

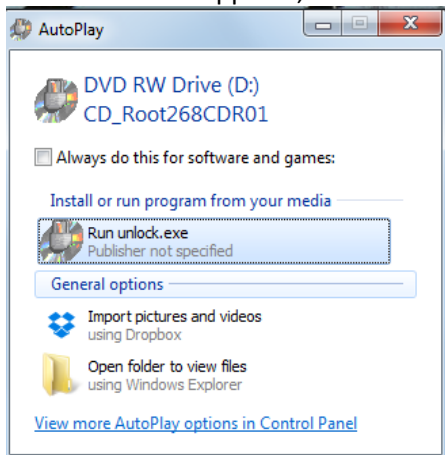
## Exposure Report Archive Instructions and Troubleshooting Applicable for Jul - Dec 2012 (and future) CDs

### CD Viewing Requirements:

- You need administrative rights to your PC
- In order for the report portfolio to be viewed, your computer will need Adobe Reader version 9 or higher. To install, go to <http://www.adobe.com/> and follow the links to download the Adobe Reader.
- If your computer has Adobe Reader version 10 or higher, then Flash Player is required. In order to download Flash Player, you can use the same Adobe link above and follow the directions to download Flash Player.

### Opening the CD:

1. Insert CD into CD Drive.
2. If the box below appears, click on Run unlock.exe. If this box does not appear, move to the next step.



3. Password box will appear. The password box is shown below:



- a. If this password box does not appear, go to **Appendix A** (page 7).
4. Input appropriate password (case sensitive), from the password letter you received. Do not click "Cancel."
5. Click "OK." If the password is valid, another box will appear, saying, "this media is now unlocked. Use the files as you normally would." Click "OK."
  - a. If the password is not valid, retry, making sure to distinguish between the number zero and letter O, and type password in all capital letters.
  - a. If an error box appears that asks about manual file decryption, go to **Appendix B** (page 8).
  - b. If you get an error that says that Adobe Reader cannot open the file, go to **Appendix A** (page 7).
  - c. If you get an error message with wording similar to "You are not able to access a CD," then your facility might not allow you to use a CD. Depending on your facility's privacy policies, you might receive these errors at different steps in the CD usage process. Please see **Appendix E** (page 14).

6. Navigate to “My Computer.”
7. Locate your CD Drive. It might be called “Devices with Removable Storage.”
8. Right click and choose “Open.” There will be a number of documents and folders. Only the **file folders** or **PDF documents** are needed for finding archived reports. The other documents should be ignored.
9. If desired, the PDF document and file folders can be exported to your computer and saved there. Just drag the PDF or file folder on to the desktop and then save in the preferred location.

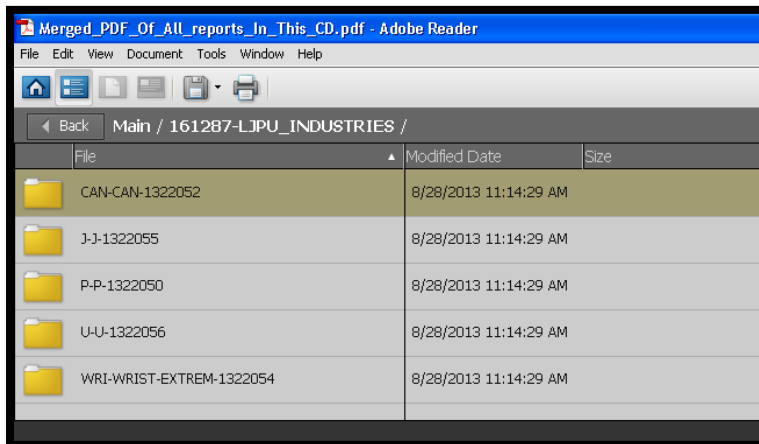
#### CD Overview:

Folder Name	What does it contain?	Folder Naming Convention
(Main CD Folder)	<ol style="list-style-type: none"> <li>1. Merged PDF of all the reports on this CD</li> <li>2. Individual folders for each Account that is on this CD</li> </ol>	N/A
\Account1	<ol style="list-style-type: none"> <li>1. Merged PDF of all the reports under this Account</li> <li>2. Individual folders for each subaccount</li> </ol>	Account Number of Account
\Account1\Subaccount1	<ol style="list-style-type: none"> <li>1. Merged PDF of all the reports under this subaccount</li> <li>2. Individual reports</li> </ol>	Subaccount Code – Subaccount Name— Subaccount ID
\Account1\Subaccount2	<ol style="list-style-type: none"> <li>1. Same as above</li> </ol>	Subaccount Code – Subaccount Code— Subaccount ID
\Account2	<ol style="list-style-type: none"> <li>1. Merged PDF of all the reports under this Account</li> <li>2. Individual folders for each subaccount</li> </ol>	Account Number of Account
\Account2\Subaccount1	<ol style="list-style-type: none"> <li>1. Merged PDF of all the reports under this subaccount</li> <li>2. Individual reports</li> </ol>	Subaccount Code – Subaccount Code— Subaccount ID
\Account2\Subaccount2	<ol style="list-style-type: none"> <li>1. Same as above</li> </ol>	Subaccount Code – Subaccount Code— Subaccount ID

#### Exploring the CD Data:

1. From the Main CD Folder, view the folders and PDF documents:
  - a. There is one folder for each Account represented on the CD.
  - b. There is one Merged PDF file that contains ALL reports contained on the CD. It is named “Merged\_PDF\_Of\_All\_Reports\_In\_This\_CD.”
2. Double click on the Merged PDF.

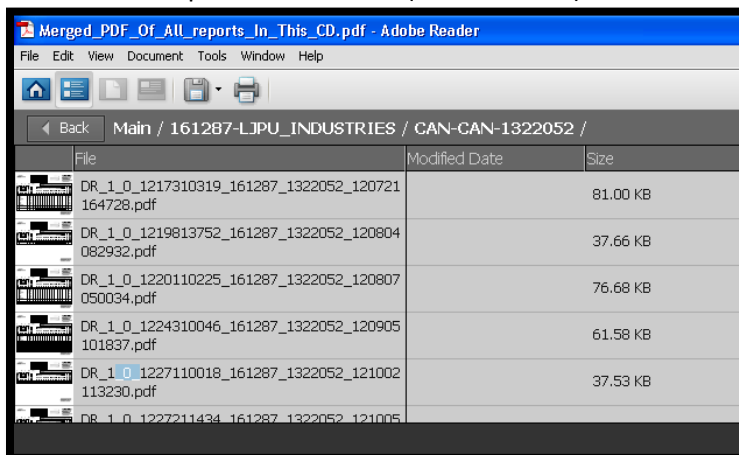
3. You will be presented with a folder structure of all the reports by Subaccount. The folders are named with this convention: “Subaccount Code – Subaccount Code—Subaccount ID” (shown below).



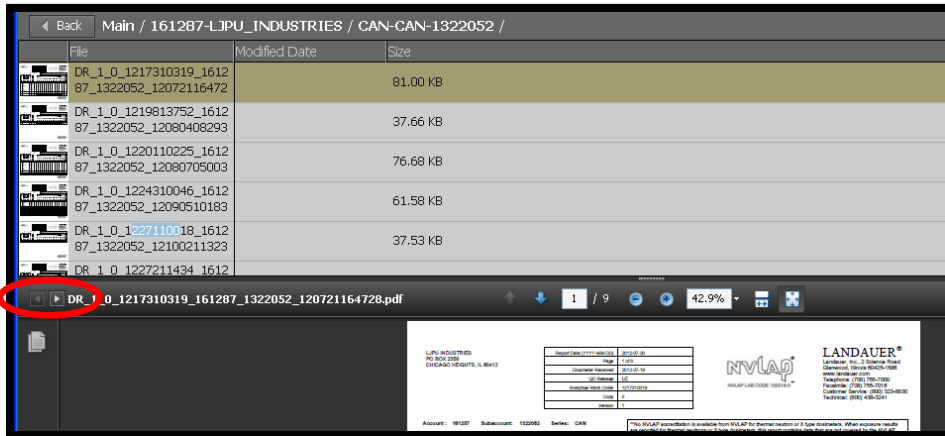
Note: There is a toolbar at the top of the screen. An explanation of the tools is below:



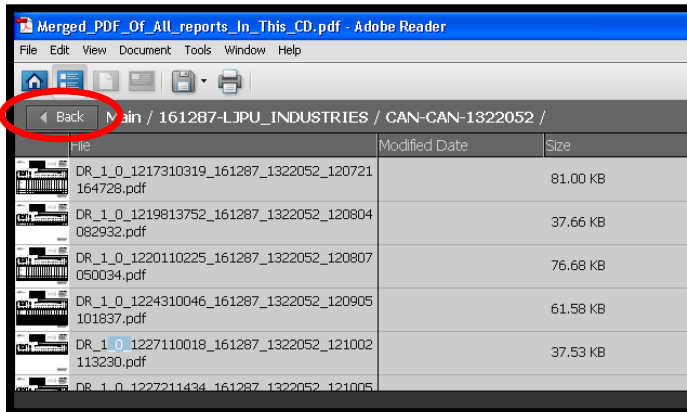
- House: Changes the view of the folders/documents to icons
  - List: Changes the view of the folders/documents to a list
  - White sheet: Removes list of options at the top; shows report in full page view
  - Disk: Saves selected portfolio
  - Printer: Prints the selected document(s)
4. To navigate to the reports in a Subaccount, double click on the Subaccount folder. A list of PDFs will be shown, one for each report to be viewed (shown below).



5. To view a particular report, click on the document name or image. The report is displayed in the lower section of the screen (shown below).



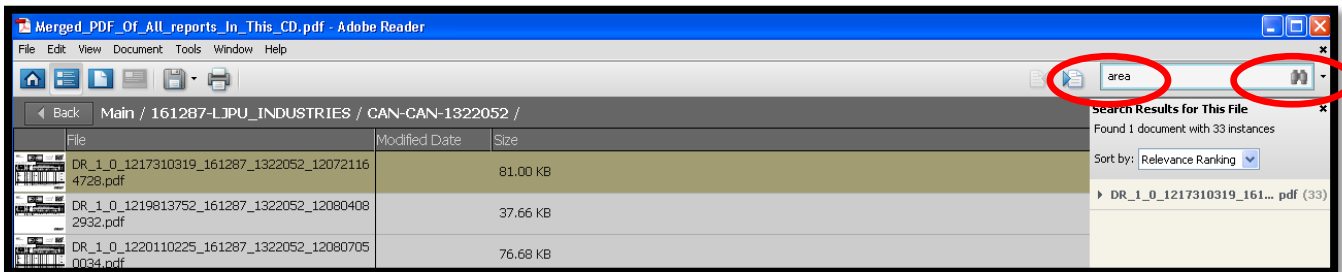
6. Use the little page buttons with the left and right arrow button to navigate through the reports in that folder (circled in red above).
7. To get back to the listing of all Subaccount folders, click the “Back” button in the upper left hand corner of the screen (circled in red below). The back button is not available in all versions of the report portfolio.



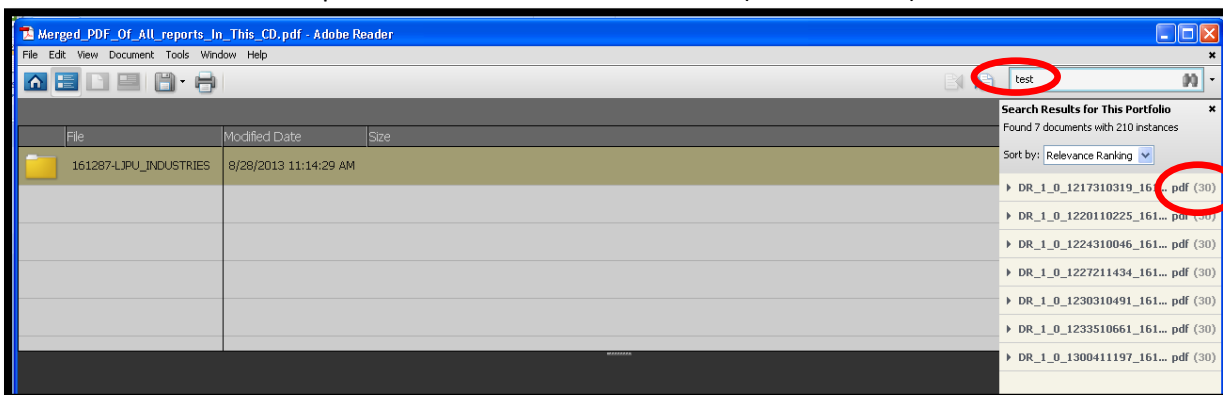
### Searching Within the CD Data:

1. General Search Instructions
  - a. To query across all the reports on the CD, open the merged PDF from the Main CD Folder and perform search.
  - b. To query across all the reports for a specific Account, open the merged PDF under that Account folder and perform search.
  - c. To query across all the reports for a specific Subaccount, open the merged PDF under that Subaccount folder and perform search.

- To search a specific PDF, highlight the PDF, and enter your search criteria in the Search window in the upper right hand portion of the screen, and press “Enter” or click on the binoculars icon to the right of the search bar (shown below).



- The results of your search will show below the search bar. The quantity of times the search was found within that PDF can be located in parentheses next to the PDF name (shown below).



- If you want to search through multiple PDFs, enter the search criteria, and then click on “Search Entire Portfolio” at the bottom of the search window in order to search through all the documents in that folder.

Note: The search is context insensitive. For example, the search does not have the context of whether the user is searching for a *Participant name* or *Account name*, and when searching for a date, the search does not differentiate if that date is found in *wear begin date* or *report date*.

Note: You cannot refine your search further by doing a search within your search results.

- Once you click on the PDF where your search criteria was found, click the triangle next to the PDF name. The specific location of the search results will be shown in the search window. In addition, that search result will also be highlighted on each page that result is found (shown below).

**Report Metadata:**

Report Date (YYYY-MM-DD)	2010-09-06
Page	3 of 4
Dosimeter Received	2010-09-30
QC Release	N/A
Analytical Work Order	1024310046
Copy	1
Version	1

**Account:** 161287 Subaccount: 1322052 Series: CAN

**RADIATION DOSIMETRY REPORT**

**Dose Equivalent (mrem) for Periods Shown Below**

Period Shown Below	Quarter to Date			Year to Date			Lifetime to Date		
	DOE	LDE	SDE	DOE	LDE	SDE	DOE	LDE	SDE
2010-01-01 to 2010-03-31									
2010-04-01 to 2010-06-30									
2010-07-01 to 2010-09-30									
2010-10-01 to 2010-12-31									
2011-01-01 to 2011-03-31									
2011-04-01 to 2011-06-30									
2011-07-01 to 2011-09-30									
2011-10-01 to 2011-12-31									
2012-01-01 to 2012-03-31									
2012-04-01 to 2012-06-30									
2012-07-01 to 2012-09-30									
2012-10-01 to 2012-12-31									

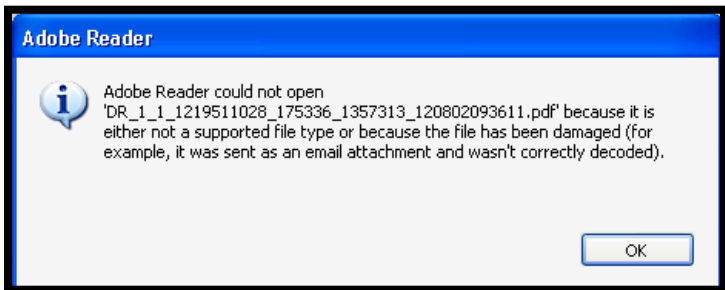
**Search Results:** Found 7 documents with 210 instances. Results include: DR\_1\_0\_1227110319\_161... pdf (30), DR\_1\_0\_1220110225\_161... pdf (30), DR\_1\_0\_1223310491\_161... pdf (30), DR\_1\_0\_1233510661\_161... pdf (30), DR\_1\_0\_1300411197\_161... pdf (30).

**Highlighted Search Result:** DR\_1\_0\_1227211434\_161... pdf (30)

**Highlighted Data Row:** 1024310046 TEST 1 U RFINGR M

### Appendix A: Password box does not appear

If your password box does not appear, or if you get an error like the one shown below:

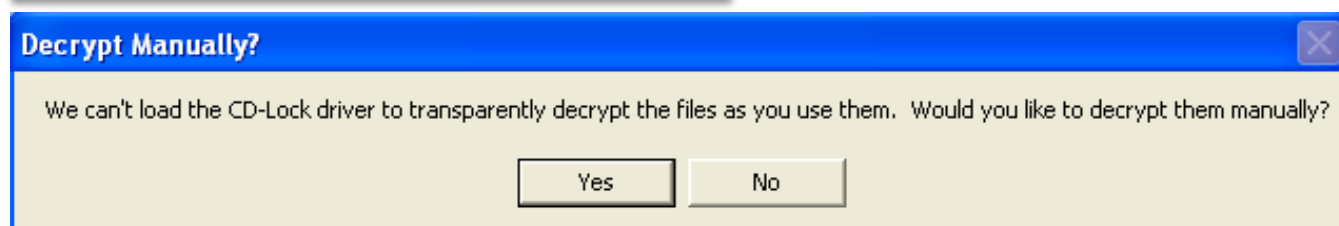
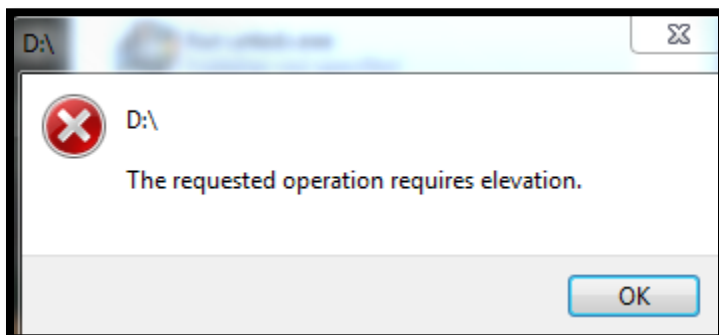


1. Navigate to "My Computer."
2. Locate your CD Drive. It might be called "D:" or "Devices with Removable Storage."
3. Right click and choose the "Open" option.
4. Click on the "unlock.exe" option.
5. When the password box appears, continue back to the main directions, step 4.
  - a. If nothing happens, your facility might not allow you to use a CD. Please see **Appendix E** (page 14).
6. After your password is entered and you click "OK," you will get one of the messages shown below.
  - a. If you get the box on the left, re-enter the password, making sure to distinguish between the number zero and the letter O, and type password in all capital letters.
  - b. If you get the box on the right, continue back to the main directions, step 6.



### Appendix B: No Administrative Rights to the PC

If you get one of the errors shown below, you likely do not have Administrative rights to your PC. Some facilities do not allow users to have administrative rights. The CD data cannot be loaded or viewed on your computer without administrative access.



To resolve:

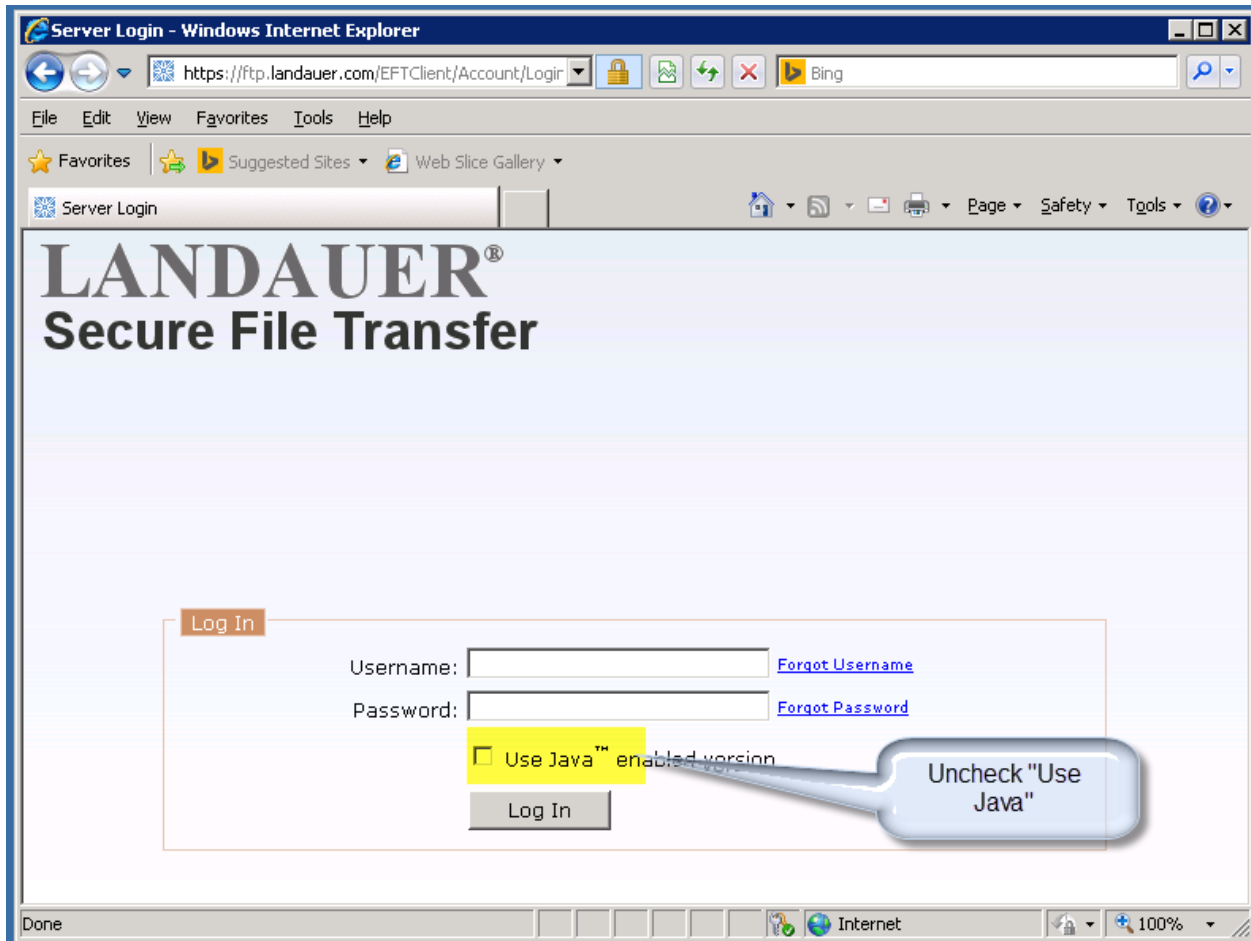
1. Work with your manager or IT department to determine if you can acquire administrative access to your computer.
2. If you are not permitted to have administrative access, please see **Appendix E** (page 14).
3. After the questions in Appendix E are answered, contact Landauer Client Services at 1-800-323-8830 to discuss a Secure FTP (S-FTP) option. Landauer can create unencrypted versions of your dose reports that do not require administrative access to view. Unencrypted "ISO images" (or other similar solution, based on your facility's policies) will be placed on an S-FTP site that is created specifically for your facility. Landauer will place the documents on the S-FTP site for your retrieval and review.
4. Please see **Appendix C** (page 9) for instructions on how to access and navigate the S-FTP site.



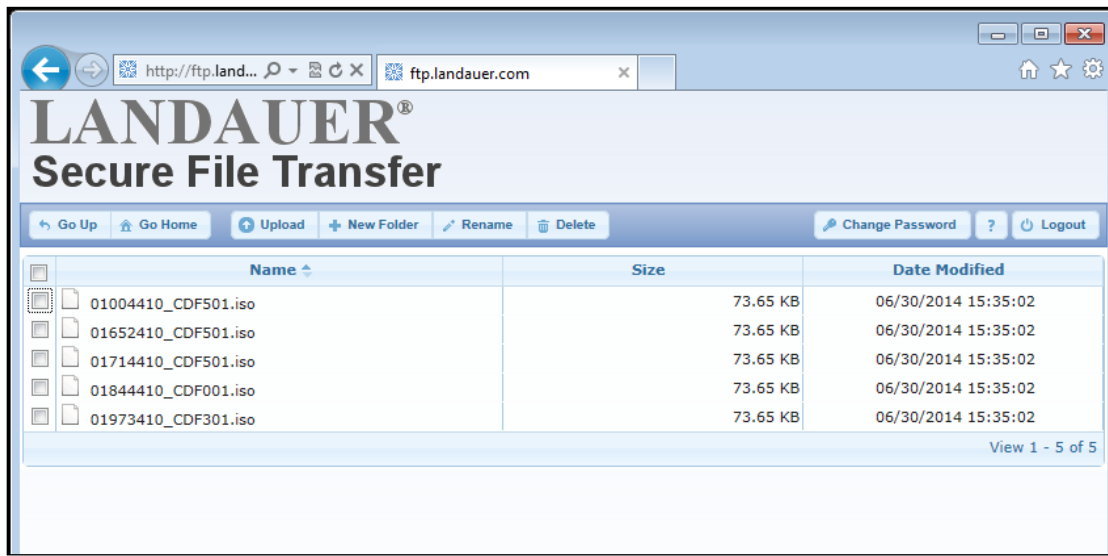
### [Appendix C: How to Access and Navigate S-FTP site](#)

Landauer utilizes a Secure FTP (S-FTP) server to transfer files over the open internet. This method ensures that files are **completely** encrypted during transfer. To access Landauer's S-FTP site:

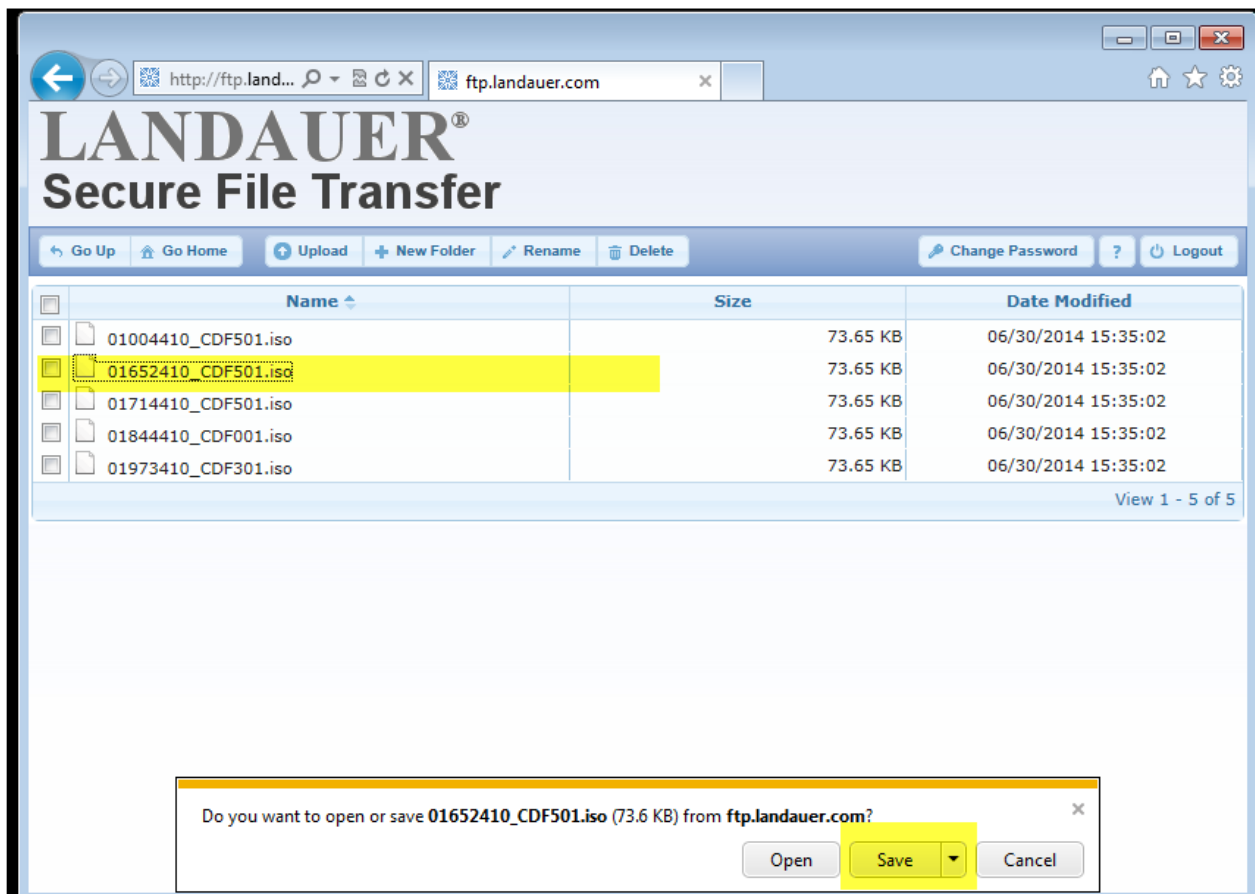
1. Launch a web browser such as Internet Explorer or Google Chrome.
2. Navigate to <https://ftp.landauer.com>
3. Once connected to <https://ftp.landauer.com>, you should see the screen shown below.
4. Ensure that you un-check "Use Java" checkbox.
5. Enter your username and the password provided.



- Once connected, you will see a list of files available for download.

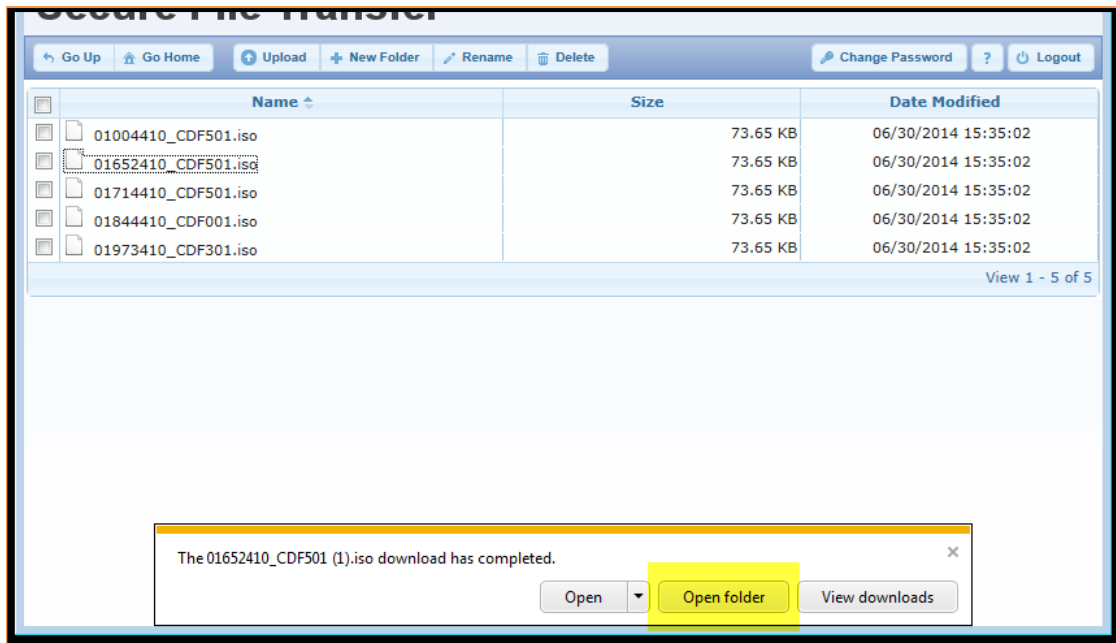


- Select the file you wish to download by clicking on the name. A message box will appear asking if you want to open or save the selected file(s).
- Click on "Save."

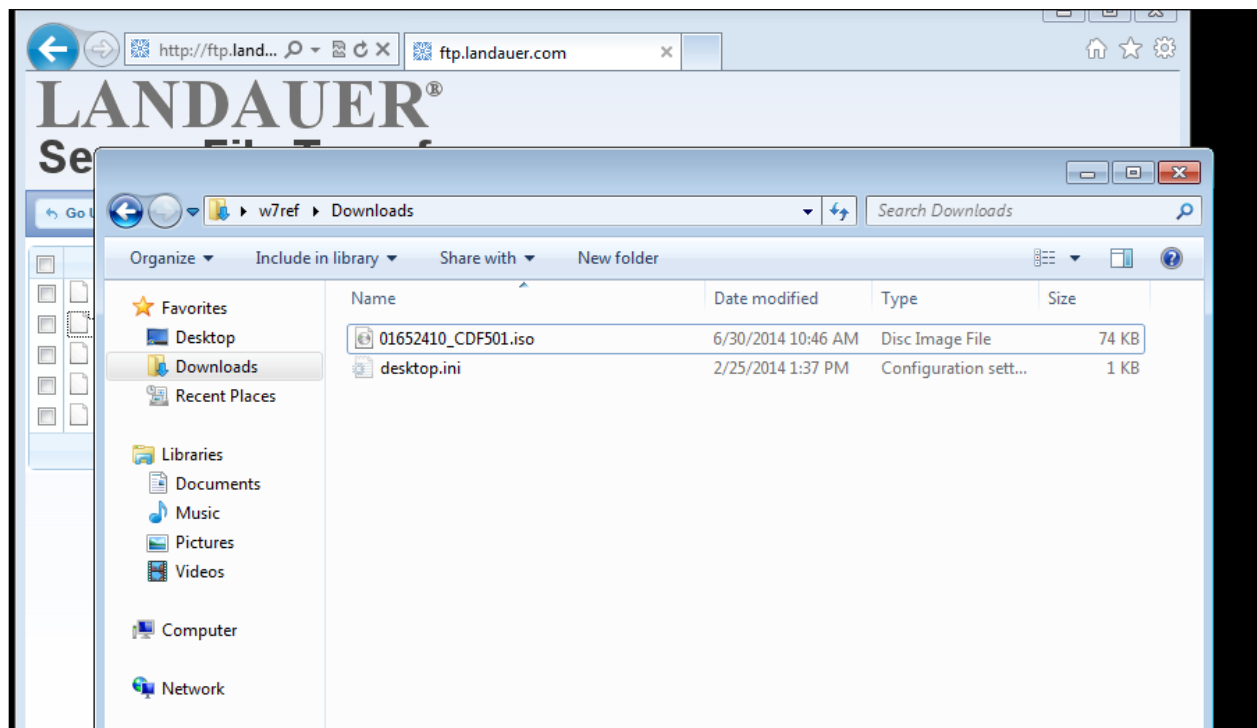


Next, a new message will appear confirming the download has completed. It also asks if you want to Open, Open Folder, or View Downloads.

9. Select "Open Folder" to view the downloaded file.



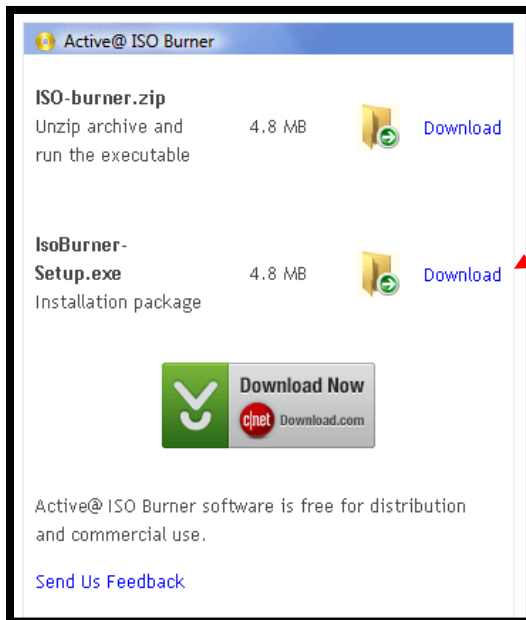
10. The screen shot below shows the files in their downloaded location. Please note the location of the files.



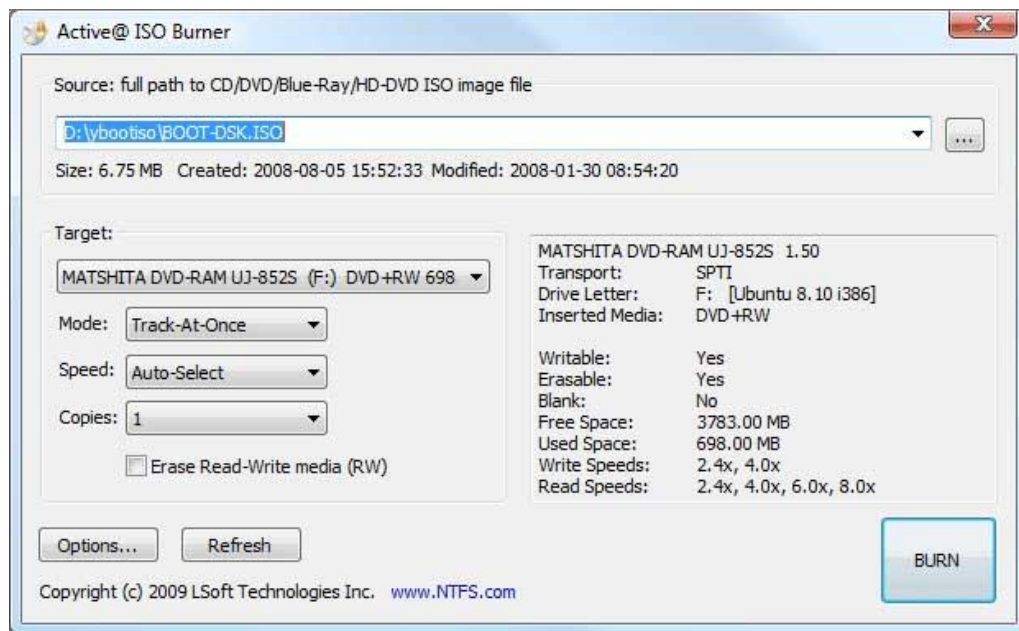
11. ISO images need to be burned onto a CD for later viewing. For CD burning instructions, please see **Appendix D** (page 12).

### Appendix D: Burning a CD

1. ISO images need to be burned onto a CD for later viewing. If you do not have CD burning software on your PC, you can download CD burning software, such as Adobe, Nero or ISO Burner (contact your IT department to download, if necessary). Instructions for ISO Burner are listed below.
2. Active® ISO Burner can be downloaded from [http://www.ntfs.com/iso\\_burner\\_free.htm](http://www.ntfs.com/iso_burner_free.htm)
3. Locate the “IsoBurner-Setup.exe” on the right hand side of the screen (image shown below).



4. Click on “Download” and follow the Wizard instructions to install it.
5. To burn an ISO image on to a CD/DVD/Blue-Ray:
  - a. Enter full path to the ISO image file to be created in the Source field. This can be done in a few ways:
    - i. Use the Browse button (icon looks like “...”) to choose the path and file name.
    - ii. Directly type the file name in the Source field.
    - iii. Drag and drop files from Windows Explorer to the Active® ISO Burner dialog window.
  - b. Insert a CD/DVD/Blu-Ray disc into the burner drive.
  - c. Wait until media is properly detected and media information is displayed on the right.
  - d. In the Target area (image shown below):
    - i. Verify the proper Burner to be chosen (if you have several burners).
    - ii. Verify media information on the right.
    - iii. Click the BURN button.
  - e. More detailed burning options can be chosen in the options listed below the “Target” area.



- f. Wait until burning is complete. The log includes the actions performed, errors, and the progress.
- g. To cancel ISO image burning, click the CANCEL button.
- h. After burning is complete, click the GO BACK button to burn another ISO image, or just close the application.

**Appendix E: Questions for user's IT Department  
before contacting Landauer for further support**

Before Landauer can successfully troubleshoot your CD issues, we need the answers to the questions below. Please work with your manager or IT department for the answers.

1. Does the user have administrative rights to their PC?
2. What is the user's Operating System?
3. If the Operating System is Windows 7 or higher, is it 32-bit or 64-bit?
4. Is the user restricted from running applications from CD-ROM?
5. Are there any restrictions on storing data to the local hard drive?
6. Please send a screen shot of the error message received.
7. What steps in CD processing preceded the error message being received?
8. What is the CD Type (Exposure Report Archive or Annual CD) printed on the face of the CD?
9. What year is printed on the face of the CD?

Once you have obtained answers to the questions above, please contact Landauer's Client Services Department at [custserv@landauerinc.com](mailto:custserv@landauerinc.com) or **1-800-323-8830**.

Thank you for your partnership!