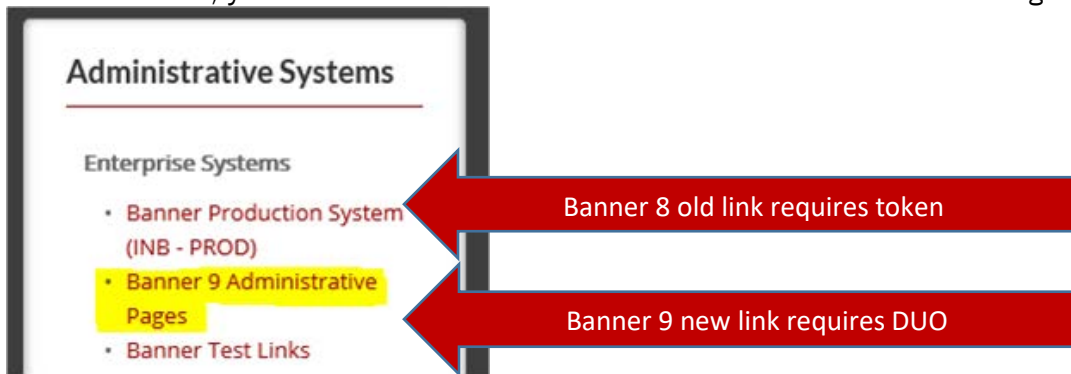# Banner 9 – Frequently Asked Questions

LOGIN ISSUES

1. ***Banner 9:*** Banner Finance is the first Banner module to upgrade to Banner 9. Other modules will be upgraded by December 2017.

   DUO is required for Banner 9 – Application Navigator

   Defender tokens are no longer required when using Banner 9. (Return tokens to IT Service Desk at Gordon Palmer 125 or Box 870346 Attn: Adam Costello.)

2. ***New link on employee tab:*** Below you will see a screenshot of the new link to Banner 9 Administrative Pages. This link will no longer require the defender security token. However, you must have DUO activated in order to view the Banner 9 Pages.

   For problems with DUO, read the frequently asked questions located at https://oit.ua.edu/service/duo/. If questions remain, email the IT Service Desk at ITSD@ua.edu.
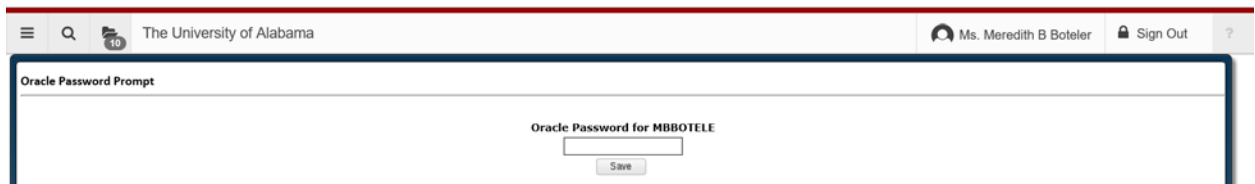
3. ***Internet Browsers:*** If only using Finance and General forms (those that begin with an 'F' or 'G'), then you can use any browser. After all modules (Student, Human Resources, Financial Aid, etc.) move to Banner 9, any browser can be used.

   Must use Internet Explorer or Firefox ESR (with Java plug-in) if navigating between Finance/General forms and non-Finance/non-General forms.

4. ***Oracle Password Prompt:*** The first time navigating in Banner 9 from a Finance form to a non-Finance form, a box will appear asking for your ***oracle password***. Enter your myBama password and choose SAVE. This should only occur once and you should be "synced" with Banner 8.

DIFFERENCES BETWEEN BANNER 8 AND BANNER 9

5. ***Key Shortcuts and Menu Items from Banner 8 vs Banner 9:***
   Ctrl+PgDwn = GO or Alt+PgDwn
   Rollback = Start Over or Refresh (F5)
   Options menu = Related and sometimes Tools/Options
   Help menu = Tools
   Increase or Decrease font size by using the Ctrl+mouse scroll (Ctrl+O to reset)
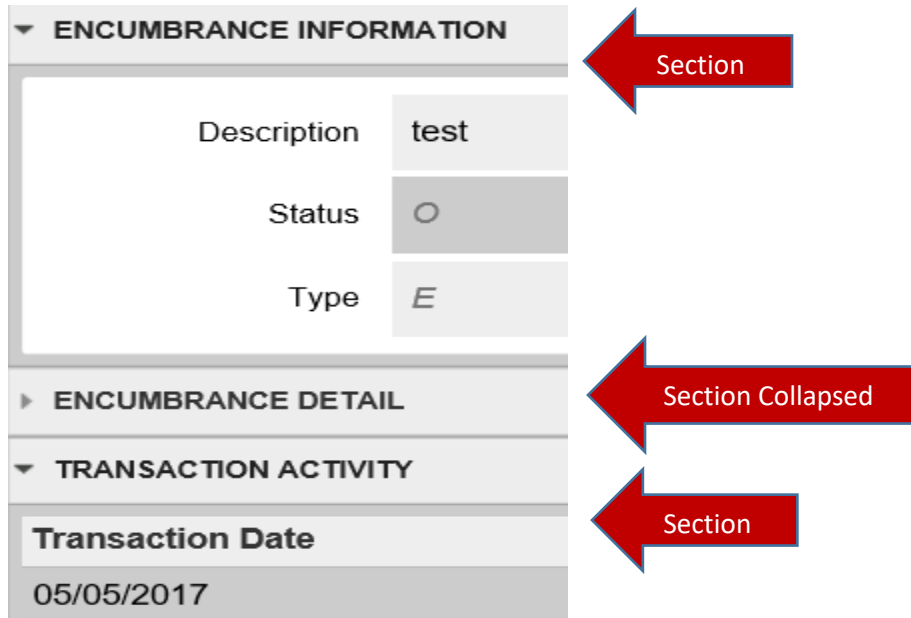   Check Banner Messages – GUAMESG.
   Update Preferences, instead of File/Preferences – GUAUPRF
   Add pages to My Banner – GUAPMNU
   Query = Filter and will take you to a new page to enter your criteria or choose GO to get all records available

   Record Menu replaced with these icons

   Sections vs. Blocks: Banner 9 is divided into sections instead of blocks.

   Click on the section headers to collapse or expand the section.
   Use the up and down arrows at the bottom left of the page to move between sections. Or Alt+PgUp and Alt+PgDwn.

6. ***Form Name Changes:*** FZIBSUM = FGIBSUM (Banner 8 FGIBSUM form no longer exists)
   FZAJVCQ (for budget changes) = FGAJVCM

7. ***FZISBVW (Salary Budget View):*** Double click on the position number in the top block of information to populate the employee and distribution information below.

8. ***FTIIDEN:*** When accessing FTIIDEN to search for a vendor/entity directly, you may choose the entity type at the top. When accessing FTIIDEN from another form (FAIVNDH, FTMFMGR), the top part is already complete based on the original form accessed. To

rollback and choose a different entity type, you must first choose 'GO' and then Refresh (function key F5) to get to the top section of information.

9. ***Journal Entries***: Can no longer enter only a 'D' for debit since debit and credit both contain a 'D' – the new auto-complete feature at work. Type 'de' for debit or choose from the drop-down list.

10. ***Approvers of budget changes:*** If you do not prefer the look of the detail page from FOAUAPP, you might like the approval form in Banner Finance Self Service. See the finanicalaccounting.ua.edu website for instructions on Banner Finance Self Service.

11. ***FOAPAL element creation:*** To copy and create a new record, query for the element you want to copy and then choose 'Copy' or F4 (instead of Insert-F6 and Copy-F4).

12. ***FTMFMGR:*** Do not hit the '+' sign to generate an id.

13. ***Job Submission:*** To view a report, run your process in job submission as normal. Choose Related and Review Output. To view the output in a browser, choose F10 for save or go to Tools/Options – Show Document (Save and Print File).

BANNER PERFORMANCE ISSUES (as of May 9th - possible fixes in future Banner releases)

14. ***PRINTING:*** The print function (Tools/Print or Ctrl+P) does not print the entire page. Try the following:
   - Export to Excel (Tools/Export or Shift+F1) and print from Excel.
   - Use a Snipping Tool or Snag It program to capture the area you want to print.
   - Minimize the screen and use your screenprint program to print the active window.
   - Minimize the screen and Ctrl+Alt+PrintScreen and paste into a Word document and print.
   - Print (Tools/Print or Ctrl+P) to Adobe PDF, choose landscape format and scale to 50% of size and print from Adobe.

15. ***Banner 9 page is stuck:*** The exit or close icon and the page title disappears from the page.

   Try reloading the page by holding down the Shift key and clicking on the refresh button on your web browser address.

   https://banneradmin-test.ua.edu/test/applicationNavigator/seamless#Detail En

16. The ***Notification Center message*** will not go away in IE (Internet Explorer) when clicking on the notification center message number. This occurs with the latest Banner Finance 9.3.2 release. The message will disappear when closing the page but if you need to access a button underneath the message (GO, START OVER, FILTER), then try clicking on the Tools Icon twice or anywhere on the page to make the message go away.

17. Sometimes after accessing the **RELATED MENU** and not making a choice on the menu and going to another page, the Related Menu remains on the page and will not disappear. Try clicking on the Tools Icon twice to make the message go away.

18. *Performance issues:* The Banner "Circle of Life" along with the

   executing action

   message at the bottom of the page usually lets you know that Banner is working on accessing your data. When the "Circle of Life" seems to have become the "Circle of Death" because no results are accessed after a long period of time, you will need to try these actions: choose your home button (The University of Alabama); reload the page as mentioned in #15 above; totally exit out of banner, if possible, and log back in; or close your browser using the task manager and log back in.

19. At some point, it may become necessary to **CLEAR YOUR CACHE**. This is clearing out all temporary internet files, cookies, etc. It varies from browser to browser. Instructions for clearing your browser cache:

   Chrome: Press Control+Shift+Delete>Click Cached images and files>Clear browsing data
   Firefox: Press Control+Shift+Delete>Click Cache>Clear Now
   Internet Explorer: Press Control+Shift+Delete>Click Temporary Internet Files and website files>Delete

   After performing the above for your browser, then close out of the browser and any open sessions of the browser and reopen.

BANNER FINANCE PAGE ISSUES (as of May 9th - possible fixes in future Banner releases)

20. **FRIGRNT:** To review your organization and current grants, filter by responsible organization and project end date. The responsible org should be equal to your org number and the end date should be greater than the last fiscal year end date (09302016). Currently, the following filters do not work: Principal Investigator ID, Principal Investigator Last Name, Principal Investigator First Name, Agency and Agency Name. For now, please export and sort as needed for PI and/or agency.

21. **FRIGITD/FRIGTRD:** When entering the fund code first on FRIGITD, you may want to go back and tab through the Grant Code that populates to the get the correct start and end dates on the grant. For FRIGTRD, the Grant Code must be entered to get the correct information. You might have to rollback (Start Over/Refresh) to remove program code/activity code.

22. **FGIBDST:** When an account code is entered in the primary query, no account title populates.

23. **FGIBDST:** At times, the defaults for fund are not being populated.

24. **FGIBDSR:** After sorting any column header in the FGIBDSR page, the Net Total amounts, displayed at the bottom, for the Adjusted Budget, YTD Activity and Commitments columns disappear.

25. **FTVATYP:** When running a query, it will only pull the COAs for the last queried chart. Workaround: Go to another form (FGIBDST) and enter data for the primary query with the chart you want to view in FTVATYP. Click GO to get the data. Exit the form and go back to FTVATYP and it will search for that chart you just viewed.

26. **FAAINVE:** Program code is not defaulting in the accounting distribution information when fund (with no default prog i.e. 11000) is entered first and then the orgn. If orgn is entered first, the program default appears.

27. **Job Submission:** Does not move to submission block when accessing Review Output between jobs if the second job does not have parameters. Workaround: Exit out of the process and try again.

28. **FTVFMGR:** Unable to search on Description (Name).

29. **FGAJVCD/FGAJVCQ:** If you use the copy feature to copy or reverse a journal entry, be sure to know the document number you are copying/reversing prior to choosing this option. If you use the ellipsis button to search for a document within the copy box, the page will stall out.

BANNER TEST INSTANCES

30. **Banner 9 Test links** will be available at the bottom of the Banner Test Links list.