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NNPP Training - Customer Support Material

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NNPP Training Customer Support Material

NARAC

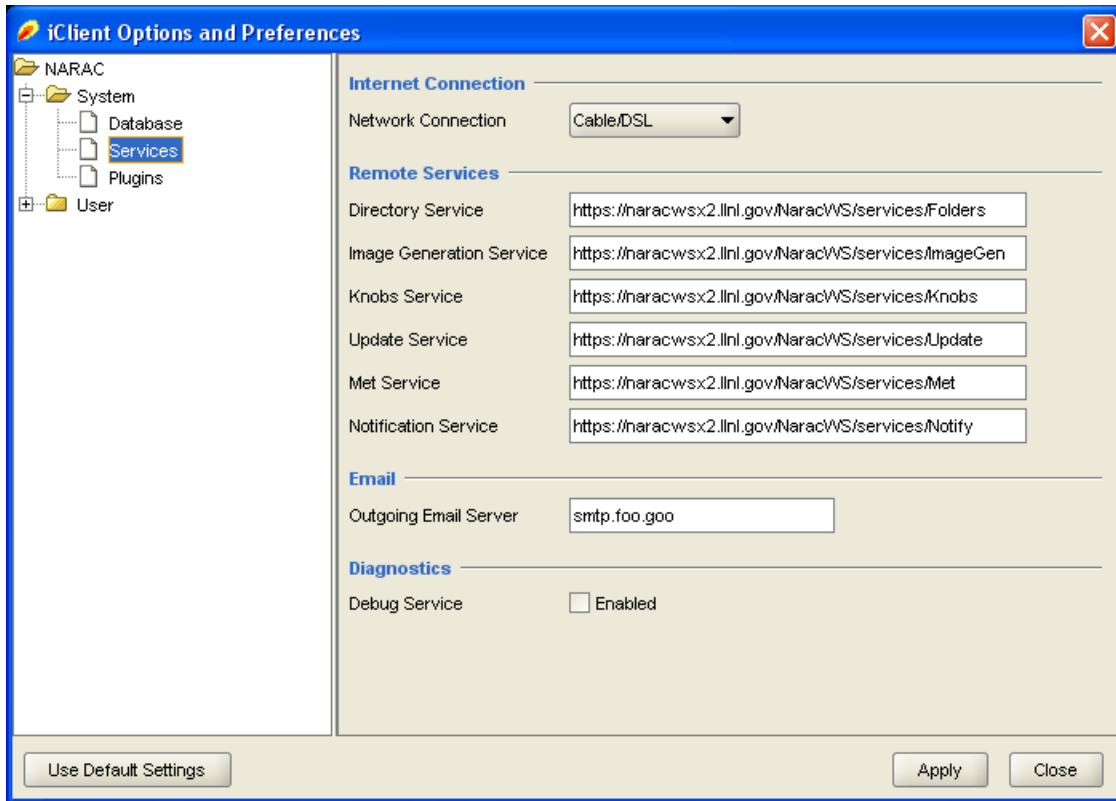
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Internet Failure



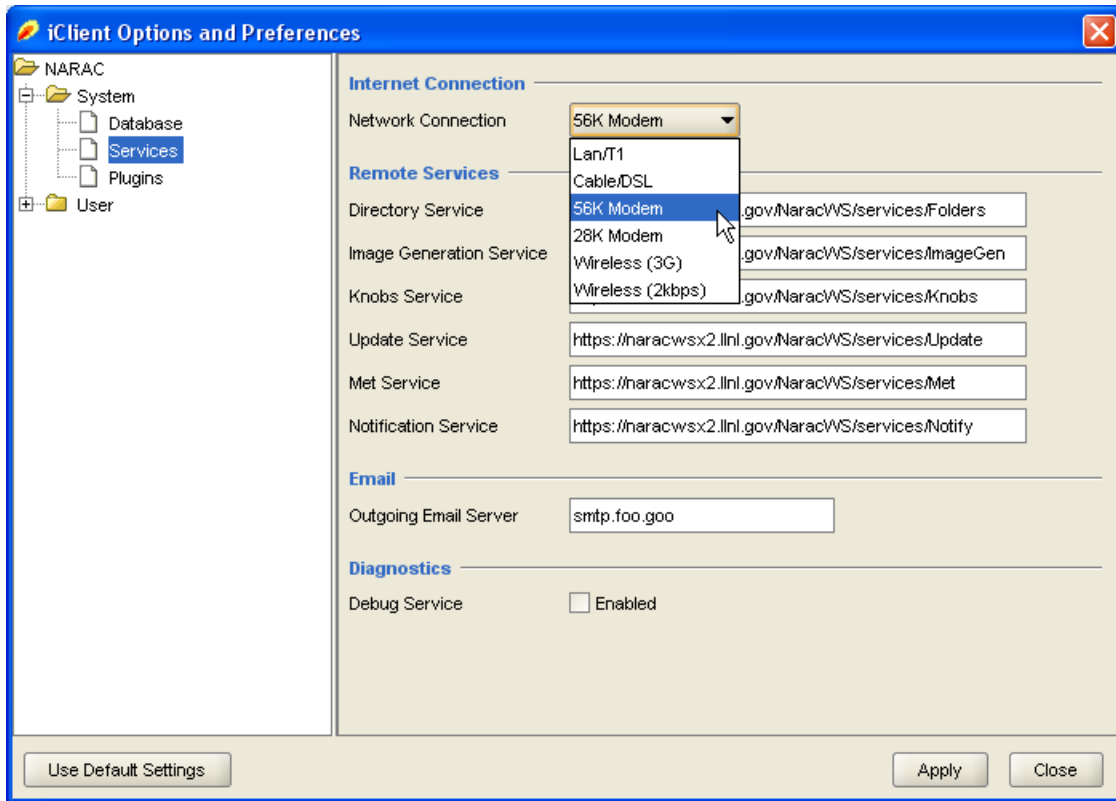
Option B

Secondary: iClient over Dialup on NARAC PC

If you lose Internet connectivity follow the following steps to get the iClient up and running:

iClient Settings:

To improve the iClient operation over a dialup modem edit the System Preferences, Services option Network Connection combination box to '56k Modem' (alternatively 28k Modem for very poor connections). See Image Below:



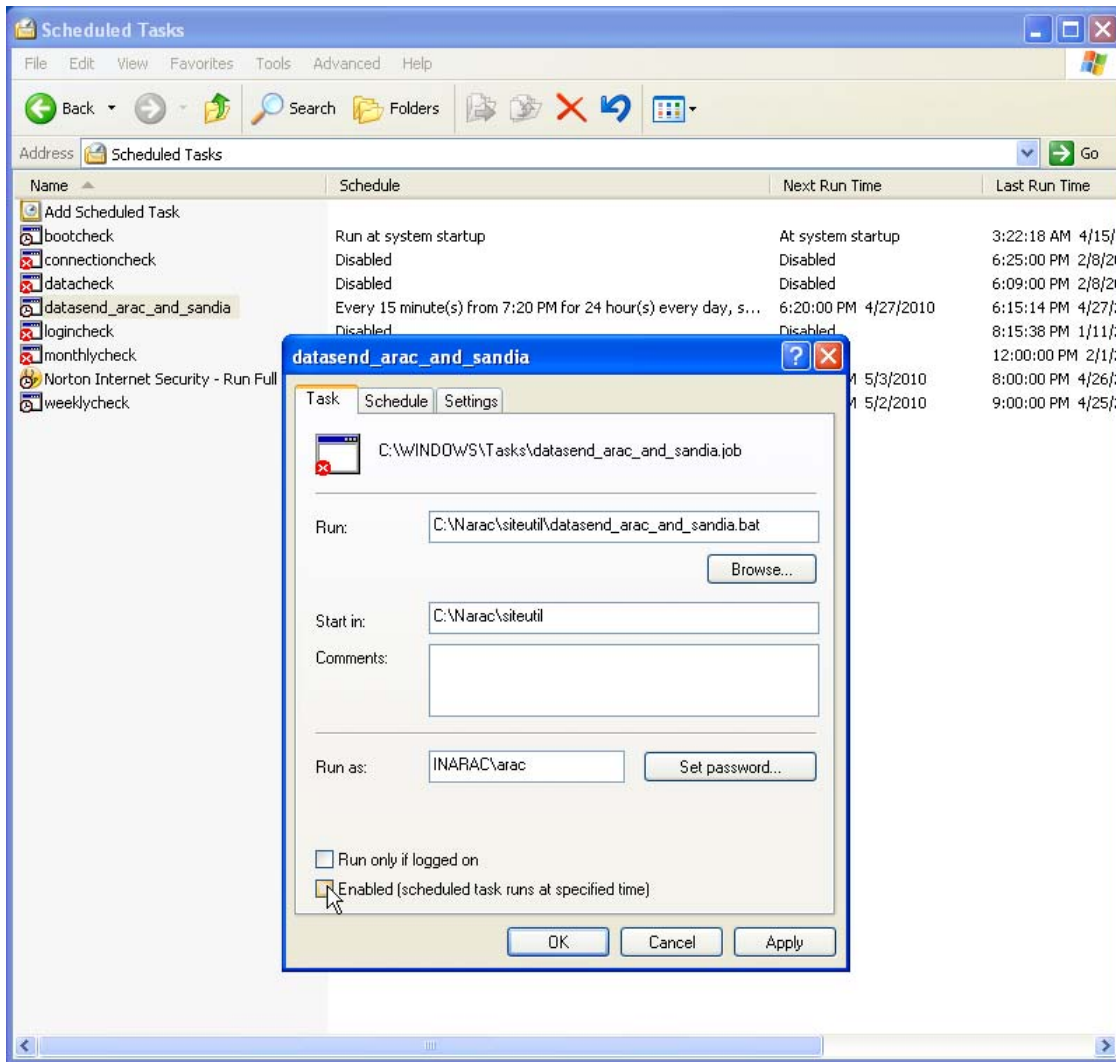
Double-click on the “Dial NARAC” shortcut on the desktop.

PC Schedule Task Changes:

If you are going to use dialup connection for an event or exercise it is important to make the following changes to the scheduled tasks on your PC. If not, the dialup connection will be interrupted every time a new meteorological data message is sent to NARAC. See Image Below.

- From the start menu select Settings -> Control Panel
- From the Control Panel select Scheduled Tasks
- Right-click on the “Datsend” task and select ‘Properties’
- Unclick the “Enable” checkbox.

This will temporarily disable sending meteorological data to NARAC. For a short exercise it will not be a problem, however, if this will be disabled for some time you must notify NARAC Customer Support so that NARAC can collect your tower data.



Important: When internet connection is restored, return the iClient System Preferences and Scheduled Tasks to the previous settings. Call NARAC Customer Support at 925-422-9159.

Option C

First Alternate: NARAC Web on NARAC PC (internet or dialup)

If the iClient will not function for an exercise or event call NARAC on the emergency number and bring up NARAC Web in a web browser (go to <https://narcweb.llnl.gov/web/signIn.html>)

NARAC Web has all the capabilities for submitting runs to NARAC as the iClient (all the NNPP scenarios and site maps). However, measurements can only be added to a Web-created event using the preformatted spreadsheet file.

Option D

Second Alternate: NARAC Web on another PC over internet

If the NARAC PC is down and will not function for an exercise or event call NARAC on the emergency number and bring up NARAC Web in a web browser on ANY other PC with external internet (go to <https://narcweb.llnl.gov/web/signIn.html>).

NARAC Web has all the capabilities for submitting runs to NARAC as the iClient (all the NNPP scenarios and site maps). However, measurements can only be added to a Web-created event using the preformatted spreadsheet file.

Option E

Third Alternate: Call NARAC and provide information by phone

If the internet is completely unavailable, call NARAC at 925-422-9100. Be prepared to provide the same information to NARAC over the phone that you would normally provide via the iClient or NARAC web tools. NARAC Operations staff will do the calculation for you and fax the results to a number that you provide.

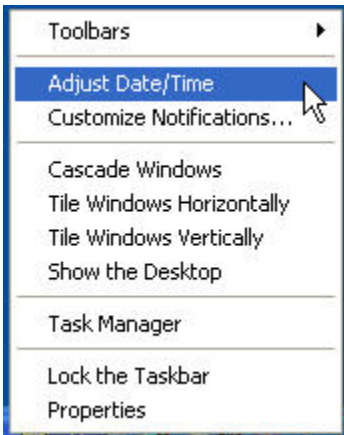
Clock Set Up

Clock Set up for NARAC PC

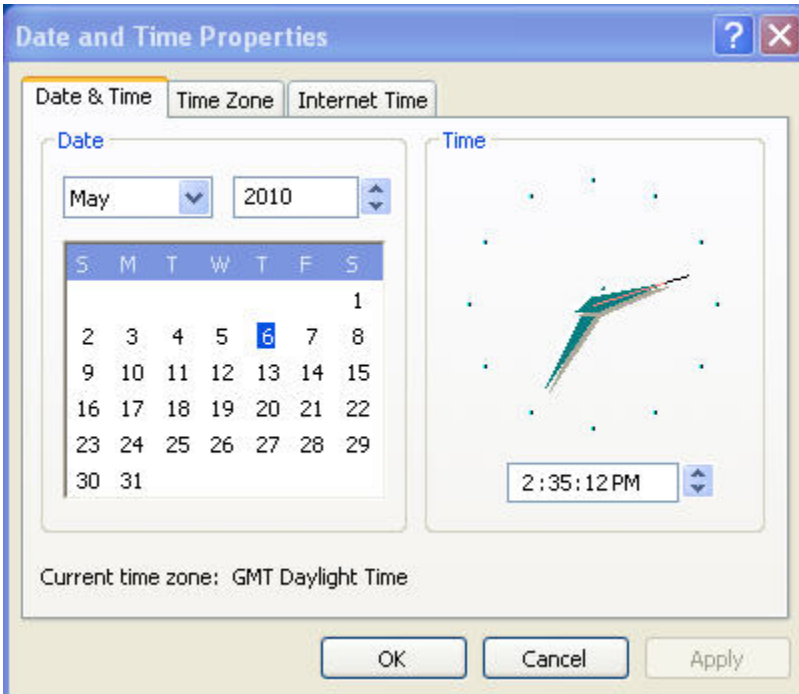
Right click on the clock in the lower right corner:



Select "Adjust Date/Time" from the menu:

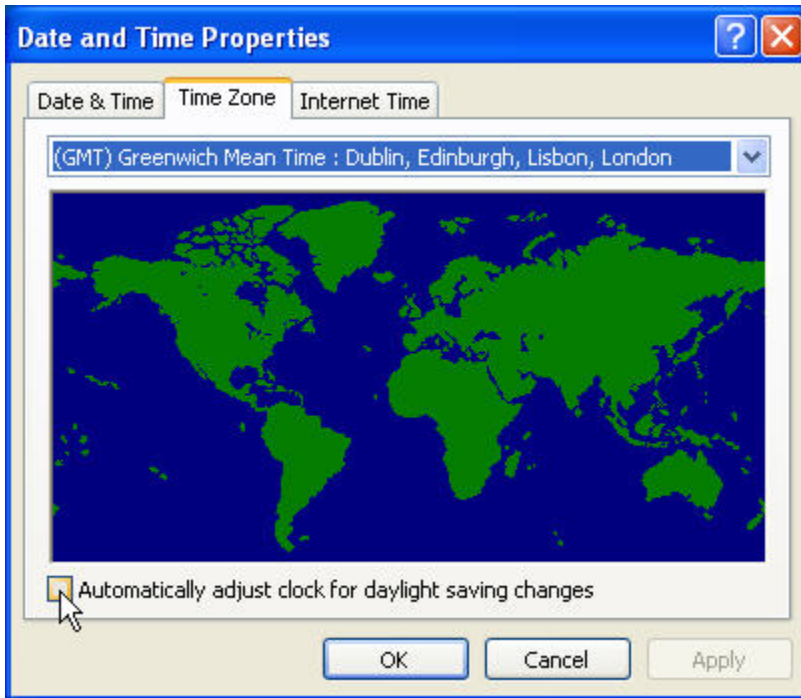


On the Date and Time tab, set to GMT Standard time and date (not local time):

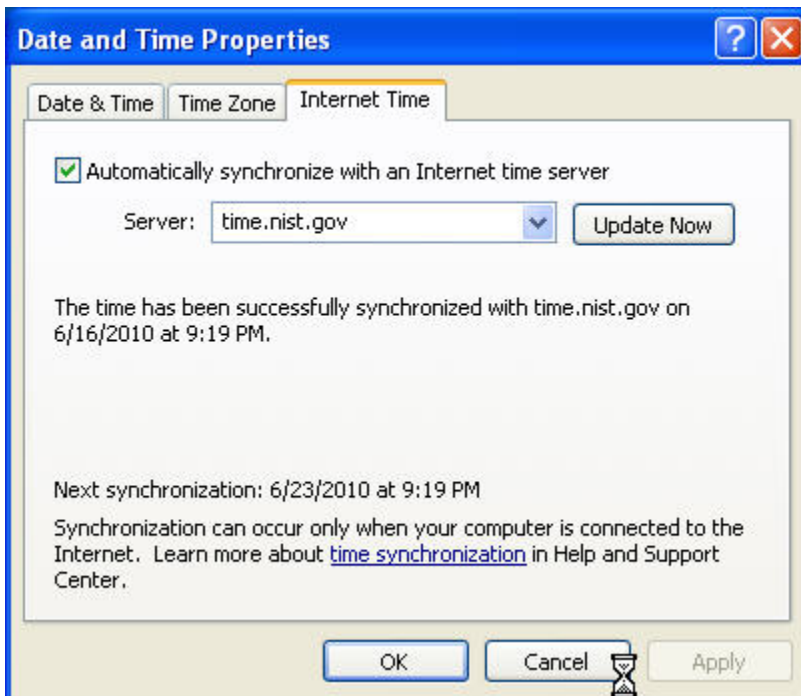


To check this you can use: http://www.worldtimeserver.com/current_time_in.UTC.aspx

On the Time Zone tab, select (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London and uncheck box for “Automatically adjust clock for daylight saving changes”:



On the Internet Time tab, check the Automatically synchronize with Internet time server.



Press “Apply” if any changes were made.