

External T-Rex Usage – Temporary Remedy

To fix this issue:

- *Go to Internet Explorer/ Tools/Internet Options*
- *Select the General tab*
- *Under Browsing History, click the Delete button*
- *Select Delete All or just Delete Files and Delete Cookies*
- *When deleted, click Close*
- *Select the Security tab*
- *Select the Trusted Sites icon*
- *Click on the Sites button*
- *Uncheck the box for secure https:// and then add the sites listed below:*
 - *traqs-ext.dot.ga.gov*
 - *www.traqs-ext.dot.ga.gov*
 - *traqs-ext.dot.state.ga.us*
 - *www.traqs.dot.state.ga.us*
 - *<http://app5-trex-web.dot.state.ga.us>*
 - *<http://trex.dot.state.ga.us>*
- *Click OK and OK again to apply the changes*
- *Close IE*
- *Reopen TREX and you should not get the error*

If the trusted sites do not work, users can also:

- *Go to Internet Explorer/Tools/Internet Options*
- *Select Trusted Sites*
- *Under the security level, click on the Custom level... button*
- *Reset the Security Settings for the Trusted Sites Zone to Medium-Low or Low*
- *Click OK*

External T-Rex Usage – Permanent Remedy after attempting the Temporary Remedy

The first step is to remove the work-around instructions. You may need to re-add the sites if it doesn't work or you can use the new URL if the solution works fine.

- *Go to Start/Programs/Internet Explorer*
- *Select Tools/Internet Options*
- *Click on the Security Tab*
- *Select Trusted Sites*
- *Remove the following if they are listed:*
 - *traqs-ext.dot.ga.gov*
 - www.traqs-ext.dot.ga.gov
 - *traqs-ext.dot.state.ga.us*
 - <http://app5-trex-web.dot.state.ga.us>
 - www.traqs.dot.state.ga.us
 - <http://trex.dot.state.ga.us>

Close and reopen Internet Explorer and access this hyperlink on a computer outside of the GDOT network:

http://app5-trex-web.dot.ga.gov/trex_external/viewer.htm

- *TREX External should display*
- *Click GO*
- *You should see a map and search results*
- *In the search results, click on the Preconstruction Status Report icon*
- *The Preconstruction Status Report should display*

If the Preconstruction Status Report displays, then the issue is resolved.

If users get prompted for an username/login, then the issue is still outstanding and you should inform your PM for further IT assistance.