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 Our PC environment is changing so rapidly that this document will be outdated by the time it becomes available to you ±we will work hard to update this document often with information as it becomes available to us.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.

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. <R X P D \ Q H H G W R ³F O H D U \R X U F D F K H´ W R P D N H V X U H 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 ¶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 wd BT /F7Symbol wd BT>to be

For information about setting up a remote printer for Banner reports, please contact the IT Help Center, x14700, support@du.edu

11. Other issues:

    a.   Contact support@du.edu or call the IT Help Center, 303-871-4700