# Capacity Market Platform (CMP):

## CMP Access User Guide - Symantec Endpoint Protection Troubleshooting for Google Chrome

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EIRGRID SONI

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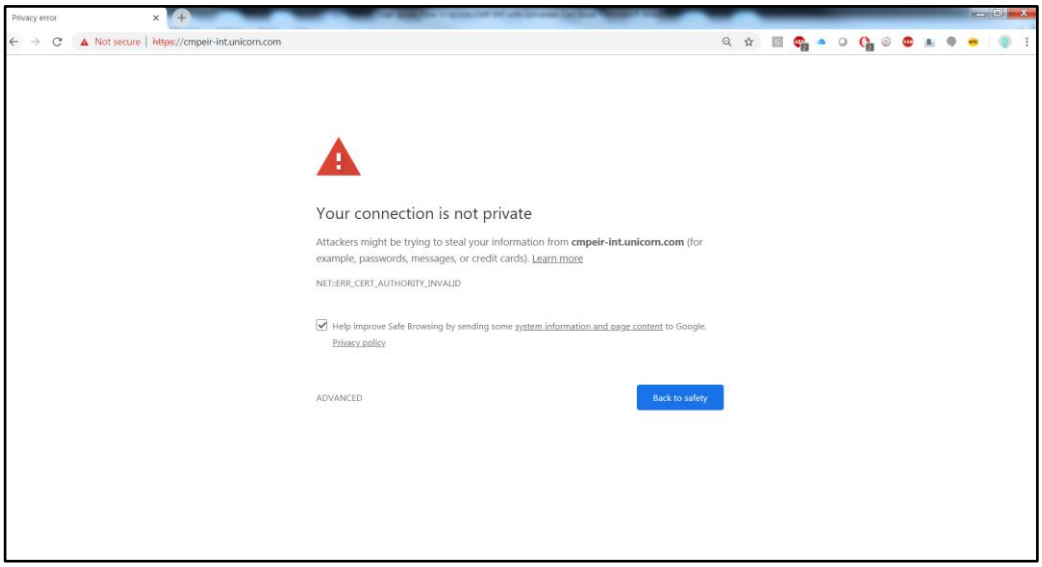
## Purpose of this Document

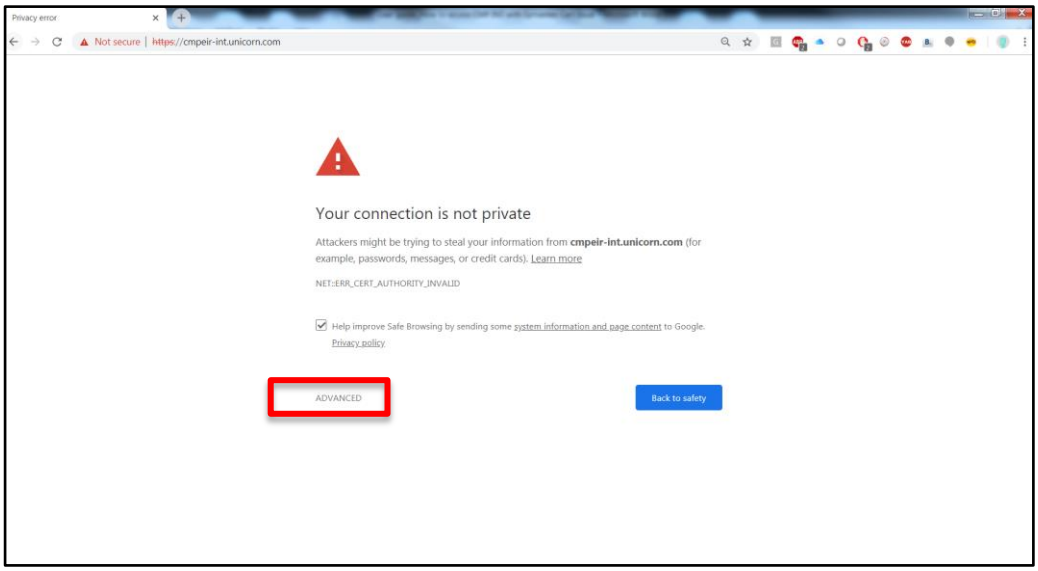
The purpose of this document is to provide troubleshooting information to participants who may experience issues when accessing the Capacity Market Platform (CMP) via Google Chrome due to the use of Symantec Endpoint Protection. The guide provides step by step guidance which should enable participants to access both CMP environments for both the Mock 2019/2020 T-1 Capacity Auction as well as the 2019/2020 T-1 Capacity Auction.

## Accessing CMP INT for the 2019/2020 T-1 Mock Auction using Google Chrome

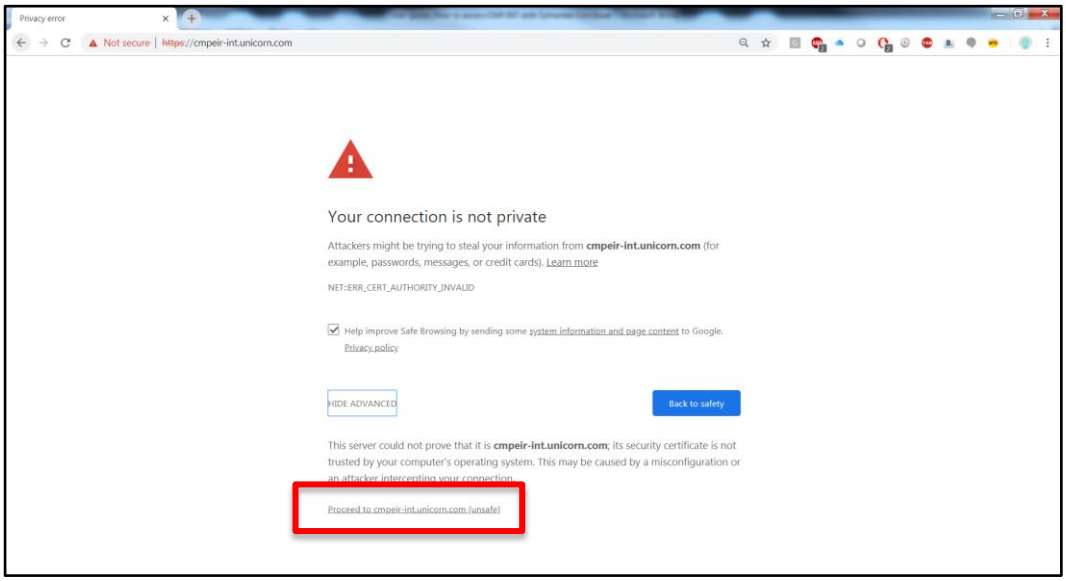
1. Type the CMP INT environment URL https://cmpeir-int.unicorn.com in your browser:



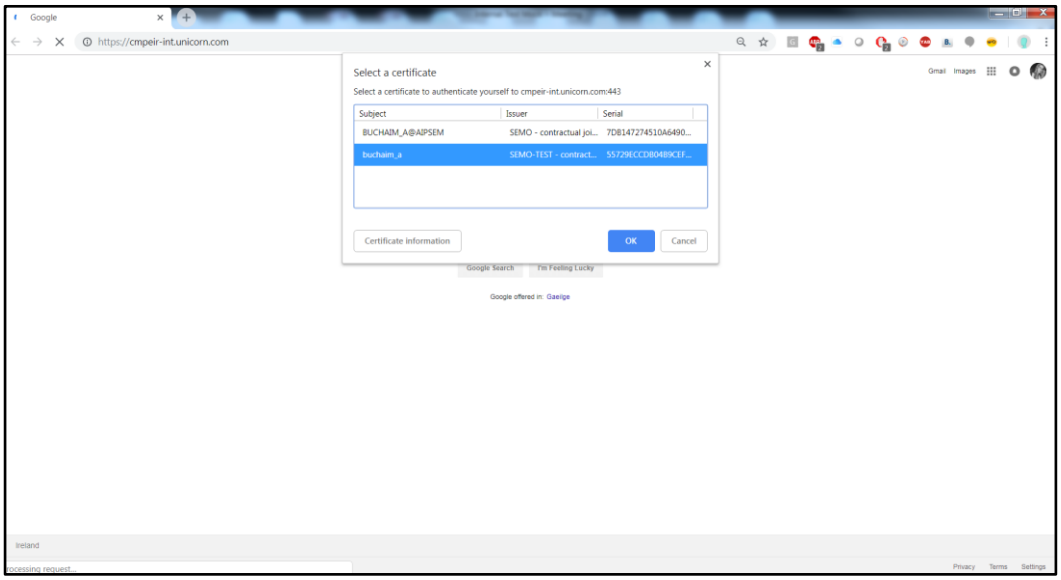

2. Click on “Advanced”:



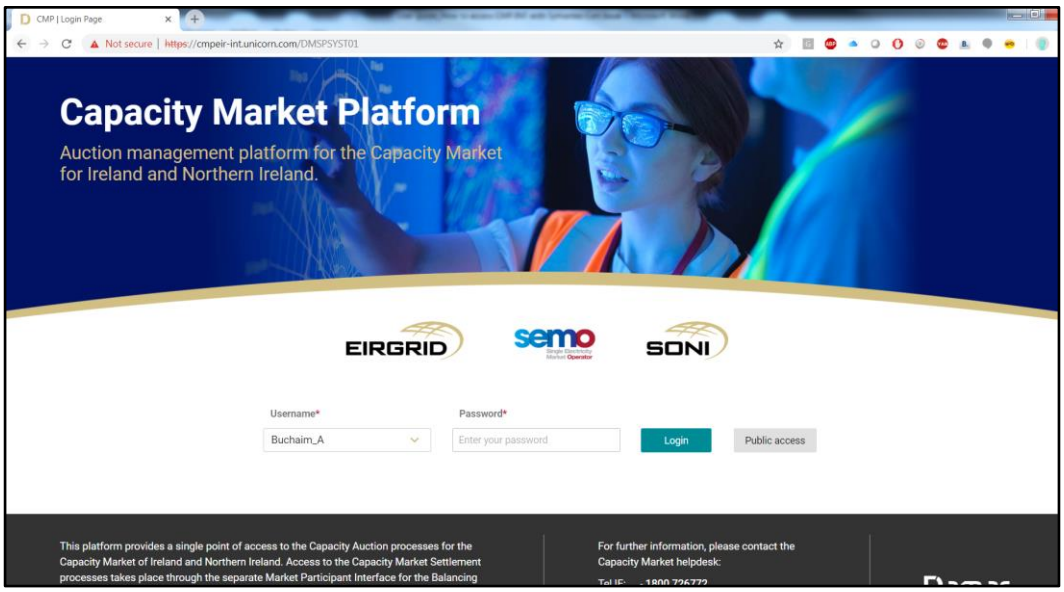
3. Click on “Proceed to cmpeir-int.unicorn.com (unsafe)”:




4. Select your Digital Certificate:

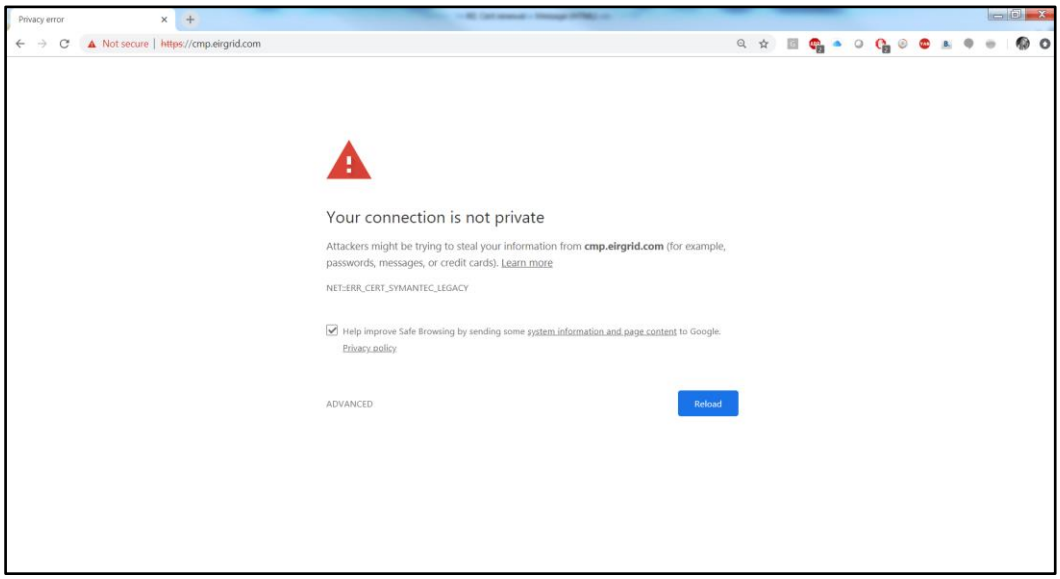


5. CMP will open the login page and you should be able to log in as usual:



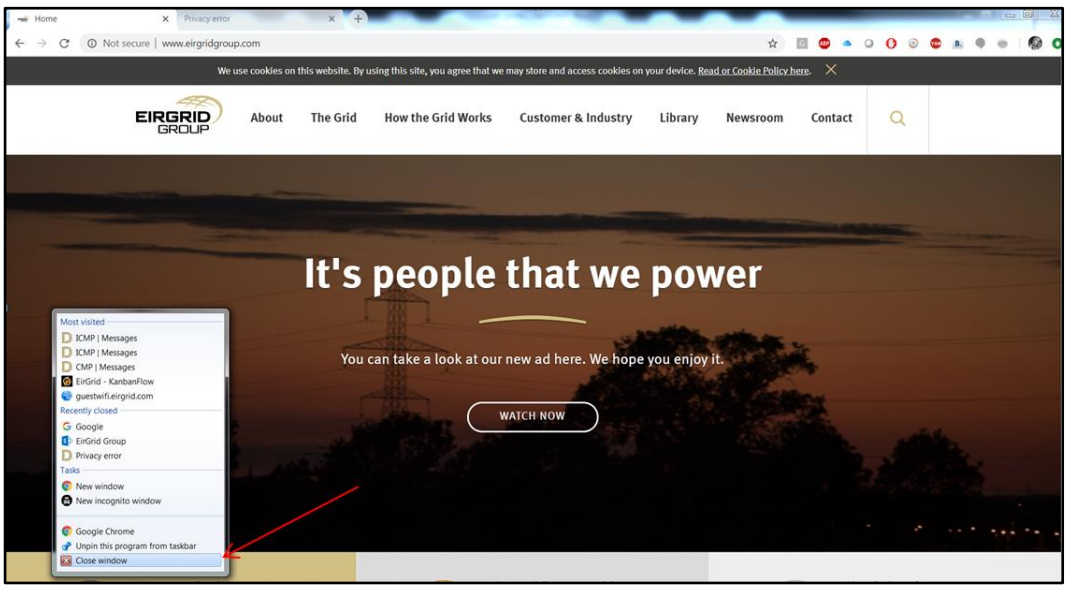
## Accessing CMP for 2019/2020 T-1 Capacity Auction using Google Chrome

The following steps should be used when you see the following screen when opening CMP via https://cmp.eirgrid.com/

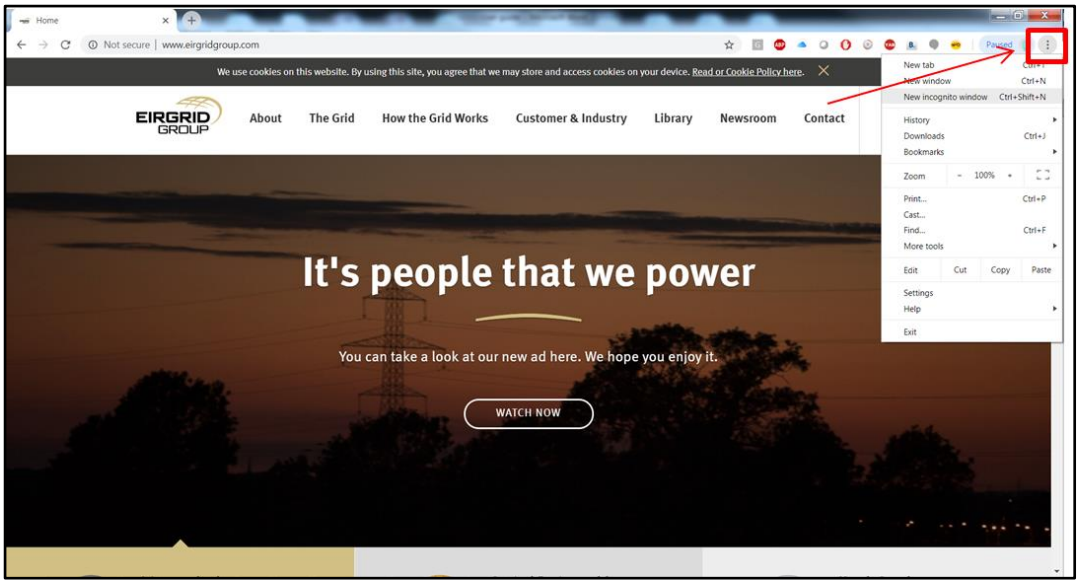



Please follow the steps below:

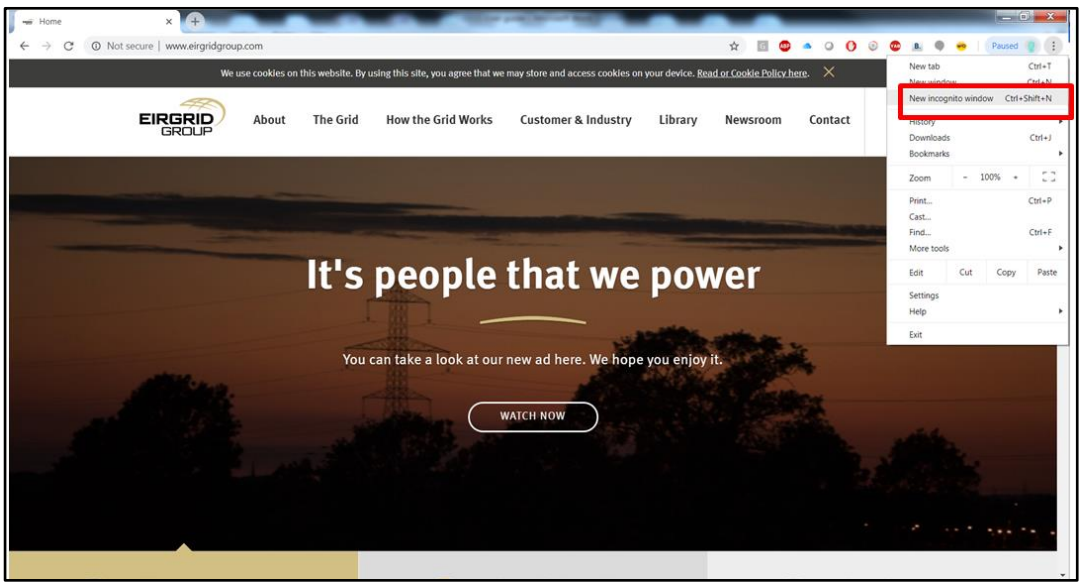
1. Close all windows and restart Google Chrome:



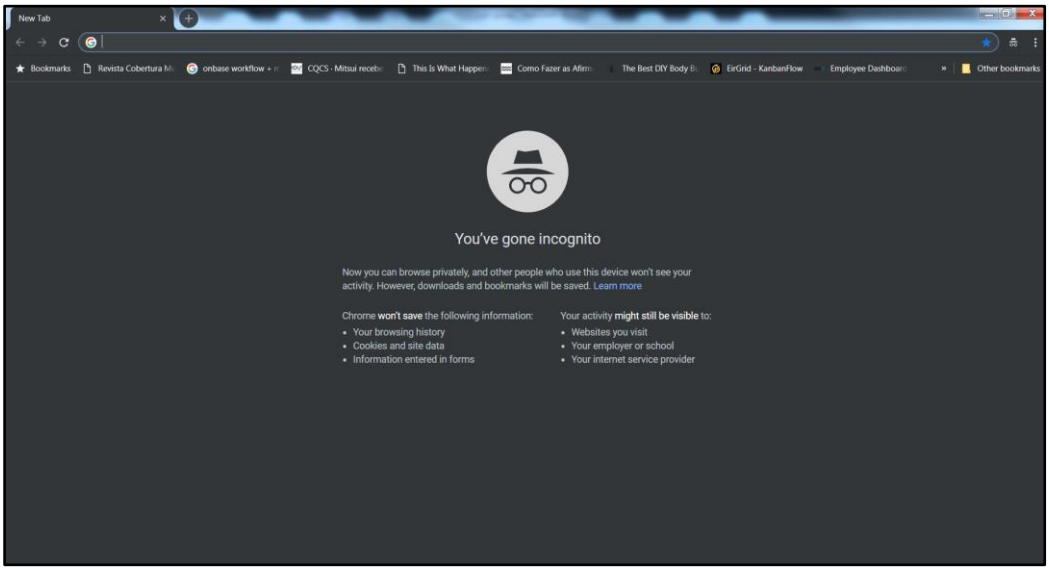
2. Open Google Chrome again and click on the three dots that are in the uper right side of the page:



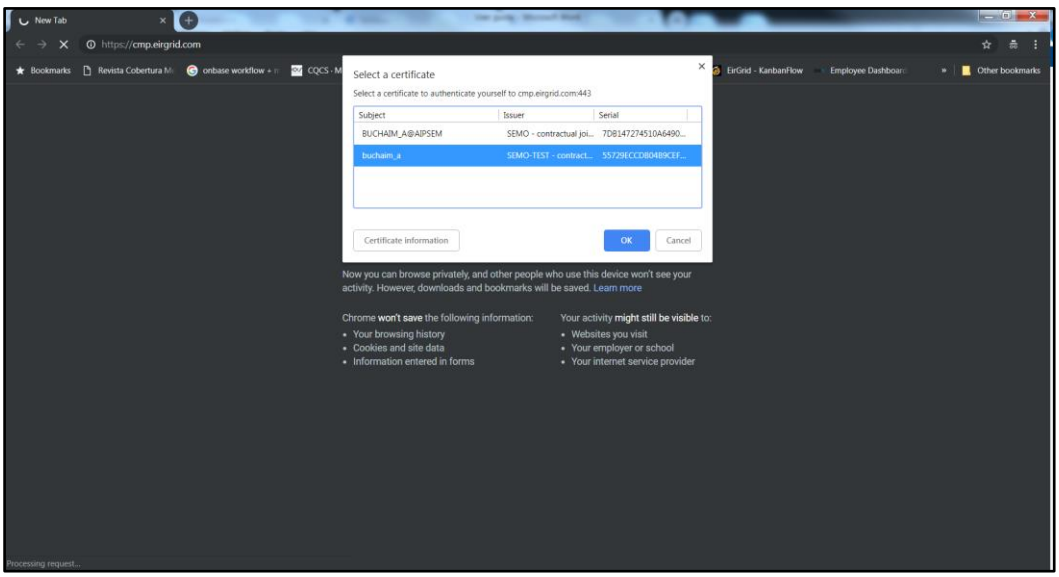

3. Click on “New incognito window”:



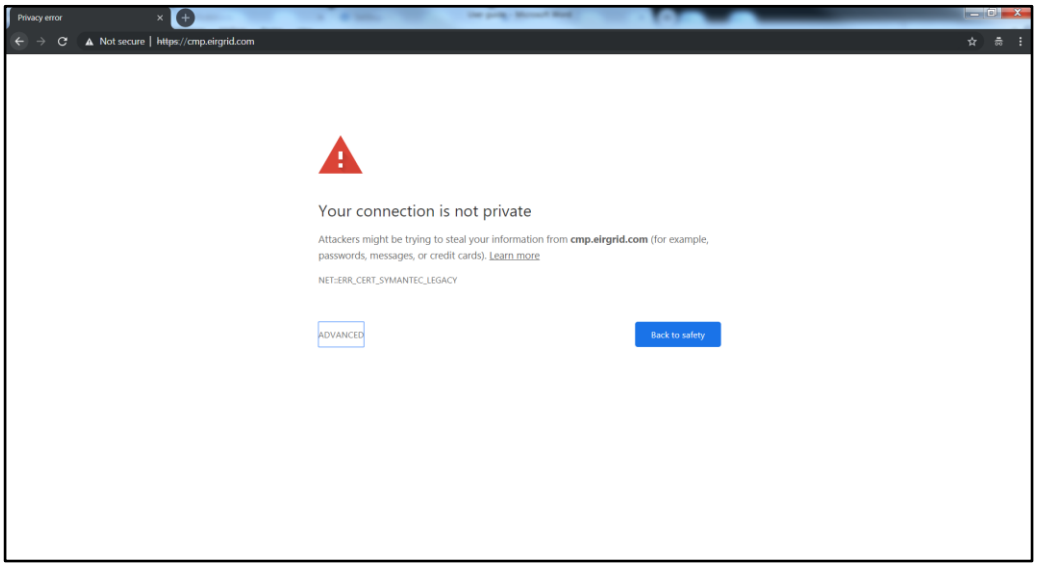
4. Google Chrome will open a new incognito window :



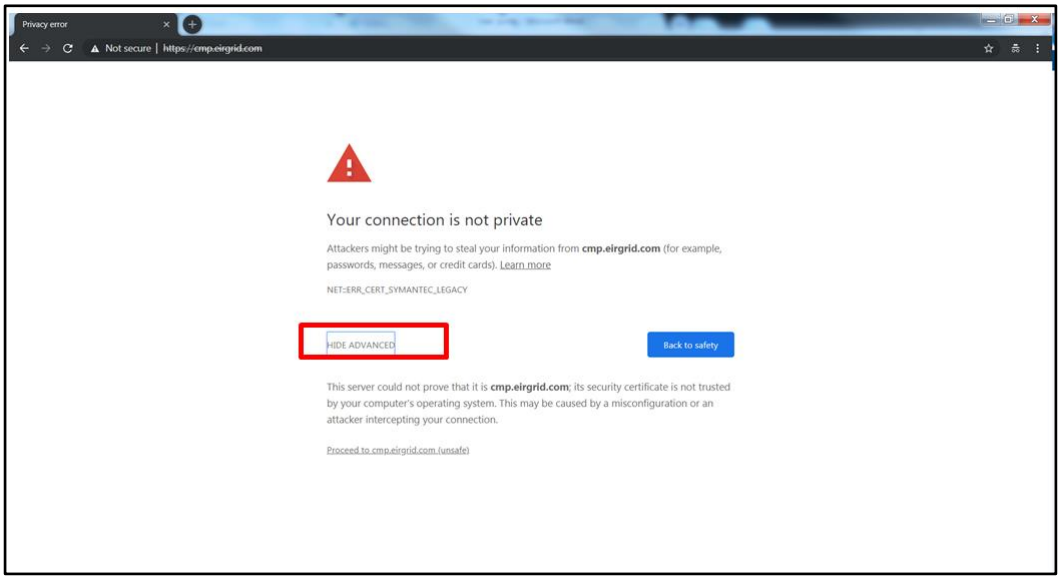

5. Type CMP URL and select your Digital Certificate:



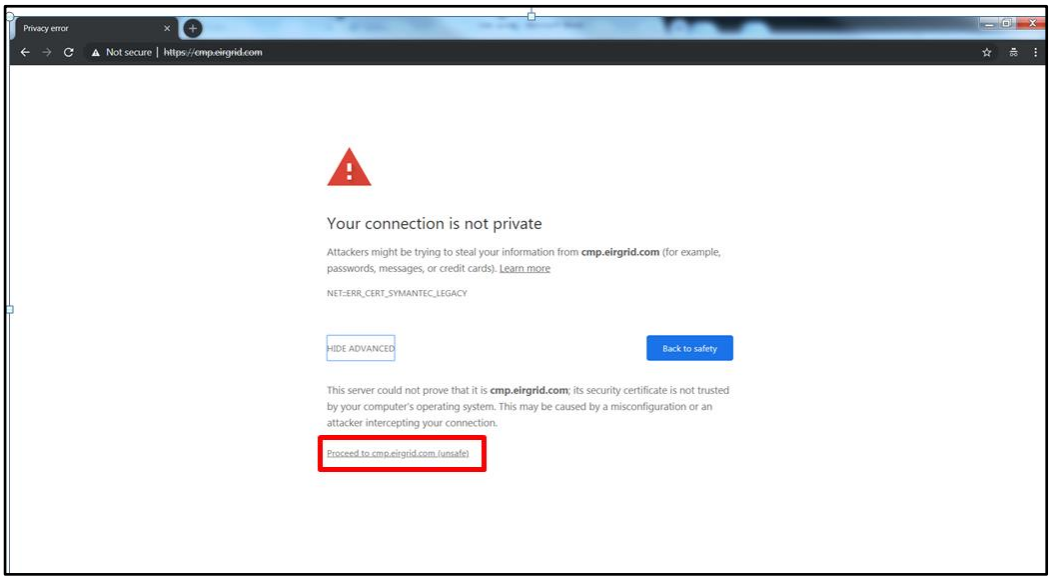
6. Google will open again the page below:



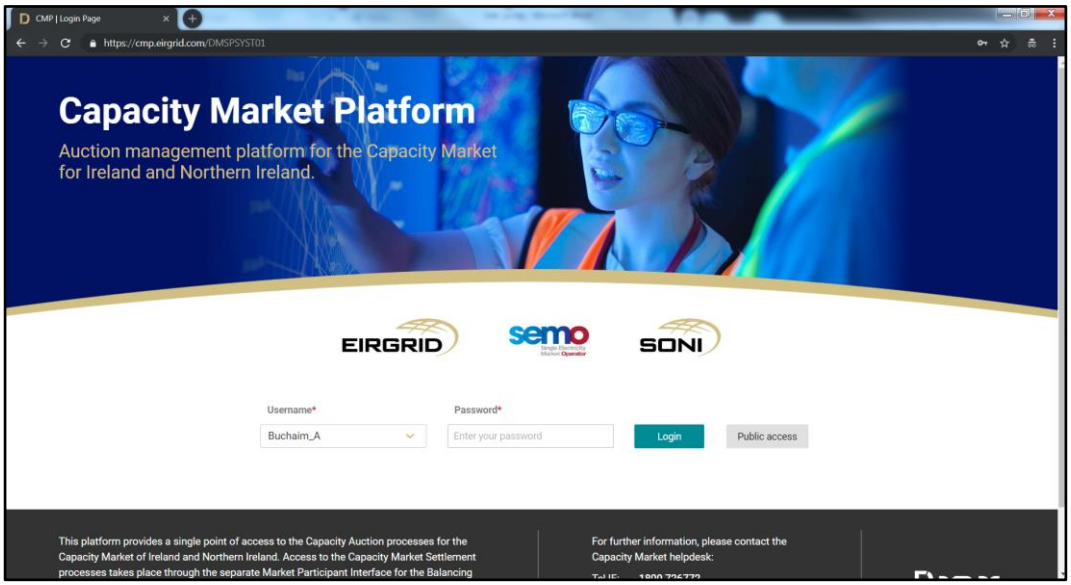

7. Click on “Advanced”:



8. Then click on “Proceed to cmp.eirgrid.com”:




9. CMP will open the login page and you should be able to log in as usual:



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