Banner Problem Reporting

Overview:
Banner is a highly complex system that uses nearly 1300 forms and over 450 processes to store, change, and retrieve data from nearly 1600 tables for each database instance. Many hardware and software components are required to make all of this happen: the Oracle database server, the Oracle Application Server to support the Web interface, the Forms server, your PC, the UNIX server, and the underlying network components to name a few.

Unfortunately, in the above scheme of things, errors will happen, and personnel will encounter them while navigating through Banner. Most of the time there will be some kind of error or warning message to help figure out what went wrong, and what has to be done to correct it. Some of these messages will be obvious and helpful, others will be meaningless and frustrating.

Follow these simple steps:

• Report the problem to someone in your department
  Report the problem first to the person in your department who usually acts as the technology service liaison if you are able. Often, problems can be solved quickly by a more experienced person in your own department. Even if your IT liaison is unable to provide a resolution to the problem, it is important for this person to know the problem exists.

• Gather information related to the problem
  • Personal Information – name, office phone number, department
  • Database name in which problem occurred (PROD or PPRD)
  • Oracle/Banner User ID experiencing the problem
  • Name of process or form with problem
  • One up number for batch process (displays at time job is submitted)
  • General description of problem
  • Severity Level

• Report problem to the Technology Services Help Desk
  The Office of Information Technology Help Desk serves as a central repository for all technology service requests. The Technology Services Help Desk provides technical support Monday through Friday from 7:30 a.m. to 5:30 p.m. (4:30 during summer) and can be reached at 662-864-4444. This allows Technology Services Help Desk to tracking all service requests in order to ensure prompt response for service requests.

• Technology Services will confirm receipt of problem report
  An e-mail will be sent to the person that reported the problem and OIT will resolve your issues shortly thereafter.