OPUS without Peripherals
For OPUS in Dealer
Checklist for Setup and FAQs
v. 1.3
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Restrictions of OPUS without Peripherals:
  a. The desktop peripherals – Ingenico ISC250 Signature Capture and DS6707 Scanner – cannot be used with the version of OPUS without peripherals. They require Java and will function only with the full OPUS installation, requiring running the OPUS Self Install Tool.

Pre-Requisites: Complete these steps before your OPUS launch day

Getting computers and network ready for OPUS without Peripherals:
  a. Review the OPUS system requirements for the Operating System (OS) and browser/Internet Explorer versions supported and validate that each computer meets these requirements. Refer to myCSP article ‘OPUS in Dealer Support Playbook’, *365653, for current list. As of Jan, 2015, Windows 7, 8, and 8.1 are supported, as are Internet Explorer 8, 10, and 11 only, but this list is subject to change and the myCSP article will contain up to date information.
  b. Review the OPUS system requirements for Bandwidth and Internet speed in the store and validate that your store meets these requirements. Refer to myCSP article ‘OPUS in Dealer Support Playbook’, *365653, for up to date requirements.
  c. Plan to login to your computer as an Administrator to complete the prerequisite tasks below.
  d. Plan to have an ADMIN login available on launch day at each store.
  e. The screen shots included below (from IE8) are for reference only. There may be slight variations on the steps depending on the IE version installed on your machine. Please contact your IT administration team for any further help.
Setup - Section 1: Internet Explorer Compatibility Mode Settings:

a) Launch the IE browser

b) Select Tools/Compatibility View Settings

c) Select the options specified below.

d) Now type http://*.att.com as specified below and click on Add button. Repeat to add http://*.att.net.
e) Your final setting should look as below.

f) Now, click on the close button.

g) Restart Internet Explorer.
h) You will need to make this same update for **all user accounts** on your computer (Admin, Non-Admin, etc.). Be sure to log off and back on instead of selecting ‘change user’.

i) **IMPORTANT ALERT:** If the Internet Explorer setting to ‘Delete browsing history on exit’ is checked/enabled, it may delete your compatibility view settings each time you close your browser. Go to IE, Tools menu, Internet Option menu, and in the Browsing History section, **uncheck** the box labeled ‘Delete browsing history on exit’**

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j) If you change your IE version, restart your computer then recheck Compatibility View on all user accounts.
Setup - Section 2: Internet Explorer Trusted Site Setup:

a) Launch the IE browser

b) Select Tools/Internet Options as shown below

c) Select “Trusted Sites” and click on “Sites” button as shown below.
d) Uncheck the check box "Require server verification (https:) for all sites in this zone".

![Internet Options window]

e) Add the sites 1) http://*.att.com, 2) https://*.att.com, 3) http://*.att.net, 4) https://*.att.net. Use the add button for each entry as below. Make sure you have the settings below before you click on Close.

![Internet Options window with sites added]

- Use the add button for each entry as below.
- Make sure you have the settings below before you click on Close.
f) Now click on close button.
g) Then click OK or Apply button on the “Internet Options” dialog box.
h) You are done with Trusted Site setup.
i) Restart Internet Explorer.
j) You will need to make this same update for all user accounts on your computer (Admin, Non-Admin, etc.). Be sure to logoff and back on instead of selecting ‘change user’.
k) If you change your IE version, restart your computer then recheck Trusted Sites settings on all user accounts.

Setup - Section 3: Internet Explorer Turning Off Popup Blocker

a) Launch Internet Explorer
b) In the Tools menu, select Pop-up Blocker then “Turn Off Popup blocker” as shown below
c) You will need to make this same update for all user accounts on your computer (Admin, Non-Admin, etc.). Be sure to logoff and back on instead of selecting ‘change user’.
## Launch Day Checklist to Setup OPUS without Peripherals

*Complete the Checklist for each PC*

<table>
<thead>
<tr>
<th>Steps</th>
<th>Checklist Items</th>
<th>Notes from Launch</th>
<th>PC1</th>
<th>PC2</th>
<th>PC3</th>
<th>PC4</th>
<th>PC5</th>
<th>PC6</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Does the store’s Network Bandwidth and Internet speed meet OPUS requirements? *(refer to myCSP article ‘OPUS in Dealer Support Playbook’, <em>365653, for current list)</em></td>
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<td>2.</td>
<td>Do Dealer employees have active Global Login Passwords and access to this location (DLR code)? If not, *(refer to myCSP article ‘OPUS in Dealer Support Playbook’, <em>365653, for the Global Login job aide).</em></td>
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<tr>
<td>3.</td>
<td>Login to the computer with store’s login</td>
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</table>
| 4.    | Does the Operating System meet OPUS requirements? *(refer to myCSP article ‘OPUS in Dealer Support Playbook’, *365653)*  
 a. If yes, proceed to next step  
 b. If no, OPUS cannot be setup on this PC at this time | List OS versions in each PC column | | | | | | |
| 5.    | Does the Internet Explorer browser version meet OPUS requirements? *(refer to myCSP article ‘OPUS in Dealer Support Playbook’, *365653)*  
 a. If yes, proceed to next step  
 b. If no, you must upgrade or downgrade IE before proceeding. *****Restart the PC after any change in IE version before proceeding*****  
 List IE versions in each PC column | | | | | | | |
<p>| 6.    | Are the pre-requisite settings for Compatibility Mode present in Internet Explorer? | | | | | | | |</p>
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<tr>
<td>7.</td>
<td>Are the pre-requisite settings for Trusted Sites present in Internet Explorer?</td>
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<td>8.</td>
<td>Are the pre-requisite settings for Pop-Up Blocker present in Internet Explorer?</td>
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| 9.    | Close Internet Explorer and open a fresh browser. Type in this OPUS URL: [http://opusld.att.com](http://opusld.att.com)  
a. You will get a ‘Dealer Code input’ page where you will type in the store’s DLR code and proceed to the Global Login page. | | | | | | | |
| 10.   | Create a new OPUS bookmark with this URL ONLY: [http://opusld.att.com](http://opusld.att.com)  
It is CRITICAL that no trailing characters are included in the bookmark. Edit the bookmark if necessary: Right click, go to Properties, edit the URL to remove characters, and Apply. | | | | | | | |
| 11.   | Erase all prior bookmarks or desktop icons for eOPUS-Digital Life. | | | | | | | |
| 12.   | If the store also uses an Admin login to their computers, logoff and log back in with the Admin login for the store. | | | | | | | |
| 13.   | Repeat steps 6 – 11 on each PC with the Admin login (where applicable) | | | | | | | |
Troubleshooting Issues Logging into OPUS:

1. OPUS Login Error, “Unauthorized Access Detected...”

   ![OPUS Login Error Screen]

   a. First, follow the instructions on this screen marked as ‘Important’. Details are listed in this document in section 1 and 2.

   b. Then click the URL link provided in the error message, or type it into your browser:
      [http://opusld.att.com](http://opusld.att.com) This should take you to the OPUS page to input your Dealer Code, or to the OPUS Global Login page.

   c. You will need to either edit your OPUS bookmark or desktop icon to ensure that only this exact URL is used, with no trailing characters after the ‘att.com’. Or, delete them and perform a new, fresh bookmark but inspect to be certain that only the URL listed is included (may require editing the bookmark).
2. **OPUS Login Error, “OPUS is unable to find an appropriate region URL that matches your register hostname”**
   a. Close all IE browsers and open a new one
   b. Type in the OPUS URL: [http://opusld.att.com](http://opusld.att.com). This should take you to the OPUS Global Login page, then edit your OPUS bookmark or desktop icon to ensure that only this exact URL is used, with no trailing characters after the ‘att.com’. Or, delete the bookmark and perform a new, fresh bookmark and inspect to be certain that only the URL listed is included (may require editing the bookmark).

3. **OPUS Login Error, “Unable to log you into OPUS at this location/register.....”**
   a. This error indicates you have selected a Dealer store (Dealer Code) that you have not been given access to. Each Dealer Principal or Delegate manages their employees in the Seller Portal and assigns employees to stores, which gives them access in OPUS.
   b. As a validation step, have another store employee attempt to login using the same Dealer Code you tried. If another employee can access this store/Dealer Code, then contact your Manager to get added to the store through the Seller Portal update process. If no store employees can login and all are getting the error, open a Helpdesk ticket and contact your Manager for the Seller Portal update.
4. Internet Explorer Soft Token Toolbar

If you have taken steps to un-install Internet Explorer and reinstall the AT&T recommended version of Internet Explorer, make sure the RSA Token Toolbar is still visible. Note: Your RSA Token Toolbar used for POS.com will work for OPUS.

Step 1: Launch Internet Explorer and make sure you see RSA Token Toolbar as shown below.
(Reminder: The 32 bit version of IE is required for the Token Toolbar, even if your PC is 64 bit)

![Image of Internet Explorer with RSA Token Toolbar]

Step 2: If you do not see the RSA Token Toolbar, check whether it is on the machine by:
- Open Control Panel \ Programs \ Uninstall a Program and see if RSA SecurID is listed (do not uninstall it)
- Open IE and press “Alt” and “V” then go to Toolbars and see if RSA is listed and has a check mark next to it so it will display.

Step 3: IF your machine is a 64bit PC and you still cannot locate the Token Toolbar, follow these instructions:

If using the Desktop IE Shortcut:
- Right-click the IE Shortcut and then select “Properties”.
- For 32-bit IE the Target will be "C:\Program Files (x86)\Internet Explorer\iexplore.exe" and this is the one that will work with the Token toolbar.
- For 64-bit IE the Target will be "C:\Program Files\Internet Explorer\iexplore.exe" and this is one you do NOT want to use.

If using the Taskbar IE Shortcut (Blue “E” in the bottom left corner next to the Start button)
- Right-click and select to unpin
- Then in Windows Explorer go to "C:\Program Files (x86)\Internet Explorer\iexplore.exe" and right click that file and select to pin to Taskbar.

5. Windows 8.0 PC issues accessing OPUS

Step 1: On a WINDOWS 8 computer, you may need to disable the Touch Screen in Device manager of the desktop/laptop to prevent OPUS redirection to the OPUS Mobile site. This may require assistance from your I.T. specialist with Administrator rights to the computer.
6. Troubleshooting Browser or OPUS Setup: Internet Explorer Reset Settings
   (Suggested but NOT Required as a pre-requisite)
   
a) Launch the IE browser
b) Select “Tools” and Click on “Internet Options” as shown below (if “Tool” option showing on IE, hit “Alt and T” key to show tools menu on IE)
c) Click on “Advanced” tab and click on “Reset...” button as shown below
d) Click the check box “Delete personal settings” and click on “Reset…” button as shown below
e) Click on “Restore advance settings” button

![Image of Internet Options window with Restore advanced settings highlighted]

f) Now, Restart Internet Explorer

g) Enable the RSA Toolbar again with the following steps:
   o In Internet Explorer, Select “View” --> “Toolbars” and Click on “RSA Toolbar” as shown below (if “View” menu is not visible, hit “Alt and V” key to show the menu on IE)

![Image of Internet Explorer menu with RSA Toolbar selected]

a) Restart Internet Explorer

h) Repeat Sections 1, 2, and 3 above