



Collins Aerospace
An **RTX** Business

Supplier Portal – Troubleshooting Guide

Contact the Supplier Portal Helpdesk

Call: 1-833-370-0189

Email: Supplierportal@collins.com

Helpdesk form: [RTX Supplier Portal - Contact Helpdesk \(utc.com\)](https://www.utc.com/RTX/SupplierPortal/ContactHelpdesk)

Helpdesk Hours:
6am EST – 7pm EST

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1. PURPOSE

The purpose of this standard work document is to assist all supplier portal users to troubleshooting common issues and when to escalate to the supplier portal helpdesk.

2. BACKGROUND

Since MFA Duo was deployed on January 15th, 2024, Collins Supplier Portal users changed security software from LDAP to Ping Federate. Collins Ping Federate security software uses what are known as SAML tokens for authentication. SAML tokens are like cookies in a browser. Once a request is made to Ping Federate for authentication, e.g. once a user logs in with their credentials, a token is

dropped in your browser. The token remains in the entire browser session. If you maintain multiple browser tabs, the token remains active.

NOTE: Do not use the Supplier Portal in Chrome incognito mode. The recommended browsers for the Supplier Portal are **Google Chrome** and **Microsoft Edge**. Apple Safari & Mozilla Firefox are not always fully compatible with the Supplier Portal.

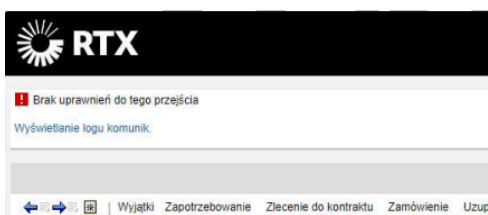
We **always recommend** users do not save Supplier Portal URLs as favourites because these links can expire and give you errors. Only save <https://suppliers.utc.com> as your favourite.

3. COMMON ISSUES

3.1. Page Expired, SAP NetWeaver, or "Not authorized to Navigation" errors.

3.1.1 Examples of these errors:

These are browser errors:



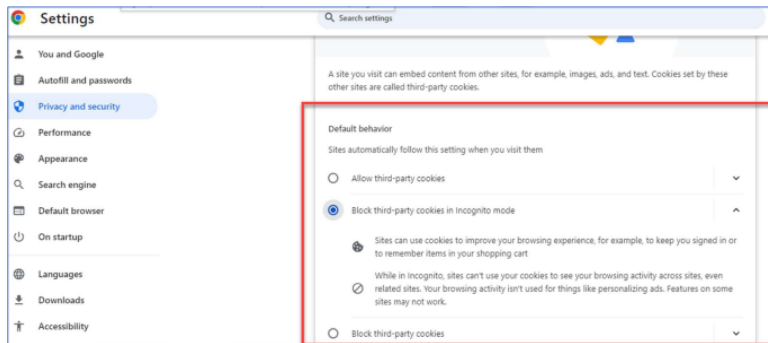
3.1.2 How to clear browser token errors

3.1.2.1 Step 1

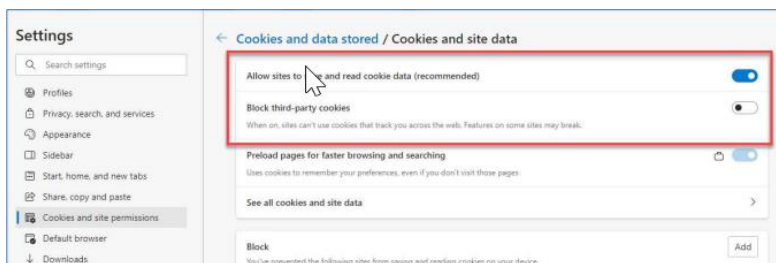
Change your browser settings for cookies. Some portal functionality must have 3rd Party Cookies turned on to find the SAML token. You may need to work with your local tech/IT support for these adjustments. If required, the allowable URL domains for the Supplier Portal are utc.com, collins.com,

utasweb.utc.com, sncprdw.az.utc.com, rockwellcollins.com, rtx.com Some examples of cookie settings:

Google Chrome



Microsoft Edge



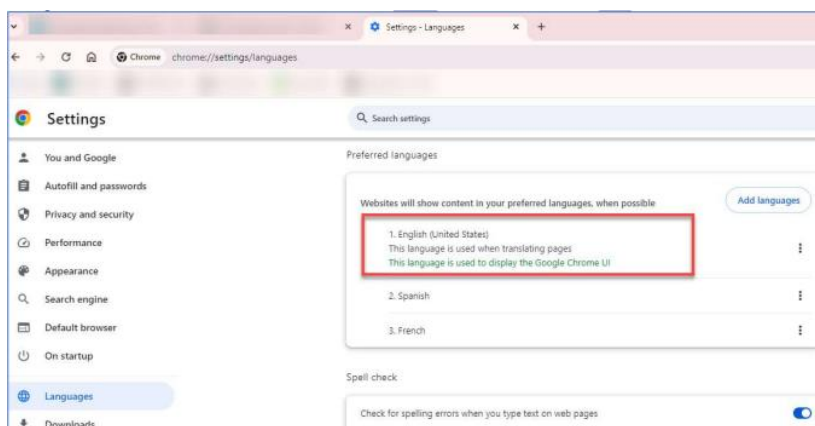
3.1.2.2 Step 2

Close ALL tabs and ALL windows for your browser session. This will release the original SAML token. Then, relaunch the browser, and enter the URL <https://suppliers.utc.com>.

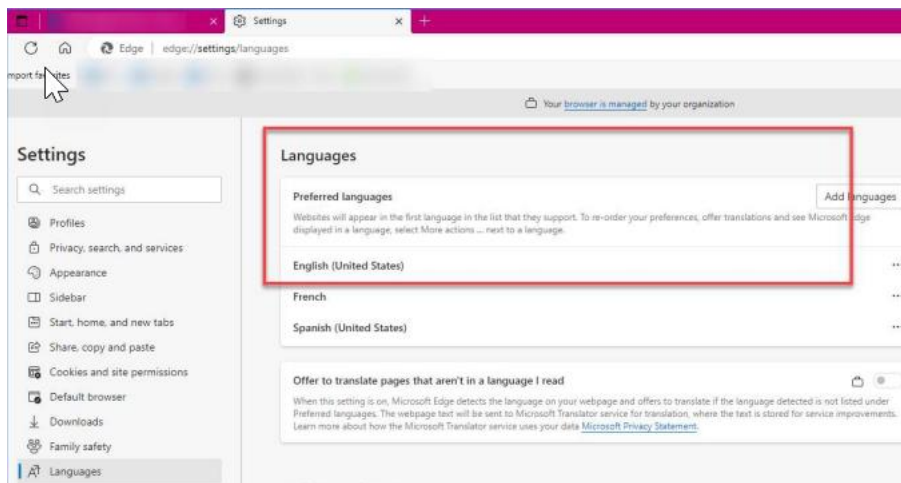
3.1.3 Source Inspection Errors

The following only applies to the those who have access to the “Source Inspection” application in the Supplier Portal. The Source Inspection application requires the browser primary language to either “English” or “English -United States”. While using Source Inspection, you must change the browser language setting.

Google Chrome



Microsoft Edge



3.2. “500 Error”

Submit a helpdesk ticket with a screen shot which includes the URL in your browser, along with the date and time you received the error. This will enable us to check our error logs and identify the root cause of the error.

3.3. “500 error” during registration.

Submit a helpdesk ticket.

3.4. Missing scroll bar and submit button.

The temporary workaround for this is to zoom out of your web browser until the scroll bar and submit button appear. We don't have an ETA for this fix yet.

3.5. Alert email links give an error.

We do not have a workaround or fix for this yet.

3.6. Unable to access SNC Quick Links

Submit a helpdesk ticket with a screen shot which includes the URL in your browser, along with the date and time you received the error. Indicate what step, process or link was being actioned when the error occurred.

3.7. Source Inspection Navigation error

This is a browser language issue. Refer to 3.1.3.

3.8. Duo push is not being received on a landline with an extension.

Submit a helpdesk ticket. The team have a workaround to fix this.

3.9. “Internal error during SAML2 processing”

Submit a helpdesk ticket. Your account may need reactivating if you have not clicked on an SNC link in 365 days. For **NEW REGISTERED USERS**, they must click on an SNC Quick Link within 7 days of registering or their access gets suspended.

3.10. General SNC Quick Link errors

Submit a helpdesk ticket with clear screen shots including the URL, the time and date you received the link, and brief description of that you were trying to view or download.