2018 Access Upgrade FAQ & Troubleshooting

Click the link below for:

Frequently Asked Questions
Troubleshooting Guide
Installation Issues Help
Why is this change being made?

The technology behind the current “Customer Activities” link needs to be updated to stay current with an upcoming upgrade to Java 11.

What is the deadline?

Please perform the upgrade as soon as you can schedule it.
When can I make this change?

You can make this change at your convenience. It should be completed as soon as possible.

What is changing?

The access process to reach DEKAFLOW will be upgraded using new Java technology.

DEKAFLOW itself will remain the same - all that is changing is how you reach it.
Can I make this change while DEKAFLOW is running?

BEFORE clicking on the “Upgrade / Run Dekaflow” link - CLOSE all currently running DEKAFLOW sessions.
Once I make this change – can I still use the current “Customer Activities” link to get to DEKAFLOW?

The current “Customer Activities” link will work as long as Java 8 continues to installed on your system.

To launch DEKAFLOW with the new access process, use either the “Upgrade / Run Dekaflow” link

– OR –

The new desktop icon added from the upgrade process.
What if my system has only Java 11 installed or has already been upgraded to Java 11?

*In this case use the “Upgrade / Run Dekaflow” link to upgrade your DEKAFLLOW access.*

*The current “Customer Activities” link WILL NO LONGER WORK without Java 8 on your system.*
After I upgrade – then what?

After you upgrade, to access DEKAFLOW you will use the “Upgrade / Run Dekaflow” link

–OR–

The new DEKAFLOW icon placed on your desktop.

Both ways will start DEKAFLOW with the newly installed access process.
Why are we making this change now?

A new Java version (11) will be available in September, 2018 that will invalidate the current mechanism used to launch DEKAFLow.

We are starting the upgrade process now in order to have enough time for all DEKAFLow users to make the upgrade well before the release of the new Java version 11.
DEKA FLOW®

2018 Access Upgrade Troubleshooting
Oh no! I clicked “Save” instead of “Run” on the initial step of the process. What can I do now?

No problem – you will need to display your browser’s “View Downloads” log. In IE 11 it is located under Settings:

In Firefox ESR it is here:
Oh no! I clicked “Save” instead of “Run” on the initial step of the process. What can I do now?

*Then click “Run” to continue the upgrade process.*
I cannot get the upgrade process to run. What now?

Your organization may need to “Whitelist” the new DEKAFLOW access upgrade code.

A “Whitelist” allows known processes to be enrolled as valid processes to prevent hacking into your system from unknown sources.

Your IT group should enroll the process DEKAFLOW.EXE into your security structure to allow the new DEKAFLOW access code to execute.
I’ve upgraded. When I use the “Update / Run Dekaflow” link or icon, I see a few screens appear before the Dekaflow log in display comes up. I thought I already upgraded?

You did. These displays that appear are only temporary while we are in the transition period between access methods.
I am having problems running the upgrade and it just does not run correctly. What can I do?

Make sure that the following steps have been completed:

- The DEKAFLOW.EXE program has been “Whitelisted” by your IT group. ([Click here for more information](#))
- Your organization’s internal security has been updated to allow the process to run.
- If the process still is failing – see the next slide.
I am having problems running the upgrade and it just does not run correctly. What can I do? (continued)

Delete the “DE Dekaflow” icon from your desktop by right-clicking on it and selecting Delete.
I am having problems running the upgrade and it just does not run correctly. What can I do? (continued)

On your system’s C:/ drive – in the “Program Data” folder - you will find a “Dekaflow” folder. Delete that folder to uninstall the upgrade.

Then re-run the upgrade. Did this solve the problem?

If not – see the next slide.

Path: C:\ProgramData\Dekaflow
I am having problems running the upgrade and it just does not run correctly. What can I do? (continued)

If problems still occur after deleting the folder and icon and re-running the upgrade process – look for this file...

Right-click on “Dekaflownsis.log”

Under the “Send to” item, select the option to email the file.
I am having problems running the upgrade and it just does not run correctly. What can I do? (continued)

Send the log file to Business_Technology_Services@dominionenergy.com with a short explanation of your issue.
I cannot see the ProgramData folder on my C:\ drive. Now what?

Your file Explorer may be set to not display hidden files.

In File Explorer – select “Tools” and “Folder Options”
I cannot see the Dekafloowsis.log file in the C:\ProgramData\Dekaflow folder. Now what?

Under the “View” tab find the “Hidden files and folders” heading.

Click the “Show hidden files, folders and drives” radio button.

Click OK.

Click here to return to The Dekaflow folder slide.