

MRI – Settlements Frequently Asked Questions

1. Issue: Upon selecting the link to go to the MRI-Settlements page, Window flashes and disappears, no error messages.

Resolution: Please make sure the Pop Up blocker setting on the browser is turned off

2. Issue: The following error is displayed when launching a new session of the UI.

There is another instance of this application running in this browser process

To start a new instance of this application, load it in a new browser process

Resolution: Please go to File Menu on your browser and click on "New Session". Alternatively, you can also launch a new browser session by clicking on the browser icon.



3. Issue: After selecting a file to download, the following error appears and the download window does not display.

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Resolution:

Please make sure the Privacyecurity setting on the Internet Options of the browser is set to Medium or Lower



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4. Issue: the Download dialog box does not appear inspite of the Privacy Setting being set to Medium or lower

Resolution: Please go to Security Tab on the Internet Options menu. Click on the Custom Level button. Check the settings on the Downloads to make sure they are all enabled.



5. Issue : When the Download button is clicked, the download window does not open and the application returns to the main page.

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Resolution: Please make sure caiso.com is listed on the Trusted Sites in the Security Tab of the Internet Options

Internet Options	
General Security Privacy Content Connections Programs Advanced	California ISO
Select a zone to view or change security settings.	Trusted sites
Internet Local intranet Trusted sites Restricted sites	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Trusted sites	Add this website to the zone:
This zone contains websites that you trust not to damage your computer or your files.	Add Add
You have websites in this zone.	*.360training.com
Security level for this zone	*.bankofamerica.com
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level	*.wellsfargo.com https://web.idm.cybertrust.com
to de die recommended settings, diek betaal ie ven	
Enable Protected Mode (requires restarting Internet Evolorer)	Close
	20,7 -0 10100 -00,0
Reset all zones to default level	Supply & Demand Renewables Alerts
Some <u>settings</u> are managed by your system administrator.	The a Calendar News Releases
OK Cancel Apply	WEDNESDAY, 11/7/2012

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