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 - After uninstalling Sales Portal, it will still leave some files which is not really needed anymore. By performing this steps, it will remove all those files and it eliminates almost all of the errors.
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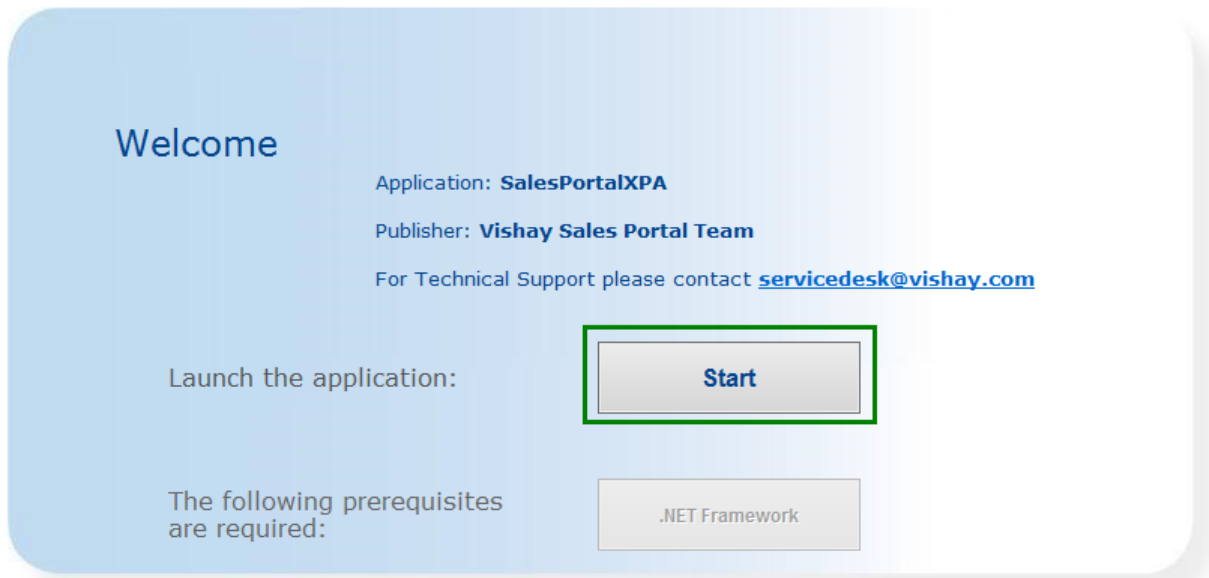
You might need local ADMIN rights on your client system to perform the installation.

You must be using **Internet Explorer/Microsoft Edge** to continue.

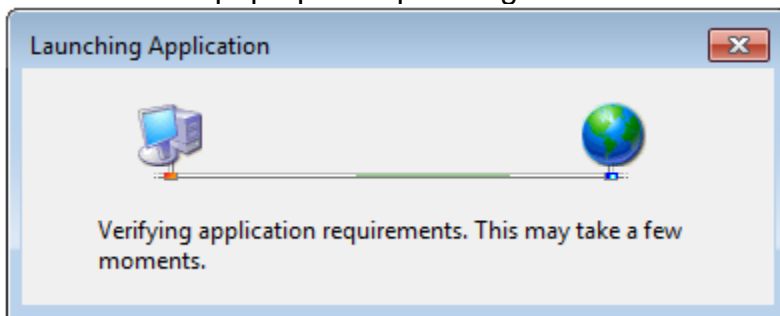
If your organization does not permit to use either one of these two, please go [here](#) for **Google Chrome / Mozilla Firefox internet browsers** before proceeding further.

You need at least **Microsoft dot Net Framework Version 4.6.2** to launch the application. Please go [here](#) to download.

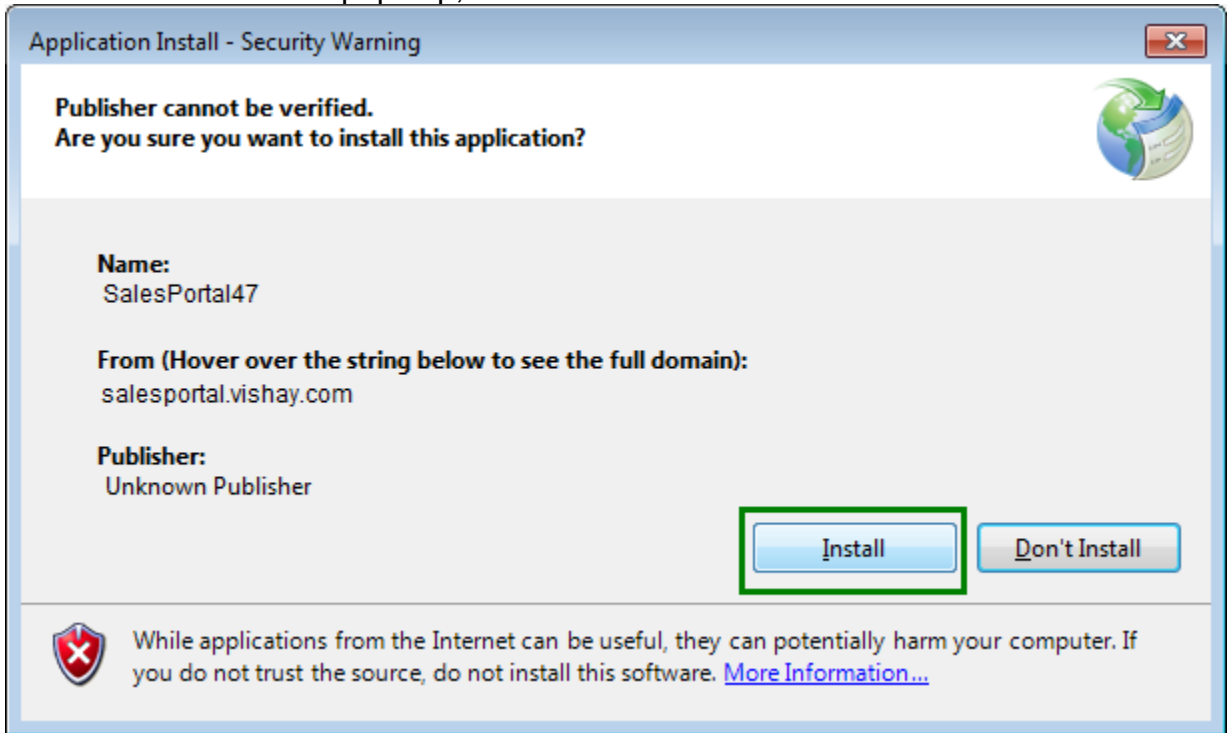
Go to <https://salesportal.vishay.com> and press the Start button to begin the client install.



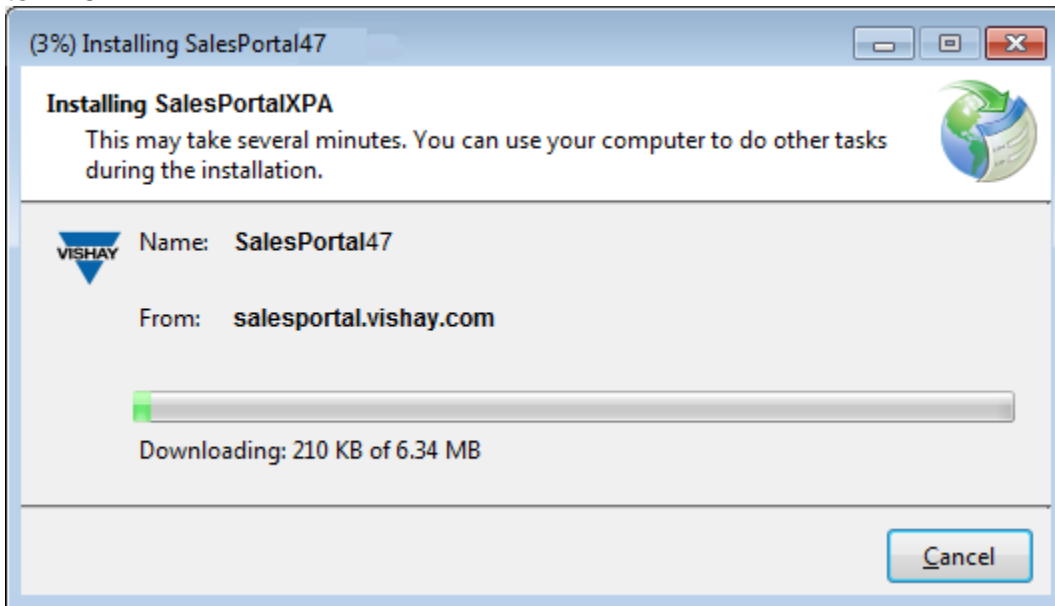
- a. This is the first pop-up after pressing start.



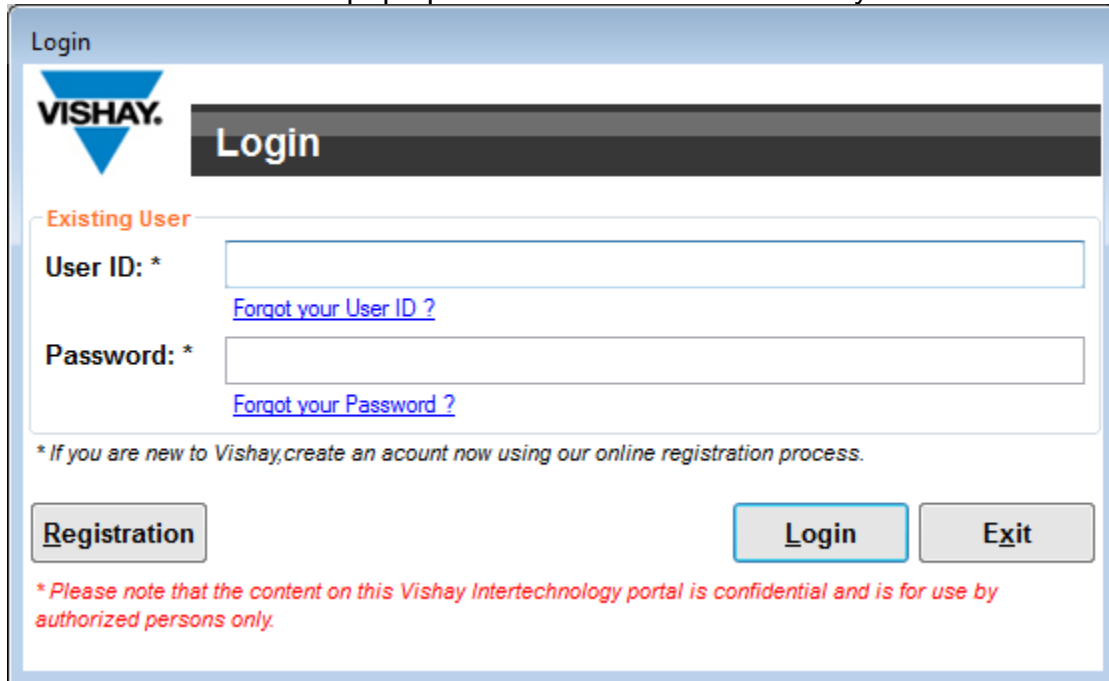
- b. Then when the window pops up, click the Install button.



- c. A processing window will pop up after clicking the Install button. Just wait for it to finish.

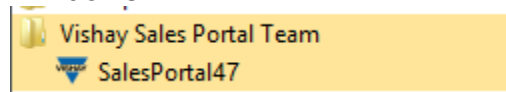


- d. Sales Portal screen will pop up once it has been successfully installed.

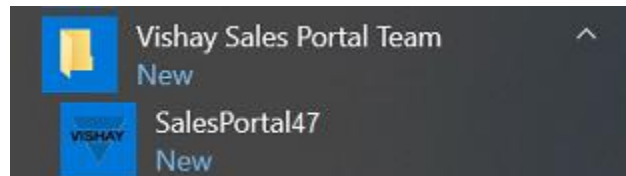


- e. Can also be found on the Start Menu of your computer. This can be started without needing to visit <https://salesportal.vishay.com> again.

1. Windows 7



2. Windows 10



Sales Portal via Google Chrome/Mozilla Firefox/Edge Chromium

For Sales Portal to run by default, it should be installed using **Internet Explorer or Microsoft Edge**.

But if your organization doesn't allow either of the two browsers to run.

You need to install some add-ons to your which respective browser is being allowed.

A. For **Google Chrome**

- A. go to <https://chrome.google.com/webstore/detail/clickonce-for-google-chro/kekahkplibinaibelipdcikofmedafmb> and install the add-on.

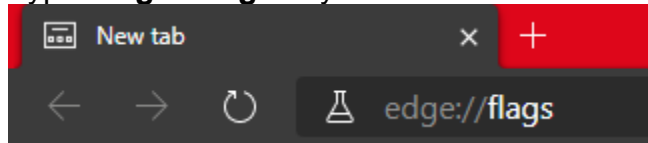
B. For **Mozilla Firefox**

- A. go to <https://addons.mozilla.org/en-US/firefox/addon/breez-clickonce/?src=search> and install the add-on

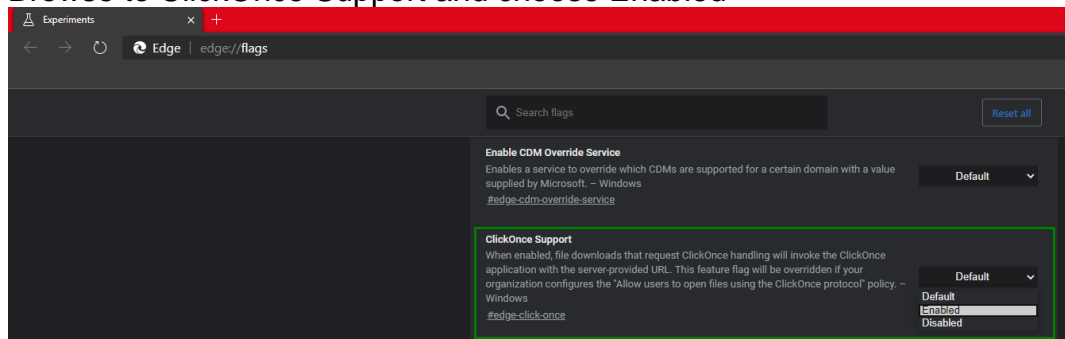
- C. After downloading the respective add-ons for your browsers, restart the browser and do the [Sales Portal installation](#) again.

- D. For the new **Microsoft Edge Chromium**, support for ClickOnce is not yet enabled by default please do the steps below:

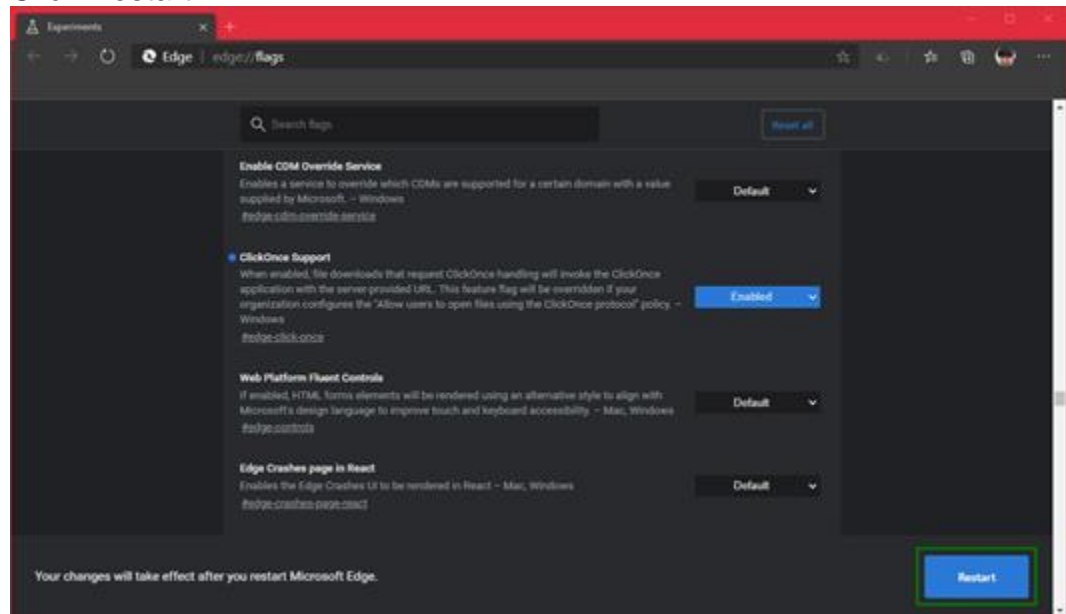
- A. Type: **edge://flags** to your browser address bar.



- B. Browse to ClickOnce Support and choose Enabled



C. Click Restart

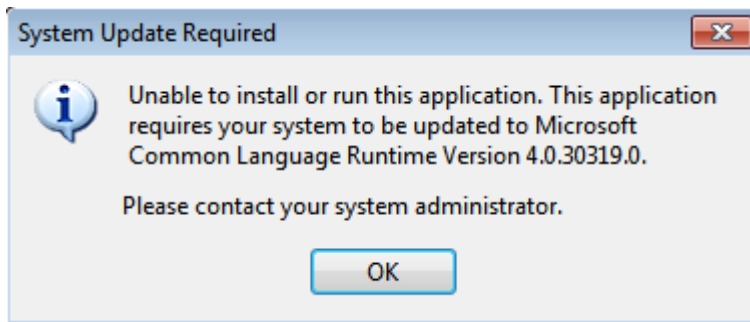


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A. Troubleshooting Common Errors(Installation Issues)

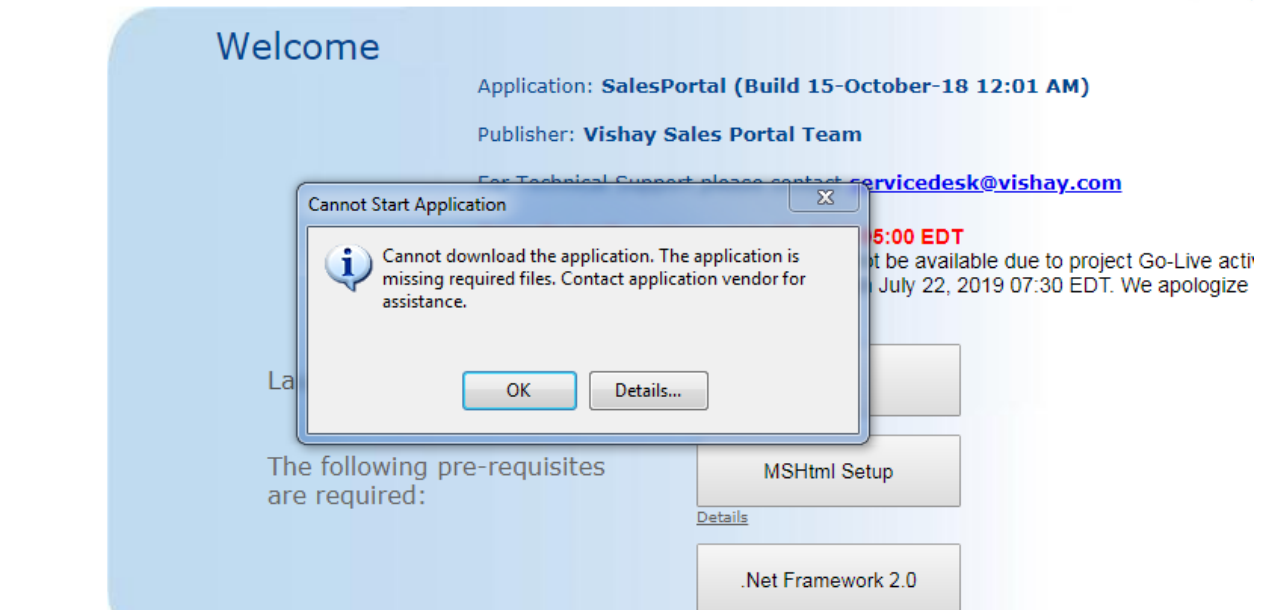
1. Unable to install or run this application. This application requires your system to be updated to Microsoft Common Language Runtime Version 4.0.30319.0.

-this problem usually occurs when you have a .Net that is not supported anymore by the application.



Solution: Install Microsoft the recommended .Net framework via this link:
<https://dotnet.microsoft.com/en-us/download/dotnet-framework>

- Cannot download the application. The application is missing required files. Contact application vendor for assistance.
 - Problem usually occurs when Google Chrome or Edge Chromium is used.



```

ZVG2HFJR.log - Notepad
File Edit Format View Help
PLATFORM VERSION INFO
  windows : 6.1.7601.65536 (win32NT)
  Common Language Runtime : 4.0.30319.42000
  System.Deployment.dll : 4.8.3761.0 built by: NET48RELI
  clr.dll : 4.8.3928.0 built by: NET48RELI
  dfdll.dll : 4.8.3761.0 built by: NET48RELI
  dfshim.dll : 4.0.41209.0 (Main.041209-0000)

SOURCES
  Deployment url1 : file:///C:/Users/djimenez2/Desktop/SalesPortalXPA.application

IDENTITIES
  Deployment Identity : salesPortalXPA, version=3.3.0.359, culture=neutral, PublicKeyToken=10143d40e66e15a7, processorArchitecture=x86

APPLICATION SUMMARY
  * Installable application.
  * Trust url parameter is set.

ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of C:\Users\djimenez2\Desktop\SalesPortalXPA.application resulted in exception. Following failure messages were detected:
    + Deployment and application do not have matching security zones

COMPONENT STORE TRANSACTION FAILURE SUMMARY
  No transaction error was detected.

WARNINGS
  There were no warnings during this operation.

OPERATION PROGRESS STATUS
  * [8/23/2019 7:07:49 AM] : Activation of C:\Users\djimenez2\Desktop\SalesPortalXPA.application has started.
  * [8/23/2019 7:07:49 AM] : Processing of deployment manifest has successfully completed.
  * [8/23/2019 7:07:49 AM] : Installation of the application has started.

ERROR DETAILS
  Following errors were detected during this operation.
  * [8/23/2019 7:07:49 AM] System.Deployment.Application.InvalidDeploymentException (Zone)
    - Deployment and application do not have matching security zones.
      - source: System.Deployment
      - stack trace:
        at System.Deployment.Application.DownloadManager.DownloadApplicationManifest(AssemblyManifest deploymentManifest, String targetDir
        at System.Deployment.Application.ApplicationActivator.DownloadApplication(SubscriptionState subState, ActivationDescription actDes
        at System.Deployment.Application.ApplicationActivator.InstallApplication(SubscriptionState& subState, ActivationDescription actDes
        at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String te
        at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivationWithRetry(Uri activationUri, Boolean isShortcut,
        --- End of stack trace from previous location where exception was thrown ---
        at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
        at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivationWithRetry(Uri activationUri, Boolean isShortcut,
        at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

COMPONENT STORE TRANSACTION DETAILS
  No transaction information is available.
    
```

Solution1: [Mozilla Firefox / Google Chrome addons and Edge Chromium instructions](#)

Solution2: Please follow [this link](#).

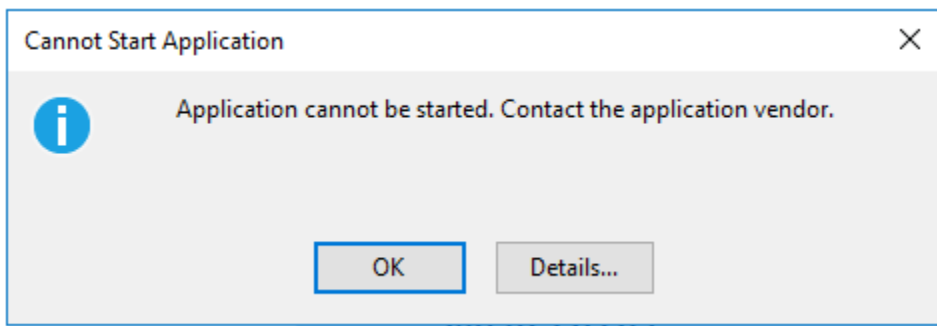
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- Sales Portal is already opened but no window is appearing on the screen.
This is due to having 2 or more displays while opening the Sales Portal and trying to open it again without the second display.

To reset the screen state like when it has only been downloaded for the first time, please refer to [this link](#).

- Application Cannot be Started. Contact the application vendor.

Problem usually occurs when Google Chrome or Edge Chromium is used.



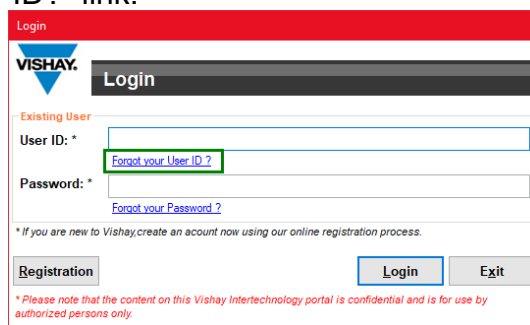
Solution1: [Mozilla Firefox / Google Chrome addons and Edge Chromium instructions](#)

Solution2: Please follow [this link](#).

B. Account/UserID does not exist in the system

For new users

- If received an activation e-mail from the system, Input the User ID indicated in the Activation email. If still cannot login, click the “Forgot your User ID?” link.

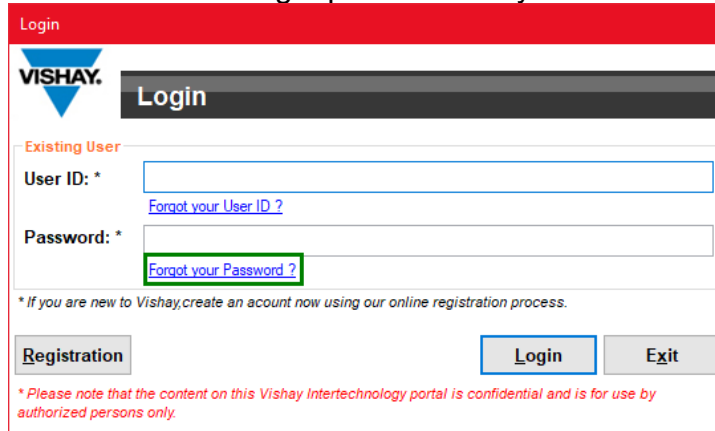


- If did not received an activation e-mail from the system, please contact the regional coordinator assign to your region
 - Asia Pacific – Siew Lan Leong (Siew.Leong@vishay.com)
 - Europe/Israel – Wippich Roland (Roland.Wippich@vishay.com)
 - North America – Patty Labenz (Patty.Labenz@vishay.com)

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C. Password is invalid

If your password cannot proceed and you think you did not change anything, it is better to click forgot password so your account will not be locked.



D. Account is not active

Contact assigned Customer Representative for the region and request for the account to be activated.

1. Asia Pacific – Siew Lan Leong (Siew.Leong@vishay.com)
2. Europe/Israel – Wippich Roland (Roland.Wippich@vishay.com)
3. North America – Patty Labenz (Patty.Labenz@vishay.com)

E. Downloaded CSV information displayed in one column only

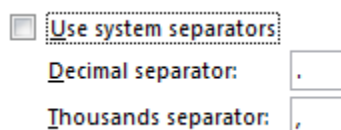
This usually happens due to regional setting of the laptop where the file was opened.

Ex: In German settings, Excel interprets the comma as a decimal separator instead of a column separator

- a. Go to Control Panel and click on 'Region and Language'
- b. In the 'Formats' tab under Format, select 'English(United States)'
- c. Download again the file to check if CSV displayed correctly

OTHER OPTION:

- a. You can also choose to modify this setting locally in EXCEL by doing the following steps:
- b. 1. Open Excel application.
- c. 2. Go to Excel Options -> Advanced and make sure that the setting is similar to below screenshot:

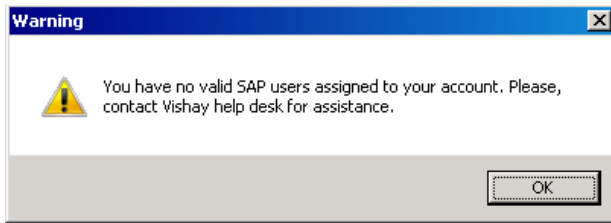


F. Locked Sales Portal Accounts

An account gets locked when the user failed to input the correct password for 5 consecutive times.

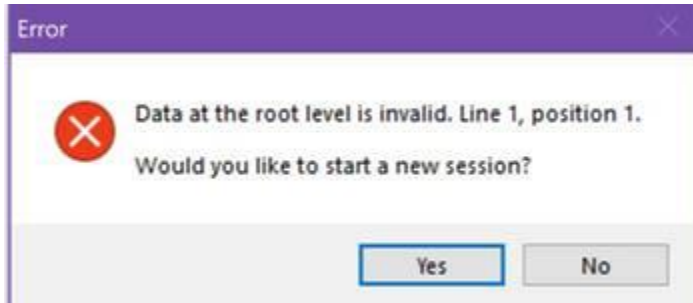
To unlock the account, the user must contact his/her respective Vishay CS. That CS will then inform the unlocking in-charge.

G. No valid SAP users



Contact GBAO Security(GBAO_SECURITY_SUPPORT@vishay.com)

H. Error “Data at the root level is invalid. Line 1, position 1. Would you like to start a new session?”

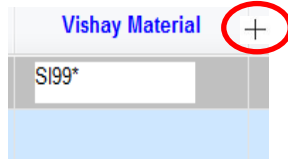


If this happens please select “No” and refer to [this link](#).

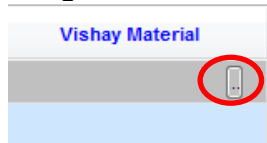
I. Button missing in the table

This is caused by the table column where the button is located is too small. Following the steps below to proceed.

1. Point the mouse on the right corner of the table title



2. Drag the column towards right to see the small selection button

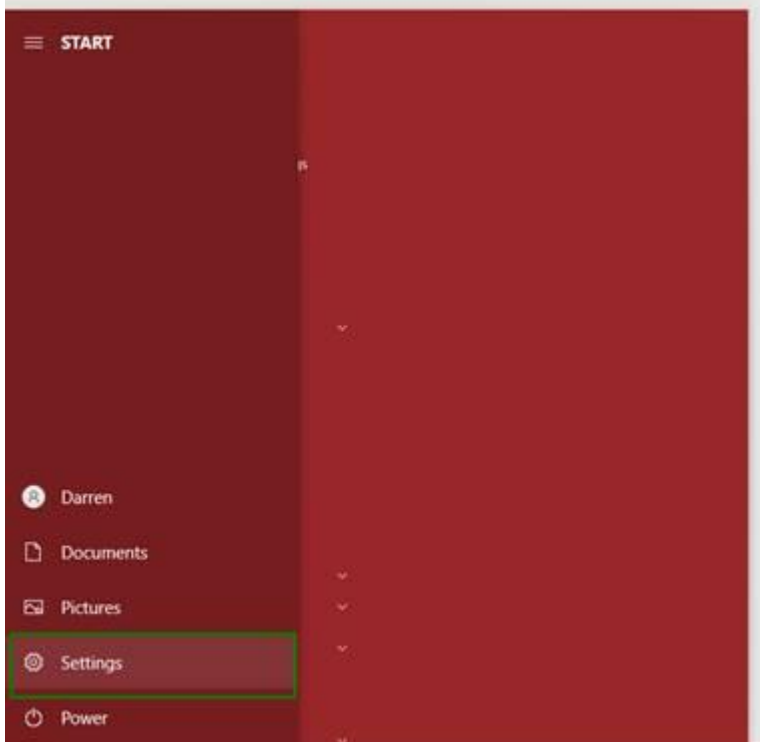


J. Windows 10 v2004/20H2 Japanese/Chinese Language input bug workaround

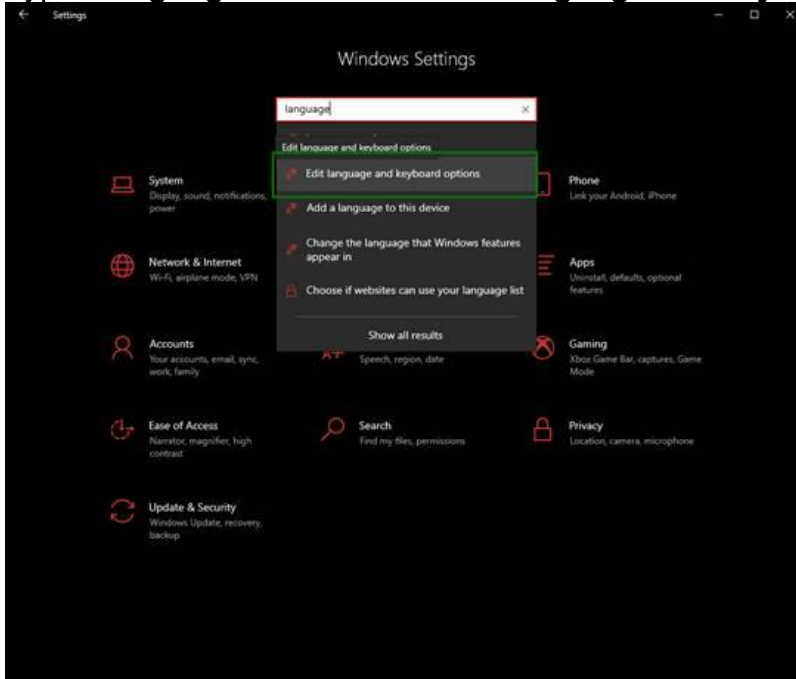
Because Microsoft IME has upgraded to a new version, not all features are compatible with it.

It is needed to use the previous version as a temporary work-around until Microsoft releases a new update fixing the issue.

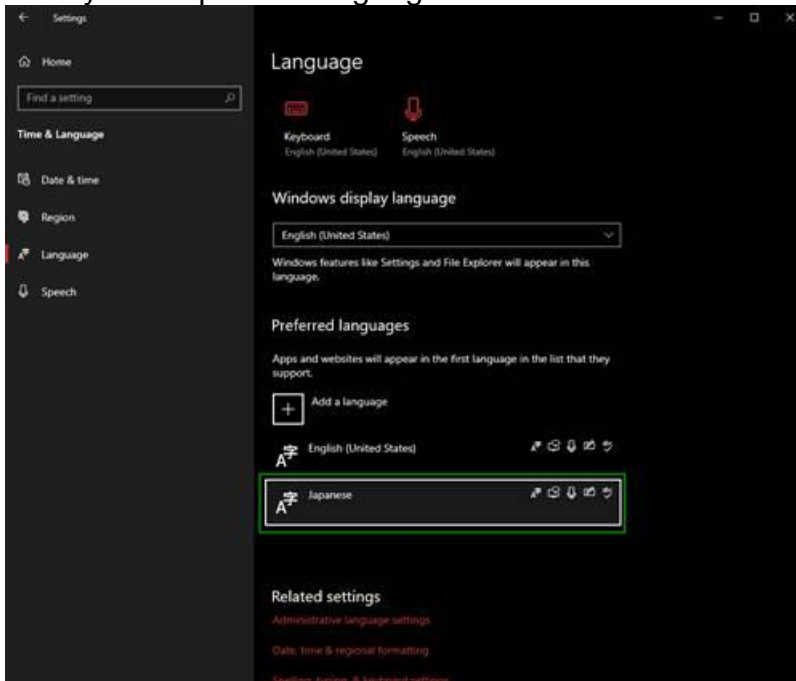
1. Close Sales Portal and Go to Start and click Settings.



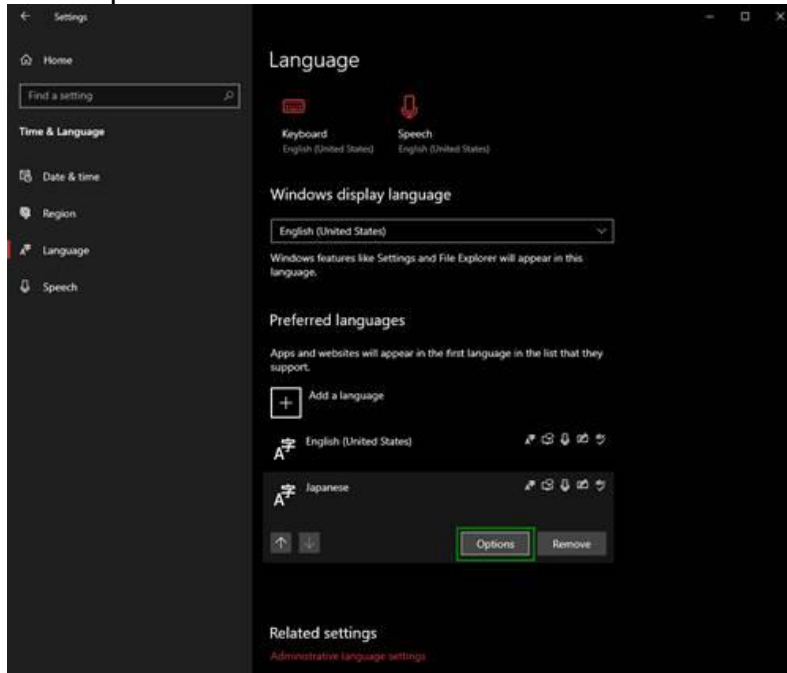
2. Type “**language**” and select “**Edit language and keyboard options**”.



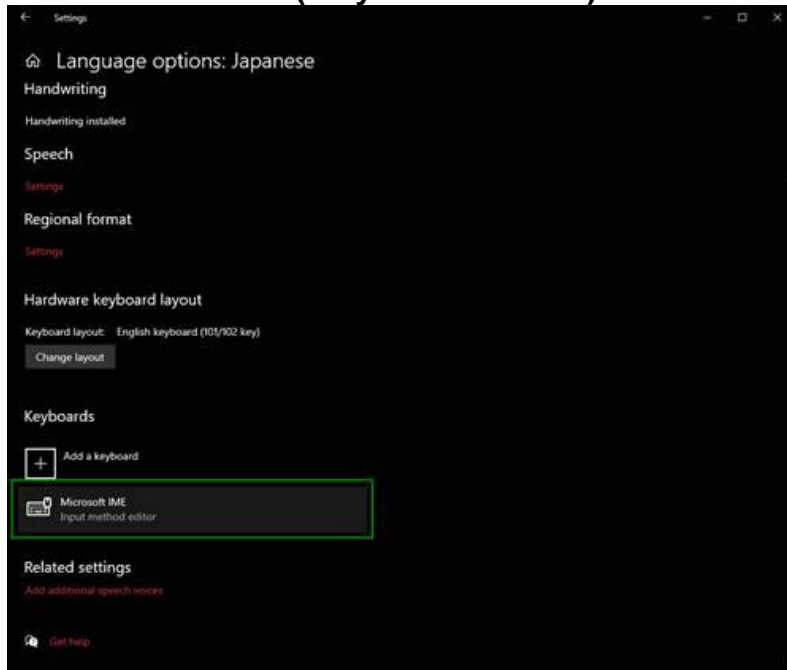
3. Click your respective language



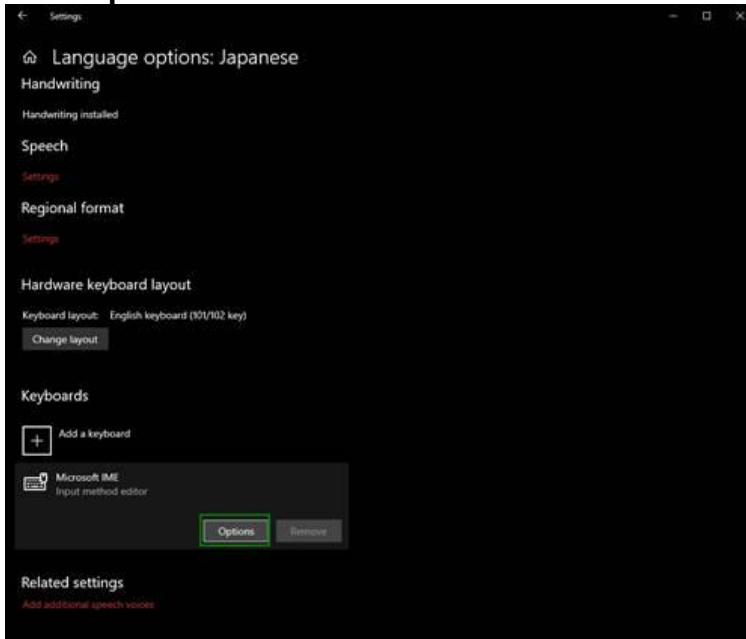
4. Click Options



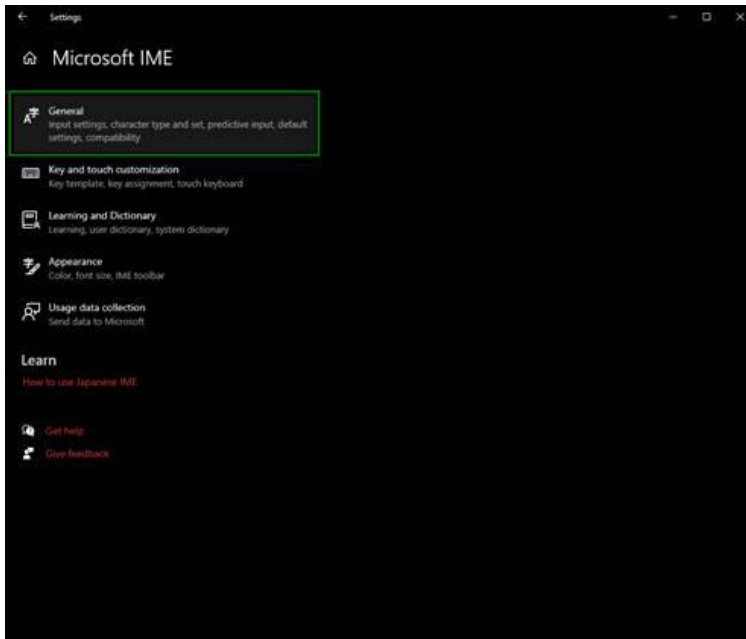
5. Click Microsoft IME(Pinyin for Chinese)



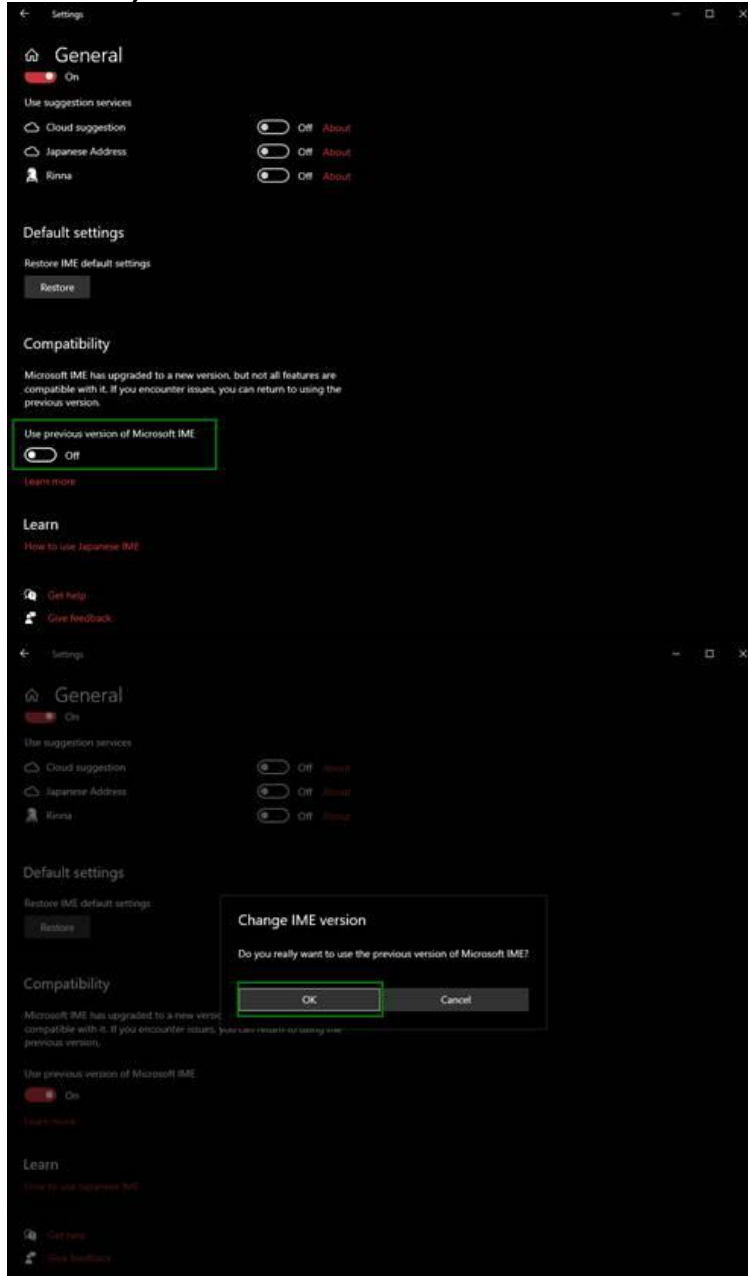
6. Click Options



7. Click General



8. Scroll down and turn on **Use previous version of Microsoft IME(Pinyin for Chinese)**



9. Start Sales Portal again

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K. Downloaded CSV information displayed in one column only

This usually happens due to regional setting of the laptop where the file was opened.

Ex: In German settings, Excel interprets the comma as a decimal separator instead of a column separator

1. Go to Control Panel and click on 'Region and Language'
2. In the 'Formats' tab under Format, select 'English(United States)'
3. Download again the file to check if CSV displayed correctly

OTHER OPTION:

You can also choose to modify this setting locally in EXCEL by doing the following steps:

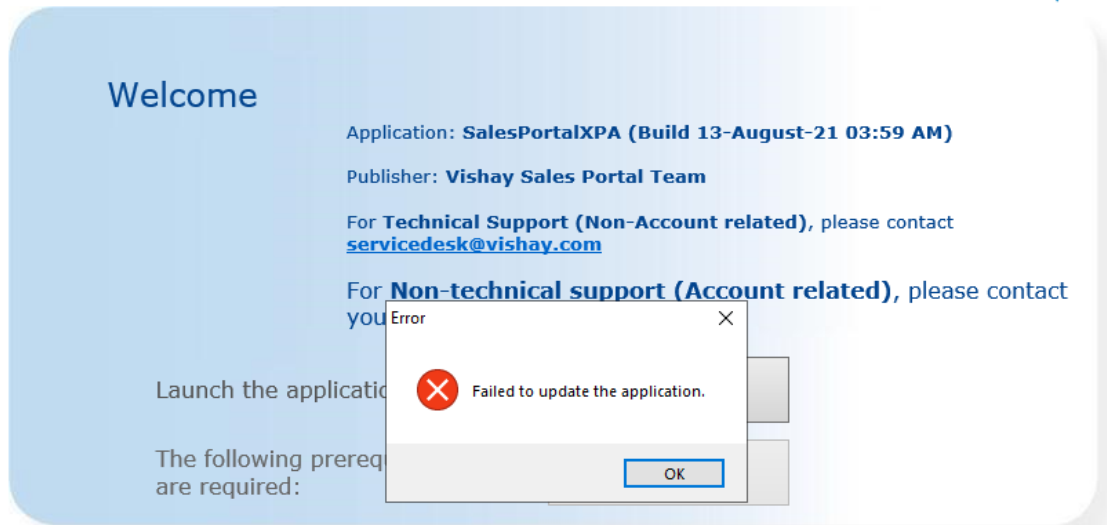
1. Open Excel application.
2. Go to Excel Options -> Advanced and make sure that the setting is similar to below screenshot:

Use system separators

Decimal separator:

Thousands separator:

- L. Failed to update the application.
This error usually happens when user is trying to start Sales portal with other users accessing it simultaneously on Citrix with Windows Server 2019.



[Sales Portal - Installation Guide](#)

[Sales Portal - User Registration Guide](#)

Solution is to download the Portable Sales Portal client. By downloading this file, user is not required to go to the website anymore and click **Start**. File can be downloaded from <https://salesportal.vishay.com/files/salesportal47.aspx>. Instruction is inside the zip file in a document.

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M. Sales Portal log error: “Downloading

<https://salesportal.vishay.com/uniRIAAplications/SalesPortal/SalesPortal.application> did not succeed.”

This means user has an old version of sales portal installed. All Sales Portal Installation must be removed and install the new one on the website. Please follow [this link](#) on how to.

```

PLATFORM VERSION INFO
  Windows                : 6.1.7601.65536 (Win32NT)
  Common Language Runtime : 4.0.30319.42000
  System.Deployment.dll   : 4.7.2102.0 built by: NET47REL1LAST
  clr.dll                 : 4.7.2102.0 built by: NET47REL1LAST
  dfdll.dll              : 4.7.2102.0 built by: NET47REL1LAST
  dfshim.dll             : 4.0.41209.0 (Main.041209-0000)

SOURCES
  Deployment url          : file:///C:/ProgramData/Microsoft/Windows/Start%20Menu/Programs/Vishay%20Sales%20Portal%20Team/SalesPortal.appref-ms%7C

ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Vishay Sales Portal Team\SalesPortal.appref-ms| resulted in exception. Following failure messages were detected:
    + Downloading https://salesportal.vishay.com/uniRIAAplications/SalesPortal/SalesPortal.application did not succeed.
    + The remote server returned an error: (404) Not Found.

COMPONENT STORE TRANSACTION FAILURE SUMMARY
  No transaction error was detected.

WARNINGS
  There were no warnings during this operation.

OPERATION PROGRESS STATUS
  * [10/28/2021 12:59:02 PM] : Activation of C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Vishay Sales Portal Team\SalesPortal.appref-ms| has started.

ERROR DETAILS
  Following errors were detected during this operation.
  * [10/28/2021 12:59:02 PM] System.Deployment.Application.DeploymentDownloadException (Unknown subtype)
    - Downloading https://salesportal.vishay.com/uniRIAAplications/SalesPortal/SalesPortal.application did not succeed.
    - Source: System.Deployment
    - Stack trace:
      at System.Deployment.Application.SystemNetDownloader.DownloadSingleFile(DownloadQueueItem next)
      at System.Deployment.Application.SystemNetDownloader.DownloadAllFiles()
  
```

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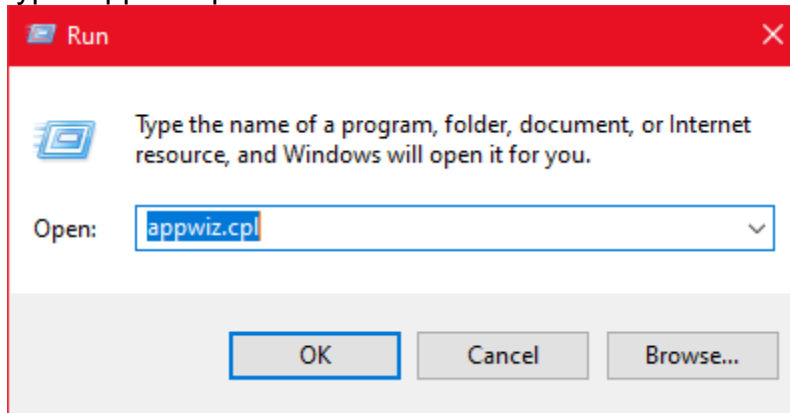
N. Completely Uninstalling Sales Portal manually

1. Close all the open Sales Portal window
2. Uninstall Sales Portal

1) press Windows key + R



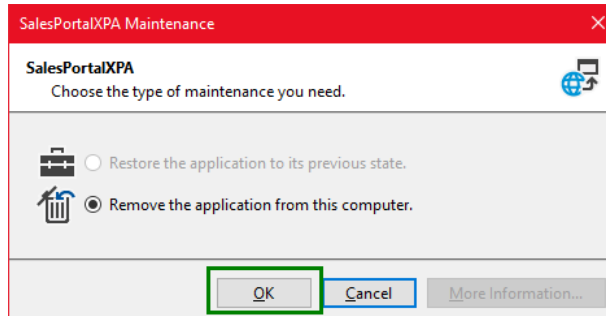
2) type “appwiz.cpl”



3) Uninstall all Sales Portal, meaning remove SalesPortalXPA and SalesPortalTest(if this does not exist, it's ok)

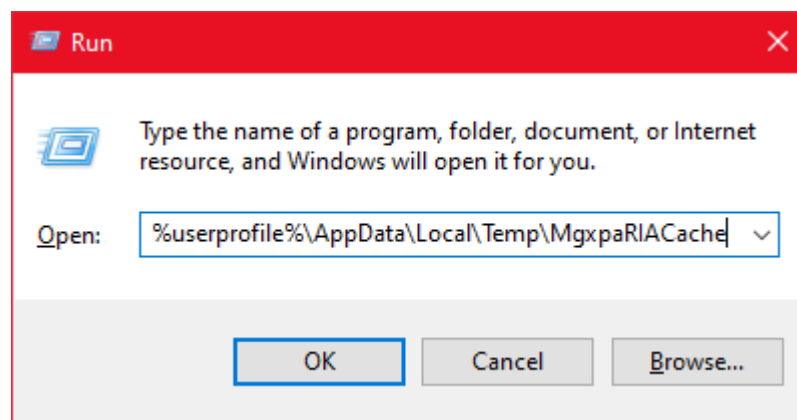
Organize		Uninstall/Change		
Name	Publisher	Installed On	Size	Version
SalesPortalXPA	Vishay Sales Portal Team	10/2/2020		3.3.0.359

Uninstall/Change



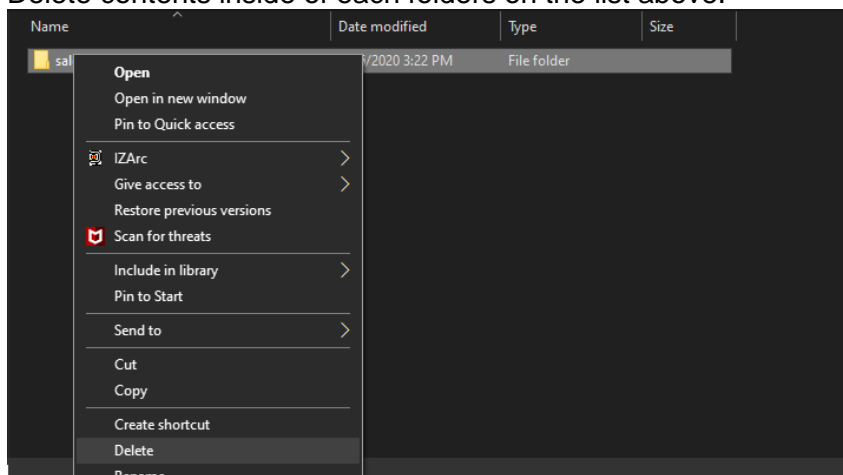
3. Press Windows key + r on your keyboard again
4. Type the following below one by one.

%userprofile%\AppData\Local\Apps\2.0
%userprofile%\AppData\Local\Temp\MgxpRIACache
%userprofile%\AppData\Roaming\MSE



Example:

5. Delete contents inside of each folders on the list above.



6. Install Sales Portal again from <https://salesportal.vishay.com>

O. Sales Portal Executable

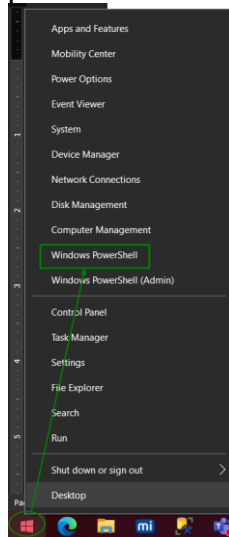
Please download the Sales Portal Executable file on this link(<https://salesportal.vishay.com/files/salesportal47.aspx>).

P. Verifying .net version

Since Sale Portal requires at least .net version 4.6.2, a command is needed to be entered to powershell to check your .net version.

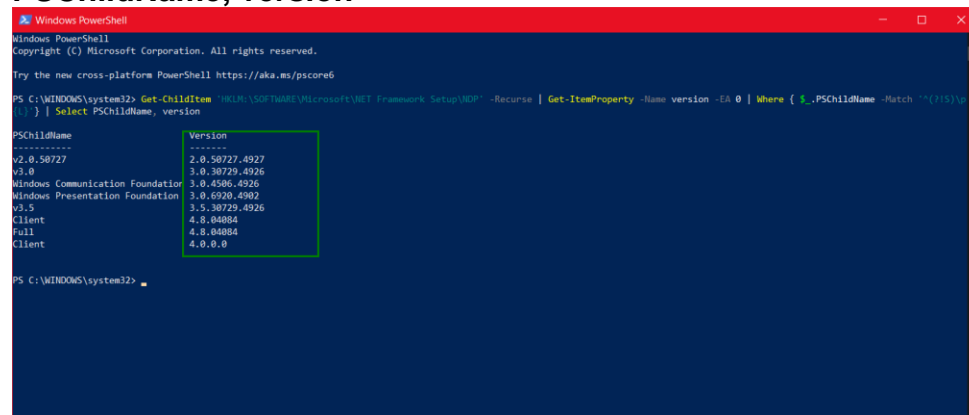
Please see below on how to do it.

1. Open Powershell by right clicking the windows logo and selecting powershell



2. Enter the code below and press Enter key:

```
Get-Childitem 'HKLM:\SOFTWARE\Microsoft\NET Framework Setup\NDP' -Recurse | Get-ItemProperty -Name version -EA 0 | Where { $_.PSChildName -Match '^(?!S)\p{L}' } | Select PSChildName, version
```



```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\WINDOWS\system32> Get-Childitem 'HKLM:\SOFTWARE\Microsoft\NET Framework Setup\NDP' -Recurse | Get-ItemProperty -Name version -EA 0 | Where { $_.PSChildName -Match '^(?!S)\p{L}' } | Select PSChildName, version

PSChildName      Version
-----
v2.0.50727       2.0.50727.4927
v3.0              3.0.30729.4926
Windows Commun... 3.0.4506.4926
Windows Present... 3.0.6920.4902
v3.5             3.5.30729.4926
Client           4.8.04884
Full             4.8.04884
Client           4.8.0.0
```

In the image above, shows the versions of .net the system currently has.