



TSP Name:	KERN RIVER GAS TRANSMISSION COMPANY
TSP:	621617372
Critical Notice Indicator:	N
Notice Status:	1
Notice Type:	Computer System Status
Posting Date:	07/15/2024
Posting Time:	12:11 PM
Notice Effective Date:	07/15/2024
Notice Effective Time:	12:11 PM
Notice End Date:	07/26/2024
Notice End Time:	09:00 AM
Notice Identifier:	20240397
Prior Notice Identifier:	N/A
Required Response Indicator:	5
Response Date:	N/A
Response Time:	N/A
Subject:	Kern River - Citrix Upgrade - Required

Notice Text:

To continue to improve security, Kern River will upgrade its Citrix servers on Thursday, July 25, 2024, at 10:00 p.m. MDT. All Rapids users must upgrade to "Citrix Workspace App, Version 24.2.0" or a later version by July 25, 2024. If your device is not upgraded to the new Citrix version, access to Rapids will not be possible starting on July 26, 2024.

Upgrade instructions can be found on the Daily Operational Report (DOR) at Services.KernRiverGas.com. Click on the Customer Activities/Rapids Setup tab for the "Rapids Installation" and "Firewall Settings" links.

Rapids users may need to contact their company system administrator to determine if their device (computer, etc.) meets the requirements listed in the instructions.

Please contact your Marketing and Customer Services representative or the Customer Services Hotline at (801) 937-6111 should you have questions.

Thank you for your assistance!