

# DPEP Connectivity Troubleshooting Guide

## DisneyLicensing.com Technical Support Contact Information

This document is provided as a reference for users who may be experiencing difficulty connecting to DisneyLicensing.com (<http://www.disneylicensing.com/>) or its applications from within their company network. If you are unable to connect after following the recommendations below, or would like a support representative to call you, please contact us at one of the following:

North America	DCPSupport.US@disney.com
Europe, Middle East, Africa	DCPSupport.EMEA@disney.com
Greater China, Australasia, Korea, India, South East Asia	DCPSupport.APAC@disney.com
Japan	DCPSupport.Japan@disney.com
Latin America	DCPSupport.Latin@disney.com

## General Minimum System Requirements

To obtain adequate performance while using DisneyLicensing.com and its related applications, the following minimum configuration is required. While these are minimums, some applications may have more specific requirements, as detailed on the following pages.

	PC	Mac
<b>Artwork Considerations</b>	Style guides contain artwork created using Adobe Creative Cloud 2014 applications. For best results, please use Adobe Creative Cloud 2014 when working with these files.	
<b>Browser</b>	Chrome, Edge, Firefox, & Internet Explorer	Chrome, Firefox and Safari
<b>Compatibility Mode</b>	Compatibility Mode should be turned off.	
<b>Compression</b>	Any decompression utility that supports ZIP files.	
<b>Cookies</b>	These applications require that your browser be enabled to accept cookies.	
<b>Internet Access</b>	DSL, Cable modem, Fiber (FIOS) - Minimum 384 kb (download)*	
<b>Java Requirements (Invision)</b>	Sun Java 2 Runtime Environment, Standard Edition 1.8	OS 10.X already includes the required Java environment.
<b>JavaScript</b>	JavaScript should be enabled.	
<b>PDF Viewer</b>	Adobe Acrobat Reader (current version)	
<b>Plug-in (DMC)</b>	Flash (current version)	Flash (current version)
<b>Pop Ups</b>	These applications require that your browser be enabled to accept pop-ups.	

\*This is the minimum recommended speed. A higher speed will improve performance.

\*\*Flash will no longer be required for DMC after January 3, 2020

## Browser Requirements:

App name(s)	Browsers Officially Supported	Other Notes
DisneyLicensing.com	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], IE 10-11, Safari 10-11	May not be used in Compatibility Mode
DMC	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], IE 10+, Safari 10-11	Must have Aspera Connect Client and the most recent version of the Aspera Plug-In Must have Flash installed**

App name(s)	Browsers Officially Supported	Other Notes
Help.DisneyLicensing.com	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], Safari 10-11	No longer compatible with IE as of November 2020 as IE is being deprecated by Microsoft
INvision***	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], IE 10-11, Safari 10-11	
OPA	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], IE 10+ Safari 10-11	Must have Aspera Connect Client and the most recent version of the Aspera Plug-In
PLM	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version]	
PubWorld	Chrome [current version and the previous version], Edge [current version and the previous version], Firefox [current version and the previous version], IE 10+, Safari 10-11	
SRR	Chrome [current version], Edge [current version], Safari [current version]	

*\*\*Flash will no longer be required for DMC after January 3, 2020*

*\*\*\*Not all features are supported for Firefox and Safari.*

## Troubleshooting Connectivity Issues (for Network Services Technicians)

1. If you are behind a firewall and cannot connect to the DisneyLicensing.com site, you will need to verify that the following ports are open to ensure access:
  - **Port 80 for Internet traffic**
  - **Port 443 for SSL**
2. Additionally, you must enable access to the following domains:
  - **\*.disney.com**
  - **\*.disneylicensing.com**
3. If your company's proxy settings dictate that access must be configured for each individual portal located within a website, you will need to configure the following as well:
  - For Digital Media Center, our central repository of downloadable art:
    - **dmc.disney.com**
  - For INvision, our licensee forecast application:
    - **invision.disney.com/Invision2Forecast/**
  - For Online Product Approval:
    - **opa.disney.com**
  - For DisneyLicensing.com, our website:
    - **disneylicensing.com**
4. Firewall rules for Digital Media Center's and Online Product Approval's Aspera Connect client:
  - If you are behind a firewall and cannot connect to Aspera, you will need to verify that the following port is open for UDP/TCP traffic: Port 33001.
  - The most recent version of the Aspera Plug-In is required.
5. Browsers may not be set in Private Browsing or Incognito mode
  - If you are browsing privately or incognito, cookies are automatically disabled and our applications may not work correctly.

## Troubleshooting Questions to Assist Disney Technical Support

If you are still unable to resolve your connectivity issue, please provide answers to the following questions when contacting your support representative at the email address above. Please provide:

1. Your system information i.e. browser, operating system, etc. by going to this url: <http://disneylicensing.com/browserinfo>.
2. A general network architecture diagram between you and your ISP. Please include any proxy server or firewalls.
3. If you are a Small Office/Home Office, please indicate all networking hardware including routers, VPN equipment and firewall connections. If you are using a device or software to share a single internet connection (Windows Internet Connection Sharing), please advise us of that as well.
4. Vendor and version information for the devices you identified in your network diagram.
5. A trace route from a system located directly outside your firewall and/or proxy server (if present). If you are connected directly to the internet, please provide a traceroute (tracert) from the system to these addresses:
  - **disneylicensing.com**

- **dmc.disney.com**
- **opa.disney.com**
- **www.disney.com**
- **rapidtransfer.disney.com**

6. A "nslookup" for the following domains:

- **disneylicensing.com**
- **dmc.disney.com**
- **opa.disney.com**
- **www.disney.com**
- **rapidtransfer.disney.com**

7. The IP address of the system (if connected directly to the internet) or proxy server (if behind a proxy) the time of day and time zone for the last failed attempt. We will use this information to track through the server log on our side to further troubleshoot.

8. Your Internet Service Provider contact information (in case we should need to involve them).

9. Information about the exact nature of the problem, as detailed as possible. Does any part of the site show? Are any HTTP errors (e.g. 404, 403, 500) displayed? Screen captures, time-of-day, and specific details would be helpful. Any details on the way you reproduce the problem might be helpful too.

10. Identify the platform, OS, and browser versions for the systems/users that are experiencing this problem.

11. If you have custom configurations to the browser (proxy settings, security settings, permissions, user lockdown)