



## KUKA Exchange Portal Web Client



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The KUKA exchanges documents with project partners via the global available exchange portal. The files within the portal are stored in a folder structure. Beneath existing people the users are also systems, in particular the PLM System.

The exchange portal is offered as web application or desktop client. The web application offers less functionality than the desktop client, but runs without installation on all common browsers.

A major difference is that in the Web application only single files can be downloaded. In the desktop client complete directory structures can be downloaded at one.

## Preconditions to work with the exchange portal

To log in to the exchange portal you need a portal account (user name and password). For KUKA employees it is identical with the Windows account. All other users have a separate account.

If you don't have an account, please register yourself on this web site: <https://infobus.kuka.de/portal/register/>. After successful registration and internal activation a account will be created with an adequate job (role and project). You will be informed via e-mail.

## Log in

After successful activation, you can log in with your user name and password. Go to following link: <https://infobus.kuka.de/ibus/portal/portal.xhtml>

Portal SDV Support Account FAQ

KUKA exchanges documents with project partners via the global available exchange portal (KTP). The files within the portal are stored in a folder structure.

KUKA Exchange Portal ↓ **Desktop-Client** for comfort and speed

- many files and complete folders can be loaded up/down at the same time
- nearly unlimited file sizes
- search, history, e-mail notification and more
- download the installation file (for Windows)
  - installation process has changed: no Java installation required
  - no administrator rights required

KUKA Exchange Portal **Web-Client** for rare data exchange

- runs on every popular browser (no plugins required)
- offers basic functionality to load single files up/down
- requires security e-mails at every login



To ensure that a real person logs on to our exchange portal a security code has to be confirmed.

### Security Code for Login

[Why is the security code needed?](#)



**All security codes consist of numbers and characters and have to be entered without blanks or special characters.**

You can find a description by following: "Why is the security code needed?"

### Login

Username  [Register now!](#)

Password  [Password lost?](#)

If you have forgotten your login information, you can contact the KTP-Hotline via "Password lost?".

## View and Access

The view and the write access are controlled by groups. Only administrators can create and assign groups. The current job (primarily the role) may also restrict the write access, e.g. as READER.

Every project structure contains a folder for KUKA and a folder for the exchange partner. In the KUKA folder external users can read only. Therefore it is for sure that data provided by KUKA can only be modified by KUKA employees. On the other side employees of the exchange partner can provide and modify data only in the partner's folder.

The main structure can only be created and modified by an administrator. Contact us, if you need a new structure: [Support, Service, Hotline](#)

A project manager may change the project folder's access parameters by using the properties dialog.

*To change your job, go to "Job" in the menu!*



## Use

### **Authorize up/download**

Besides your username and password your account is identified via your e-mail address. In order to upload or download files the data exchange will be verified by a security code. Click on this link:

 **Authorize data exchange!**

A new code is required for every session.

The time limited security code will be send to your e-mail address.

### **Download files**

You can load down single files to your locale system. Complete directories cannot be downloaded at one!

Just click on the file. The download works about your browser.

You may start another download before the first one has finished.



## Upload files

You can load up files from your locale system.

Select the target directory within the portal. About the button "Upload" you can load up your selected file.

You cannot start another upload before the first one has finished.

## Delete files

Files or folder structures can be deleted this way: choose the desired data (checkbox) and click to the button "Delete".

The data will be moved to the recycle bin. They are not finally removed. The recycle bin can be seen via the desktop-client.

## Change password

To change your password, go to "Password"

### Password

Set a new password for

Old password:

New password:

Confirm password:

Password strength:

- ✘ Between 7 and 30 tokens.
- ✘ At least 1 uppercase letter.
- ✘ At least 1 lowercase letter.
- ✘ At least 1 number or special character.
- ✘ At least 5 different tokens total.
- ✘ Password matches confirmation.

Hint: old passwords cannot be reused.



## Support, Service, Hotline

Any questions? Maybe they've already been answered in our FAQ:  
<https://infobus.kuka.de/portal/faq.kuka>

### **Contact**

Do you still have questions? Please use our contact form:  
<https://infobus.kuka.de/portal/supportContact.kuka>

Besides you may use this e-mail address:  
[KTP-Hotline@kuka.com](mailto:KTP-Hotline@kuka.com)