



E-Script 2.0 Troubleshooting Guide

Table of Contents

Administrator Rights	3
No E-Script 2.0 Icon on the Desktop.....	4
E-Script launches, but nothing happens	6
Correct Version of Java	7
Additional E-Script Support.....	8

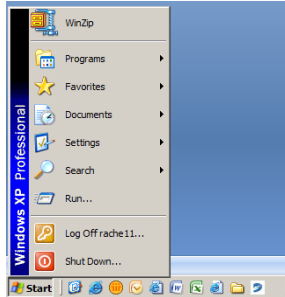
Administrator Rights

To determine whether or not you have Administrator Rights on your workstation, follow these steps:

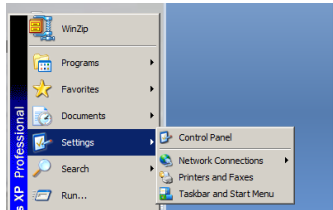
1. Click on **Start**



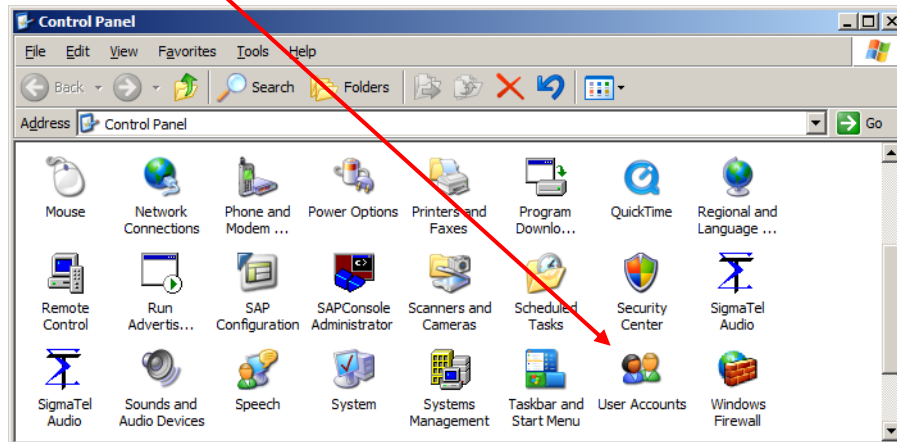
2. Click on **Settings**



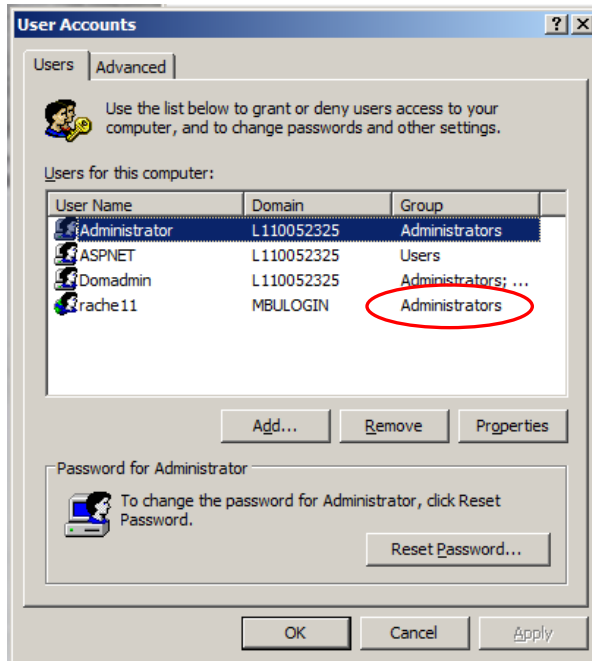
3. Click on **Control Panel**



4. Click on **User Accounts**

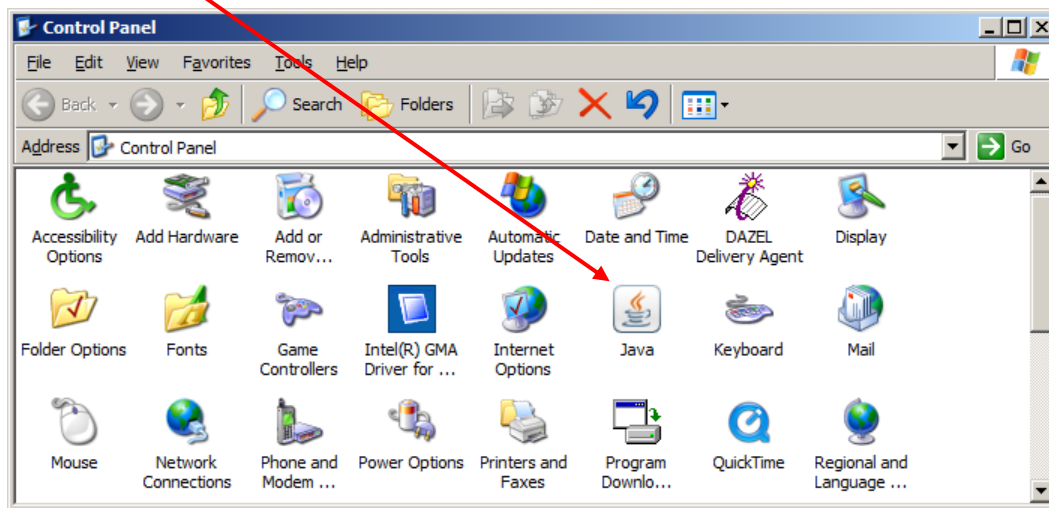


5. In this example, **rache11** is a member of the group “Administrators”. If your User Name is shown as a member of the Group “Administrators”, then you have Administrator Rights to your workstation. Proceed to Step 2. Otherwise, you will require assistance from your IT Staff to complete this Installation.

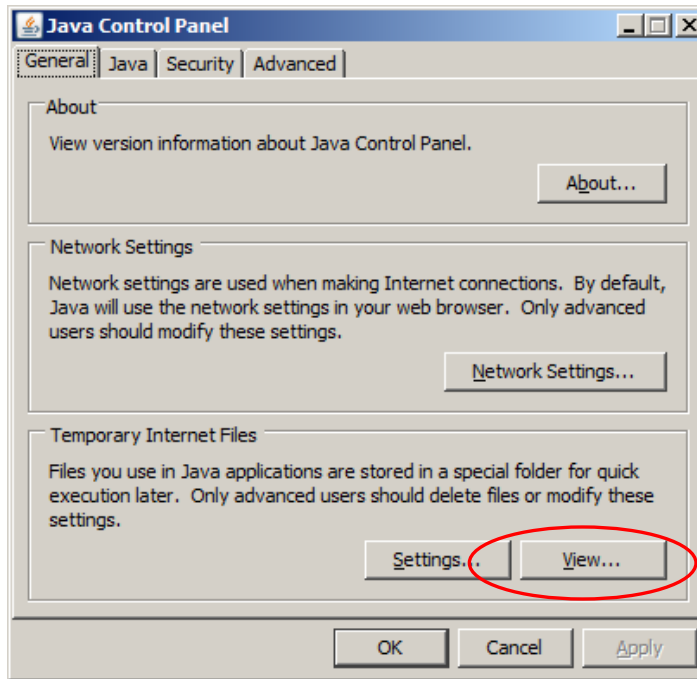


No E-Script 2.0 Icon on the Desktop

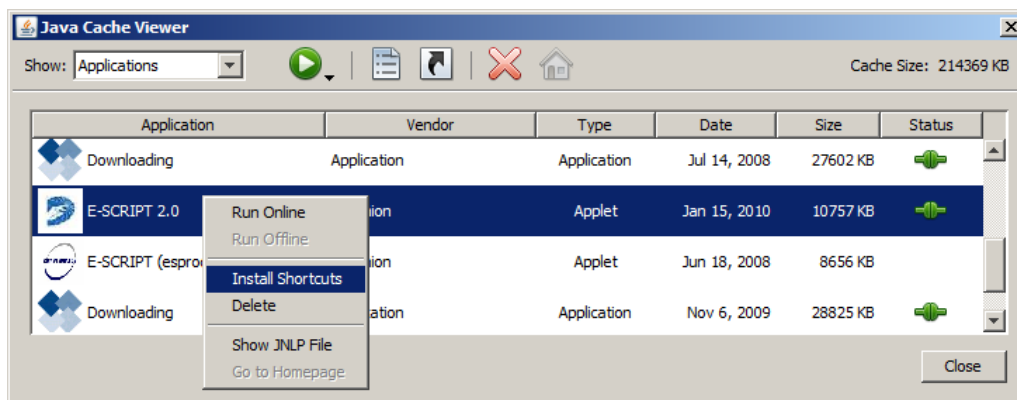
1. Follow instructions above to open the **Control Panel**.
2. Click on **Java**



3. In the “Java Control Panel” window, select the General Tab. Under Temporary Internet Files, click on **View**. NOTE: It may take several seconds to produce the “Java Cache Viewer” window.



4. In the “Java Cache Viewer” window, select **Applications** in the ‘Show’ field.

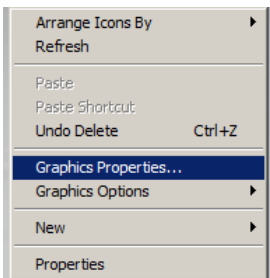


5. Right-click on the **E-SCRIPT 2.0** item, and select **Install Shortcut**.

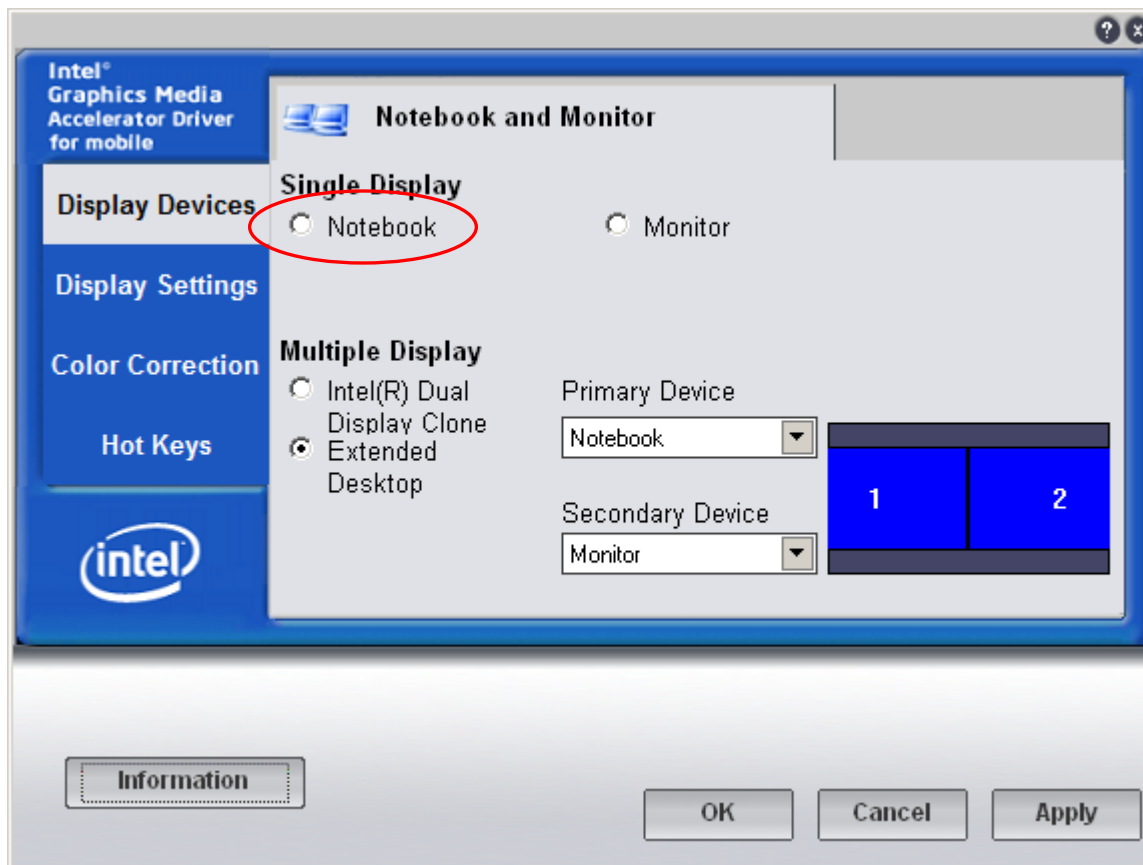
E-Script launches, but nothing happens

Are you using dual monitors? If you normally use dual monitors, an application will start on the monitor where it was last closed. If you see the application item displayed in your tool bar, then it has started, but is residing on a monitor that is currently not available. You can resolve this problem by:

1. From your desktop, right-click and select **Graphic Properties**.



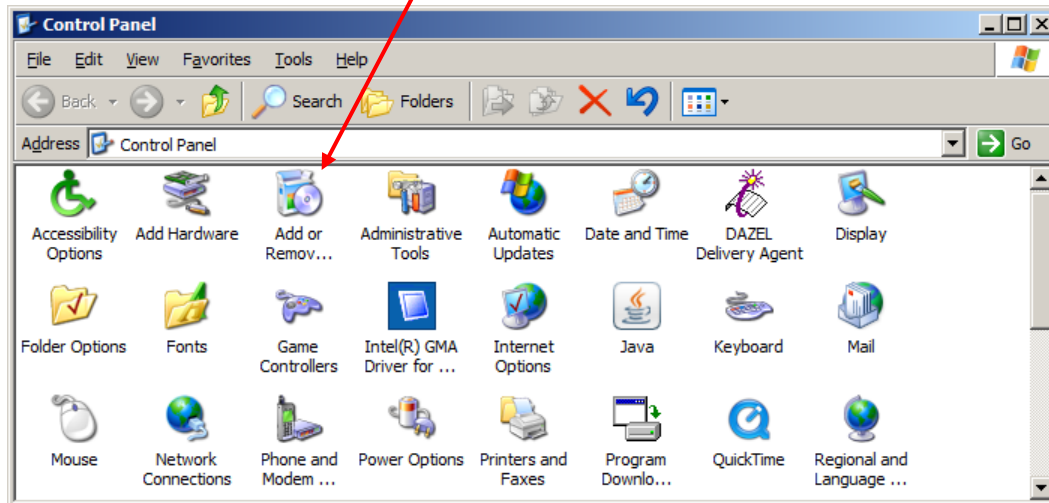
2. Select **Display Devices**. Under "Single Display", select **Notebook** and click **OK**.



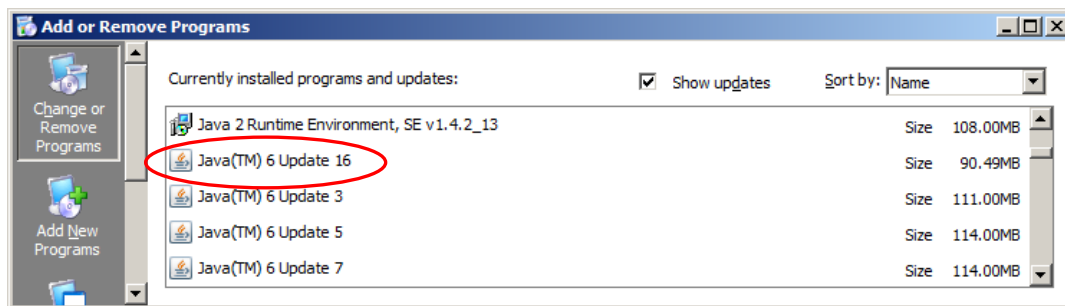
Correct Version of Java

E-Script 2.0 requires any version of Java 6. To check which version of Java you are running:

1. Follow instructions above to open the **Control Panel**.
2. Select **Add or Remove Programs**.



3. Scroll down until you see the Java Icon and "Java™ 6 Update ###" (any Java version is acceptable).



4. If you do not have Java 6 listed, you will need to install it on your workstation. Please refer to the Installation Guide for instructions on how to do this.

Additional E-Script Support

For additional E-Script Support, you can contact the E-Script Helpline at (800) 895-8899. Select Option 1 for Transportation Analyst assistance or to have your password reset. Select Option 2 for additional technical assistance.

Dominion Peoples and Dominion East Ohio Customers, please contact your Transportation Analyst.