

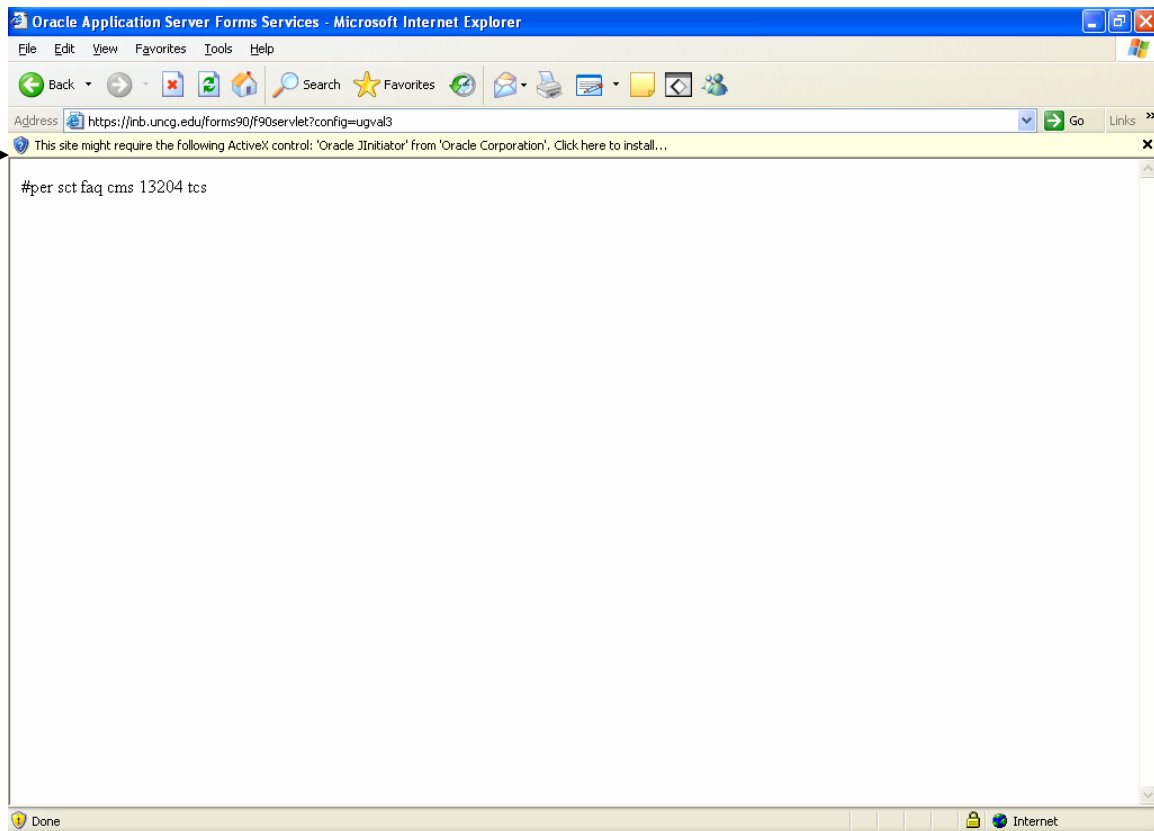
# Technical FAQs for Banner 7

## Will pop-up blockers interfere with running Banner 7?

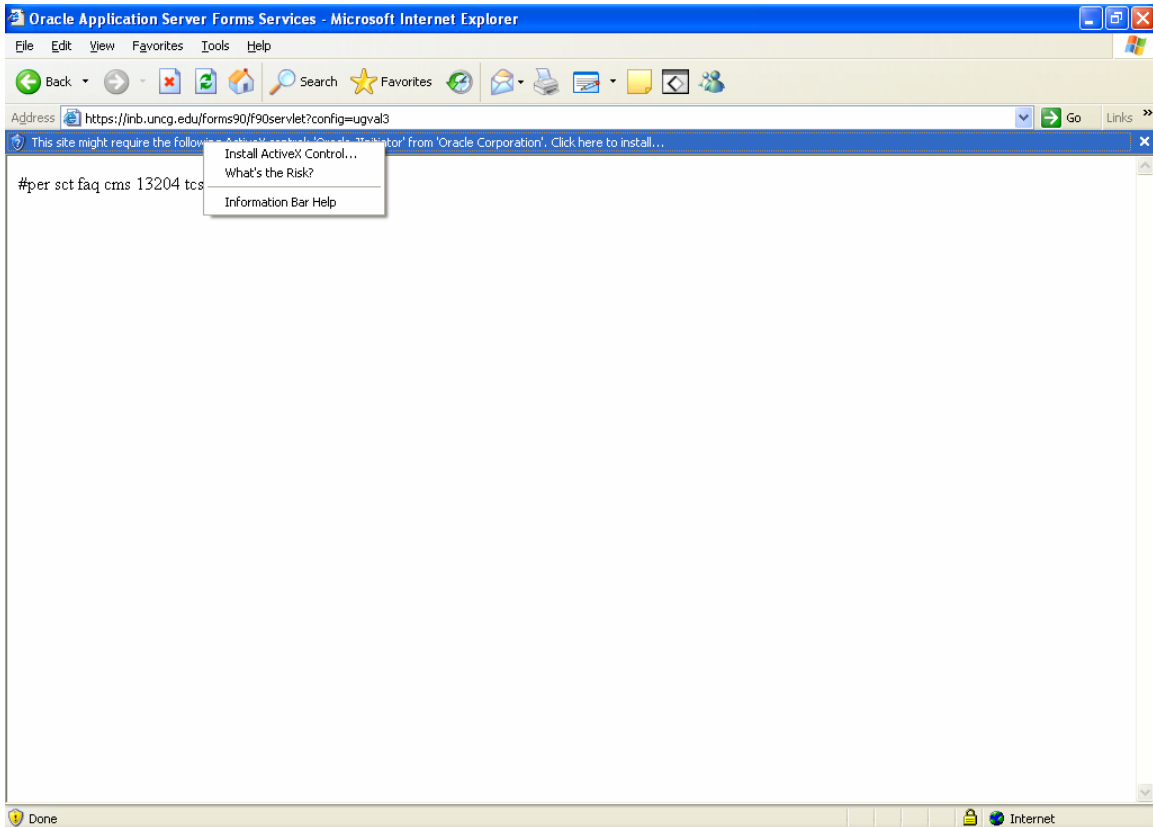
There are many flavors of pest-control software available for computers, so it is very likely that pop-up blockers may interfere with the proper running of Banner 7. If you encounter difficulties in getting Banner 7 forms to run, shutting down pop-up blockers is recommended.

## Are there any preliminary activities (software installations, etc.) necessary for running Banner 7?

Yes, however these are one-time activities that begin automatically on the initial run of Banner 7. Below are the instructions for interaction with the installation process:



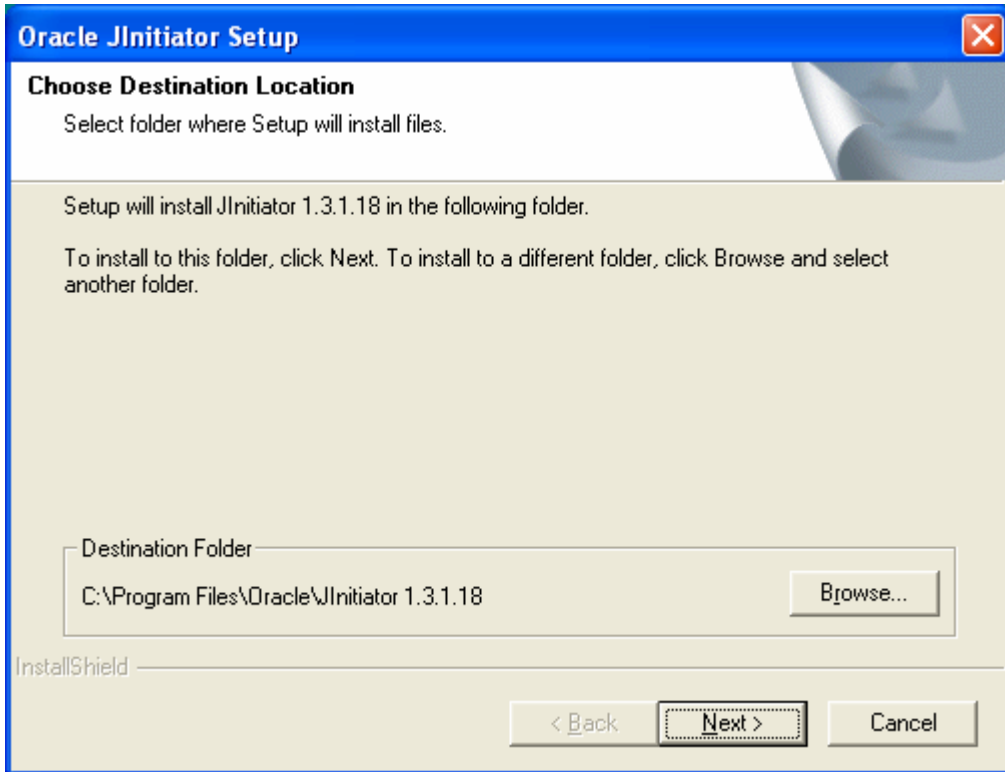
After clicking the Banner link, the browser window will look similar to the window above. Note the message on the bar where the arrow is pointing. Click on this bar.



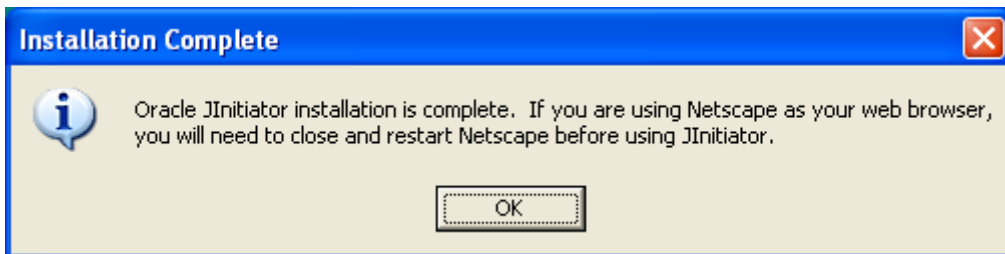
A small pop-up menu will appear, click on the “Install ActiveX Control...” selection. A Security Warning will appear.



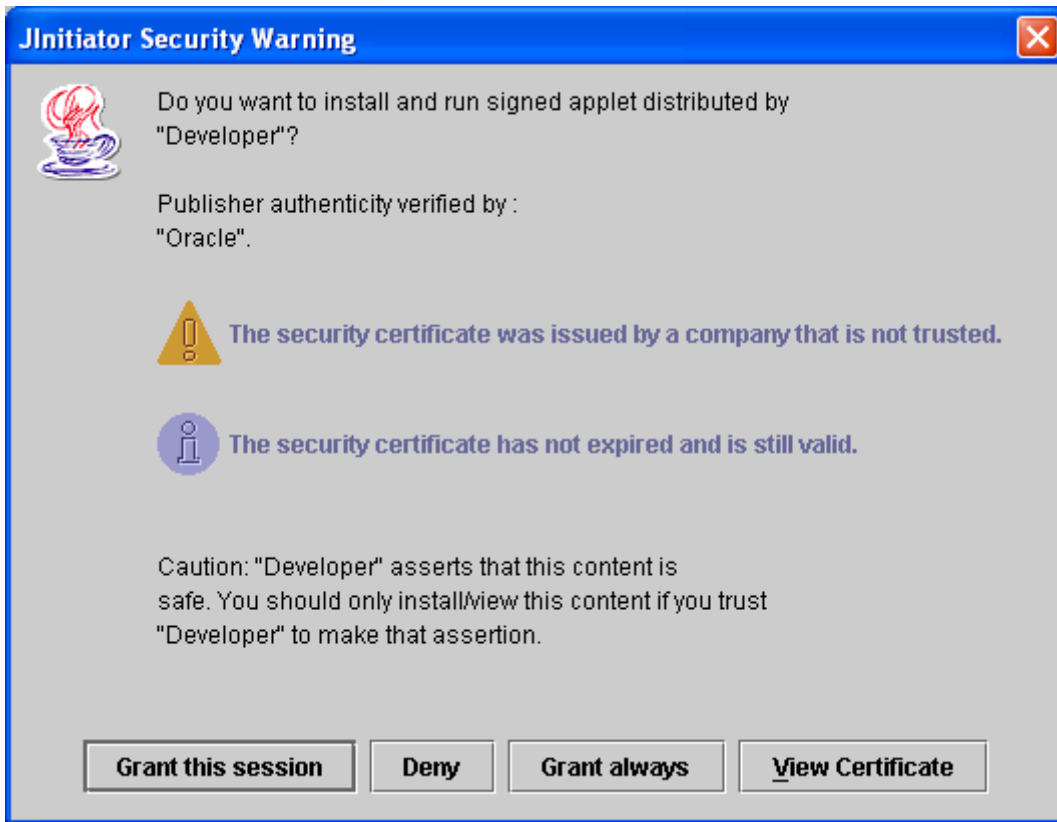
Click the “Install” button. This will begin the installation of the JInitiator that is required for running Banner.



Click the “Next >” button. The installation process will run without interaction until it is complete. It will inform you that it has completed.



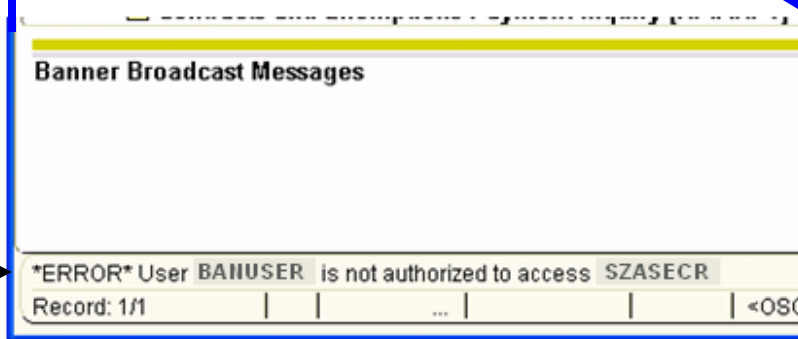
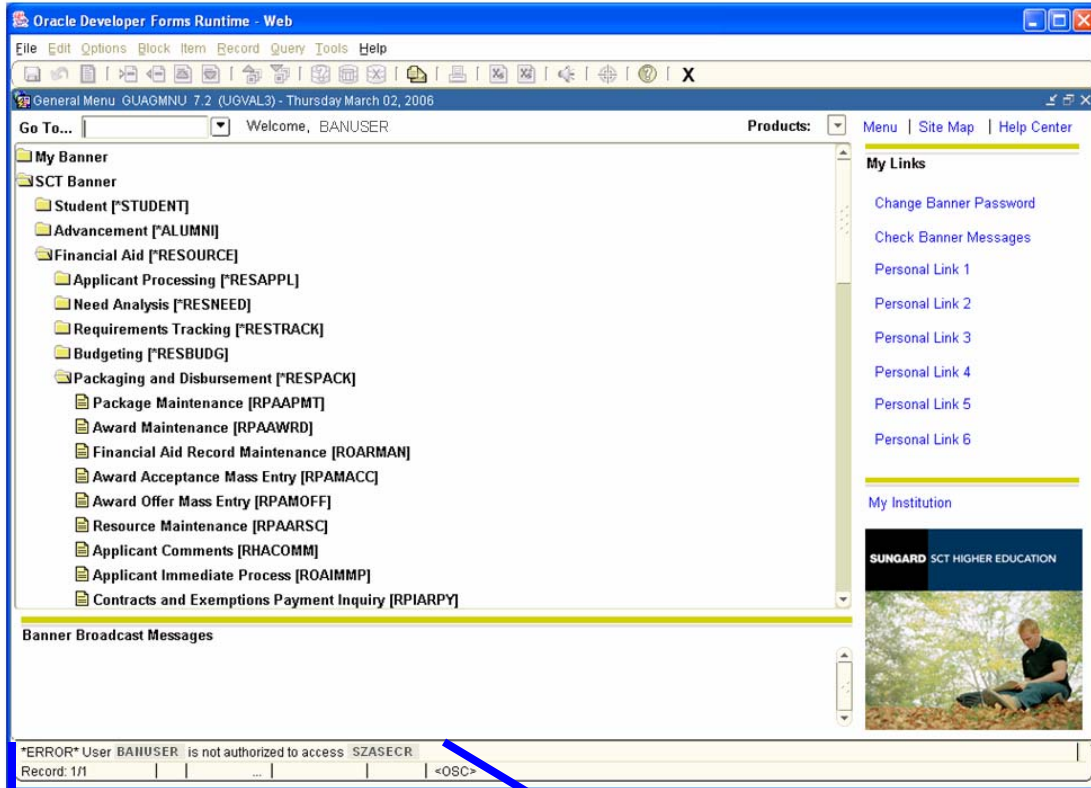
Click the “OK” button. At this point, the JInitiator will be started and a JInitiator Security Warning will appear.



Click the "Grant Always" button. Banner 7 will now load within the browser and the steps above will NOT have to be repeated for subsequent uses of Banner 7.

**I typed in the correct form name, but the form does not appear. Why not?**

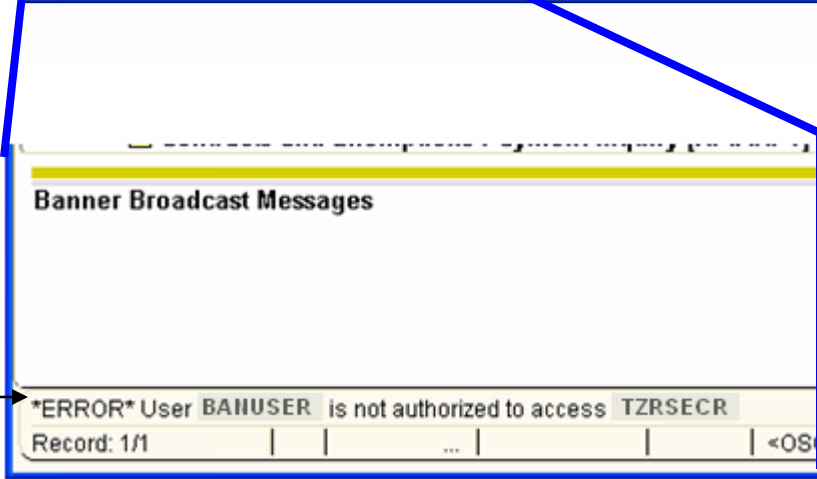
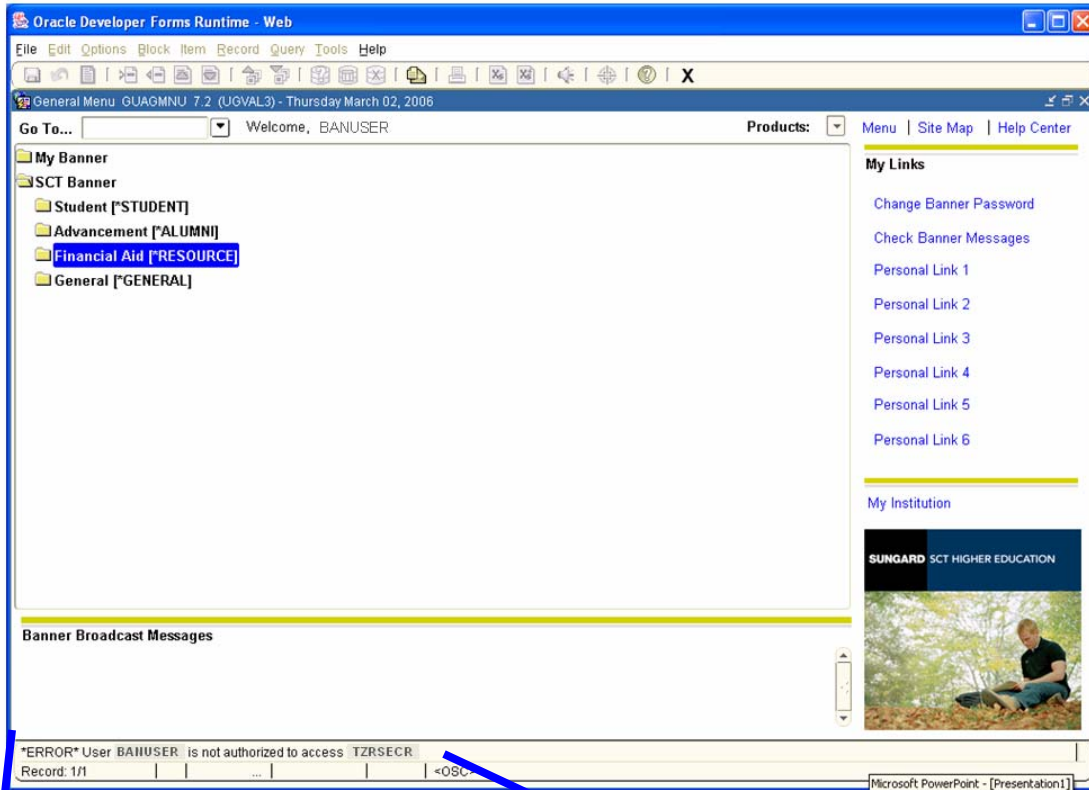
Not all forms are visible to all users. You must have the correct security privileges to view certain forms. To determine if the form is not loading due to security reasons, look in the lower left corner of the Banner form.



If you do not have security access to a form, then you should see a status bar message like the one in the example above.

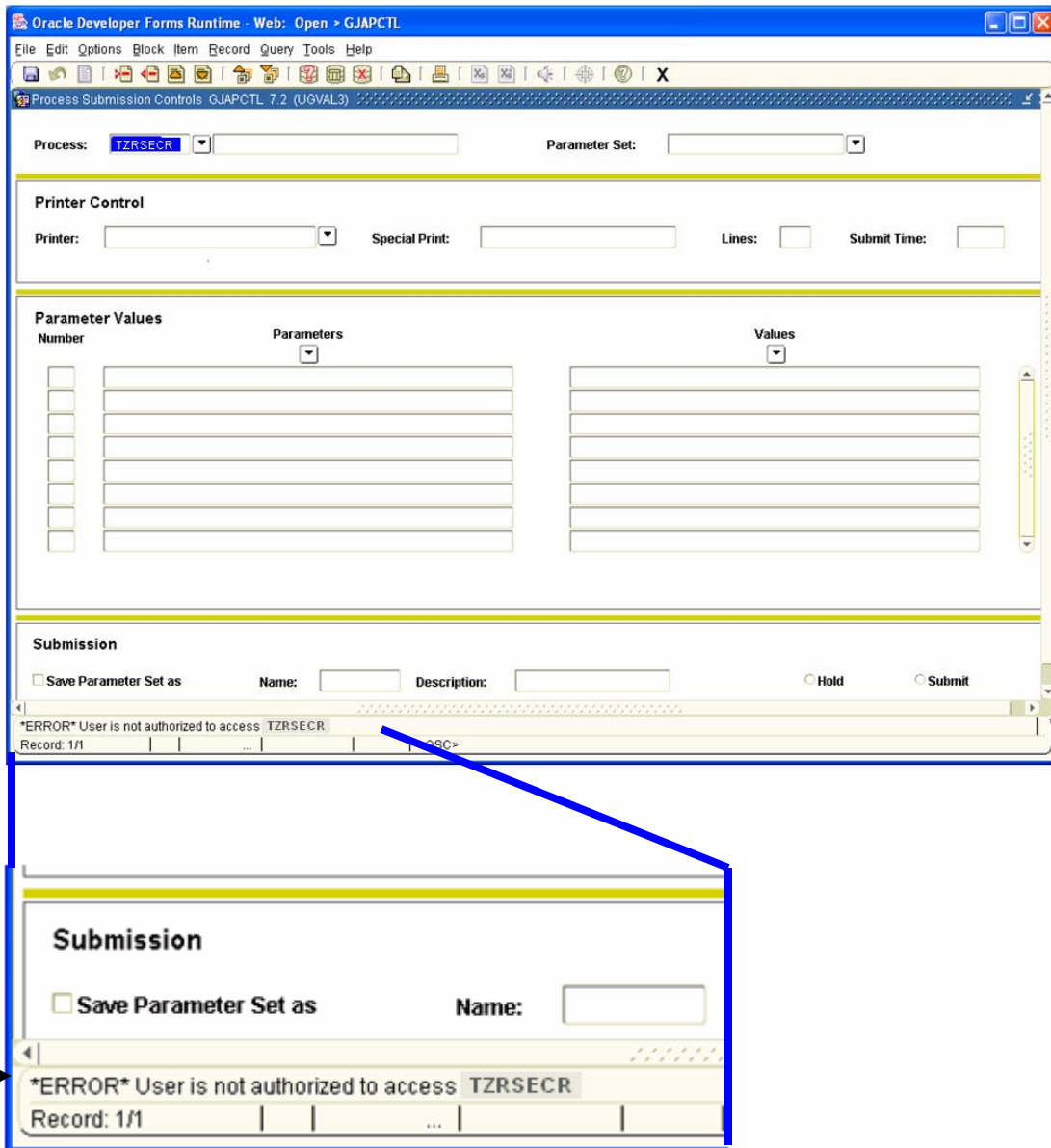
**I typed in the correct process name, but the Process Submission Control form does not appear. Why not?**

Not all processes are available for all users to run. You must have the correct security privileges to run certain processes. To determine if the security reasons are why you cannot run the process, look in the lower left corner of the Banner form.



If you do not have security access to a process, then you should see a status bar message like the one in the example above.

A similar message will be given if trying to run a process from within the Process Submission Control form. To determine if security reasons are why you cannot run the process, look in the lower left corner of the Process Submission Control form.



If you do not have security access to a process, then you should see a status bar message like the one in the example above.

**I have determined that I can not access the form or process that I need due insufficient privileges. How do get the correct privileges?**

In order to get the necessary privileges to access Banner forms or processes, you should contact the Client Security Manager for your functional area. The first letter of the form name or process name that you are trying to access will indicate the functional area you are working within:

<b>First Letter</b>	<b>Functional Area</b>	<b>Client Security Manager</b>
"G"	General	Laura Kelley
		Ellen Robbins
"S"	Student	Laura Kelly
		Ellen Robbins
"A"	Alumni	Donna Sexton
"R"	Financial Aid	Bruce Cabiness
"T"	Accounts Receivable	Larry O'Barr

**Note: When requesting access from Client Security Managers, be prepared to supply information that will justify your need for the security privilege (i.e. your role in the department, the name of the manager(s) that you report to directly, etc.).**

### Does Banner 7 require specific display settings?

Scrolling Banner forms has been an issue that can be resolved with display settings.

The recommended settings for display are as follows:

Screen resolution: 1024 x 768 or higher

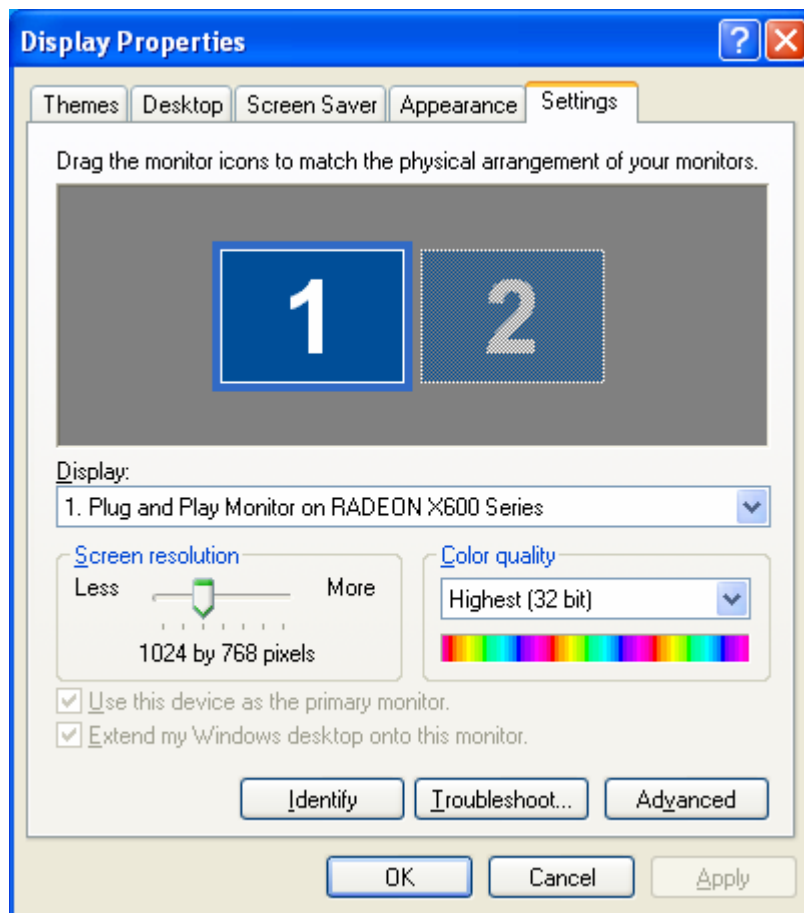
DPI: 96

According to Banner Listservs, the following settings will work also:

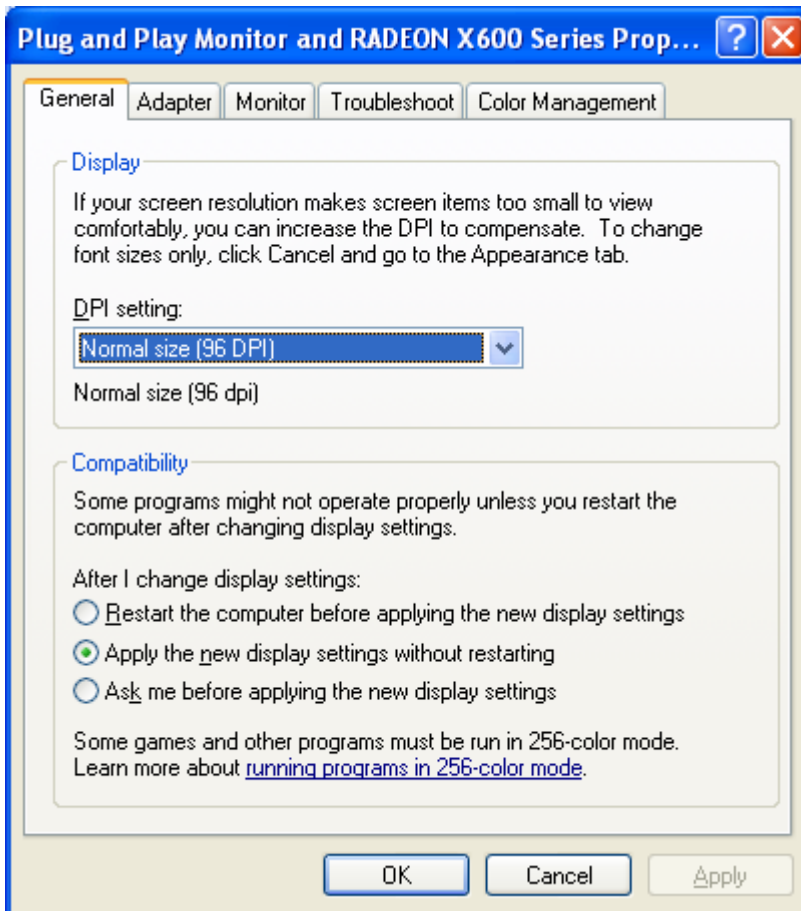
Screen resolution: 1280X1024 or higher

DPI: 120

To view and/or change your current display settings, double-click the Display icon



As you can see above, the Screen resolution is set to 1024 by 768 pixels. Use the slider bar to change your settings, if needed. Click on the “Advanced” button to view the “Plug and Play Monitor” window.



On the “General” tab, you can see that the DPI has been set to Normal size (96 DPI). Use the drop-down list to change your settings, if needed. Note: changing the DPI setting will require a reboot of the system for the change to take effect.