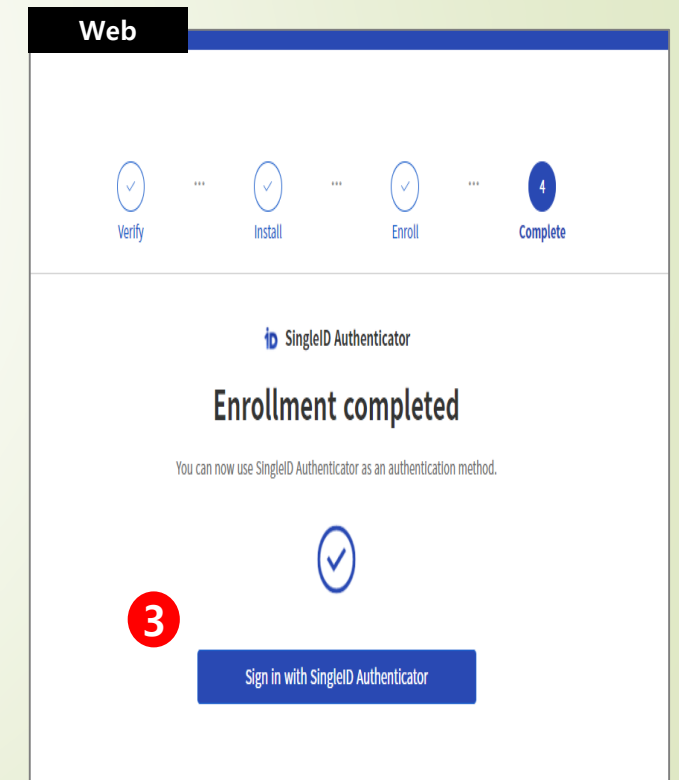
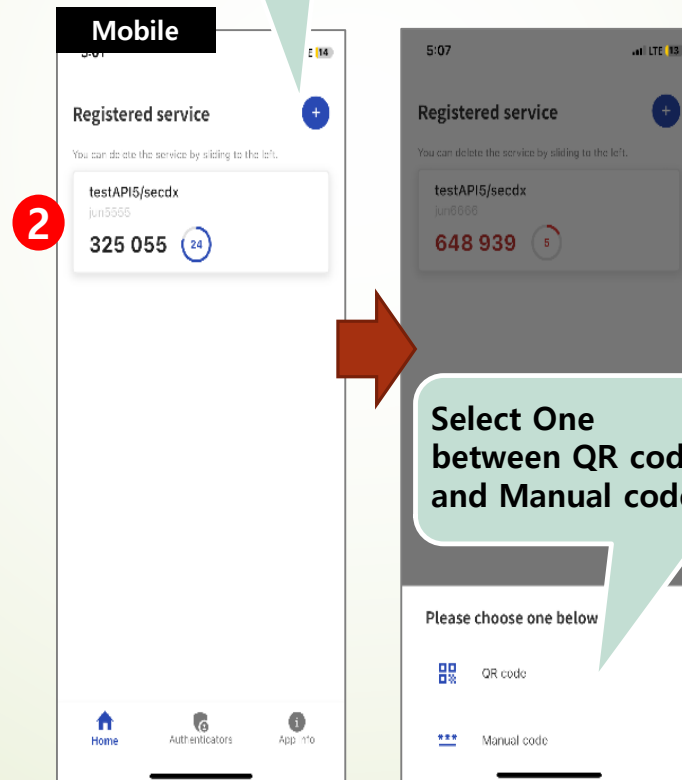
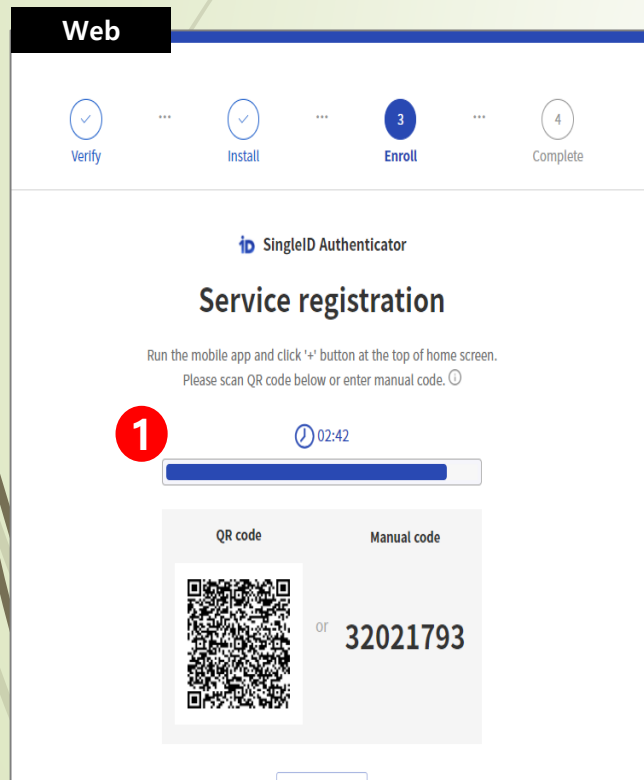
- ① Launch the iOS SingleID Authenticator app
- ② Select 'Settings' > General
- ③ Select 'VPN & Device Management'
- ④ Select 'Samsung SDS Co.,Ltd.'
- ⑤ Select 'Trust Samsung SDS Co.,Ltd'
- ⑥ Select 'Trust' on the dialog box



Step 1-3) Service registration of SingleID Authenticator app

- ① Enter the screen for service registration
- ② Run App screen for service registration
- ③ Service Registration Completion Screen

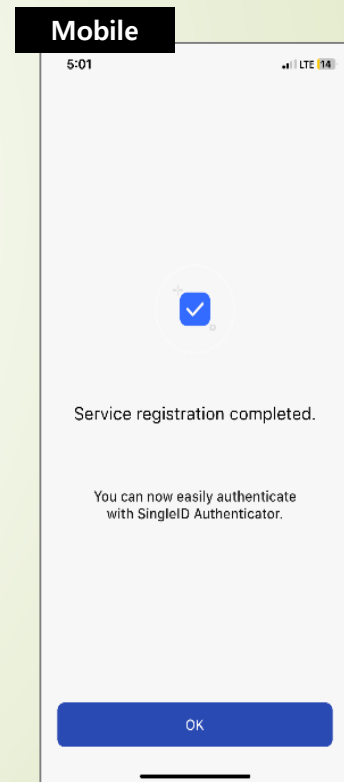
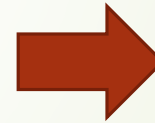
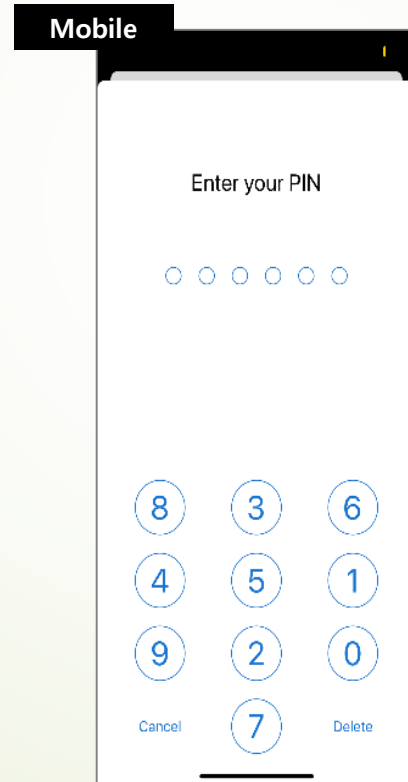
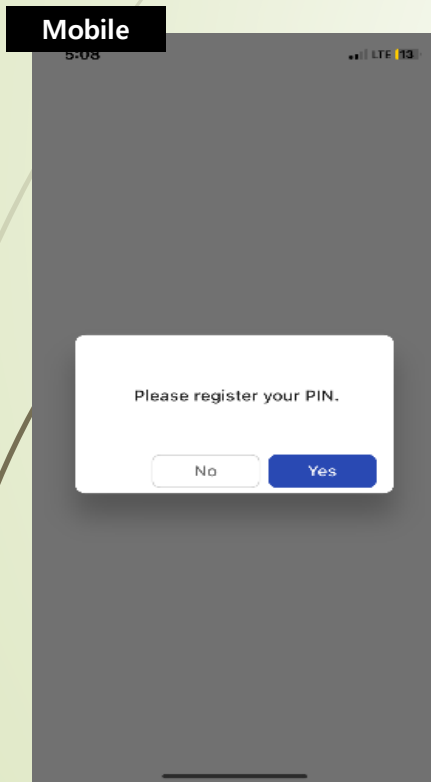
Click the + button to register the service



2nd Login (MFA)

Step 1-3) Service registration of SingleID Authenticator app

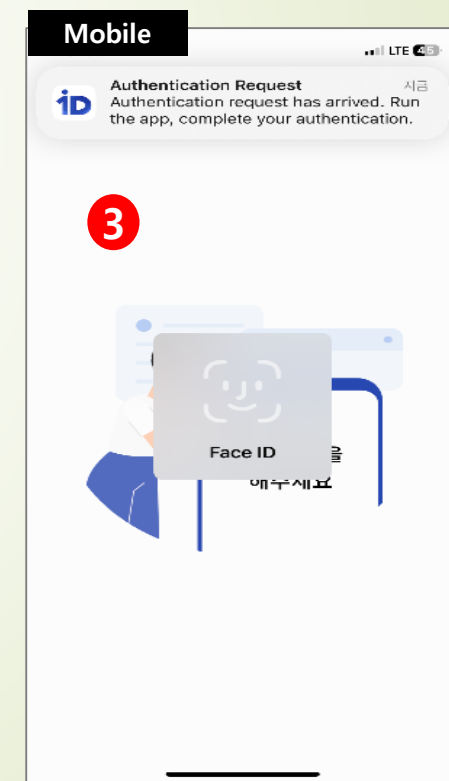
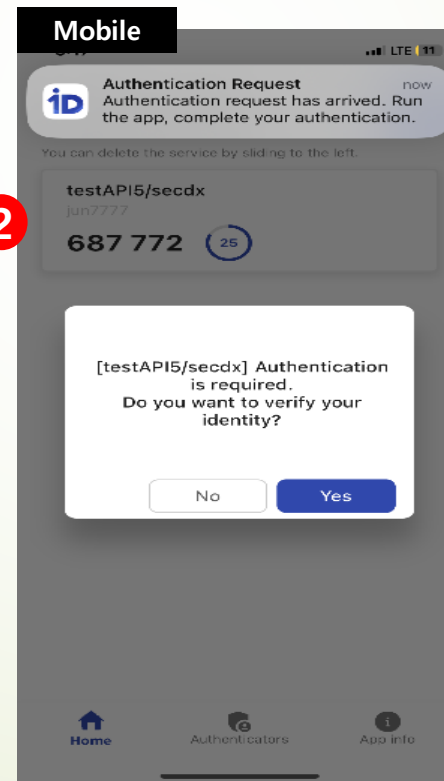
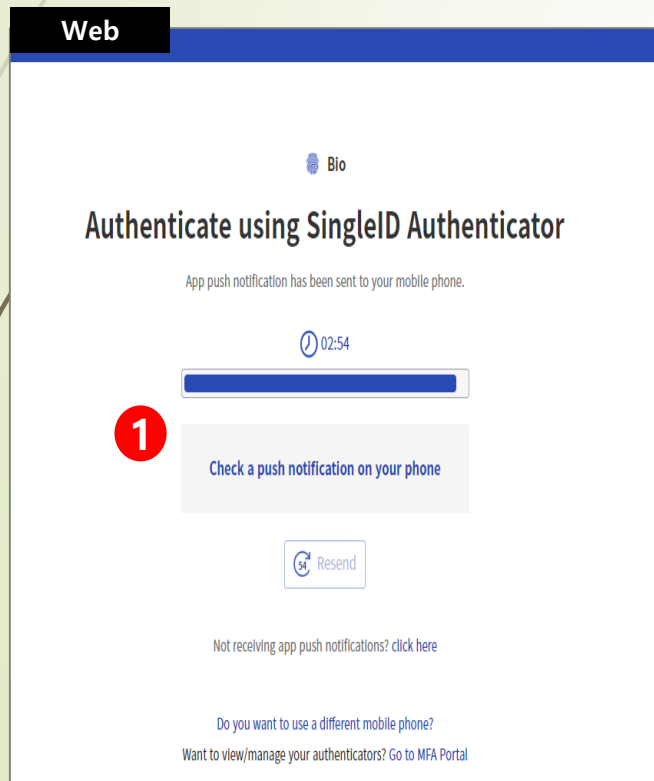
- Registration of 6-digit PIN information for use when major authentication such as biometric authentication is not possible



2nd Login (MFA)

Step 2-1) SingleID biometric authentication login (before authentication time expires)

- ① After the first login, automatically move to the SingleID Authenticator screen
- ② When a biometric authentication request push notification message is received on the mobile phone, proceed with authentication after accessing the APP
- ③ Touch the push notification to run the SingleID Authenticator App and then run fingerprint or FaceID biometric authentication



2nd Login (MFA)

Step 2-1) SingleID biometric authentication login (after authentication time expires)

- ① When you click the "Click here" link, QR and manual code are displayed at the bottom of the screen.
- ② On the Authenticators tab, click 'Authenticate manually' → Click Manual code
- ③ Enter the manual code of the web screen into the mobile phone and execute fingerprint / faceID biometric authentication

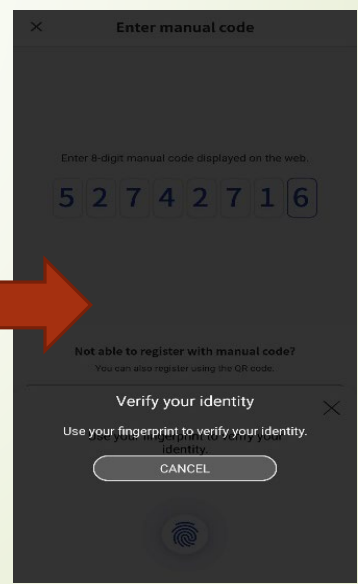
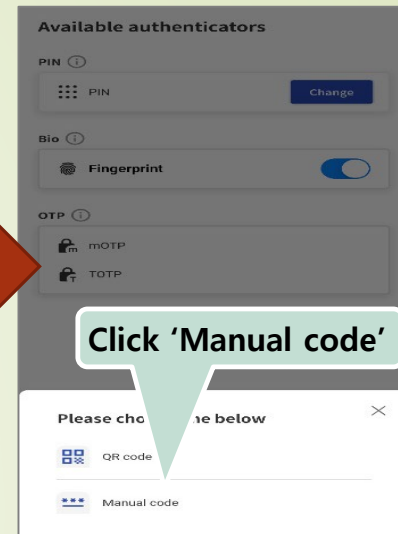
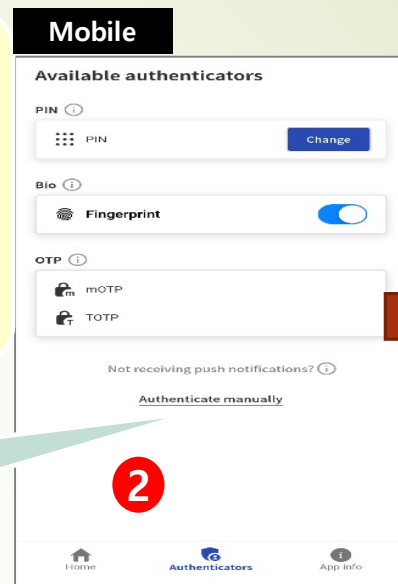


The remaining time to authenticate in the SingleID App

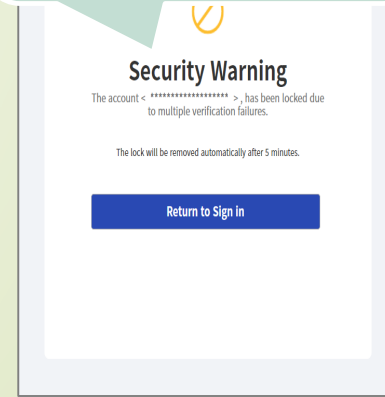
When authentication time expires, click Resend to create a new QR or authentication code and retransmit mobile push notification

When you click the "Click here" link, the QR code and manual code are displayed at the bottom of the screen.

On the Authenticators tab, click Authenticate manually



If it exceeds more than 3 times, the authentication function is locked, but after 5 minutes, re-login can be attempted.



2nd Login (MFA)

Step 2-1) SingleID biometric authentication login (after authentication time expires)

- ① When you click the "Click here" link, QR and manual code are displayed at the bottom of the screen.
- ② On the Authenticators tab, click 'Authenticate manually' → Click QR code.
- ③ Scan the QR code of the web screen with the mobile phone and execute fingerprint / faceID biometric authentication

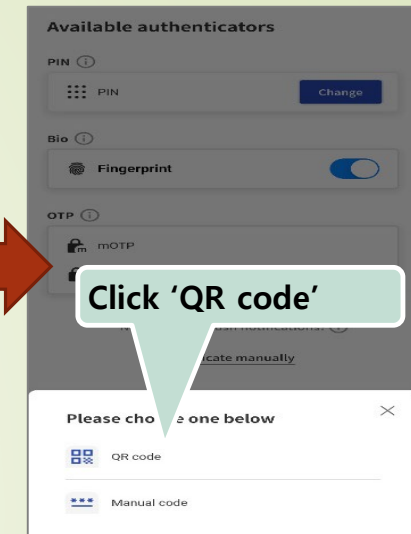
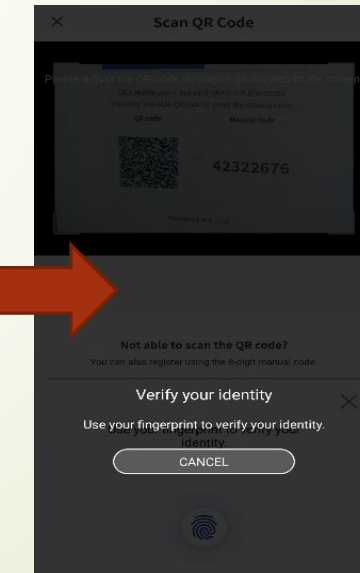
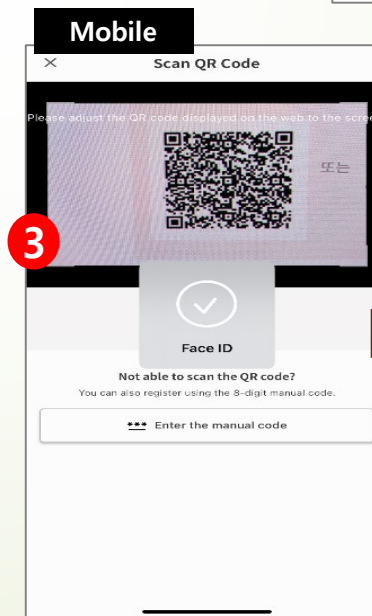
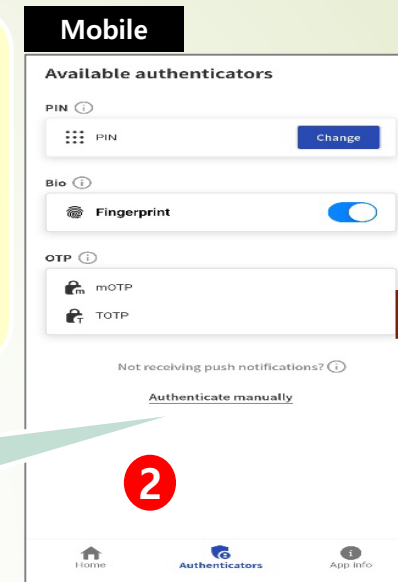


The remaining time to authenticate in the SingleID App

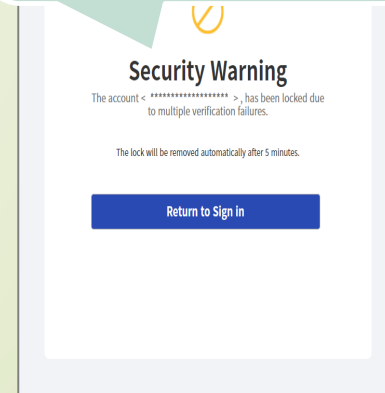
When authentication time expires, click Resend to create a new QR or authentication code and retransmit mobile push notification

When you click the "Click here" link, the QR code and manual code are displayed at the bottom of the screen.

On the Authenticators tab, click Authenticate manually



If it exceeds more than 3 times, the authentication function is locked, but after 5 minutes, re-login can be attempted.



2nd Login (MFA)

Step 2-2) SingleID SMS registration and login

- 1 After login CPCex, select SMS as the verification option
- 2 Click Start to register SMS as the authentication method
- 3 Enter the mobile phone number to register and click Send Authentication Code
- 4 Enter 6 digits authentication code received by SMS & click Verify.
- 5 After successful authentication of 6 digits authentication code, registration is completed
- 6 Enter 6 digits of authentication code received by mobile phone registered on Single ID and click Verify button → Go to CPCex system screen after successful SMS authentication

Web

Select verification option
Please choose one option from below.

Enrolled Enrollment required ⓘ

- SingleID Authenticator - Bio >
- SingleID Authenticator - mOTP >
- SMS >**
- SingleID Authenticator - TOTP >

Cancel

Enroll SMS
Please proceed to enrolling SMS as authentication method.

SingleID

Get started

Enroll SMS
please enroll SMS MFA by entering SMS information.

+82 01012345678

Send verification code

Cancel

Enroll SMS
6-digit verification code was sent to <+82-010****0468>.
Please enter the code below in 3 minutes.

02:32

8 2 8 5 7 1

Resend code

Verify

Enrollment completed.
You can now use SMS as an authentication method.

Sign in with SMS

Enter verification code
6-digit verification code was sent to <+82-010****0468>.
Please enter the code below in 3 minutes.

02:23

2 6 9 9 3 5

Resend code

Verify

Do you want to verify with another way?
Do you want to use a different phone number for SMS?

2nd Login (MFA)

Step 2-3) SingleID mOTP registration and login

- ① After logging in to CPCex, select mOTP as the verification option. ※ Biometric / mOTP / TOTP / PIN can be registered at once
- ② Authentication code is displayed on web screen
- ③ Push notification is displayed on mobile phone
- ④ If the OTP code displayed in the push notification is the same as the authentication code number on the web screen, click the 'Verify' button, If it is different, click the 'Cancel' button

Web

Select verification option

Please choose one option from below.

Enrolled Enrollment required ⓘ

- SingleID Authenticator - Bio >
- SingleID Authenticator - mOTP >**
- SMS >
- SingleID Authenticator - TOTP >

Cancel

Want to view/manage your authenticators? [Go to MFA Portal](#)

Authenticate using SingleID Authenticator

App push notification has been sent to your mobile phone.

02:56

2 Check a push notification on your phone.

970091

You have tried: (1/3)

Resend

Not receiving app push notifications? [click here.](#)

Do you want to verify with another way?
Do you want to use a different mobile phone?

Mobile

Registered service

You can delete the service by sliding to the left.

- testAPI5/secdx
123
3 118 25

[testAPI5/secdx] Authentication is required.
Do you want to verify your identity?

No Yes

OTP code를 확인해주세요.

웹에 표시된 OTP code와 동일하다면 확인을 눌러 인증을 완료하세요.

4 854 622

취소 확인

2nd Login (MFA)

Step 3-1) If you change your mobile phone

- ① Click on "Do you want to use a different mobile phone?" at the bottom of the authentication screen.
- ② If there is a push alarm on the existing mobile phone, select the verification option and complete the authentication.
※ If there is no existing device, you must request initialization to the MFA service desk (mfasvd.sec@samsung.com)
- Write that partner user id and usage system are CPCex and send mail by cpchelpdesk@samsung.com
- ③ Install the app on the new mobile phone and register the service again.
- ④ In the Change your existing mobile phone screen, click Registration.

Web

1 Authenticate using SingleID Authenticator

App push notification has been sent to your mobile phone.

00:47

Check a push notification on your phone

Resend

Not receiving app push notifications? click here

Do you want to use a different mobile phone?

Want to view/manage your authenticators? Go to MFA Portal

Privacy Policy | Terms of Use

Service Desk

mfasvd.sec@samsung.com

2 Authenticate using SingleID Authenticator

App push notification has been sent to your mobile phone.

00:46

Check a push notification on your phone

Resend

Not receiving app push notifications? click here

Want to view/manage your authenticators? Go to MFA Portal

3 Service registration

Run the mobile app and click '+' button at the top of home screen.

Please scan QR code below or enter manual code.

02:51

QR code

Manual code

92161689

Refresh

4 Change your existing mobile phone.

There is another mobile phone registered with this service. If you continue to register, you can't use your previously registered mobile phone. Do you want to continue?

Registration

Cancel

2nd Login (MFA)

Step 3-2) Changing the mobile number that receives the SMS

- 1 Click 'Want to view/manage your authenticator? Go to the MFA Portal' link
- 2 Select verification option

other than SMS, authenticate yourself, and log in to the MFA portal

※ If there is no other verification option, you must request SMS change to the MFA service desk (mfasvd.sec@samsung.com): Write CPCex user ID and usage system CPCex, a mobile phone number before and after the change, and send an e-mail with cpchelpdesk@samsung.com for reference.

- 3 To register a new SMS, click the +Add New button
- 4 Select SMS as the verification option to register
- 5 Proceed authentication for identity verification
- 6 Enter the changed mobile number and click the Send verification Code button.
- 7 Enter the 6-digit code received by SMS and click Verify.
- 8 Delete existing number after checking SMS registration normal.

※ If you do not delete the existing number, the SMS verification code will be sent to both mobile phone numbers, which may be a security problem, so you must delete it.

The collage consists of eight numbered screenshots from the Samsung MFA portal:

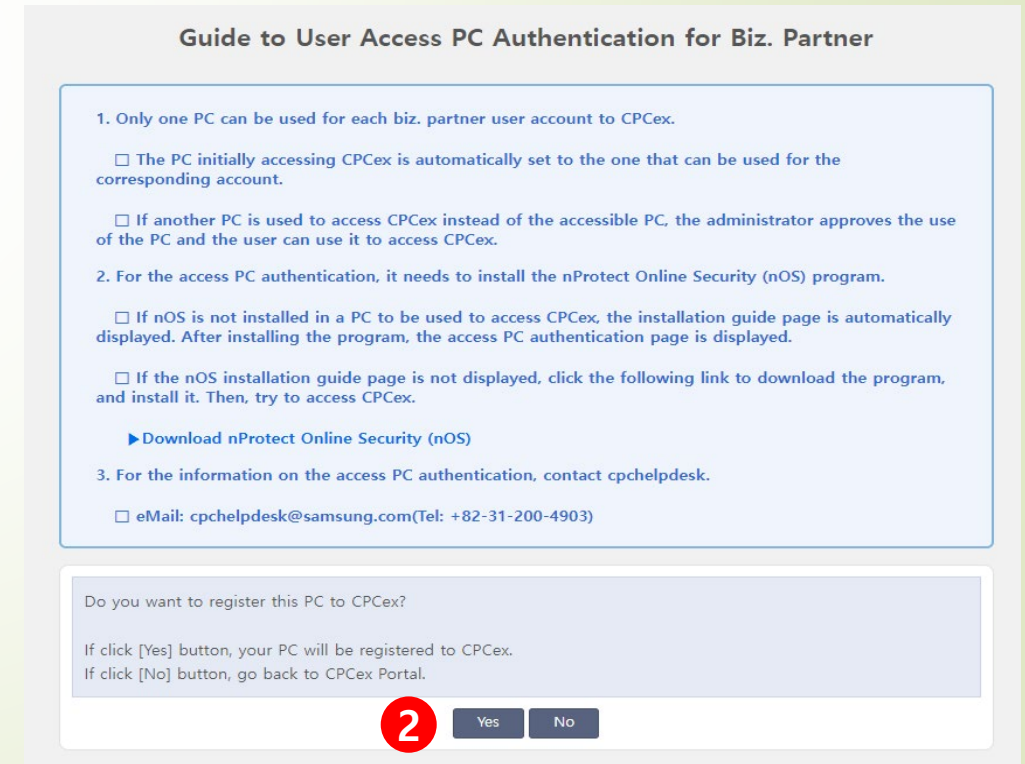
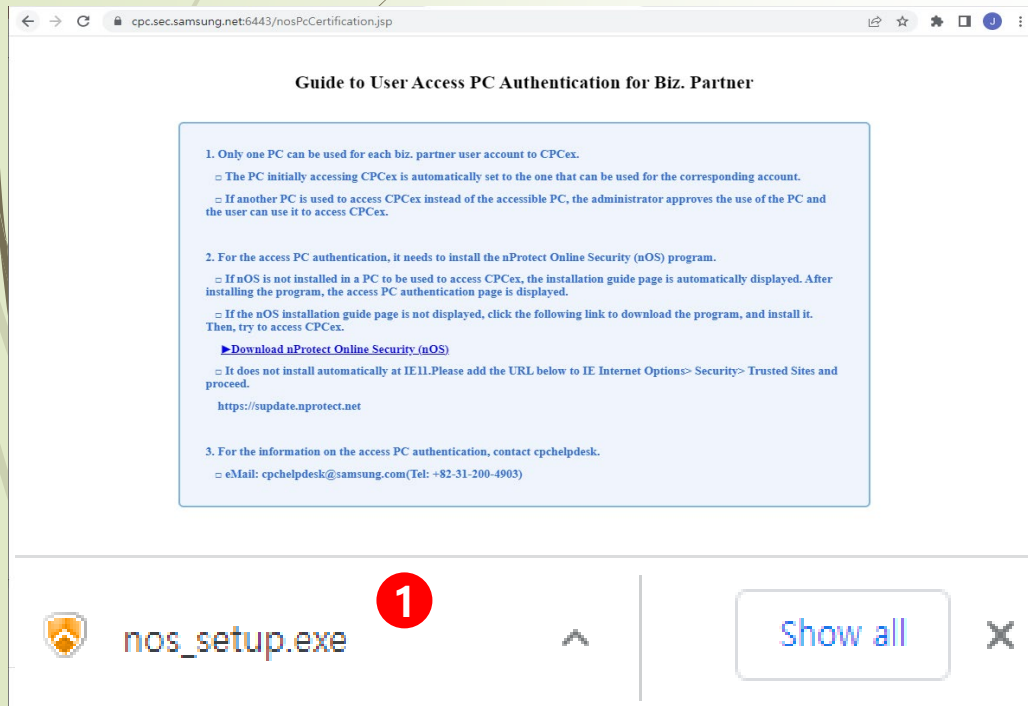
- 1**: 'Select verification option' screen. A red box highlights the link 'Want to view/manage your authenticators? Go to MFA Portal' at the bottom.
- 2**: 'Select verification option' screen. A red box highlights the 'SingleID Authenticator - Bio' option.
- 3**: 'SingleID MFA Portal' management screen. A red box highlights the '+ Add New' button.
- 4**: 'Choose an authentication method to enroll' screen. A red box highlights the 'SMS' option.
- 5**: 'Authenticate using SingleID Authenticator' screen. A red box highlights the 'Bio' option.
- 6**: 'Enroll SMS' screen. A red box highlights the phone number input field containing '+82 01012345678'.
- 7**: 'Enroll SMS' screen. A red box highlights the 6-digit verification code '313116'.
- 8**: 'SingleID MFA Portal' management screen. A red box highlights the existing SMS entry '+82-1131095140'.

Login PC certification

❖ Partner users must specify the PC they will use when accessing CPCex for the first time, and only the designated PC can access CPCex.

① If you first log into CPCex, you have to install a program nProtect Online Security(nOS).

② After nOS is installed successfully, CPCex asks whether the current PC will be used to access CPCex with your account. when you click [Yes], you can access CPCex immediately.



Login PC certification

- ❖ If the OS is reinstalled on the specified PC or CPCex is connected from another PC, the certification procedure for the changed PC connection is guided.
- ③ When the changed PC first accesses CPCex, the PC certification request screen appears. Enter a reason and click Yes.
 - ※ If you are a vendor user (VU) of a partner company, you will be asked to approve the changed PC connection to the vendor admin (VA). / If you are a vendor admin (VA) of a partner company, you will be asked to approve the changed PC connection to the user manager of the primary exchange division of Samsung Electronics.

3

CPCex PC Certification

CPCex can be accessed from a single PC authorized for each user.
CPCex cannot be accessed from a PC that is not authorized.

Do you want to access CPCex from the PC that you are using now?
If you press [Yes], you will be able to access CPCex from this PC only.
If you press [No], the connection to CPCex will be closed.

Enter a reason to update.

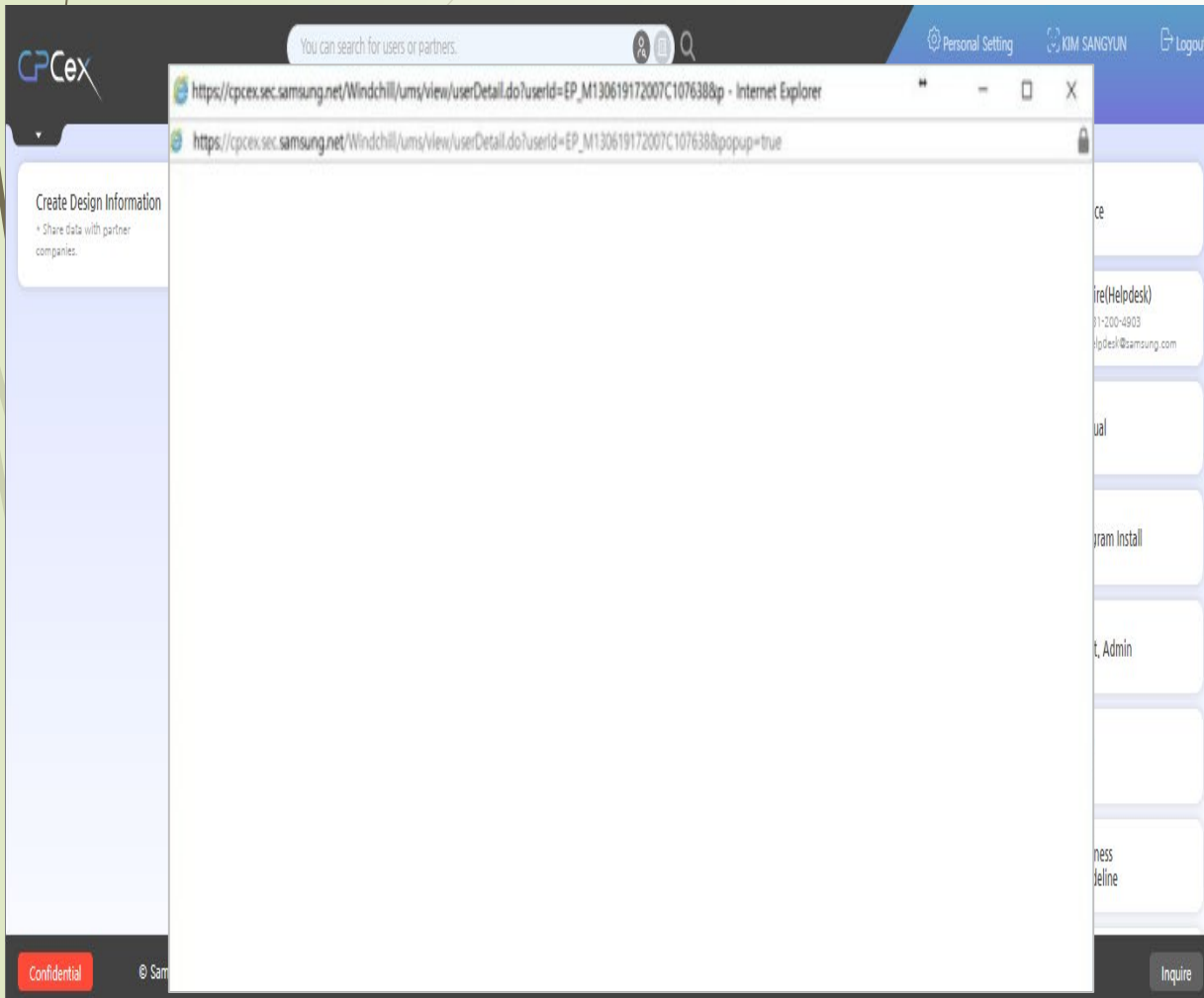
Yes No



- ④ If you log into the system when the PC authentication is being approved, the above screen describing the approval process is displayed. **(Login PC certification is not approved)** ※ If you successfully log into the system, the PC is set as the PC for your CPCex account.

❌ How to take action when CPCex access is not possible (1/3)

If you can not log in to the CPCex system or only the blank screen appears even after logging in, check the following information sequentially and take action.



(1) Check Chrome or Edge's version information through Chrome's Help > Chrome information or Edge's Help and Feedback > Microsoft Edge information. → Upgrade if it is not the latest version.

About Chrome

 Google Chrome

 Chrome is up to date
Version 112.0.5615.138 (Official Build) (64-bit)

About

 Microsoft Edge
Version 112.0.1722.58 (Official build) (64-bit)

❌ How to take action when CPCex access is not possible (2/3)

(2) Edge

1. Ctrl+Shift+Del

2. Clear search data

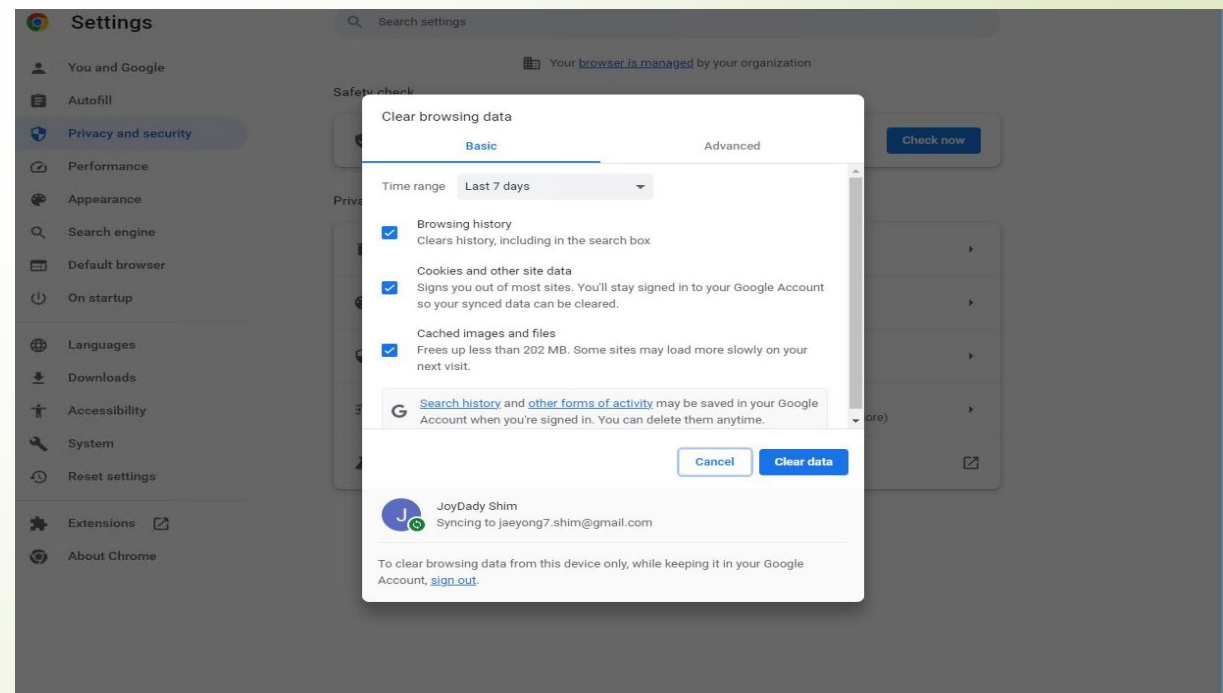
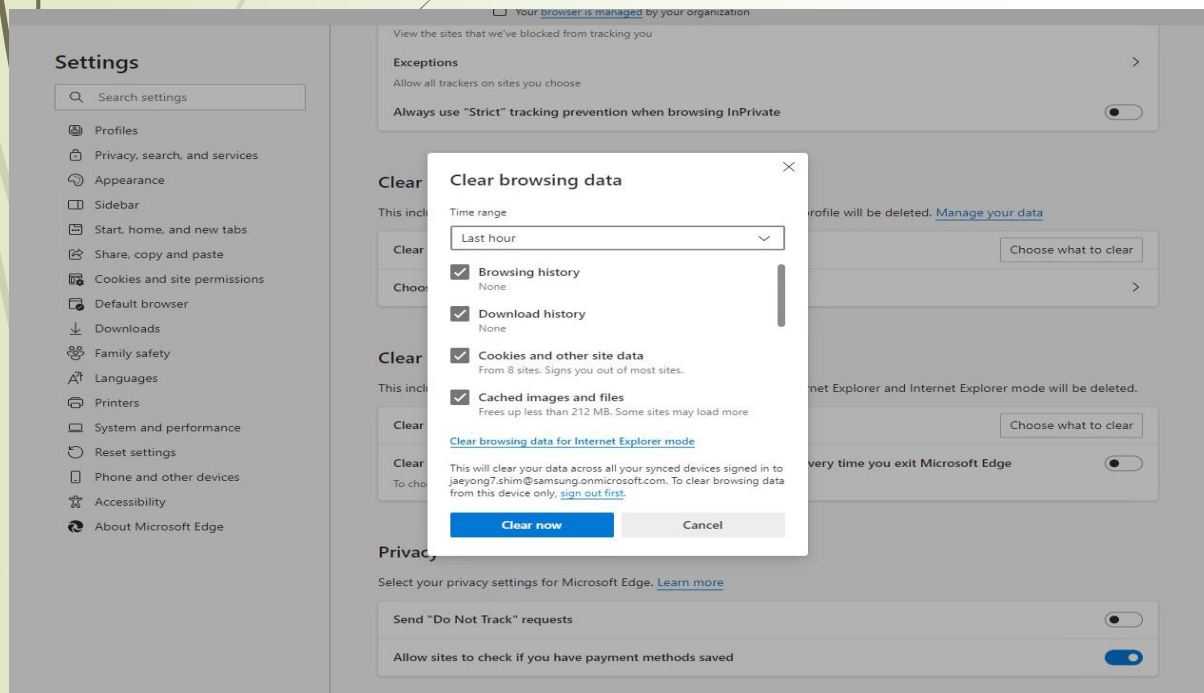
- Time range: Select all times
- Check all checkboxes and run "Clear Now"

(2) Chrome

1. Ctrl+Shift+Del

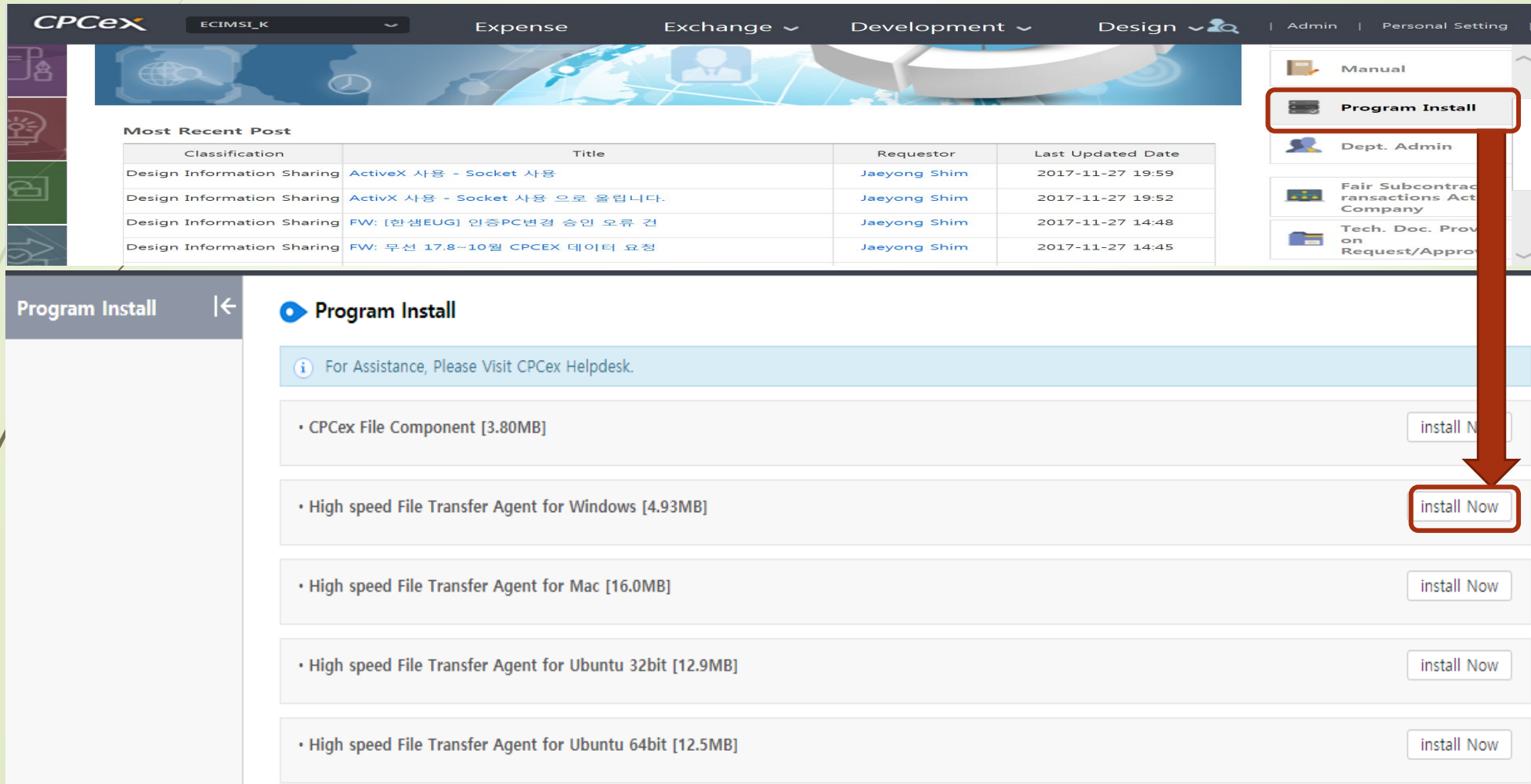
2. Delete Internet Usage History

- Period: Overall
- Cookies, other site data: Check
- Cached images and files: Check



※ How to take action when CPCex access is not possible (3/3)

(3) After logging in to CPCex, click Install related programs in the menu on the right side of the initial screen to download and install a file transfer program that fits your PC environment.



The screenshot displays the CPCex web interface. At the top, there is a navigation bar with the CPCex logo and user information (ECIMSLK). Below the navigation bar, there is a header section with a globe and a user profile icon. The main content area is divided into two sections: 'Most Recent Post' and 'Program Install'.

The 'Most Recent Post' section contains a table with the following data:

Classification	Title	Requestor	Last Updated Date
Design Information Sharing	ActiveX 사용 - Socket 사용	Jaeyong Shim	2017-11-27 19:59
Design Information Sharing	ActivX 사용 - Socket 사용 으로 올립니다.	Jaeyong Shim	2017-11-27 19:52
Design Information Sharing	FW: [한샘EUG] 인증PC변경 승인 오류 건	Jaeyong Shim	2017-11-27 14:48
Design Information Sharing	FW: 무선 17.8~10월 CPCEX 데이터 요청	Jaeyong Shim	2017-11-27 14:45

The 'Program Install' section is highlighted with a red box. It contains a list of programs to install, each with an 'install Now' button. A red arrow points to the 'install Now' button for the 'High speed File Transfer Agent for Windows [4.93MB]' program.

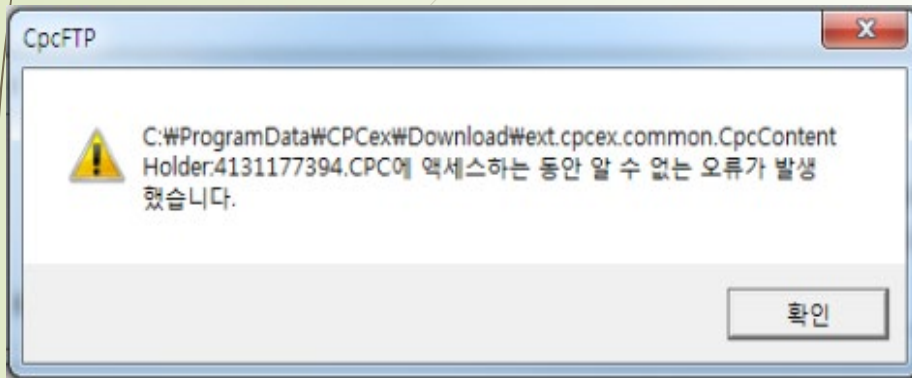
Program Install

For Assistance, Please Visit CPCex Helpdesk.

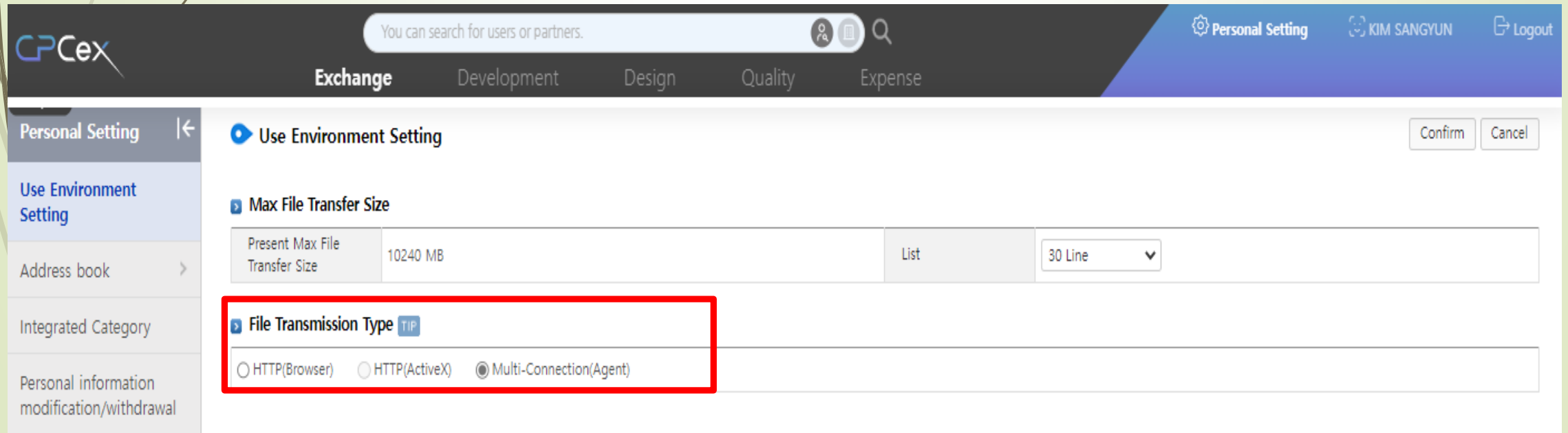
- CPCex File Component [3.80MB] [install Now](#)
- High speed File Transfer Agent for Windows [4.93MB] [install Now](#)
- High speed File Transfer Agent for Mac [16.0MB] [install Now](#)
- High speed File Transfer Agent for Ubuntu 32bit [12.9MB] [install Now](#)
- High speed File Transfer Agent for Ubuntu 64bit [12.5MB] [install Now](#)

※ When you cannot download a file

When downloading an attachment, if the following message is displayed, change the setting as follows:



Select [Personal Setting] > [Use Environment Setting] on the upper right of CPCex.
- Change the file transmission type to HTTP (Browser) or Multi-Connection (Agent).



A screenshot of the CPCex web application's "Personal Setting" page. The page has a dark header with the CPCex logo and navigation tabs: Exchange, Development, Design, Quality, and Expense. On the right side of the header, there are links for "Personal Setting", "KIM SANGYUN", and "Logout". A search bar is located in the center of the header with the text "You can search for users or partners." and icons for search and refresh.

The main content area is titled "Use Environment Setting" and includes a "Confirm" and "Cancel" button. Below this, there are several settings sections:

- Max File Transfer Size**: A table showing "Present Max File Transfer Size" as 10240 MB, a "List" button, and a dropdown menu set to "30 Line".
- File Transmission Type**: This section is highlighted with a red box. It contains three radio button options: "HTTP(Browser)", "HTTP(ActiveX)", and "Multi-Connection(Agent)". The "Multi-Connection(Agent)" option is currently selected.