

Banner 7 (Internet Native Banner or INB) FAQs

- **What if I get a "java.lang.ClassNotFoundException.oracle.forms.engine.main" error after installing INB?**

Click on the below link and then try to open Banner 7 again.

<\\Fileshare-nt\Departmental\Information Systems & Services\Administrative Systems\Public\Copy certdb file.vbs>

If you still encounter problems, follow these steps:

1. Go under Start to Control Panel (depending upon your Windows setup, you may have to go to Start – Settings – Control Panel).
2. Double click **JInitiator 1.3.1.22**.
3. Click on the **Proxies** tab.
4. Uncheck **Use Browser Settings**.
5. Click **Apply** and then close the window.
6. Try to open Banner 7 again and if you still receive the above error, contact your Administrative Systems and Services Banner analyst.

- **What is the recommended web browser when using Banner 7?**

Internet Explorer is the recommended browser for Banner 7, however, other browsers like Netscape and Firefox will likely work.

- **Can I change my screen setup so I don't have to scroll in Banner 7 forms?**

SunGardSCT recommends running Banner 7 on computer monitors with a screen resolution of 1024 x 768 pixels. If your screen display is set to 800 x 600 pixels, you will have to scroll significantly in order to use Banner. To change your screen resolution, follow these steps:

- a. Right-click anywhere on your Windows desktop and choose **Properties** from the pop-up menu.
- b. In the **Display Properties** window, click on the **Settings** tab and change the screen resolution to 1024 by 768 pixels.

NOTE: Changing your screen resolution to accommodate Banner forms will affect the size of **everything** on your display. As a general rule, the **lower** the numbers for screen resolution, the larger the images and characters on your screen will appear. This makes everything on the display easier to read, but also increases the likelihood that you will need to scroll within Banner forms.

- **There are two web browser sessions open when I run Banner 7. Are both sessions necessary?**

Yes. One of the windows is called the Oracle Application Server Forms Services. The other window is called the Oracle Developer Forms Runtime and this is the window where the Banner application runs. If you close either window, the Banner application will be disconnected.

- **How can I avoid my Banner session from disconnecting when I click on a hyperlink or email web link?**

If you have Banner open and you click on a web link or another Internet Explorer shortcut, the "linked" web page may open in the Banner window and the connection to Banner will be lost. This issue will surface when clicking on any web link that opens in a separate window.

To avoid this issue with Internet Explorer, follow these steps:

1. Open new Internet Explorer session
2. From the **Tools** menu, select **Internet Options** and then click on **Advanced** tab.
3. Under the **Browsing** category, **uncheck** the **Reuse Windows For Launching Shortcuts** option.
4. Click **Apply**, then **OK**.

- **Can I have multiple sessions of INB running on my computer?**

Yes. If you follow all the instructions above, you can open multiple INB sessions by clicking on the Desktop shortcut or choosing it in your 'Favorites' again. However, remember that for each instance of INB you have running, you need to keep both of the associated windows open. So, if you have two sessions of INB running, you must keep four windows open.

- **Can I use the 2 INB windows to select a website under Favorites or type in a new website address?**

No, this will log you out of Banner. Open up a new Internet Explorer browser session to do this.

- **Where is the Options navigation pane that was on the left-hand side of the forms in Banner 6?**

The Options pane is no longer there; however, you can still access Options in the following ways:

1. By clicking on Options in the menu at the top.

OR

2. By right clicking on a Banner form in the white space area (not directly in a field). Right clicking will also bring up shortcuts to allow you to Rollback, Save, Exit or Print.