

Tech Meeting – 9/16/2015

Who supports what?

1. Manager's Request - Tony
2. Faculty and Staff password reset - Tony
 - a. Email
 - b. WebSmart
3. Various systems access - Tony
4. Issues with:
 - a. Email/Office 365 - Dave
 - b. Banner – Tony or various programmers
 - c. BDM/WebXtender – Tony
 - d. Argos – Tony
 - e. Degree Works – Edgar
 - f. Hyperion/Warehouse – Ted
5. Questions to consider when working with users having problems
 - a. Restart browser, if it doesn't clear it restart computer
 - b. Is anyone else having the same problem?
 - c. Try another computer
 - d. Enter a ticket describing the problem, include screen shots and student ID

Brief overview of various systems

Pages 5-8 of the [ITS Strategic Plan](#) provides brief descriptions of most of our Administrative Systems

1. Banner
 - a. Modules
 - i. Student
 - ii. Finance
 - iii. HR/PY
 - iv. Financial Aid
 - b. Common Issues
 - i. Access to a form/report
 - ii. Report not printing – triage/troubleshooting
 - iii. Java version/security
2. WebXtender/BDM
 - a. Access through Banner
 - b. Access through Portal
 - c. [Documentation](#)
 - d. Common Issues
 - i. Check installed components
 - ii. Works best with IE

3. Degree Works
 - a. Access through WebSmart
 - b. Access through Programmer Portal
 - c. [Documentation](#)
 - d. Common Issues
 - i. Browser – works best with IE
4. Argos
 - a. Access through WebSmart
 - b. Access through Programmer Portal
 - c. [Documentation](#)
 - d. Common Issues
 - i. Browser – Java

Browser/Java issues

- Chrome does not work with most administrative systems
- Other browsers may work for now but may not in the future. See Ted's notes on \\appserv1\Ellucian_Oracle_Software\OracleClient
- OS
 - Windows 7
 - Windows 10 – Ted has tested the following:
 - Hyperion (Studio)
 - Oracle Client 32 bit
 - SQL Developer
 - Banner INB
 - Argos Reports
 - BDM
 - Must do the following:
 - Install IE 11
 - Install java8
 - Install Adobe Acrobat XI Pro
- IE - we recommend IE 11 – older versions through 9 will work
- Java – we recommend 8 but 7 will work. Regardless, must configure based on Ted's notes.

Adobe and move to Adobe Creative Cloud

- Potential problems with Argos
- Need to install on computer to test
- Deploy only required applications, not all?

Questions?