

Technical Specifications for Client Workstations



As of June 8, 2017

Dekaflow and Java®

The Dekaflow application is run using Java®. Dominion Energy continuously strives to protect and secure our Customer's information and transaction data, and therefore, occasionally must upgrade the minimum Java version. Effective July 13, 2016, Dekaflow will only run on Java 8. Users must have Java 8 installed on their workstations to access the Dekaflow application.

Java 8 may be downloaded at no cost to the User at <https://java.com/download>. If you are not sure which version of Java is installed on your workstation, contact your IT department or support for assistance.

Suggested PC Configuration

Dominion Energy will support the latest Generally Available versions of both Firefox® and Internet Explorer® within nine (9) months of the version becoming available, as per current NAESB Standards. For the best User experience, we recommend the following:

Browser:

Internet Explorer 11
Firefox 45

Operating System:

Windows 7

Resolution:

1280 x 768, 16K Colors

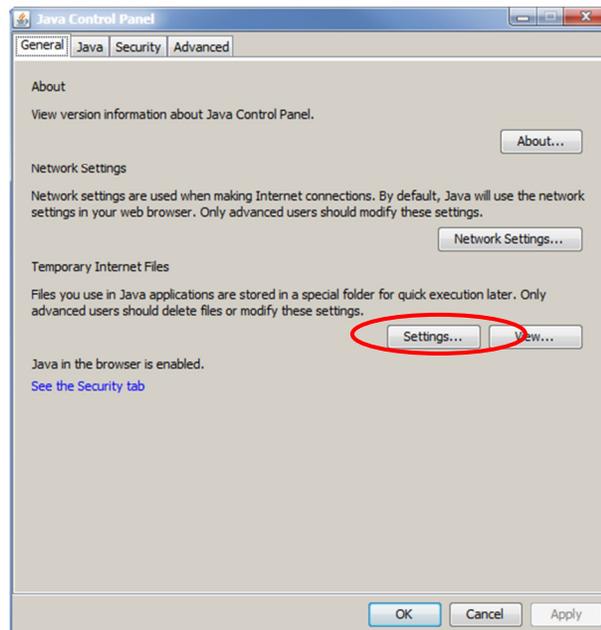
Basic Troubleshooting

The Dekaflow application, when launched, stores files on a User's individual workstation. Occasionally, Users may need to clear the Java Cache on their workstation so the application will launch and function properly.

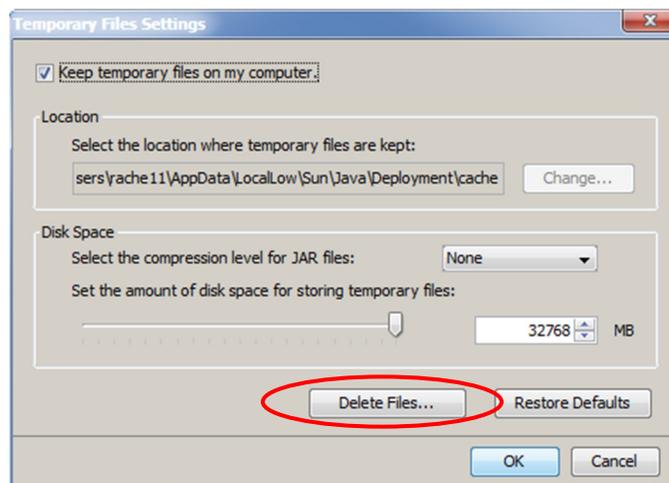
If a User is experiencing technical issues with the Dekaflow application, they can clear the Java Cache by following these steps:

1. Close the Dekaflow application and **ALL** internet browsers (Internet Explorer, Firefox, Chrome, etc.)
2. From the Windows Start menu, select **Control Panel**.
3. When the Control Panel opens, double-click on the Java icon to open the Java console.

- Once the Java Control Panel opens, select **Settings** in the Temporary Internet Files area.



- A Temporary Files Settings Window will appear as shown below. Select **Delete Files**.



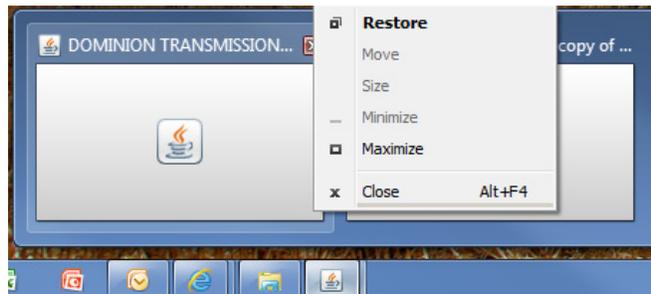
- When the Delete Files and Applications Window appears, select all Files and then select **OK**.
- This process may take a few moments to process while Java Cache is being cleared. Please allow the process to finish. **DO NOT CLICK THE BACK ARROW OR CTRL-ALT-DEL TO LEAVE THIS SCREEN UNTIL THE PROCESS IS FINISHED.**
- Once the Java Cache has been cleared, please try to launch the Dekaflow application again.

Using Multiple Displays

When the Dekaflow application is closed, and then re-opened at a later time, it will try to open on the last screen in which it was open. The login screen window will always display on the primary monitor. If the User only has one monitor, then the application will open on that monitor.

If a User is using multiple displays, and the secondary monitor is not connected, the application may not appear to open. The login screen will still display on the primary monitor, but if the application was on the secondary monitor when it was closed, it will try to open again on that same secondary monitor, which is no longer connected.

If this happens, the User will see the Java icon in their Taskbar. If you hover over the icon, you will see that the window is open. Right-click and select **Maximize** to view the entire application window.



Reporting an Error in Dekaflow

Once the Dekaflow application is successfully launched, if a User receives an error message, they should contact one of our Transportation Analysts via email or phone for assistance. Please include the following information when reporting an error:

- Brief Description of the steps that were taken before the error was received
- Screen shot of the Error

Transportation Analysts can be reached via email at TransportationAnalysts@dominionenergy.com or via phone on the Transportation Analyst Hotline (804)771-4877 or Dekaflow Helpline (800)895-8899, option 3.