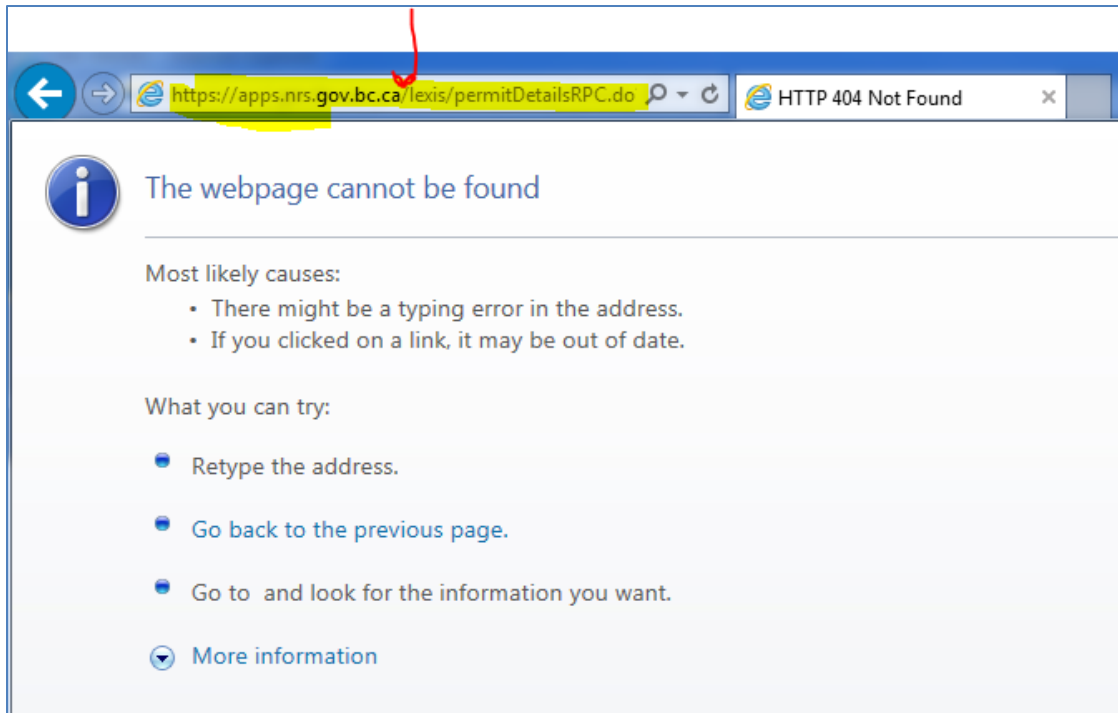


## LEXIS Problem Viewing Attachments – July 15, 2015

Some users have identified a problem viewing attachments in LEXIS. A bug has been identified but we are unable to fix it immediately. Luckily, there is a quick workaround in the meantime.

### **Problem:**

After the user selects the attachment they want to view, a new window (or tab) opens with the error message “The webpage cannot be found” as below.



### **Temporary Workaround:**

User must edit the address bar (highlighted above) and manually type **'/ext'** in front of **'/lexis'** (see red arrow above for placement).

The edited address will look like this: <https://apps.nrs.gov.bc.ca/ext/lexis/.....>

Press the keyboard Enter button.

If the document is a PDF file, a new small window from Adobe Acrobat will open and ask if you want to Open or Save the PDF. Select Open and press the Enter button to view.

Should you have any further questions or problems, please contact me directly at 250 387-8352 or [Provincial.Log.Export.Analyst@gov.bc.ca](mailto:Provincial.Log.Export.Analyst@gov.bc.ca).

Regards,

**Judith Elkins**

PROVINCIAL LOG EXPORT ANALYST

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