Precisely Data Experience Frequently Asked Questions

Which browsers does Precisely Data Experience support?

Precisely Data Experience (https://data.precisely.com) supports the following browsers:

- Google Chrome™
- Mozilla Firefox™
- Microsoft Edge™
- Apple Safari® (Mac)

Does Precisely Data Experience required any browser plugins?

Precisely Data Experience does not require the use of any plugins.

Are any changes to firewall configuration required?

A change to how Precisely Data Experience (PDX) accesses product downloads is taking place.

All PDX users who have firewall rules that allow access to downloads from PDX, regardless of how these downloads are done (from the **My Software Products** page, the **My Data Products** page, via the Auto Download Tool, or through the use of an SDK) need to change the download path in the rule from

> https://s3.us-east-1.amazonaws.com/sdm-iad-907817318813-datalake

to

> https://pdx-deliveries-prd.s3.dualstack.us-east-1.amazonaws.com.

The new path is already available, so your IT team or firewall administrator can update your firewall settings now to allow access to the new path in addition to allowing access to the existing path. Beginning January 19 2022, the PDX **My Software Products** page and the **My Data Products** page will only allow access to product downloads using the new path, so any required firewall rule changes must be completed by this date.

What do I need to do in order to ensure that I receive data product update notification emails?

To ensure you receive notification emails from Precisely Data Experience, make sure that no-reply@data.precisely.com is allow-listed by your IT department. If necessary, you should also add no-reply@data.precisely.com to the list of allowed addresses in your personal spam filter.

Are there any browser-specific instructions?

Safari® users may notice that, when they download a compressed file, the contents of the file are extracted to the **Downloads** folder and the compressed file is moved to **Trash**.

To stop this behavior and have Safari retain the intact compressed file, click **Preferences** > **General** in Safari and uncheck the **Open "safe" files after downloading** option:

Uncheck to keep Safari from automatically uncompressing compressed files after download ⟶
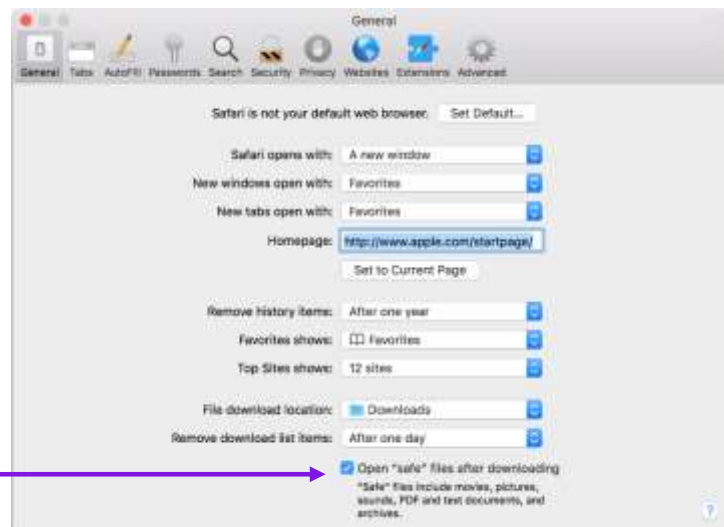
When this option is unchecked, compressed files will be downloaded to the location specified in **File download location** (above) without being automatically uncompressed.

I can't sign in to Precisely Data Experience. What should I do?

If you can navigate to Precisely Data Experience but can't sign in, confirm that you're signing in with the correct credentials (email and password). If you're unsure of whether you're using the correct password, or if you've forgotten your password, click the **Forgot Your Password** link found on the sign in page and follow the instructions for resetting your password.

If you still can't sign in after resetting your password, please visit support.precisely.com to find out how to request assistance.

When will my updates be uploaded to Precisely Data Experience, and how will I be notified?

If you haven't modified your notification settings, you will receive automatic notifications via email when data product updates are available for download.

Notifications about updates to software products will continue to be sent via email by Precisely's product management team.

I've signed in to Precisely Data Experience but do not see the products I expected to see. How do I get this resolved?

Confirm that your email address can access the product. If your access is associated with a different email address, sign in with that account. Otherwise, contact someone in your organization who has account administrator permissions in PDX to confirm that you have access.

Confirm that your organization has an active product subscription. Once a subscription expires, you no longer have access to current or past versions of your products.

Note: We are in the process of migrating all software updates to PDX, but that process is not yet complete. Updates for products not yet available in PDX should be downloaded from their usual source.

If you have confirmed these items and are still unable to find one of your software products or you do not know the PDX account administrator for your organization, create a customer case (if you are a partner, create a partner case).

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