Troubleshooting iBanner

GENERAL

There are a number of issues with our desktop workstations that need to be considered when using/installing the iBanner software. Our PC environment is changing so rapidly that this document will be outdated by the time it becomes available to you – we will work hard to update this document often with information as it becomes available to us.

1. Browsers – please use Internet Explorer to run iBanner. Other browsers are NOT supported.

2. Latest Microsoft Updates – Did iBanner recently stop working for you? It may be due to an update from Microsoft. Check your Internet Explorer version by clicking and selecting “About Internet Explorer.” If you have Internet Explorer version 11 or version 10 you will need to follow the iBanner Setup instructions for iBanner and other associated products such as the Executive Dashboard and webXtender to work.

3. For all Windows PCs using Internet Explorer – if you are having trouble running iBanner:
   a. Open Internet Explorer
   b. Go to the Tools Menu, Manage Add-ons
   c. Disable any add-ons that have been published by Google or Yahoo

4. Internet Explorer 11 – you click on the iBanner link from the iBanner page and nothing happens:
   a. Go to the Tools Menu, Manage Add-ons
b. Make sure that your Java plugins are enabled. If they have been disabled, click the box to enable them, close all browser windows and try again.

5. If you are having issues with iBanner or the Executive Dashboard (Cognos), please follow these steps: Modify Internet Explorer Browser Settings

6. iBanner login screen doesn’t display
   a. Make sure that your browser (Internet Explorer for Windows PCs) is not blocking popups
   b. Note that the login window often displays behind the active window, if you minimize the active window you should see it. Do not close the active window as it will close Banner.
7. Java – if you have installed the latest Java update, you may have problems with iBanner. It may work just fine, but if you have problems getting iBanner to work this is what we suggest:
   a. Go to the Control Panel – Add or Remove Programs
   b. Remove all Oracle JInitiator entries
   c. Remove all Java entries
   d. Restart your PC
   e. Re-run the setup for the latest Supported Java Release

8. Windows 10 – iBanner and the Dashboard reports will not work with the Edge browser that comes with Windows 10, but will work on Windows 10 PCs because Internet Explorer is still there, you just have to search for it.
   a. From the lower left corner search for the word “internet”
   b. Internet Explorer should display in your search results
   c. Right-click on Internet Explorer and you can “pin” it to your Start Menu or Taskbar, or you can create a shortcut for your Desktop.
   d. You will still need to follow all of the browser and Java settings as documented in the iBanner Setup document

9. If you are having difficulty with iBanner on a mac we strongly recommend that you use the VMWare View client (we cannot assist with configuring Mac browsers to work with iBanner). This is a PC environment that is configured to run Banner and the Dashboard Reports. Here is a link to a document that will guide you through the process: Install and Run VMWare View Client on a Mac

10. If you use a PC and are frustrated with browser and Java settings, you can also use the VMWare View client on a PC. Here is a link to a document that will guide you through the process: Install and Run VMWare View Client on a PC
11. Additional Toolbars – Google, Yahoo, other add-ons or toolbars that save passwords, contain pop-up blockers, or contain additional security features which could block iBanner:
   a. Go to the Control Panel – Add or Remove Programs
   b. Remove

12. iBanner used to work, but recently stopped working
   a. Make sure have the appropriate Java installed and configured: [Supported Java Release]
   b. If you are using a shortcut, delete it from your desktop. Open your browser to https://ibanner.du.edu and make it a favorite
   c. You may need to “clear your cache” to make sure that iBanner is retrieving pages from the server rather than from files stored on your PC:
      ➢ Open Internet Explorer
      ➢ Tools, Internet Options
      ➢ On the General Tab, Browsing History – Delete, Delete All
   d. Internet Explorer security settings
      ➢ Open Internet Explorer
      ➢ Tools, Internet Options
      ➢ On the Security Tab – Internet
         ➢ Reset all zones to default level
      ➢ Go through the steps to make sure your browser settings are correct: [Modify Internet Explorer Browser Settings]
      ➢ Close all browser windows
e. When you attempt to launch iBanner you get this error – you will need to clear your Java cache:

- Start Menu ➔ Control Panel ➔ Java
- General Tab ➔ Temporary Internet Files ➔ Settings
- Delete Files

13. If you have trouble with the Banner Data Extract feature or printing Banner reports, please follow these steps: Modify Internet Explorer Browser Settings

14. Printing Banner Reports:
   a. DU Reports uses your desktop printer settings
   b. Banner Reports:
      - We have had the most success printing to HP network printers. These are the internal print settings that seem to work best:
        - Resolution = FASTRES 1200
        - Form = 60 Lines
        - PCL Font Source = Internal
        - PCL Font Number = 0
        - PCL Font Pitch = 10
          NOTE: Font Pitch is characters per inch (larger number = smaller font) so it does not work like Font Point or Font Size (larger number = larger font).
        - Symbol Set = PC-8
      - For information about setting up a remote printer for Banner reports, please contact Carolyn Bolden, cbolden@du.edu
15. **Printing Class Rosters from myWeb:**
   a. Open Internet Explorer → Tools → Internet Options
   b. Click the “Advanced” tab
   c. Scroll down to the “Printing” section and check the box – “Print background colors and images”
   d. Apply
   e. If you are still having trouble:
      - Follow steps 6 and 8 above to remove toolbars, browsing history, and enable file download
      - Restore browser advanced settings:
         - Open Internet Explorer → Tools → Internet Options
         - Click the “Advanced” tab
         - Click the button “Restore advanced settings”
      - Open Internet Explorer → Tools → Delete Browsing History
      - Close all Internet Explorer windows
      - Follow steps 10a → 10d above
   f. Further questions should be directed to ais@du.edu

16. **Other issues:**
   a. Contact support@du.edu or call the UTS Help Center if you need further assistance.