Disabling the Outage Management System (webOMS) Auto Refresh Notifications

July 2023
Customer Readiness

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Agenda

The following items will be covered:

- Reason for disabling the auto refresh feature
- Deployment date
- How to re-enable the auto refresh feature
- Best practice
- Use manual refresh icon
Disabling the auto refresh feature in webOMS

**Issue**

The auto refresh feature is **impacting the system performance** in the Outage Management system (webOMS) application.

**Solution**

California ISO is **disabling the automated push notifications** for all webOMS participants. This will reduce some of the load on the server and minimize any latency issues.
Deployment date

Disabling the automated push notifications for all webOMS participants in the *Production* environment will be effective on **August 1, 2023**.
What if the automated push notifications are vital to my organization?

You can re-enable the auto refresh feature for each of the screens on the OMS dashboard.

IMPORTANT: The auto refresh feature will be turned off for new webOMS participants as a default setting.
Turning on the auto refresh feature

Click on the drop down next to the auto refresh icon and select the 'Enable Real Time Update'. This will turn on the auto refresh feature screen. You can repeat the same steps for the other screens.

Note: Once you have turned on the auto refresh feature, the setting will remain active until you disable it.
Best Practice

If you enable the auto refresh feature, be sure to log off from the webOMS session at the end of your workday and then start a new session the following workday. This will reduce the impact to the system performance.
Manual refresh icon

You can click on the manual refresh icon to load the latest updates. The date and time of the last manual refresh will appear at the bottom of the screen. **To ensure you have the latest information, always check the timestamp of when the refresh was run.**
Thank you for your participation!

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