

FAQ's for PC issues using SCT Banner version 7

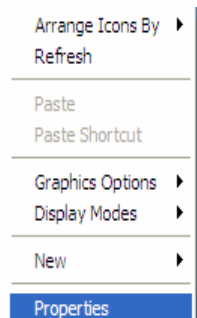
QUESTIONS:

1. I am having trouble viewing the entire Banner form. How do I correct this so I do not have to use the scroll boxes?
2. I am having difficulty in retrieving my data extracts and/or opening the Help Center in SCT Banner 7 because my pop-up blocking software is preventing the URL address from being displayed. What can I do?
3. When I point my browser to <https://banner.fau.edu:4444/faup> I am prompted to install a Java Plug-in 1.5_01 from Sun Microsystems. Is this required?
4. After installing the Java Plug-in, my browser displays a message box asking if I want to trust the signed applet distributed by "Developer". How should I respond?
5. My department policy restricts PC access with limited privileges which prevents from downloading of certain software products such as the Java Plug-in which is required for me to use SCT Banner 7. How should I resolve this issue?

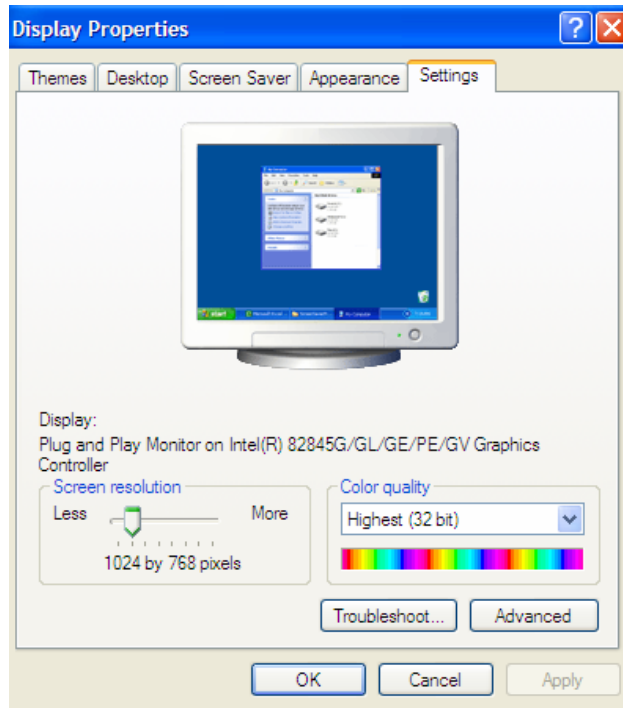
ANSWERS:

1. FAU supports the latest version of the Microsoft Internet Explorer browser for use with Banner 7 applications. For the optimal viewing experience, we suggest that your PC monitor screen resolution be set to 1024x768 pixels. Below are screen shots on how to change your PC screen resolution.

- a. Right-click any blank area on your computer desktop and select Properties in the pop-up menu.

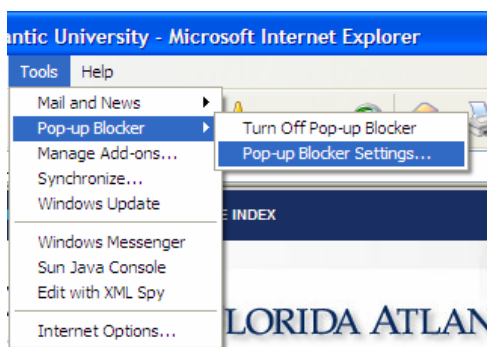


- b. In the Display Properties dialog box, select Settings panel.

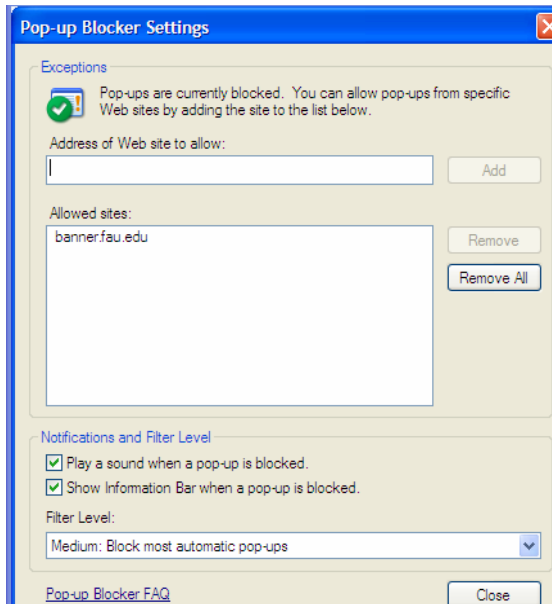


At the lower-left corner panel, there is a box labeled “Screen resolution” where you change the your setting to 1024 by 788 pixels. Left-click your mouse pointing device while dragging the screen resolution to the required setting as shown above.

2. FAU provides support for Microsoft Internet Explorer 6.x only. You may use the following steps to change your preferences in Internet Explorer to allow pop-ups from Banner 7 websites.
 - a. Open a new Internet Explorer web browser session.
 - b. From the **Tools** menu select Pop-up Blocker >> Pop-up Blocker Settings

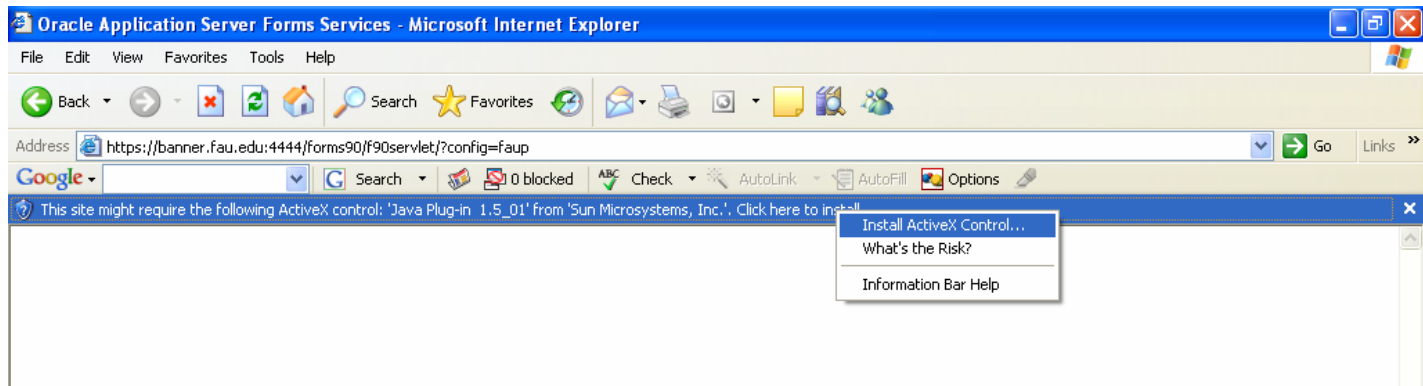


- c. In the field titled **Address of the website to allow** type banner.fau.edu and click **Add** button. The Banner 7 FAUP website should now appear in the list of allowed sites as shown in the image below.

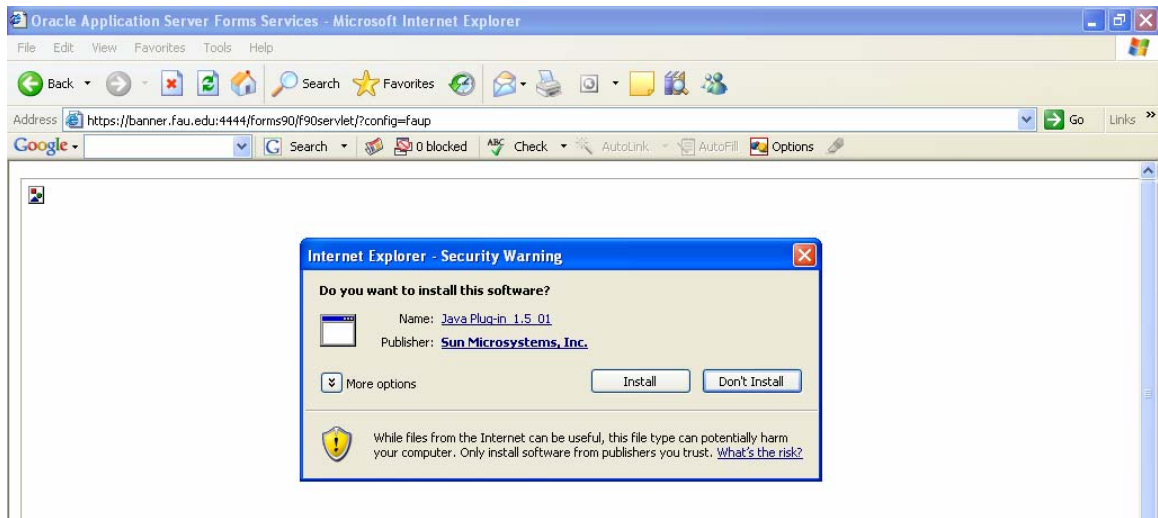


d. Click on the Close button to save.

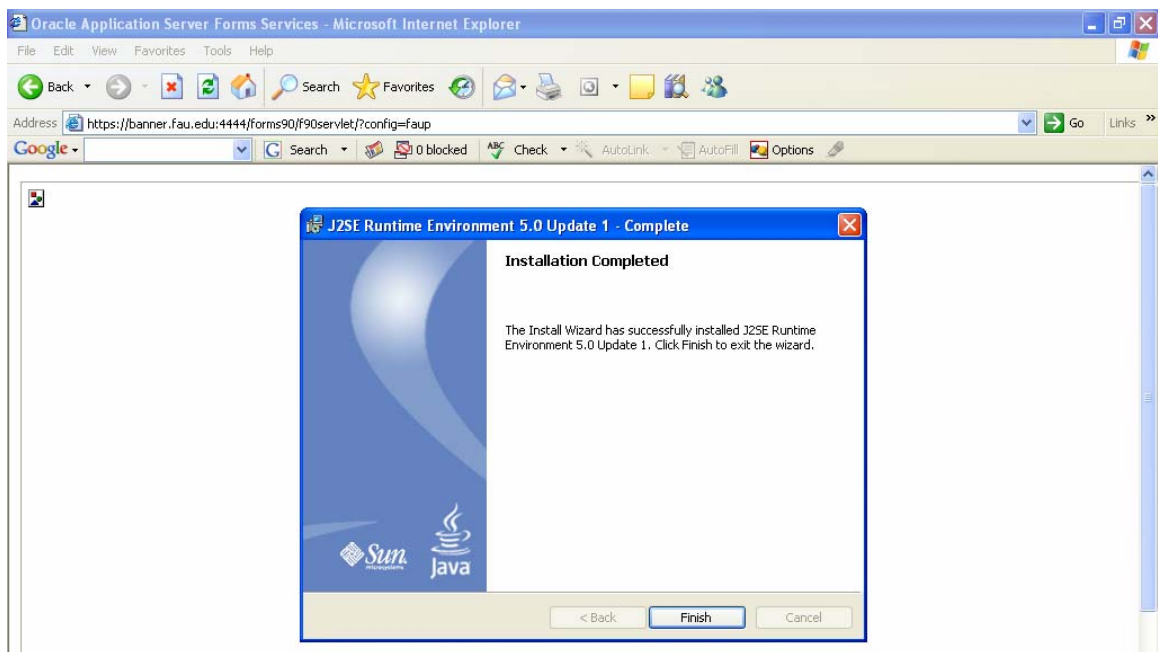
3. Yes. The Java plug-in 1.5_01 (Sun Java JRE) is required for viewing the Banner 7 websites. Below are some screen-shots that may appear when accessing the Banner 7 production web site using Internet Explorer 6.x web browser. After the installs are completed, these screens will no longer appear.



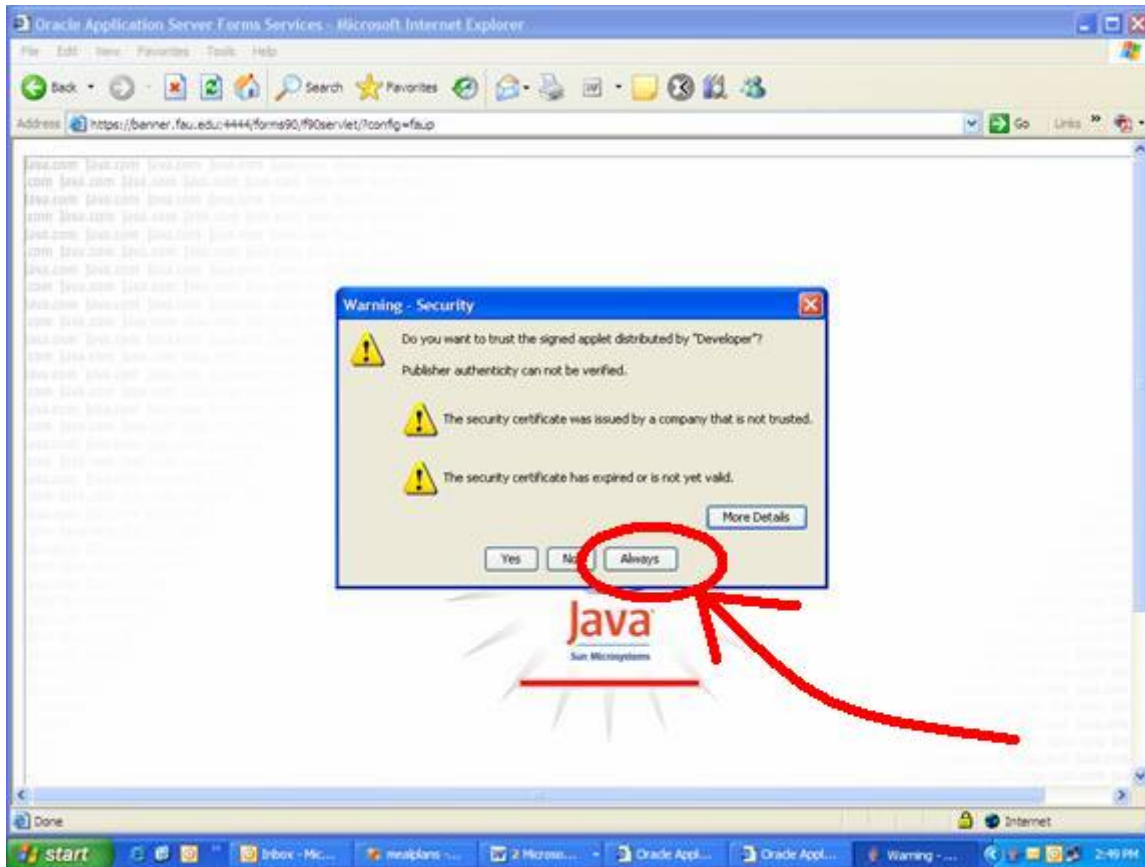
- Move your mouse pointing device to the area below the address box and left-click on the word **install** and follow the on-screen instructions to continue.
- A Java Plug-in message box will appear requesting that you install the product. Left-click your mouse pointing device on the **Install** button to proceed and follow the install instructions.



c. Click the **Finish** button when the installation is completed.



4. Please view the sample screen shot of the security certificate when accessing the Banner 7 production web site and respond as **"Always"** and continue with the application.



5. PC workstations are generally configured with full administrative rights, unless restricted access is requested by an area director or department/college head. The staff person requiring Banner 7 access via the web will need to contact their IT department/college consultant and install the necessary software as required.