

DiabloCanyonNPEm Resource

From: Davis, Rigel I [RND9@pge.com]
Sent: Wednesday, April 28, 2010 3:45 PM
To: Ferrer, Nathaniel; Green, Kimberly
Cc: rigel.davis@aps.com; Soenen, Philippe R
Subject: Diablo Canyon Reading Room (Portal) troubleshooting tip
Attachments: Reading Room Troubleshooting Tip.pdf

<<Reading Room Troubleshooting Tip.pdf>>
Nate and Kim,

I spoke with the web analysts at Certrec, and they are not aware of any changes that have occurred that could prevent logging into the Reading Room.

Attached is a screenshot showing the fix that worked when the Diablo Canyon computers were having difficulty connecting to the Portal.

The screens I'm showing you may be "grayed out", i.e. your IT department may have set administrative controls on these settings. If this is the case, you might forward this email to see if they could temporarily make the changes as shown to determine if this will fix the problem.

To get to the screens I'm showing:

- 1) Open any Internet Explorer window
- 2) Click the "TOOLS" pulldown menu
- 3) Select "Internet Options"
- 4) Click on the "Connections" tab
- 5) Click the "LAN Settings" button towards the bottom of the dialogue box
- 6) Check the box "Automatically detect settings"
- 7) Click Okay, then Okay again.
- 8) We did not need to restart the internet window, but I am not sure if that's universal to all computer networks.

On the DCPD computers, the box that says "Automatically detect settings" was not initially checked. We had to manually check this box, and then everything worked.

The next checkbox (use automatic configuration script) was checked, but we did not change this, nor did we change the address for the proxy. Your system may or may not need changes here, and your IT department can probably make that determination.

Note also that if there are any new configuration changes being made to computers on the network (new software installation, virus protection updates, etc), there may be a chance this interfered with the Portal connection.

Let me if this helps the situation. If problems still arise, see if you can document as much as feasible so that we can try to re-create the errors and relay to Certrec any error messages.

Thank you,

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Hearing Identifier: DiabloCanyon_LicenseRenewal_NonPublic
Email Number: 1098

Mail Envelope Properties (38FFD1B341E3A347BC07011C3AACE2B8AEE248)

Subject: Diablo Canyon Reading Room (Portal) troubleshooting tip
Sent Date: 4/28/2010 3:44:42 PM
Received Date: 4/28/2010 3:44:56 PM
From: Davis, Rigel I

Created By: RND9@pge.com

Recipients:

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Tracking Status: None
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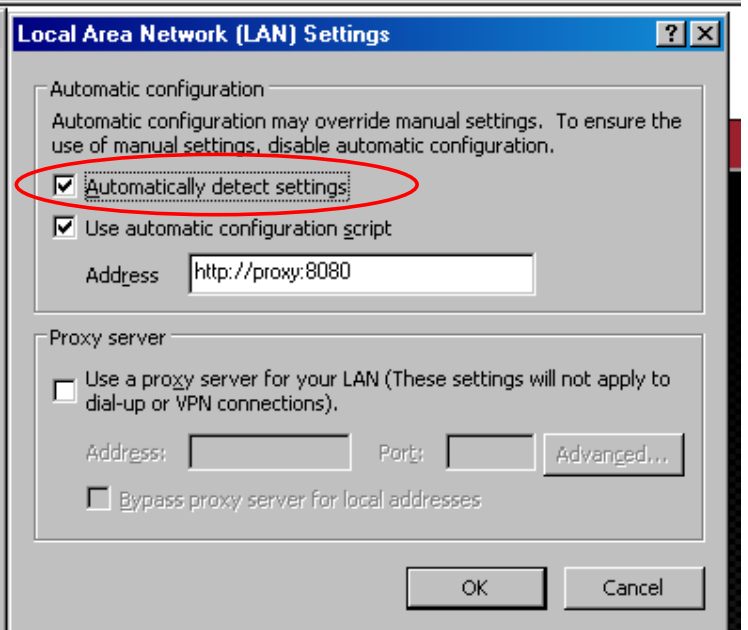
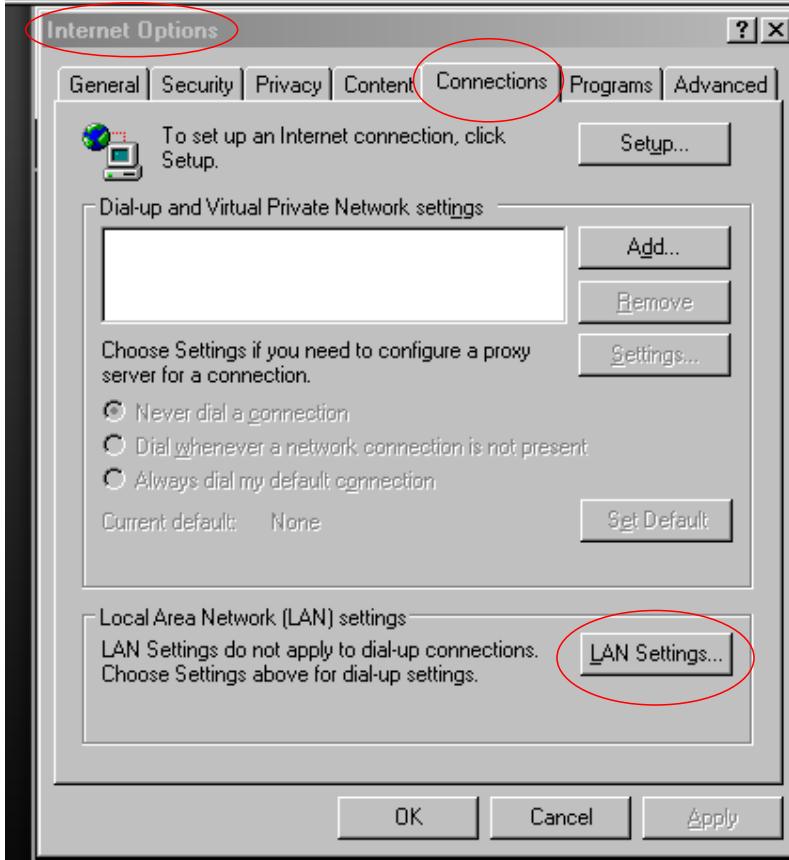
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