

## GENERAL

There are a number of issues with our desktop workstations that need to be considered when using 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 Our PC environment is changing so rapidly that this document will be outdated by the time it becomes available to you – we will work hard to update this document often with information as it becomes available to us.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 – you may use your preferred browser; however, Chrome is the recommended browser for iBanner. You will have the best success with the Executive Dashboard reports with Internet Explorer.
2. Browser cache – Did iBanner recently stop working for you? You may need to clear your browser cache. Here is a link to a knowledge article which contains the steps to clear the cache: [https://univofdenver.service-now.com/sp?id=kb\\_article&sys\\_id=93b06ad813125600fefc38128144b0ae](https://univofdenver.service-now.com/sp?id=kb_article&sys_id=93b06ad813125600fefc38128144b0ae)
3. If you are having issues with the Executive Dashboard (Cognos), please follow these steps: [Modify Internet Explorer Browser Settings](#)
4. 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.
5. 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](#)

6. 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](#)
  
7. 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
  
8. iBanner used to work, but recently stopped working
  - a. If you are using a shortcut, delete it from your desktop. Open your browser to <https://adminapps.du.edu> and make it a favorite
  - b. 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 – please reference the link in step #2 above
  
9. If you have trouble with the Banner Export feature or printing Banner reports, check to be sure that you don’t have a popup blocker enabled
  
10. 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 the IT Help Center, x14700, [support@du.edu](mailto:support@du.edu)

11. Other issues:

- a. Contact [support@du.edu](mailto:support@du.edu) or call the IT Help Center, 303-871-4700 if you need further assistance.