

EcoStruxure Power Build Rhapsody – Resolution for authentication issue during first time launch

What is the issue ?

Issue resolution

**How do I know if I have a Proxy Script Configured?
How to Disable?**

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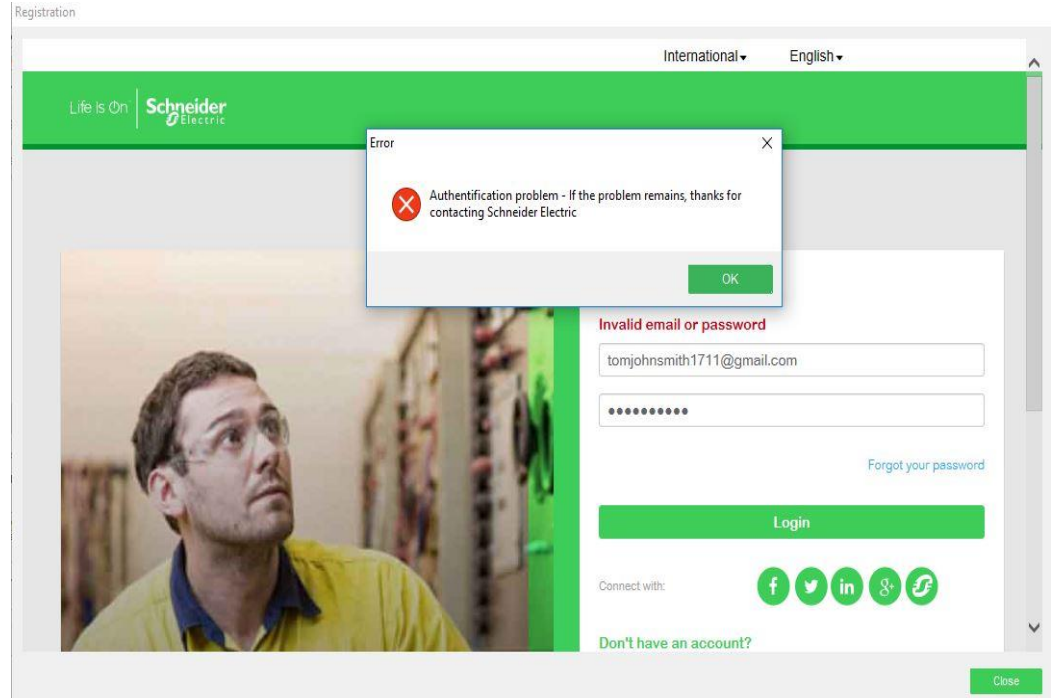
What is the issue?

Issue :

After entering my username & password in the authentication window for Ecostruxure Power Build Rapsody , I get an error message/software crashes/software does not open. What should I do?

Possible reasons:

- 1) Slow internet connection
- 2) You're using your laptop/desktop in an IT environment which has a Proxy Script Configured/Proxy configured



Issue Resolution

The below resolution steps need to be done only ***for first launch of Rapsody***. If you are able to successfully login, Subsequent launch of Rapsody software will be trouble-free.

Possible Resolution Reason 1: Slow internet connection

If you are using a slow internet connection , please try to use a faster connection like 3G/4G/Home Wi-fi (With good coverage)

Possible Resolution Reason 2: Laptop/desktop is in an IT environment which has a Proxy Script Configured/Proxy configured

If you have a Proxy script configured please do any one of the following steps. After doing one of the steps below, please launch Rapsody again & Enter your username & password to get to Home Screen of Rapsody:

- Disable the Proxy Script/Proxy in your Windows system & try to launch Rapsody again – Please See Slide 5 & Slide 6 for more details
- Use an Internet connection which is different from your office Internet(**3G/4G/Mobile Hotspot/Home Wifi**) & try to launch Rapsody again
- Do both of the above simultaneously & try to launch Rapsody again
- **Ask your IT administrator to Whitelist the following URL's in the Proxy Script Configuration/Proxy Configuration:**

<https://login.dces.schneider-electric.com>

<https://ims.wsecure.schneider-electric.com>

<https://gw-api-emea.schneider-electric.com>

Launch Rapsody again .

Please Note : Due to complexity of IT environments, you might have to do any one step above or in some cases all the steps above to resolve the issue.

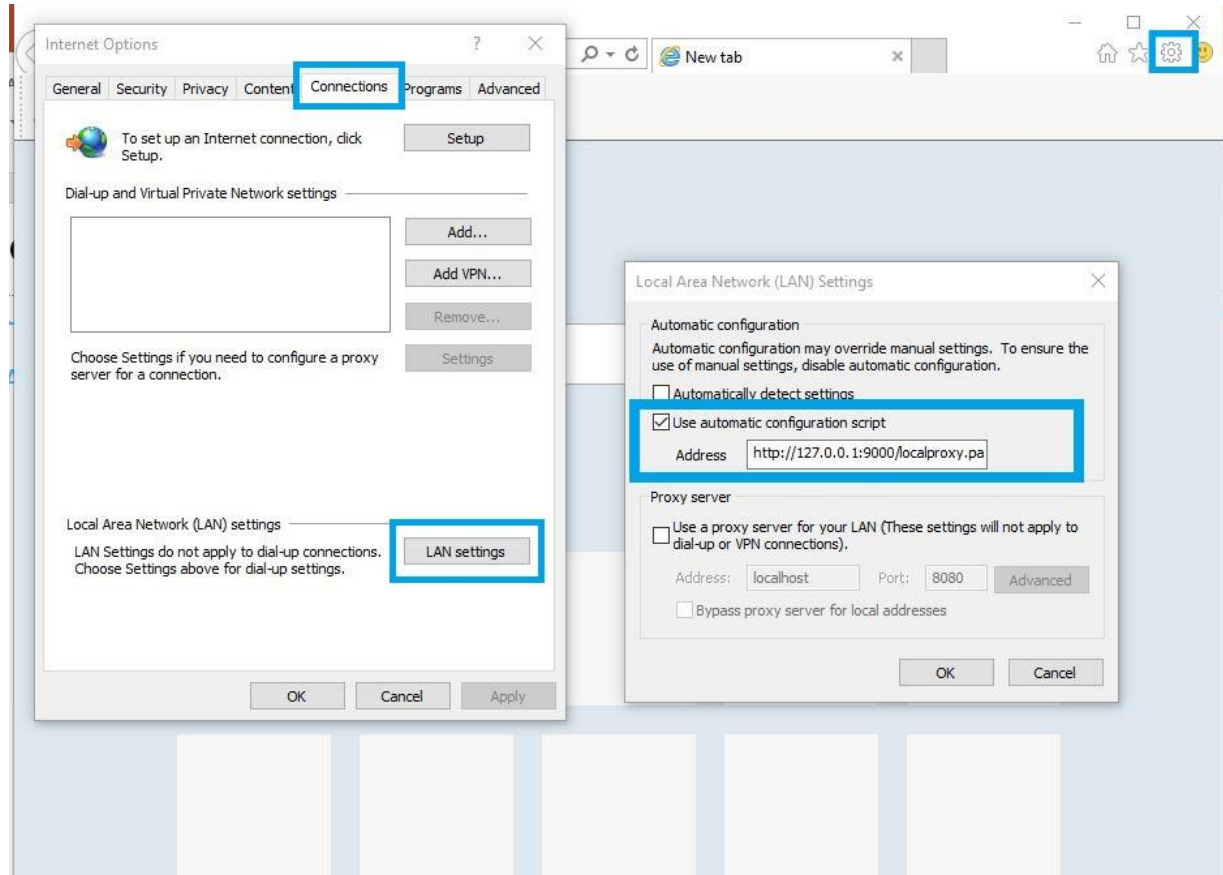
How do I know if I have a Proxy Script Configured? How to Disable?

1) Make sure you are using IE 11 & Above .
Open Internet Explorer. Go to Settings ->
Internet Options ->Connections tab . Open
LAN Settings

2) If “Use Automatic Configuration Script” is
checked/enabled, **please disable it.**

3) If you do not have the rights to do it, please
ask your IT administrator to do it . Please launch
Rapsody again & Enter your username &
password to get to Home Screen of Rapsody.
You can go back to Original Proxy script
configuration settings after successful Login to
Rapsody.

*This resolution step need to be done only **for first launch of Rapsody software**. If you are able to successfully login , subsequent launch of Rapsody software will be trouble-free.*



How do I know if I have a Proxy Configured? How to Disable?

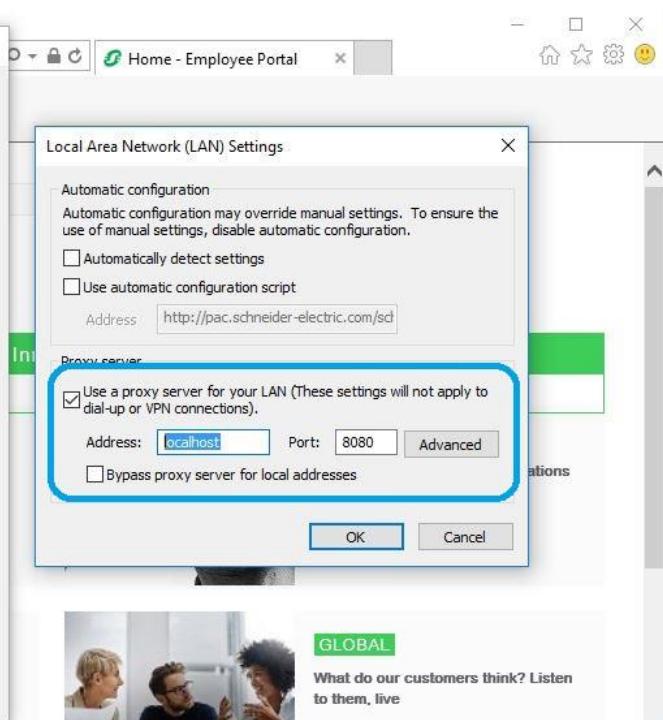
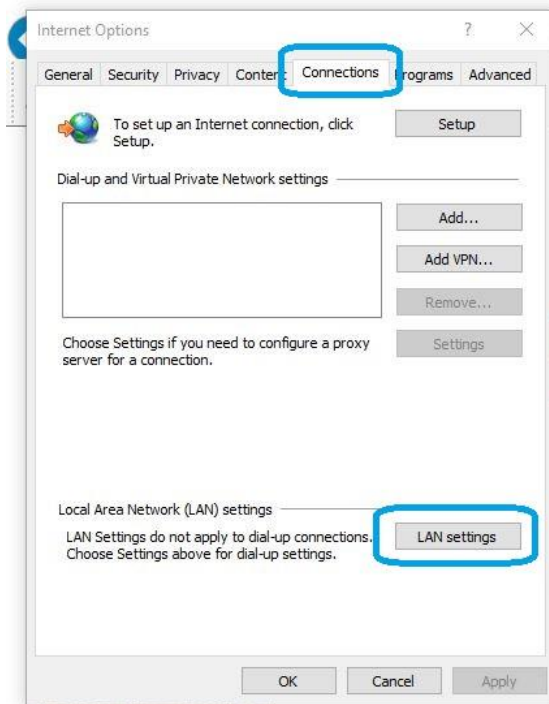
1) Make sure you are using IE 11 & Above .
Open Internet Explorer. Go to Settings ->
Internet Options ->Connections tab . Open
LAN Settings

2) If “Use a Proxy Server for your LAN” is
checked/enabled, **please disable it.**

3) If you do not have the rights to do it, please
ask your IT administrator to do it . Please launch
Rapsody again & Enter your username &
password to get to Home Screen of Rapsody.
You can go back to Original Proxy configuration
settings after successful Login to Rapsody.

4) You can also Click on the Advanced button &
add the following under Exceptions
<https://login.dces.schneider-electric.com>
<https://ims.wsecure.schneider-electric.com>

This resolution step need to be done only ***for first
launch of Rapsody software***. If you are able to
successfully login , subsequent launch of Rapsody
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