DEKAFLOW®

2018 Access Upgrade
FAQ & Troubleshooting

Click the link below for:

Frequently Asked Questions

Troubleshooting Guide

Installation Issues Help

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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 **DEKAFLOW** *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
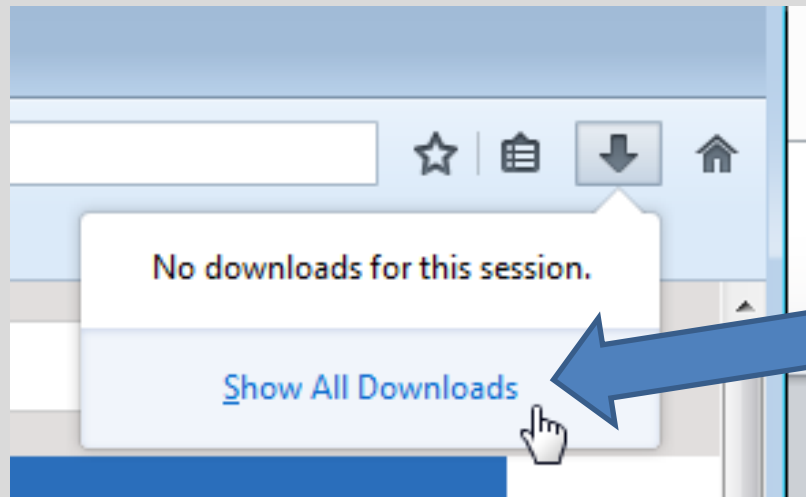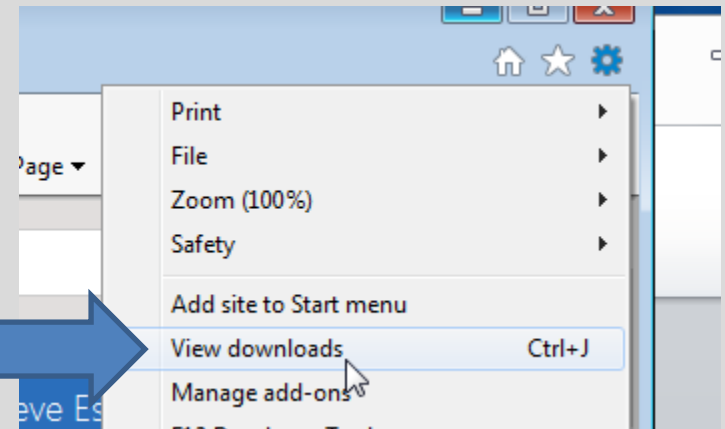release of the new Java version 11.*

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Oh no! I clicked "Save" instead of "Run" on the initial step of the process. What can I do now?

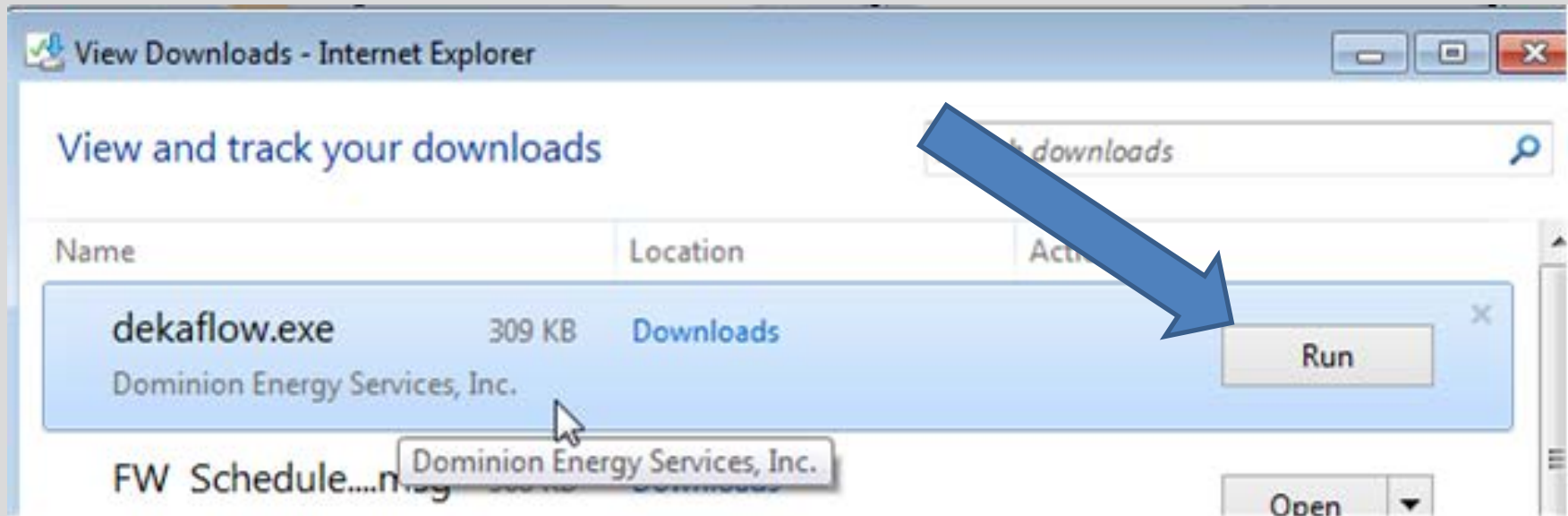*No problem – you will need to display your browser's "View Downloads" log. In IE 11 it is located under Settings:*

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.
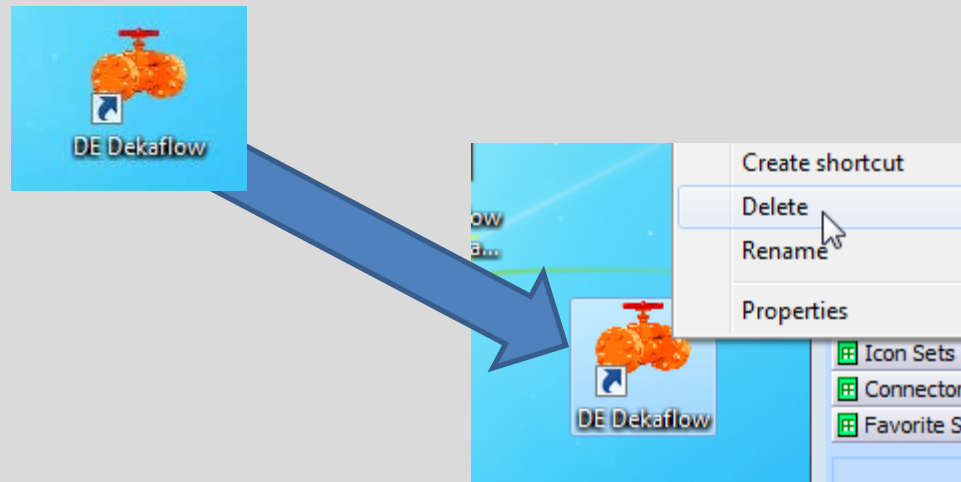
I am having problems running the upgrade and it just does not run correctly. What can I do? (continued)

On your system's C:/ drive – in the "Program Data" folder - you will find a "Dekaflow" folder. Delete that folder to uninstall the upgrade.
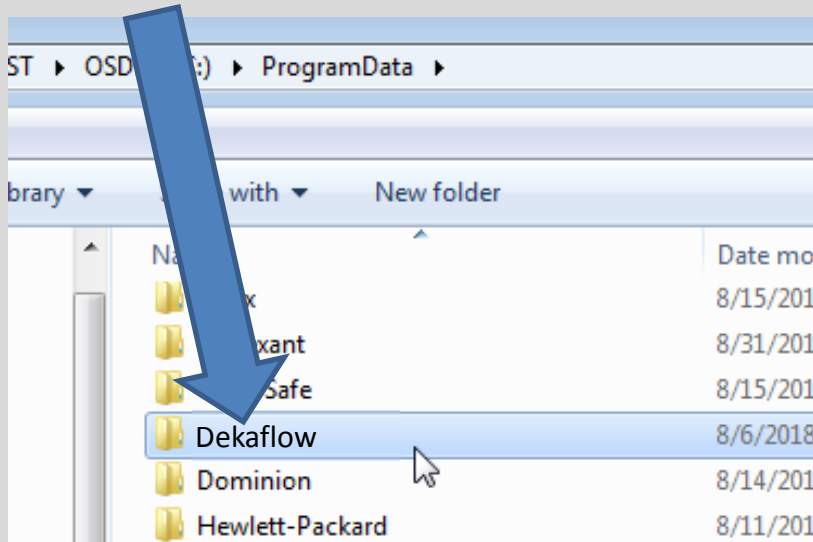
Path: C:\ProgramData\Dekaflow

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

If not – see the next slide.

Click here if you cannot see the ProgramData folder.

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…

Path: C:\ProgramData\Dekaflow\dekaflownsis.log

Right-click on "Dekaflownsis.log"

dekaflow.exe	8/14/2018 4:04 PM	Applic
dekaflownsis.log	8/14/2018 4:06 PM	LOG Fi
digest.txt	8/14/2018 4:06 PM	Text D
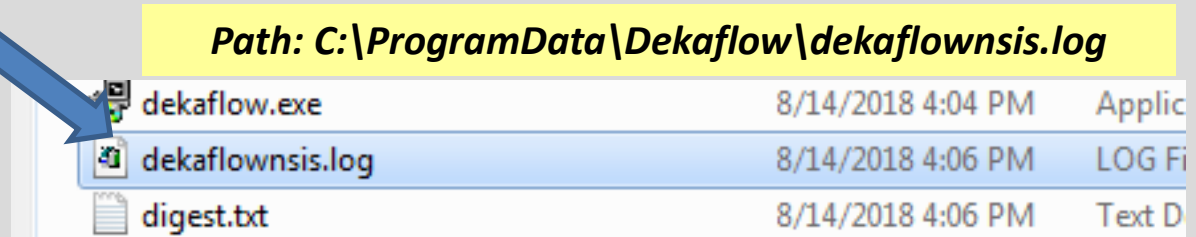
Under the "Send to" item, select the option to email the file.
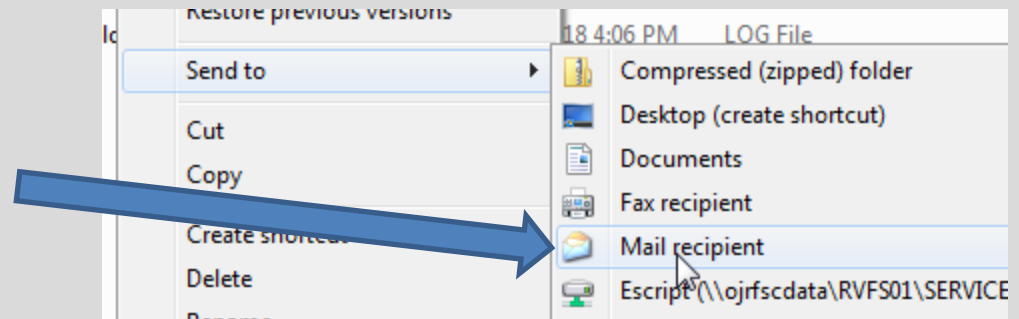
Restore previous versions		18 4:06 PM	LOG File
Send to ▶		Compressed (zipped) folder	
Cut		Desktop (create shortcut)	
Copy		Documents	
Create shortcut		Fax recipient	
Delete		Mail recipient	
Rename		Escript (\\ojrfscdata\RVFS01\SERVICE	

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.*

Emailing: dekaflownsis.log - Message (Plain Text)

File | Message | Insert | Options | Format Text | Review | Developer | Adobe PDF

To...
Cc...
Subject: Emailing: dekaflownsis.log
Attached: dekaflownsis.log (4 KB)

Your message is ready to be sent with the following file or link attachments:

dekaflownsis.log

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments.
Check your e-mail security settings to determine how attachments are handled.

Blank email example

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**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"*
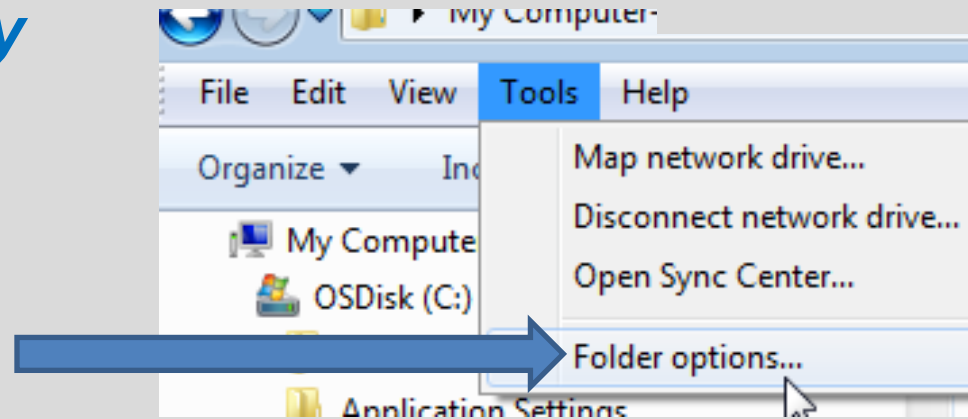
I cannot see the Dekaflownsis.log file in the C:\ProgramData\Dekaflow folder. Now what?

Under the "View" tab find the "Hidden files and folders" heading.
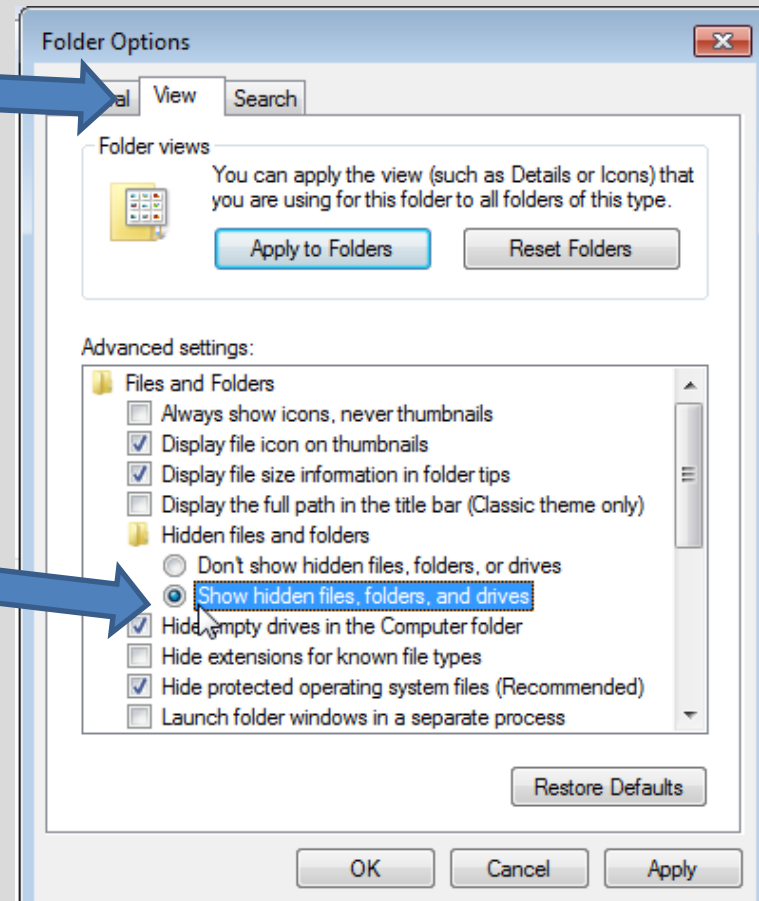
Click the "Show hidden files, folders and drives" radio button.

Click OK.

Folder Options

View | Search

Folder views

You can apply the view (such as Details or Icons) that you are using for this folder to all folders of this type.

Apply to Folders | Reset Folders

Advanced settings:

Files and Folders
- ☐ Always show icons, never thumbnails
- ☑ Display file icon on thumbnails
- ☑ Display file size information in folder tips
- ☐ Display the full path in the title bar (Classic theme only)
- Hidden files and folders
  - ○ Don't show hidden files, folders, or drives
  - ◉ Show hidden files, folders, and drives
- ☑ Hide empty drives in the Computer folder
- ☐ Hide extensions for known file types
- ☑ Hide protected operating system files (Recommended)
- ☐ Launch folder windows in a separate process

Restore Defaults

OK | Cancel | Apply

Click here to return to The Dekaflow folder slide.

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