



上海期货信息技术有限公司

SHANGHAI FUTURES INFORMATION TECHNOLOGY Co.,Ltd

上海期货交易所成员单位 AN SHFE COMPANY

Shanghai International Energy Exchange Standard Warrant Management System FAQs

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Things to Note

These FAQs mainly cover some frequently asked questions about the Standard Warrant Management System of Shanghai International Energy Exchange. Please refer to the User Guide of Standard Warrant Management System of Shanghai International Energy Exchange for detailed information on the system requirements and function availability.

If you cannot find the answer you're looking for in these FAQs, please direct your comments and questions to the address below. We will respond at the earliest time possible.

Chapter 1 Operating Questions

If you experience trouble when using the Standard Warrant Management System of the INE, try the following solutions.

Unable to Print

Symptoms: No response when you click the "Print" button of a page.

Cause: The higher version of your browser is not supported by the System, such as IE 11.

Solution: Install Java, import a certificate, add the URL to the exception site list and configure the security settings of JRE.

Steps:

1. Check whether Java is installed. If not, download and install Java first.

Step 1: Check whether java is installed correctly or not at www.java.com.

搜索

Java™

下载 帮助

JAVA 与您, 立即下载

免费下载

2 没有安装过JAVA, 可点击此处安装

» 什么是 Java? » 我有 Java 吗? » 是否需要帮助?
所有 Java 下载

1 点击此处, 验证电脑上是否安装了JAVA

关于 Java (英语站点)

选择语言 | 关于 Java | 支持 | 开发人员
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Step 2: If java is not installed (as shown below), click  as shown in the above figure, download and install java.

搜索

Java™

下载 帮助

正在验证安装

正在检测您的计算机上安装的 Java

错误。请单击以获取详细信息

表示系统没有安装过JAVA

Java 检测应用程序将询问运行权限。单击运行以继续执行验证过程。
根据系统设置的不同, 您可能需要对提示做出响应才能继续验证。

如果您已安装 Java 并且在验证时出现错误, 则可能存在配置问题 (例如, 浏览器、Java 控制面板、安全设置), 或者浏览器阻止了 Java 插件。
» 请参阅“疑难解答 FAQ”

如果您最近完成了 Java 软件安装, 请重新启动浏览器 (关闭所有浏览器窗口并重新打开), 以在浏览器中启用新安装的 Java 版本。还必须启用 Javascript。

选择语言 | 关于 Java | 支持 | 开发人员
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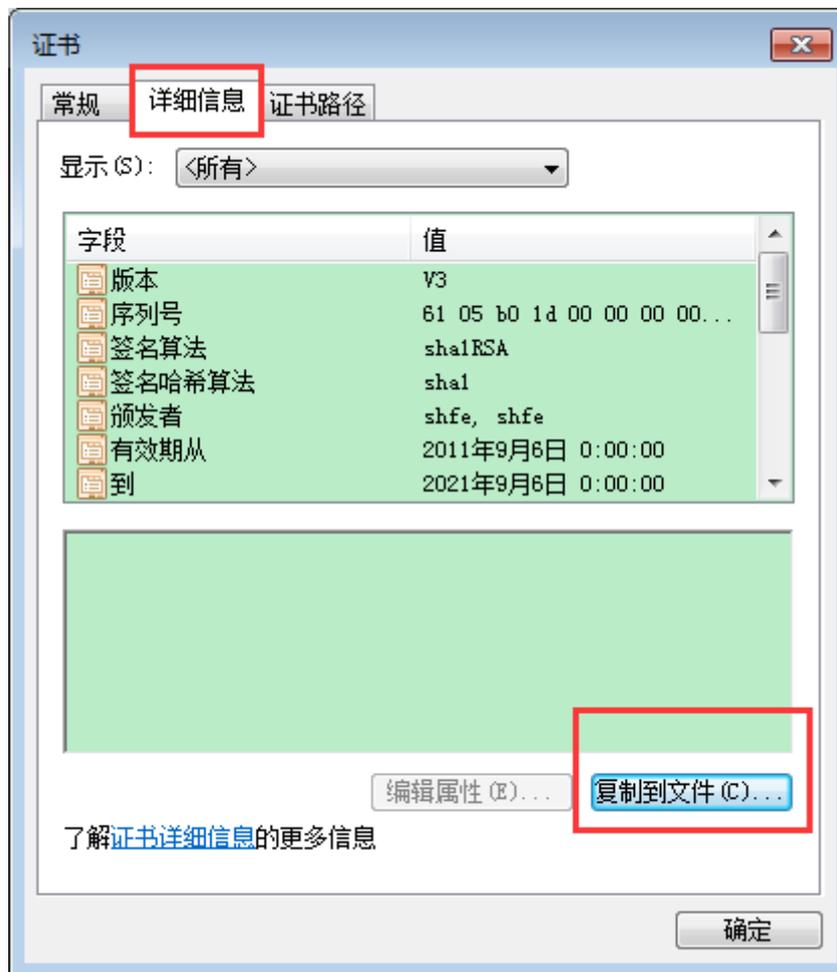
Step 3: Java is installed successfully if you are redirected to the following page.

2. Save the certificate of the Warrant System locally

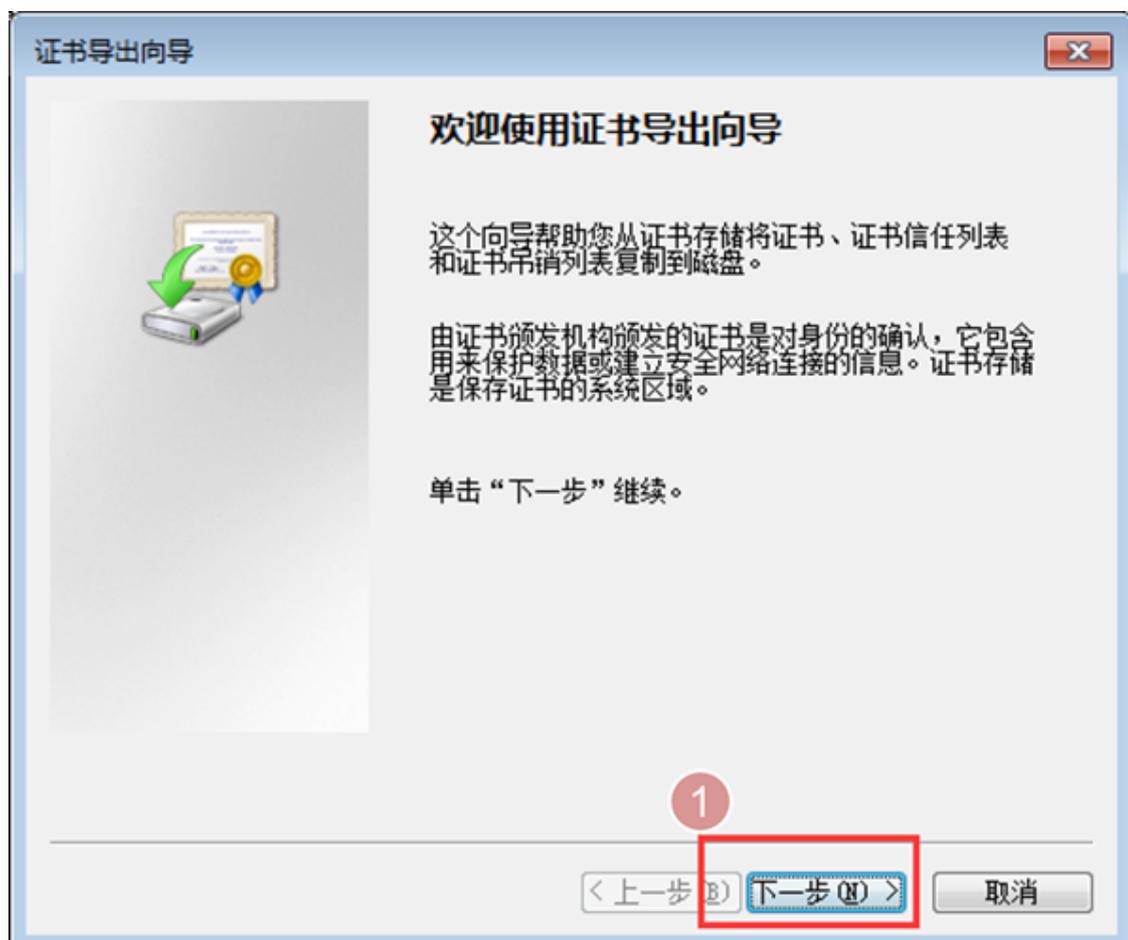
Step 1: Insert the USBKey, input the URL of the Warrant System of the INE and open the System.

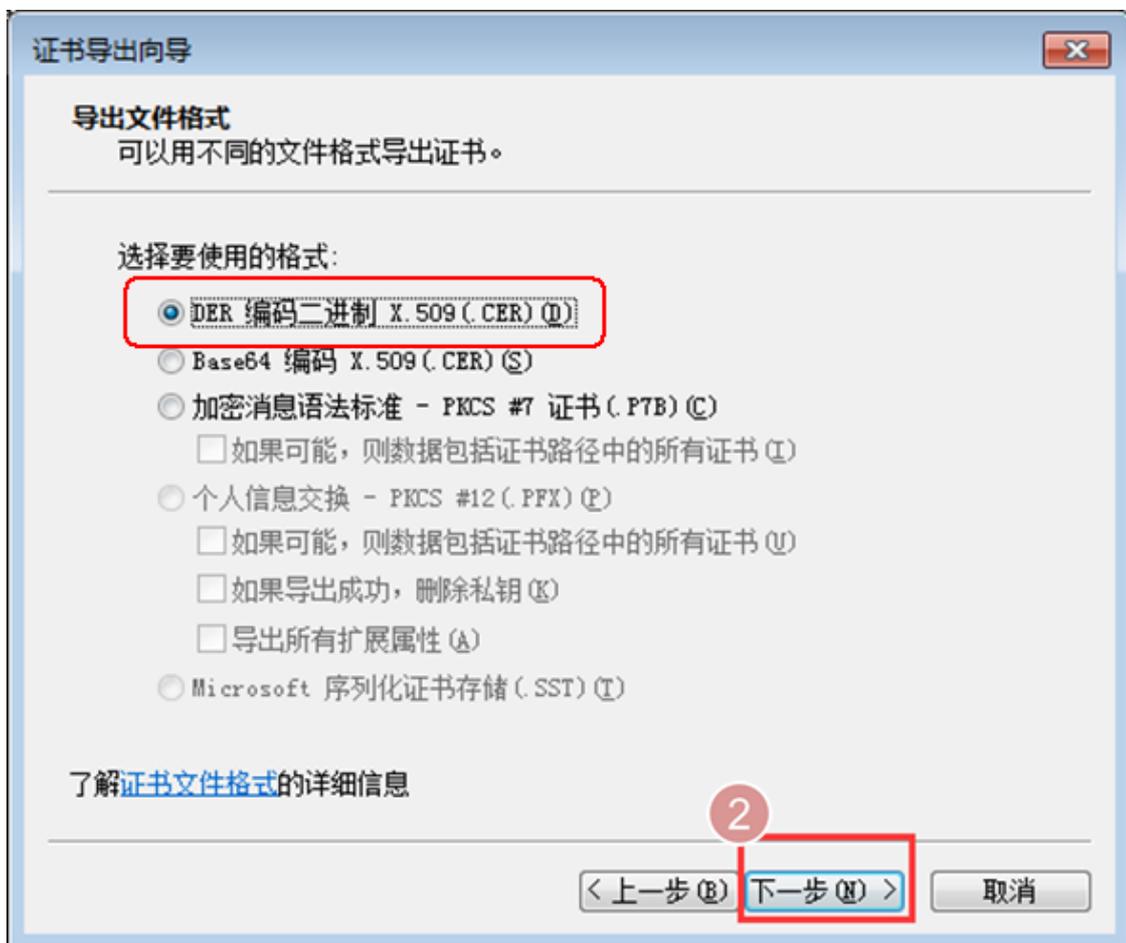
Step 2: Click 2 as shown in the above figure, then click 3 as shown in the following figure to view the certificate when a prompt window pops up.

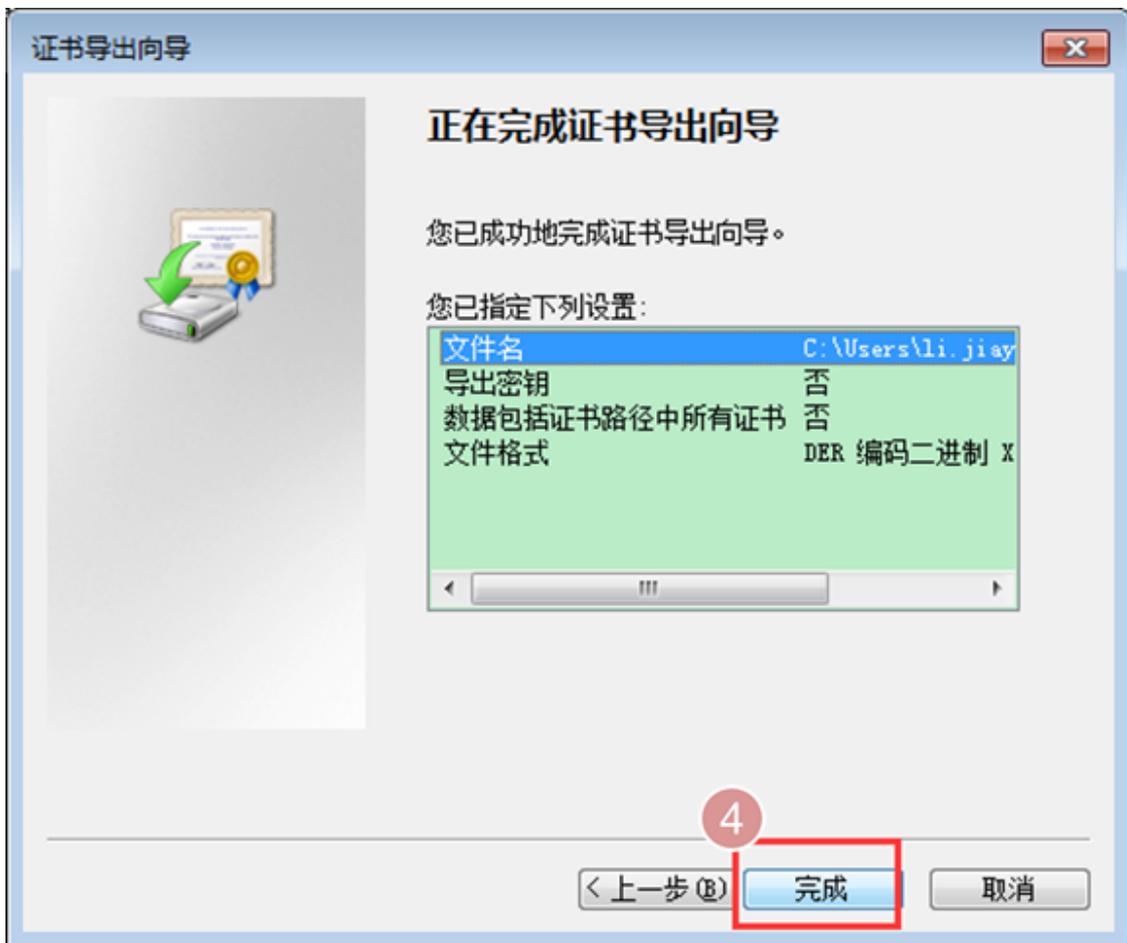
Step 3: Select the Detailed Information tab in the certificate, and click Copy to File (C).



Step 4: Save the certificate file locally.

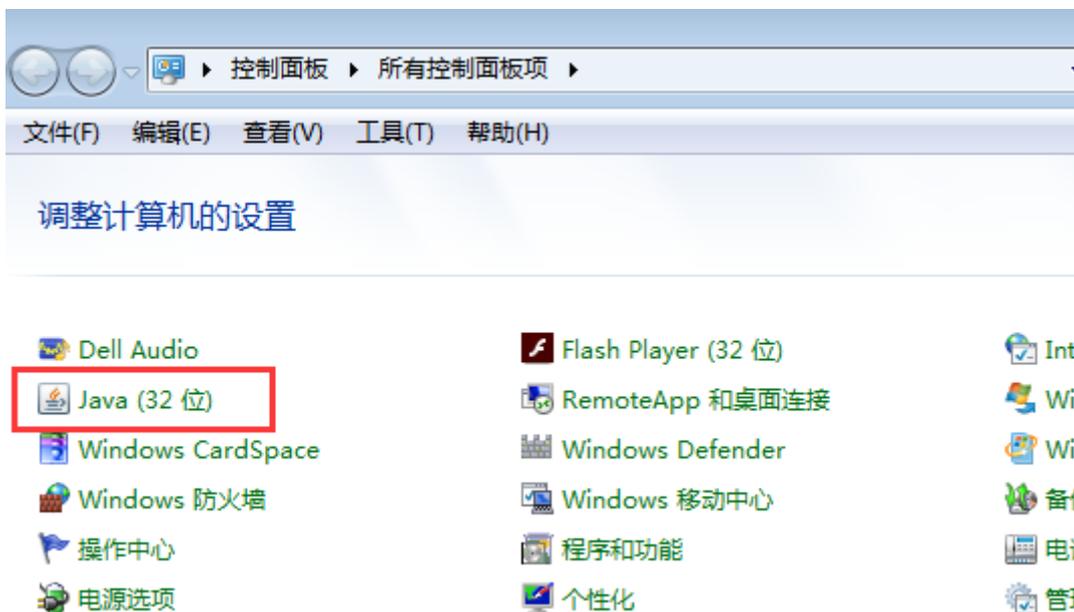




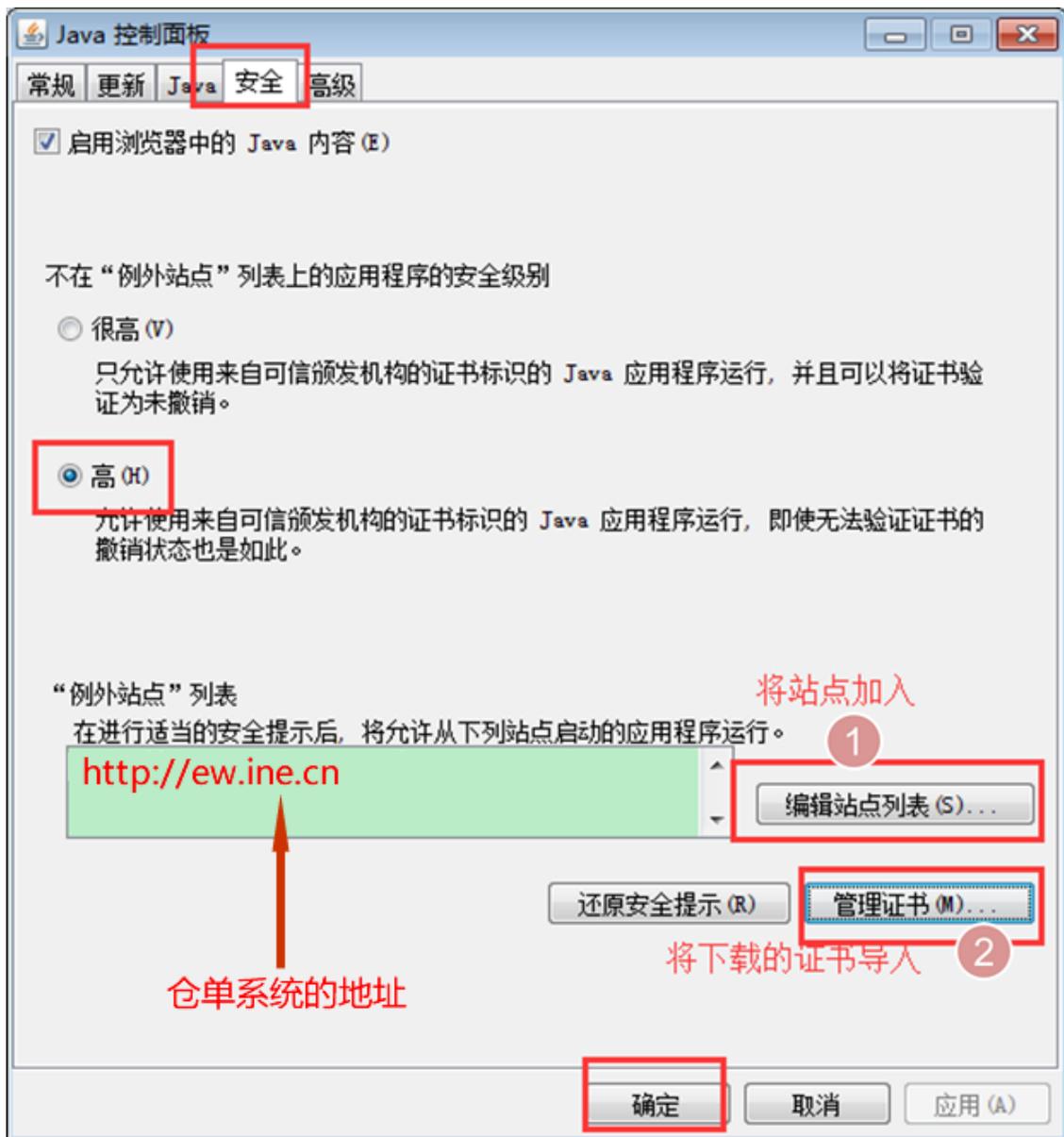


3. Open the Java Control Panel, import the certificate and add the URL to the exception site list.

Step1: Open the Windows Control Panel and select Java (32 bit).



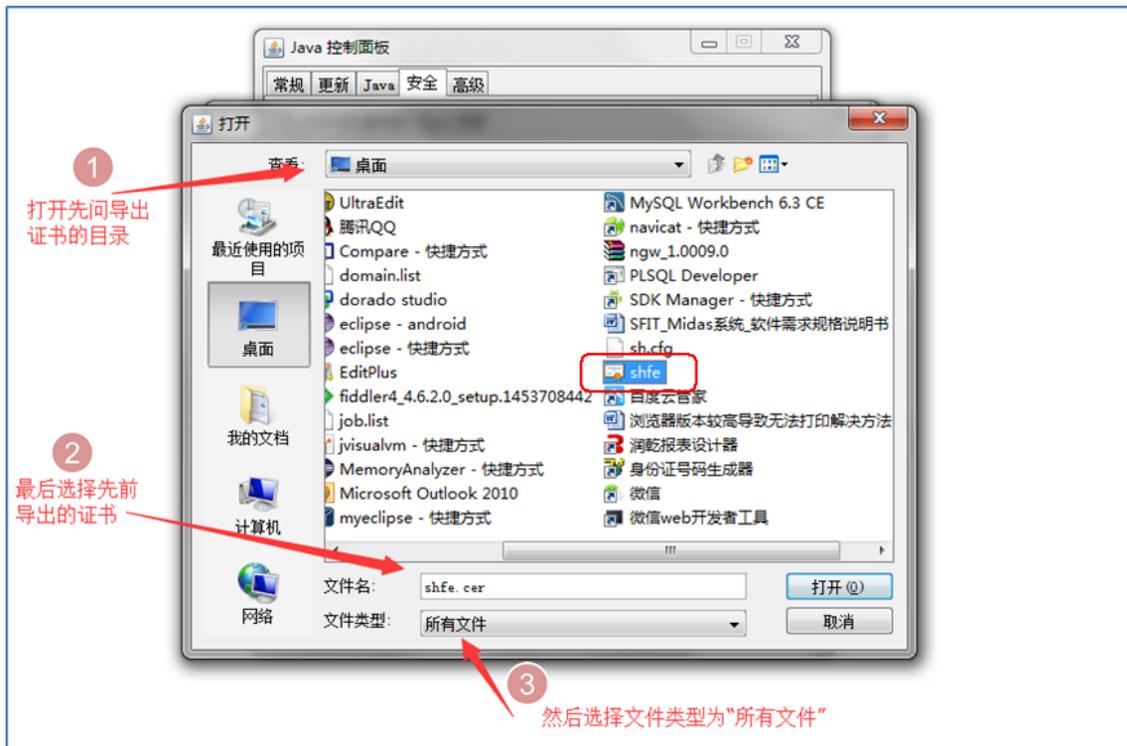
Step 2: Configure the exception list. Add the URL of the Warrant System of the INE to the exception list.



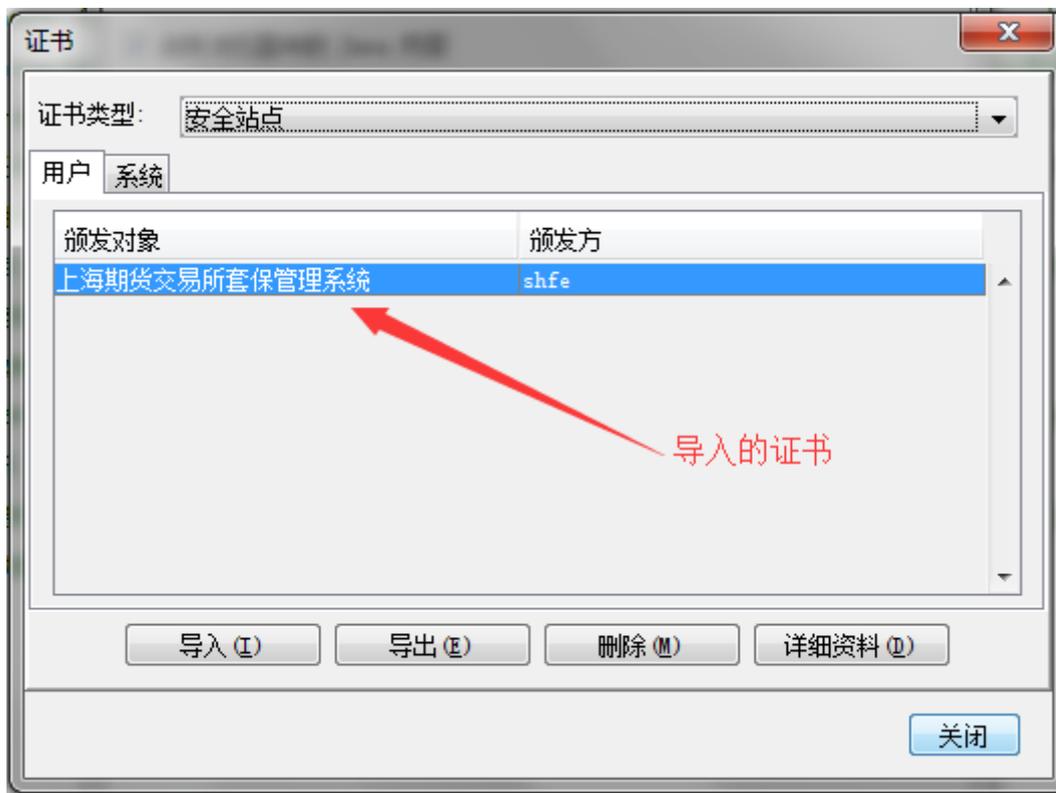
Step 3: Click the Certificate Management button(2 as shown above) to import the downloaded certificate. Please note that the type of certificate must be selected as the Trusted Site as shown below when importing the certificate.



Import the certificate.

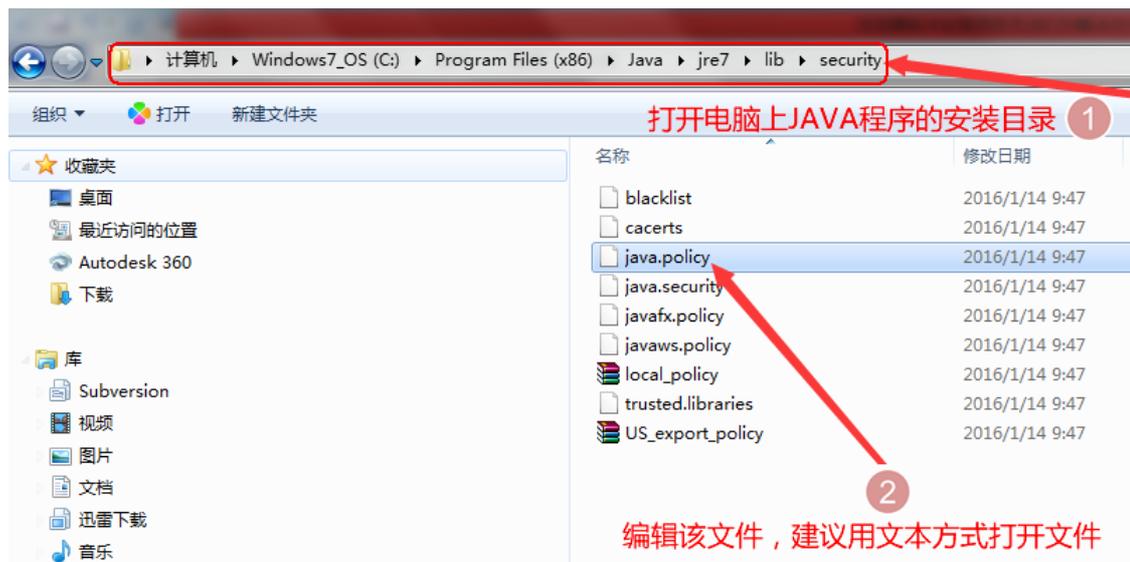


Complete the import process.



4. Configure the security settings of JRE

Step 1: Open the java.policy.txt.



Step 2: Add a line of code as follows: permission java.security.AllPermission.

```

2 // Standard extensions get all permissions by default
3
4 grant codeBase "file:${java.ext.dirs}/*" {
5     permission java.security.AllPermission;
6 };
7
8 // default permissions granted to all domains
9
10 grant {
11     // Allows any thread to stop itself using the java.lang.Thread.stop()
12     // method that takes no argument.
13     // Note that this permission is granted by default only to remain
14     // backwards compatible.
15     // It is strongly recommended that you either remove this permission
16     // from this policy file or further restrict it to code sources
17     // that you specify, because Thread.stop() is potentially unsafe.
18     // See the API specification of java.lang.Thread.stop() for more
19     // information.
20     permission java.lang.RuntimePermission "stopThread";
21
22     // allows anyone to listen on un-privileged ports
23     permission java.net.SocketPermission "localhost:1024-", "listen";
24
25     // "standard" properties that can be read by anyone
26
27     permission java.util.PropertyPermission "java.version", "read";
28     permission java.util.PropertyPermission "java.vendor", "read";
29     permission java.util.PropertyPermission "java.vendor.url", "read";
30     permission java.util.PropertyPermission "java.class.version", "read";
31     permission java.util.PropertyPermission "os.name", "read";
32     permission java.util.PropertyPermission "os.version", "read";
33     permission java.util.PropertyPermission "os.arch", "read";
34     permission java.util.PropertyPermission "file.separator", "read";
35     permission java.util.PropertyPermission "path.separator", "read";
36     permission java.util.PropertyPermission "line.separator", "read";
37
38     permission java.util.PropertyPermission "java.specification.version", "read";
39     permission java.util.PropertyPermission "java.specification.vendor", "read";
40     permission java.util.PropertyPermission "java.specification.name", "read";
41
42     permission java.util.PropertyPermission "java.vm.specification.version", "read";
43     permission java.util.PropertyPermission "java.vm.specification.vendor", "read";
44     permission java.util.PropertyPermission "java.vm.specification.name", "read";
45     permission java.util.PropertyPermission "java.vm.version", "read";
46     permission java.util.PropertyPermission "java.vm.vendor", "read";
47     permission java.util.PropertyPermission "java.vm.name", "read";
48
49 };
50
51

```

5. Close the IE browser and restart it. Log in the System to print your statements.

Chapter 2 CA certificate online update instruction

In order to better serve users, shorten the replacement time after the certificate expires, and improve work efficiency, the digital certificate(red USBKEY) based on ECC algorithm used for users to log in to the Standard Warrant Management System of Shanghai International Energy Exchange can now be updated online.

Scope of application

The online update of certificates is only applicable to the digital certificates that have not expired and are about to expire(within 5 months), not to the expired digital certificates.

Steps:

1. Open IE browser , input the web address <http://ew.shfe.com.cn> , enter the page and install ActiveX control according to the page prompt.



【Note】

If the ActiveX control has been installed, the figure below will not appear, and you can directly enter the second step.

2. Enter the user name, password and verification code, and click login. If the certificate can be updated, the page will display as follows.



3. If you are sure to update now, click the OK button, enter the PIN code, and update the online certificate. After the update, log in the system according to the normal steps. Do not pull out USBKey during certificate updating, otherwise the certificate may be damaged and you will never be able to log in to this system again.



【Note】

There are some other situations during the installation

- If the following figure appears, it means that your digital certificate has expired and cannot be updated online.



- If the following figure appears, the related ActiveX control may not be installed.



Chapter 3 Installation instructions of Haitai ECCKey certificate

ECCKey : ECCKey series products, as terminal encryption and authentication devices, provide security protection directly from the system and hardware level to ensure that key information such as key, certificate and permission attributes are safely stored in hardware devices. The device is based on the smart card chip, built-in chip operating system, all applications are implemented under the control of the operating system.

PIN code : it is the password used to protect ECCKey when you use ECCKey.

certificate : Certificate is a series of data that marks the identity information of all parties in network communication. It provides a way to verify your identity on the Internet. It is a file that contains the information about the owner of the public key and the public key signed by the certificate authority.

Preparation before installation

Please make the following preparation before starting the operation :

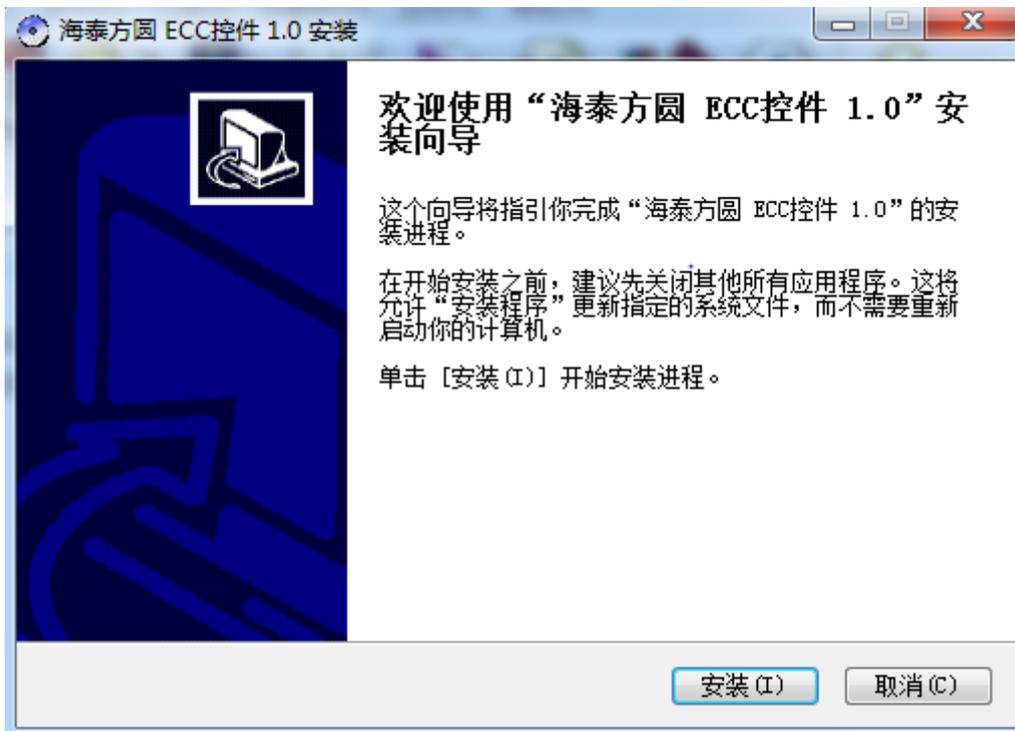
1. Make sure you have ECCKey and ECCKey installation software.
2. Make sure your computer is equipped with hardware that can connect to the internet.
3. ECCKey currently supports the following operating systems. Please confirm that your operating system is the following series.
 - o Windows2000
 - o Windows XP 32/64位
 - o Windows Vista 32/64位
 - o Windows 7 32/64位
 - o Windows Server 2003

【Note】 Please log in as an administrator before installing ECCKey software .

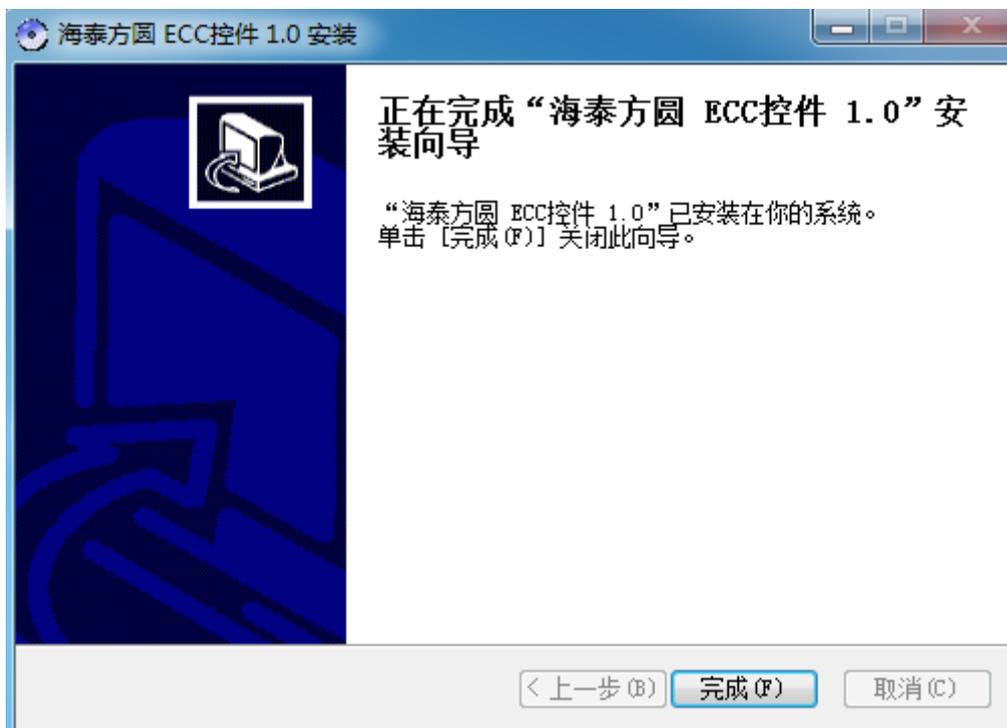
Equipment installation ECCKey software

You must install "ECC控件.exe" before using ECCKey.

Step1: Start to install "ECC控件.exe" , frist enter the welcome page.



Step2 : Click "Install" to enter the formal installation.



Step3 : Click "Fish" to complete the installation of ECCKey control.

If you need to view the information of ECCKey, click "ECC.html" to open it, You can operate ECCKey according to the prompts in the interfaca.

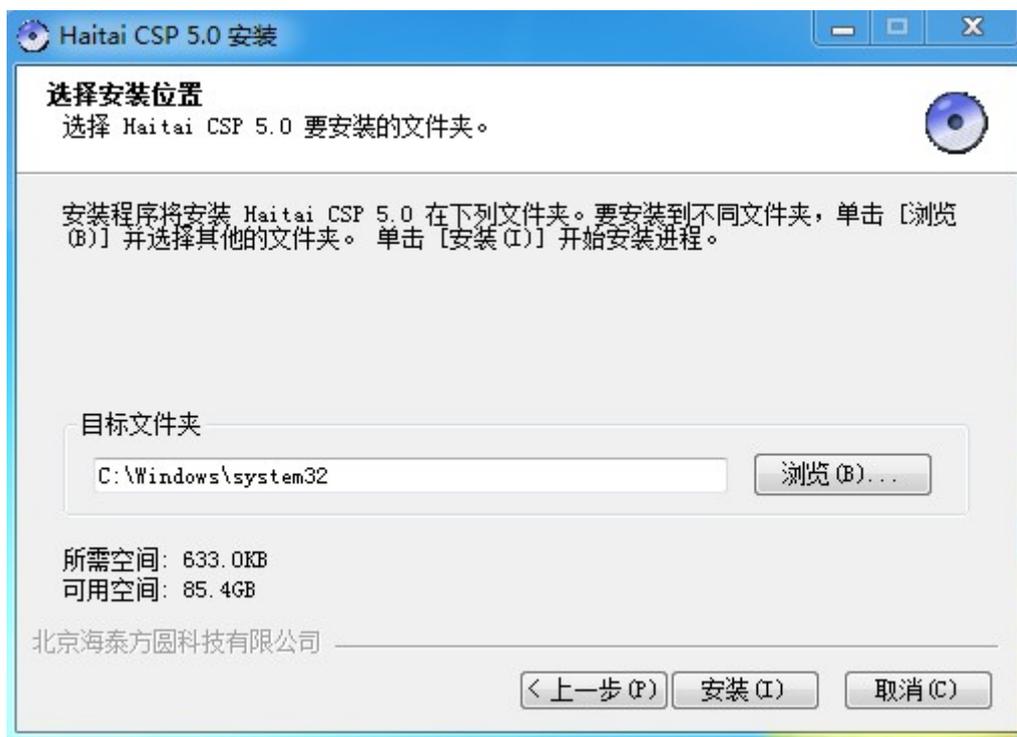
Manager ECCKey

If you want to manage ECCKey, you need to install ECCKey's management tools.

Step1 : Click "Haitai CSP.exe" to enter the installation interface.



Step2 : Click "Next" to enter the interface of selecting path(if there is no special need, it is suggested to be the default path).

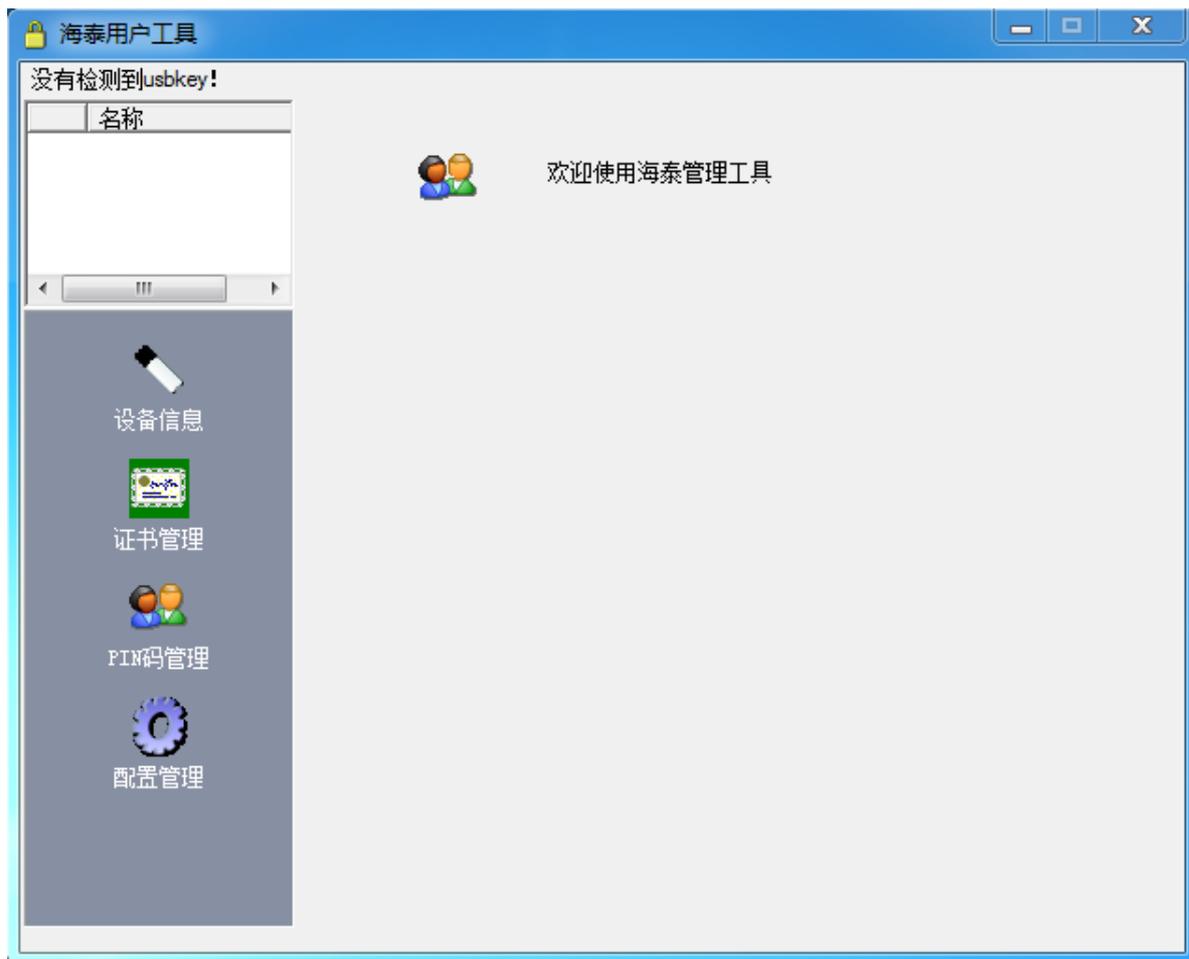


Step3 : Click "Next" to install. Enter the completion interface after several seconds of installation.



Step4 : Click "Fish" to complete the installation of this tool.

Right click the icon  in the lower right corner of the screen to display the following dialog box :



Function introduction of this management tool :

1. Click the device information button to enter the device information interface.



If you want to modify the device name, enter the new device name and click the “Modify” button.

2. Click the configuration management button to enter the configuration management interface.



Select the required customization, such as

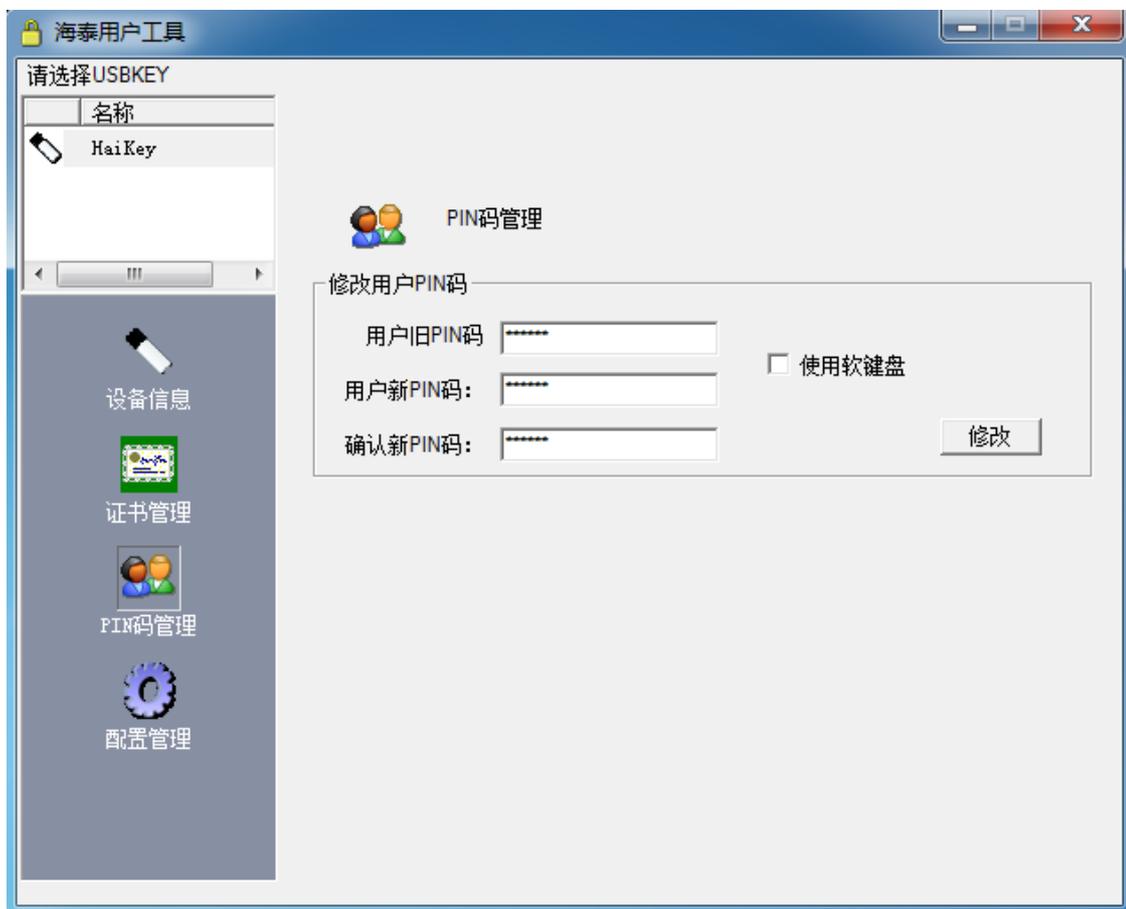
弹出指定网页的网址 , double click the value of the corresponding item: , after it becomes , enter the URL that will pop up after the key is inserted. After writing, click the "Save" button. The next time you insert the key, the URL you set will pop up.

The same method is used for configuration modification of other function.

3. Click the certificate management button to enter the certificate management interface.



- o Click the download certificate to pop up the web address you set in the configuration item, enter the download web page and download the certificate.
 - o Click "Import" and select the certificate you want to import.
 - o Select the certificate to be deleted, and then click the "Delete" button.
 - o Select the certificate to be modified, and then click the "Modify" button.
4. Click the PIN code management button to enter the PIN code management interface.



After writing the old PIN code and the new PIN code, click the “Modify” button to display “Modified successfully”.

Frequently asked questions

When using ECCKey to inter another USB for the first time, you need to install the control before you can operate it. The control and management tools are in the attached CD.

Chapter 4 Setting instructions

If IE display a blank page or ACTIVEX control error when opening the site, please check that IE compatibility and trusted site are set correctly.

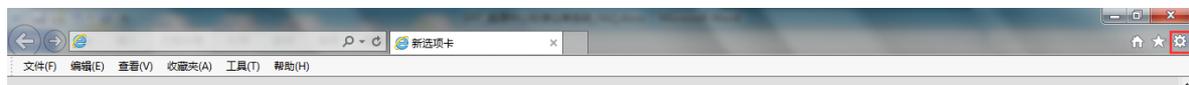
- For compatibility view settings, “ine.cn” and “shfe.com.cn” need to be added.
- Trusted sites need to add “https://*.ine.cn” add “https://*.shfe.com.cn”.

Disable IE browser to turn on Pop-up Blocker.

Compatibility View Settings

The specific operation is as follows:

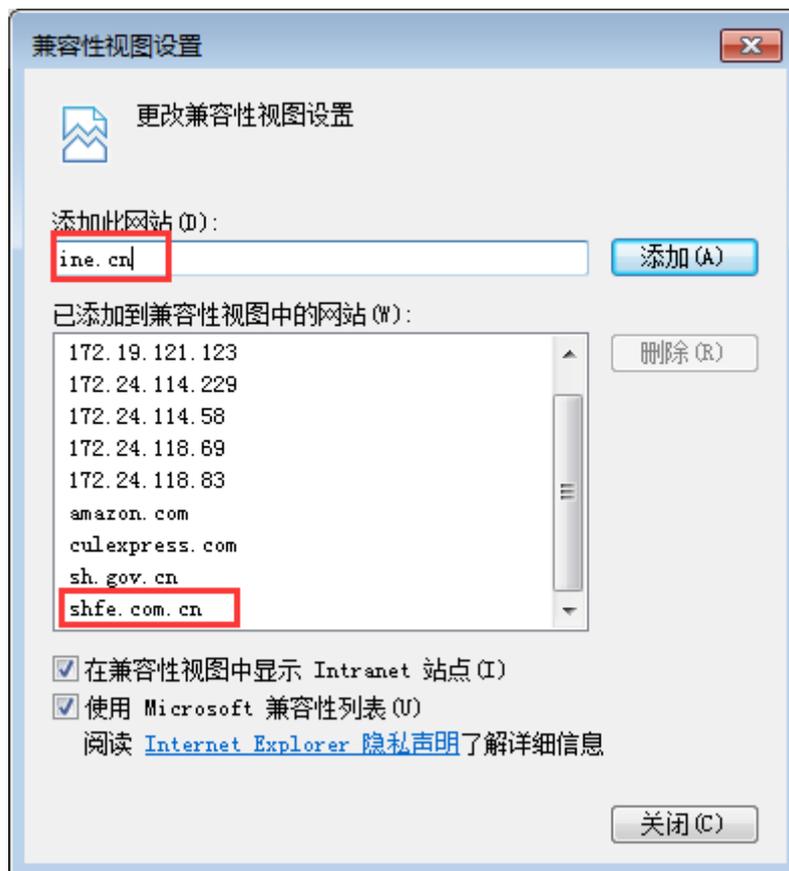
Step1 : Open IE and click  , as shown in the figure below



Step2 : Select Compatibility View Settings



Step3 : add "ine.cn" and "shfe.com.cn"

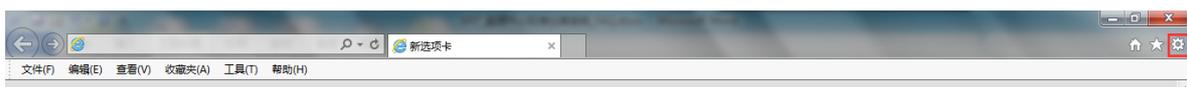


Step4 : click "Add" button when finished.

Trusted sites setting

The specific operation is as follows:

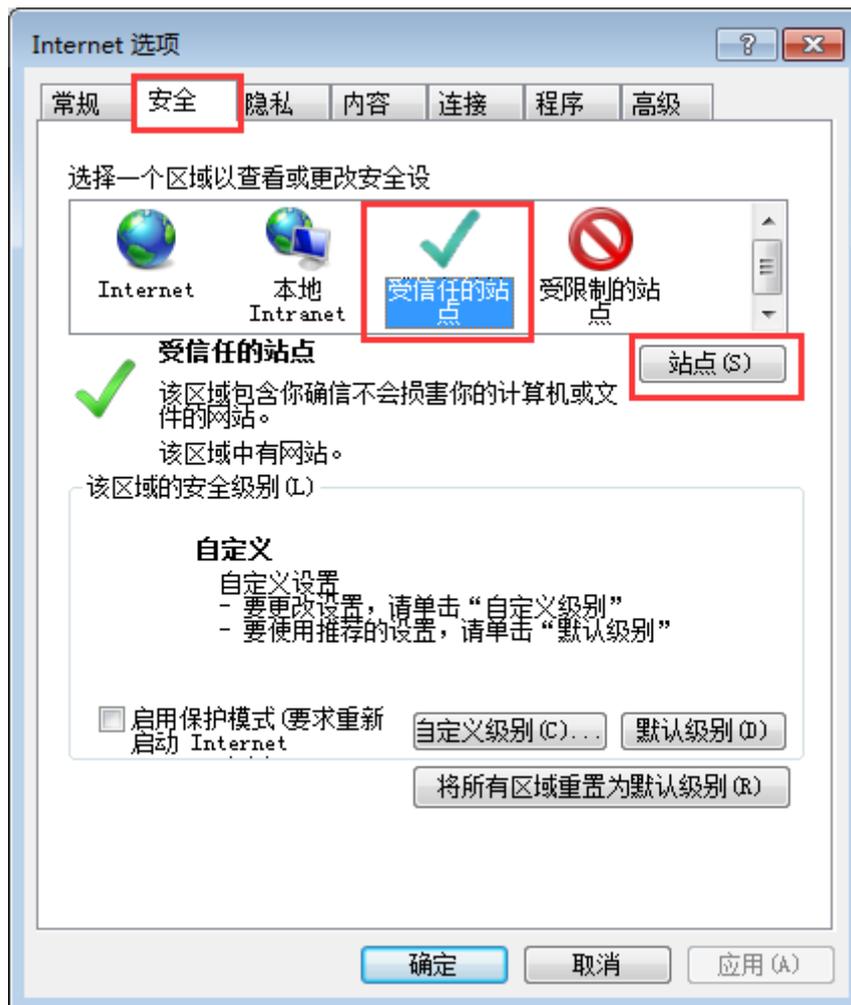
Step1 : Open IE and click  , as shown in the figure below



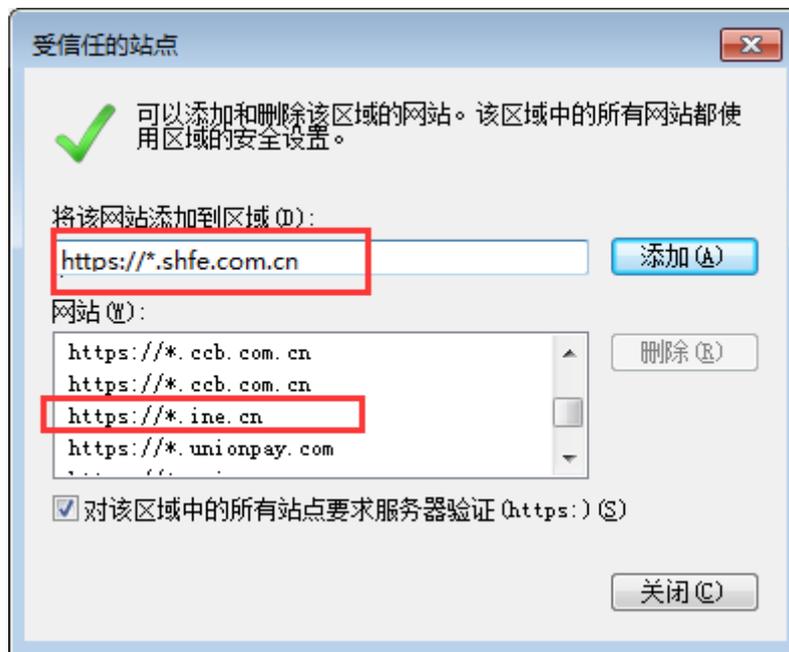
Step2 : Select "Internet options"



Step3 : Select "Security -> Trusted sites ",click "Sites" button



Step4 : Add "https://*.ine.cn" add "https://*.shfe.com.cn"

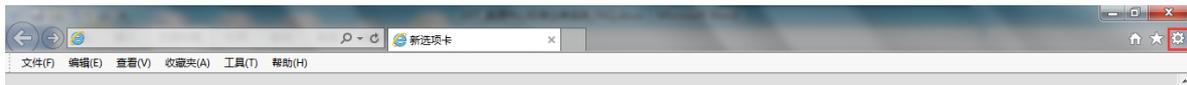


Step5 : click "Add" button.

Disable to turn on Pop-up Blocker

The specific operation is as follows:

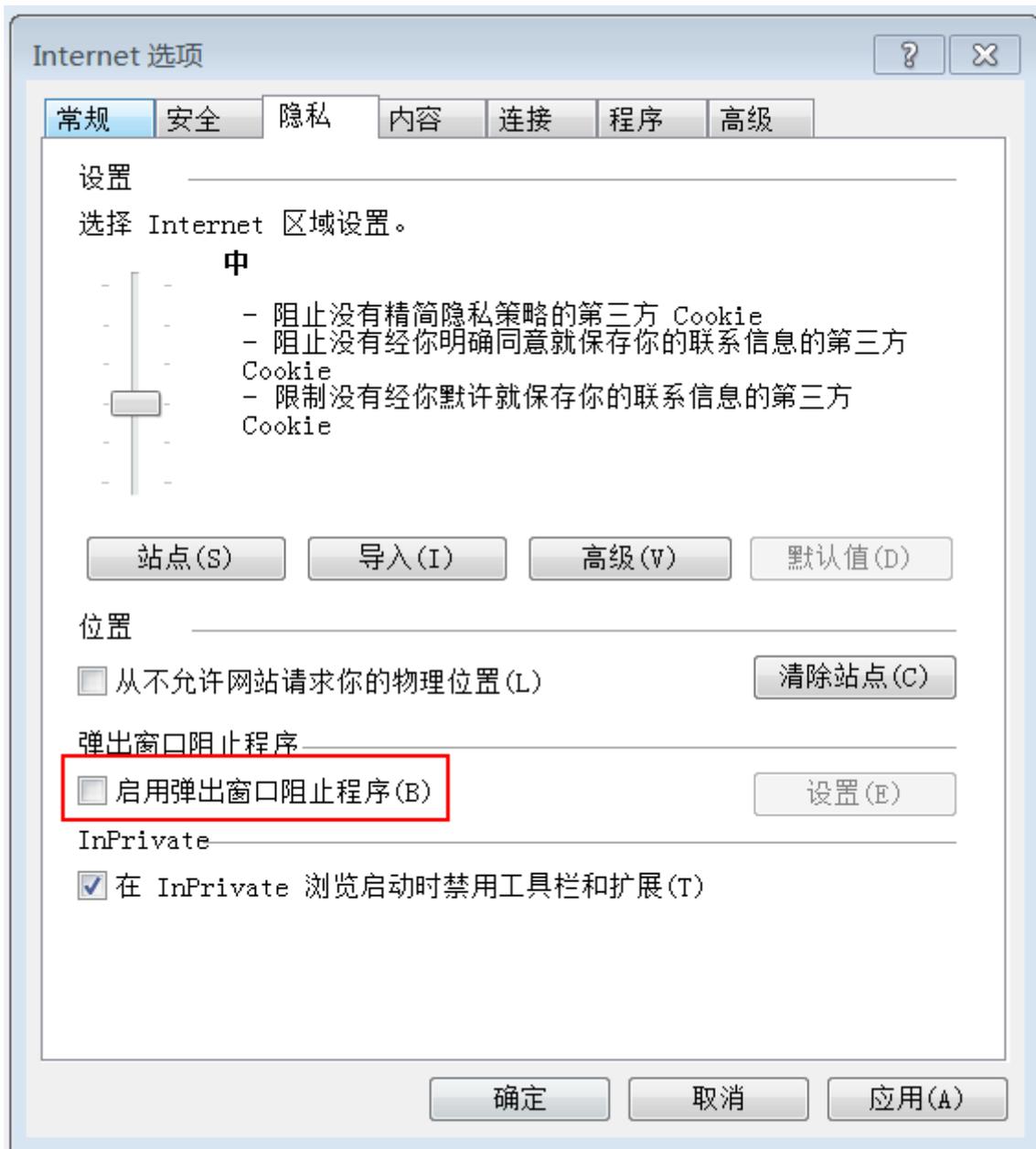
Step1 : Open IE and click  , as shown in the figure below-



Step2 : Select "Internet options"



Step3 : Select "Privacy" , don't check " Turn on Pop-up Blocker"



Step4 : click "OK" button when finished.