

PIDM Industry Portal- Prerequisites Checklist

1. User

- User ID ¹
- Password

2. Computer

- [Operating system](#) is Windows 10
- [Internet browser](#) is Internet Explorer 10 and above
- [Power settings](#) set to performance mode / timers off / never sleep

3. Internet

- Recommended upload speed is 10Mbps²
- Add <https://industryportal.pidm.gov.my> to trusted sites
- Add <https://ebox.pidm.gov.my> to trusted sites
- Check outgoing fixed [public IP](#) to be **exactly** the same as you have provided to PIDM for whitelisting purposes

4. Data

- Check internal compliance policies to ensure that the data transmission does not violate any Data Leak Protection policies you may have within your institution
- Check that <https://industryportal.pidm.gov.my> and <https://ebox.pidm.gov.my> are not blocked by your institution's antivirus program

5. Firewall

- Windows firewall allows PIDM's URL³ and IP address⁴ on port 443
- Antivirus firewall allows PIDM's URL and IP address on port 443
- Institution's internal and perimeter firewall allows PIDM's URL and IP address on port 443

¹ The User ID and temporary password will be sent together with the Welcome Email.

² It is recommended to have at least 10Mbps or more bandwidth speed. However, the size of internet bandwidth required is very much dependent on the file size required to be submitted through the Industry Portal.

³ URL: <https://industryportal.pidm.gov.my> and <https://ebox.pidm.gov.my>

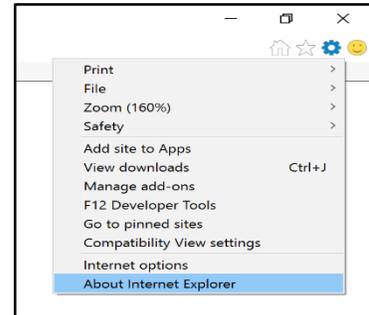
⁴ IP address: 203.121.116.53 and 203.121.116.52

Check your windows version

1. Go to start, type about.
2. Click on “about your PC”.
3. Check your edition and version. PIDM supports Windows 10 edition, version 1803 and above.

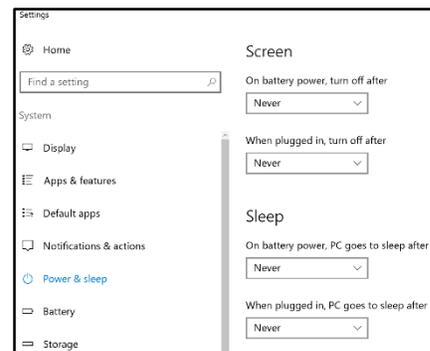
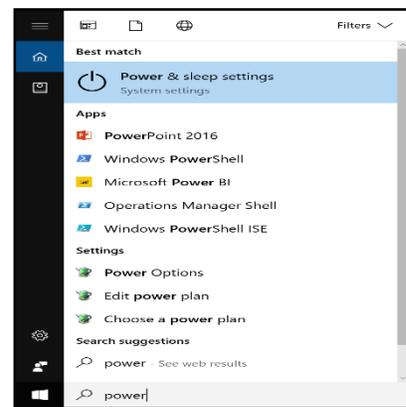
Check your Internet Explorer version

1. Go to the right hand corner of the Internet Explorer and click on the gear icon, then click on About Internet Explorer.
2. PIDM supports Internet Explorer 10 and 11.



Change your power settings

1. Please check with your institution’s system administrator before tampering with these settings.
2. Go to start, and type in Power, click on Power & Sleep settings.
3. Set everything to “never” if you have a huge file to upload (upwards of 1GB). Otherwise, please set it accordingly so the machine does not go to sleep mode during upload.



Check your institution’s public IP

1. Go to your Internet Explorer and open www.google.com
2. On the google page, type in “what is my IP address”, press enter.
3. Check whether this IP address matches the IP address provided by you to PIDM.

