

Frequently Asked Questions (FAQ)

What is the difference between the “Customer Activities” link and the Upgrade Dekaflow Access menu?

The “Customer Activities” link will work if you have Java 8 installed on your computer. If your computer has Java 11 installed, use the “Upgrade / Run Dekaflow”. The “Customer Activities” link will no longer work without Java 8 on your system. The “Upgrade / Run Dekaflow” link will add an icon to your desktop. The file is called dekaflow.exe. After the icon is added, you can access Dekaflow using the desktop icon, or the link called “Upgrade / Run Dekaflow”.

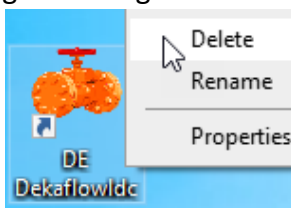
I cannot get the upgrade process to run. What now?

Your organization may need to “Whitelist” the Dekaflow file called dekaflow.exe. Your IT group should enroll the process dekaflow.exe into your security structure to allow Dekaflow code to execute.

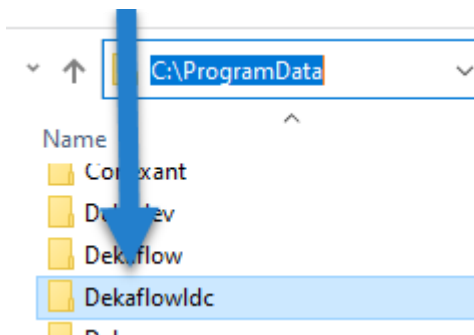
The “Customer Activities” link does not work for me.

Make sure the following steps have been completed:

- The Dekaflow.exe program has been “Whitelisted” by your IT group.
- Your organization’s internal security has been updated to allow the process to run.
- If the process still is failing, delete the “DE DekaflowI dc” icon from your desktop by right-clicking on it and selecting Delete.



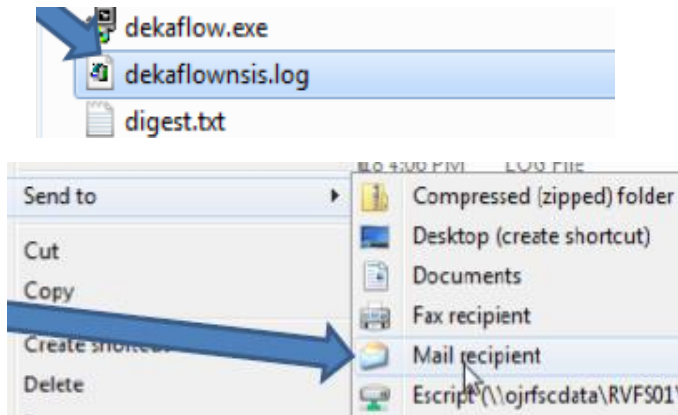
- On your system’s C:/ drive – in the “Program Data” folder – you will find a “Dekaflow” folder. Delete that folder to uninstall the upgrade. **Path: C:\ProgramData\DekaflowI dc**



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

- If problems still occur after deleting the folder and icon and re-running the upgrade process, look for this file... In the Path: C:\ProgramData\DekaflowI dc\dekaflownsis.log

right click on the file and choose “Send to” item, select the option to email the file.

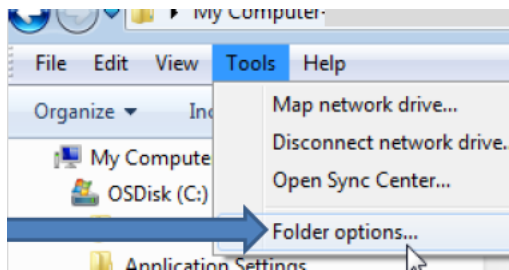


- Send the log file to your Customer Transportation Representative via e-mail using one of the following email support groups:
 - DEO Support – [EOG Trans Serv@dominionenergy.com](mailto:EOG_Trans_Serv@dominionenergy.com)
 - DEWV Support – DEWVDekaflowSupport@dominionenergy.com

I cannot see the ProgramData folder on my C:\ drive.

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

- In File Explorer – select “Tools” and “Folder Options”



- Under the “View” tab find the “Hidden files and folders” heading. Click the “Show hidden files, folders and drives” radio button, and click OK.

