



Scholastic ONline Information System  
for the Web

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# Administration

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This text covers the day-to-day administration of SONISWEB®. Day-to-day administration includes setting Log in page notes, adding new features to SONISWEB® as they become available, applying enhancements, tuning and performance suggestions, and changing configuration.

Since this is a collection of material that often appears in more detail in other texts, they're referenced for detailed information.

This text also covers installing patches.

Problem diagnosis and common problems are in the companion SONISWEB® text "Messages, Errors, and Diagnosis".

July 2006

The logo for RJM Systems, Inc. It features the letters "RJM" in a stylized, blue, serif font, with the "R" and "J" overlapping. To the right of "RJM" is the text "Systems, Inc." in a blue, italicized, serif font.

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## NEW IN THIS EDITION

### July 2006 Enhancements

- “Setting Academic and Events Calendars”, page 13.
- “Academic Calendar Additions and Changes”, page 13.
- “Events Calendar Setup”, page 15.
- “Adding an Event”, page 16.
- “Events Search and Edit”, page 18.
- “Setting the Calendar Event Type Table”, page 19.

### June 2006 Change

- Correction to Figure 69 “ColdFusion™ Administrator”, page 50. The ODBC driver not the SQL Server should be selected.

### May 2006 Enhancements

- Color selection by “Hexadecimal” and “Color Wheel” in “Setting the Colors of the Login and Similar Pages”, page 20.
- New Award Acceptance option for student displays in “Student Bio/Fin Options”, page 30.

### March 2006 Initial Release

- This edition is for SONISWEB® version 2.0. A few of these changes were also added to version 1.4.
- Figure 1 Toolbar for those with User-ID access and Figure 2 Function Lists1 - Partial, page 6.
- Figure 89 Login Displays and Figure 90 Typical SONISWEB® Page, page 69.
- Most of the reports have been rewritten in the ColdFusion™ Report Builder. Those have “(RB)” following their names as seen in Figure 2. The older Crystal Reports™-Enterprise reports (without the “RB”) are still available in most cases.
- Table 1 “Function to Manual Crossreference”, page 8.
- “Schedule - Locator for Students and Faculty”, page 12.

- “Setting the Colors of the Login and Similar Pages”, page 20.
- “Online Application Page List”, page 28.
- “Student Bio/Fin Options”, page 30.
- “SONISWEB® Hosted Solution - New Features, Patches, and Versions”, page 37.
- “Verifying ColdFusion™ Access”, page 50.
- “Setting ColdFusion™ Caching”, page 53.
- “Setting E-Mail Access in Cold Fusion”, page 54.
- “Changing ColdFusion™ Mapping if Required”, page 55.
- “Crystal Enterprise15 Setting for Versions 8 and 9”, page 61.

## NAVIGATING THE FUNCTIONS



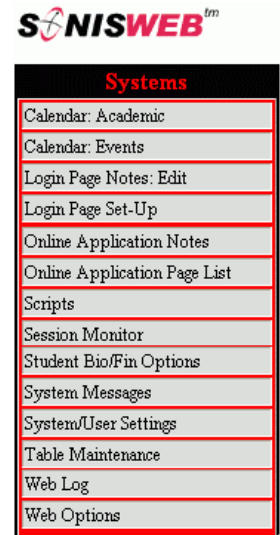
• Figure 1 Toolbar<sup>1</sup> for those with User-ID access

Administrative users have User-IDs and Passwords and see an initial display like Figure 1. Administrative users can be anyone in your system with an ID but typically they're paid Staff and those few Faculty with additional administrative duties.

The access rights of an administrative user is defined by:

1. The **Profile** selected when you were issued a User-ID and Password. Typical Profile categories are the Registrar, the Registrar's staff, the Financial Officer, Admissions staff, Deans, etc. One profile covers all the people in each staff category.
2. The **individual limits** specified for you when you were issued a User-ID and Password. Typical limits are preventing access to faculty and staff personal records.
3. The **privileges** added for you when you were issued a User-ID and Password. The right to "Make Grades Official" or "View and Change PINs" are examples.

After clicking **Systems** in Figure 1 you get the selections shown in Figure 2.



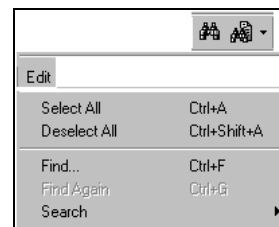
• Figure 2 Function Lists<sup>1</sup> - Partial

<sup>1</sup> You only see what you're authorized to see by your Profile and individual Limits and Privileges. So your choices may be fewer than these.

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## WHAT DO YOU WANT TO DO?

- See Table 1 “Function to Manual Cross-reference”, page 8. It shows the common administrative functions in SONISWEB® and references the manuals or its page in this manual.
- If you don’t see what you need above, check the table of contents on page 2. You can also use the Adobe® find or search functions illustrated in Figure 3. It allows a Google®-like search<sup>2</sup> by word or phrase.



• Figure 3 Adobe® Find and Search

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## Diagnosing and Fixing Problems

See the text “Messages, Errors, and Diagnosis”.

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## Setting Your Browser for Proper Function and Security

Internet Explorer<sup>3</sup> (IE), Firefox™, Netscape®, and Opera Web browsers have an “auto-complete” or password-form save feature that is handy for individual computers but defeats privacy on shared computers like those in computer labs and libraries. See the text “Browser Settings” to set your browser for security, good performance, and to prevent your getting old data.

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<sup>2</sup> If you’re unfamiliar with this searching, click Adobe® reader Help or see the SONISWEB® text “Index to Texts”.

<sup>3</sup> Only Internet Explorer (IE) version 5.5 or later is supported for administrative use.

## FUNCTION TO MANUAL CROSSREFERENCE

• Table 1 Function to Manual Crossreference

Function <sup>4</sup>	Manual by File Name
Activities	TimedLetters.pdf and several others
Academic Calendar	Administration.pdf, <b>page 13.</b>
Activities: Add By Group	TimedLetters.pdf and several others
Additional Fees	FinancialRecord-keepingBilling.pdf and Course&SectionProcessing.pdf
Affiliation	FinancialRecord-keepingBilling.pdf and Course&SectionProcessing.pdf
Application Activities	ApplicantChecklistsDisposition.pdf
Application Checklist	ApplicantChecklistsDisposition.pdf
Application Fees	ApplicantChecklistsDisposition.pdf
Award Codes	FinancialAid.pdf
Biographic updates by students, faculty, and alumni/ae	See Student Bio/Fin Options
Browser Settings	Browser Settings.pdf
Bulk Registration	RegistrationbyStaff.pdf
Calendars	Administration.pdf, <b>page 12.</b>
Campuses	RoomBuildingCampus.pdf
Categories: Change	RecruitingProspectiveStudents.pdf
Change ID	See ID Changer
Check FK/PK Values	MessagesErrorsDiagnosis.pdf
Clearinghouse	Clearinghouse.pdf
Colors for login pages	See Login Page Set-Up
Colors for other pages	CustomWeb.pdf
Columns	CustomWeb.pdf
Course Equivalency	Course&SectionProcessing.pdf
Course Sections <sup>4</sup>	Course&SectionProcessing.pdf
Courses <sup>4</sup>	Course&SectionProcessing.pdf
DA: Curriculum Overview	DegreeAudit.pdf
DA: Report	DegreeAudit.pdf
DA: Requirements Overview	DegreeAudit.pdf
Data Dictionary	MessagesErrorsDiagnosis.pdf and many others
Data Export for PowerFAIDS®	FinancialAid.pdf
Data Export for The Raiser's Edge®	Administration.pdf, <b>page 31</b>
Delete Status	StudentFacultyEtcRecords.pdf
Disposition Activities	ApplicantChecklistsDisposition.pdf
Email: Bulk	MailE-MailMergeLabels.pdf

<sup>4</sup> Most of this list contains the functions you see when you click **Systems** on the Task Bar (Figure 1). Courses, Financials, and Reports are not in the function list but are, like **Systems**, on the task bar (Figure 1) and each produces its own function list.

Function <sup>4</sup>	Manual by File Name
Email: Prospects	RecruitingProspectiveStudents.pdf
Enable Login	UserAuthorizationProfiles.pdf
Exporting to EDEExpress	FinancialAid.pdf
Exporting to PowerFAIDS®	FinancialAid.pdf
Exporting to the Raiser's Edge®	Administration.pdf, <b>page 31</b>
Events, Calendar Events	Administration.pdf, <b>page 15.</b>
Financials <sup>4</sup>	FinancialRecord-keepingBilling.pdf
Financial displays for students	See Student Bio/Fin Options
Flatfees	FinancialRecord-keepingBilling.pdf and Course&SectionProcessing.pdf
File Imports	Import Functions
Graduated Student Archiving	GraduationPromotion.pdf
Graduation Processing	GraduationPromotion.pdf
Headings Display	CustomWeb.pdf
Housing: Copy	Housing.pdf
Housing: Search	Housing.pdf
ID Changer	StudentFacultyEtcRecords.pdf
IDs for Administrators	See User IDs
Import Data	Import.pdf
Import Functions	Import.pdf
Incomplete To Failing Grade	Course&SectionProcessing.pdf
Institution: Add / Edit	TableConfigurationMaintenance.pdf and Course&SectionProcessing.pdf
IRS: 1098-T Electronic Submission	IRS1098T.pdf
Locator for faculty and students	See "Schedule" below.
Login Page Notes: Edit	Administration.pdf, <b>page 23</b> and CustomWeb.pdf
Login Page Set-Up	Administration.pdf, <b>page 20</b> and CustomWeb.pdf
Master Profile	UserAuthorizationProfiles.pdf
Online Application Notes	Administration.pdf, <b>page 26</b>
Online Application Pages	Administration.pdf, <b>page 28</b>
Page: Add / Edit	CustomWeb.pdf
Parking: Search	Parking.pdf
Pell Grants	FinancialAid.pdf
PIN Numbers	UserAuthorizationProfiles.pdf
Pledge Activities	DevelopmentFundRaising.pdf
Pledge By Event	DevelopmentFundRaising.pdf
Profile Utility	UserAuthorizationProfiles.pdf
Program Type Including Program Fees	TableConfigurationMaintenance.pdf and FinancialRecord-keepingBilling.pdf
Programs	TableConfigurationMaintenance.pdf
Prospects: Delete	RecruitingProspectiveStudents.pdf
Query Builder	QueryBuilder.pdf
Raiser's Edge®	See Exporting to the Raiser's Edge®
Reconcile Course Section Seats	RegistrationbyStaff.pdf

Function <sup>4</sup>	Manual by File Name
Recruiting Plans	RecruitingProspectiveStudents.pdf
Registration Activities	RegistrationbyStaff.pdf
Registration Hold	RegistrationbyStaff.pdf
Relation Join	StudentFacultyEtcRecords.pdf
<b>Reports</b>	Reports.pdf
Reports: Add / Edit	ReportCustomization.pdf
Reports: User Replacements	ReportCustomization.pdf
Rooms and Buildings	RoomBuildingCampus.pdf
SAP GPA	FinancialAid.pdf
SAT File Extractor	SATImporter.pdf
SAT Importer	SATImporter.pdf
Satisfactory Academic Progress	FinancialAid.pdf
Schedule, locating faculty and students during a semester	Administration.pdf, <b>page 12.</b>
School Info.	IRS1098T.pdf
Scripts	Administration.pdf, <b>page 28</b> , Installation.pdf
Section: Copy	Course&SectionProcessing.pdf
Session Monitor	Administration.pdf, <b>page 29</b>
Sessions	Course&SectionProcessing.pdf
Standard Fees from Table Maintenance	Administration.pdf, <b>page 24</b> , and TableConfiguration-Maintenance.pdf
Student Bio/Fin Options	Administration.pdf, <b>page 30</b> , and ImportFromWeb.pdf
System Messages	MessagesErrorsDiagnosis.pdf
System Variables	SystemVariablesConfigurationMaintenance.pdf
System/User Settings	Administration.pdf, <b>page 33</b> , and UserAuthorizationProfiles.pdf
Table Maintenance	TableConfigurationMaintenance.pdf
Term of Interest	RecruitingProspectiveStudents.pdf
Textbooks	Course&SectionProcessing.pdf
Transaction Code Mappings	FinancialRecord-keepingBilling.pdf
Tuition Tcodes	Course&SectionProcessing.pdf
User IDs	UserAuthorizationProfiles.pdf
Vendor Contact	IRS1098T.pdf
Wait List Memo	RegistrationbyStaff.pdf
Web Browsers	See Browser Settings
Web Log	Administration.pdf, <b>page 35</b>
Web Options	Web Options.pdf
Weighting Scale	FacultyHandbook.pdf and TableConfigurationMaintenance.pdf
Withdrawn Students	StudentFacultyEtcRecords.pdf
Year End Promotion	GraduationPromotion.pdf
Year End Promotion Settings	GraduationPromotion.pdf



## SCHEDULE - LOCATOR FOR STUDENTS AND FACULTY

Use this function to find people based on the classes they are taking or teaching. It shows the current class schedule. Use the standard **Names** search (Figure 1) to find the person and then click Schedule in her or his function list.

Johnson, Dale (Faculty - 888888888)					
Schedule					
Time	Session	Room	Building	Campus	Course
<b>Monday</b>					
6:10 am - 8:00 am		Brown 100	Brown Hall	Centerville Main Campus	MME301
<b>Tuesday</b>					
1:00 pm - 1:50 pm		Smith 100	Smith Hall	Centerville Main Campus	MME320
<b>Wednesday</b>					
6:10 am - 8:00 am		Brown 100	Brown Hall	Centerville Main Campus	MME301
<b>Thursday</b>					
1:00 pm - 1:50 pm		Smith 100	Smith Hall	Centerville Main Campus	MME320
<b>Friday</b>					
6:10 am - 8:00 am		Brown 100	Brown Hall	Centerville Main Campus	MME301
School Year / Semester			200506 / 1 <input type="button" value="v"/>		
<input type="button" value="Reset"/>			<input type="button" value="Submit"/>		

• Figure 4 Schedule

Select the School Year/Semester from the pulldown<sup>5</sup> in Figure 4 and then click the Submit button to see the schedule for that semester.

<sup>5</sup> See Figure 91 “Arrows, Fields, Checkboxes and Buttons” on page 70 for guidance.

## SETTING ACADEMIC AND EVENTS CALENDARS

SONISWEB® has two public calendars, Academic and Events.

**Academic** consists of key dates you want the public to know about such as when classes begin for a semester.

**Events** is used to name activities and reserve rooms for them. Setting this calendar starts on page 15.

Several SONISWEB® pages have a Calendars link as shown in Figure 5. Clicking that link displays a choice of the Academic or the Events calendar.


Figure 6 shows the Academic calendar with the ability to pick the semester to see the activities.

Use the “Calendars” option in “Setting the Colors of the Login and Similar Pages” on page 20 to change the colors and separations of Figure 6

Changing the calendars is a **Systems** function. Your security profile must be set to permit access to the Calendars function.



• Figure 5 Calendar Link on Pages

Academic Calendar			
Fall 2006			
Aug. 26 - 27	Sat - Sun	First year student move-in weekend	 Fall 2006
Aug. 28 - Sep. 01	Mon - Fri	First year student orientation week	
Sep. 02 - 04	Sat - Mon	"Holiday on Campus" for students, alumns, and parents	
Sep. 05 - Dec. 15	Tue - Fri	Fall semester classes	

• Figure 6 Typical Activities Calendar

## Academic Calendar Additions and Changes

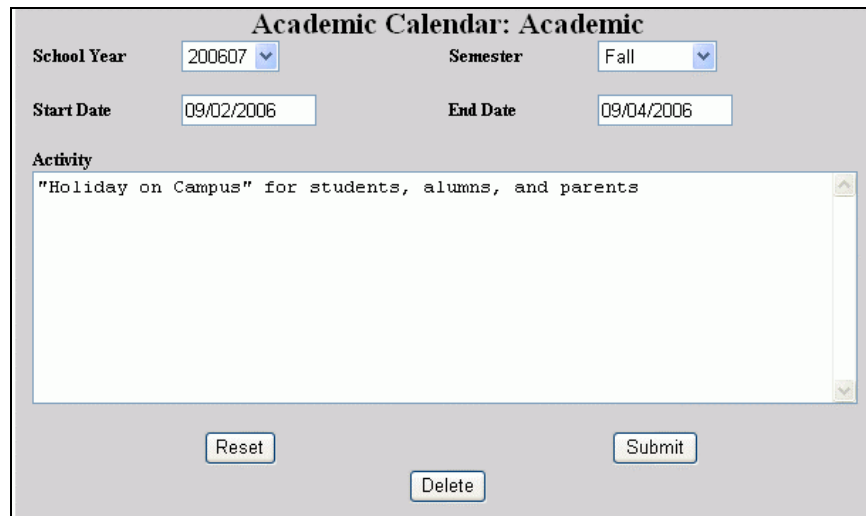
1. Click **Systems** in Figure 1 then click Calendar: Academic in Figure 2. You get Figure 7.

Academic Calendar: Academic				
School Year	Semester	Start Date	End Date	Activity
200607	1	Sep-02	Sep-04	"Holiday on Campus" for students, alumns, and parents <a href="#">Edit</a>
200607	1	Sep-05	Dec-15	Fall semester classes <a href="#">Edit</a>

• Figure 7 Academic Calendar List

2. Figure 7 is the second page of a multiple-page list of academic entries. Use the Previous button to go back and the Next button to go forward.

3. In Figure 7 use the Add button in to add a new entry. Click the Edit link on the right to edit an entry.



**Academic Calendar: Academic**

School Year: 200607 Semester: Fall

Start Date: 09/02/2006 End Date: 09/04/2006

Activity  
"Holiday on Campus" for students, alumni, and parents

Reset Delete Submit

• Figure 8 Academic Calendar Entry

Figure 8 shows an entry. The year and semester determines the groupings in Figure 6, so set it carefully. The “Start Date” in Figure 8 determines the order of the list in Figure 6.


4. Make your selections in Figure 8 and enter the Activity description.
5. To erase what you’ve entered so you can start over, click the Reset button.
6. The Submit button saves what you entered.
7. The Delete button removes a calendar item from the calendar (Figure 6) and the list of entries (Figure 7).

Only entries for the current year and semester and future academic years are shown in Figure 6. The current academic year and semester is set in System Variables under **Systems**.

## Events Calendar Setup

In the Events Calendar you name the event and reserve a room for it. It occupies a room in the same way a course section (class) occupies a room. If this event doesn't required reserved space, it may belong on the Academic calendar (page 13) not the Events calendar.

September 2006 Events				
Date	Day	Time	Activity	Location
Sep. 01	Fri	8:00 pm-10:00 pm	Model Airplane Club	222-Schuler Hall (Dan)
Sep. 02	Sat	8:00 am-10:00 am	Bird Speech	Clark 300-Clark Hall (Centerville)
Sep. 09	Sat	9:30 am-12:00 am	New student orientation	Smith 100-Smith Hall (Centerville Main Campus)
Sep. 29	Fri	8:00 pm-10:00 pm	Model Airplane Club	222-Schuler Hall (Dan)
Sep. 30	Sat	8:00 am-10:00 am	Bird Speech	Clark 300-Clark Hall (Centerville North Campus)



2005	2006	2007
Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec

• Figure 9 Events Calendar List

Figure 9 shows the display for one month of the Events calendar. Those viewing the calendar can choose a different year and/or month from the menu on the right. The current school year (set in System Variables), the prior year, and the next year (if it's in the Years table) are offered in Figure 9.

To add to or change events

1. Click **Systems** in Figure 1 then click Calendar: Events in Figure 2. You get Figure 10.

**Calendar: Events**

Activity

School Year  Semester

Campus/Building  Event Type

Day  From

To

• Figure 10 Events Calendar Prompt

2. Figure 10 gives you two choices:
  - Add a new event by clicking the Add button at the bottom.

- Search for an existing event using the name (Activity) and/or dates and clicking the Search button. See page 18 for that.

## Adding an Event

• Figure 11 Event Calendar Entry

1. In Figure 10 click the Add button. You get Figure 11.
2. In Figure 11 name the event in Activity, pick the “Event Type”, select the year and semester, pick the From and To dates, and pick a Campus-building. (“Event Type is set in a table, see “Setting the Calendar Event Type Table” on page 19.)

If you don’t know whether or not the room is available on that date, use “Events Search” below. For a broad search you can also use [Room Finder](#) or print the [Schedule: Rooms](#) report.

3. Pick the Start and Stop times, the minimum Seats, the “Disability Seats”, and any “Room Attributes” you need.
4. To schedule a repeated event such as a club meeting every Wednesday from 7:30 to 9 PM, pick a Day and Start and Stop times in Figure 11. The room will be scheduled on that same day (or days if you picked more than one) within the From and To date span.
5. Enter the name of the Contact for this event with e-mail address and telephone number so others know who to contact.

6. To erase what you've entered so you can start over, click the Reset button.
7. The Submit button saves what you entered.

Calendar: Events					
Room Finder Search Criteria					
School Year	200607	Semester	1	Started	10/20/2006 Ended 10/23/2006
Day	MON,TUE,WED,THU,FRI,SAT,SUN	Time Span	9:00 am - 1:00 pm	Disability Facilities	No Disability Seats 0
Seats	0	Show Disabled Rooms	No	Show Only Open Rooms	No
Campus/Building			Room Attributes		
Centerville Main Campus - Brown Hall			LCD Projector White Board		
Room Status					
Room Code	Room	Seats	Disability Seats	In Use	
E100	Brown 100	50	8	<u>Schedule</u>	
E200	Brown 200	125	27	<u>Schedule</u>	
<a href="#">Search Again</a>					

• Figure 12 Rooms from the Search

8. You get a list of all the rooms that met your criteria.
9. If a room is in use during the date span and/or times you requested, it is underlined in the “Room Code” column and “Yes” appear in the “In Use” column on the right. Click the underlined room code to see what it’s scheduled for and who to contact.
10. If the room is available, **Schedule** appears in the “In Use” column. Click **Schedule** to claim it. You get Figure 13.

Calendar: Events	
<b>Scheduling A Room For:</b> Prospective student visits <b>School Year/Semester:</b> 200607 / 1 <b>Days:</b> MON,TUE,WED,THU,FRI,SAT,SUN <b>Event Type:</b> Alumni Meeting, Club Meeting, Fundraising Event, Speaking Tour, Student Activities <b>Minimum Seats:</b> 1 <b>Disability Facilities:</b> No <b>Contact:</b> Jessica James	<b>Campus/Building:</b> Centerville Main Campus - Brown Hall <b>From:</b> 10/20/2006 <b>To:</b> 10/23/2006 <b>Times From:</b> 9:00 am <b>To:</b> 1:00 pm <b>Room Attributes:</b> LCD Projector, White Board <b>Maximum Seats:</b> 99999 <b>Disability Seats:</b> <b>E Mail:</b> jjames@njms.edu <b>Phone:</b> 919-555-1212
You are about to add 4 items to the calendar.	
<input type="button" value="Add Items"/>	

• Figure 13 Event Schedule Confirmation

11. When you schedule a multi-day event, check Figure 13 carefully to make sure the dates and times are what you want. If you need to change them, you'll have to change them one at a time.

If you see “You about to add...” a large number of items in Figure 13, it probably means you picked all of the days (Monday through Sunday) in Figure 11 by mistake. If you don't catch that error in Figure 13, you'll have to edit each event-occurrence shown in Figure 14 and delete each event individually.

12. If the number of items (days) and the event look correct in Figure 13, click the “Add Items” button.
13. If Figure 11 looks wrong, click Calendar: Events in Figure 2 again and start over.

## Events Search and Edit

To find the room reservations for all classes and for all events, use [Room Finder](#).

1. In Figure 10 enter what you know about the event. You can enter as much as you know of the event name in Activity. You can enter year, semester, and a From and To date span. You can enter any or all of these to focus your search.
2. Click the Search button. You get a display like Figure 14.

Calendar: Events					
Activity	Date	Day/Time	Campus	Room-Building	Event Type
<b>Record 1 - 8 of 8</b>					
<u>Bird Speech</u>	09/09/2006	SAT 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>New student orientation</u>	09/09/2006	SAT 9:30am-12:00am	Centerville Main Campus	Smith 100 - Smith Hall	Student Activities
<u>Bird Speech</u>	09/14/2006	THU 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>Bird Speech</u>	09/16/2006	SAT 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>Bird Speech</u>	09/21/2006	THU 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>Bird Speech</u>	09/23/2006	SAT 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>Bird Speech</u>	09/28/2006	THU 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event
<u>Bird Speech</u>	09/30/2006	SAT 8:00am-10:00am	Centerville North Campus	Clark 300 - Clark Hall	Fundraising Event

Figure 14 Calendar Events Results

3. To see the details for an event, click its underlined Activity name in Figure 14.

**Calendar: Events**  
**EDIT**

<b>Activity</b>	<input type="text" value="New student orientation"/>		
<b>School Year</b>	<input type="text" value="200607"/>	<b>Semester</b>	<input type="text" value="Fall"/>
<b>Campus</b>	<input type="text" value="Centerville Main Campus"/>	<b>Building/Room</b>	<input type="text" value="Smith Hall/Smith 100"/>
<b>Meeting:</b>	<input type="text" value="SAT, 09/09/2006, 9:30 am-12:00 am"/>	<b>Event Type</b>	<input type="text" value="Alumni Meeting"/> <input type="text" value="Club Meeting"/> <input type="text" value="Fundraising Event"/>
<b>Memo</b>	<div style="border: 1px solid gray; height: 40px; width: 100%;"></div>		
<b>Contact</b>			
<b>Last</b>	<input type="text" value="Greene"/>	<b>First</b>	<input type="text" value="Sarah"/>
<b>Electronic Mail</b>	<input type="text" value="scgreen@rjmu.edu"/>	<b>Telephone</b>	<input type="text" value="919-555-1212"/>
<input type="button" value="Reset"/>		<input type="button" value="Submit"/>	
<input type="button" value="Delete"/>			

• Figure 15 Calendar Event Details

4. Figure 15 gives you the details including who to contract to negotiate room availability.
5. You are now in edit-mode so you can change the entries in the boxes in Figure 15.

- Use the Delete button to delete it. You get the chance to confirm it as illustrated in .



• Figure 16 Delete an Event Date

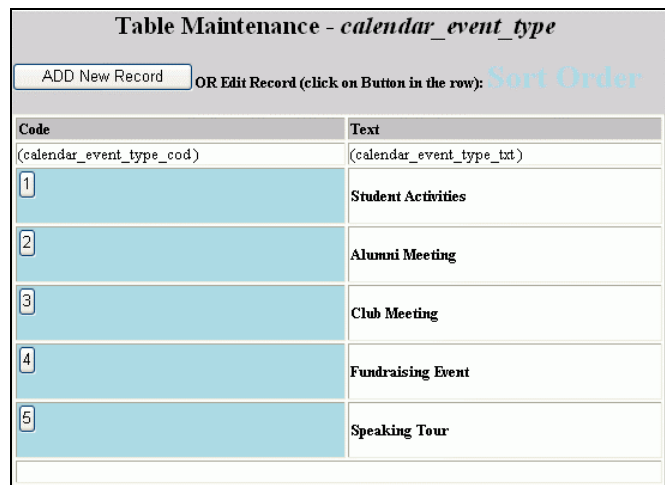
- If you make changes, click the Submit button to save them. Use the reset button to erase your changes so you can start over.

## Setting the Calendar Event Type Table

This Calendar Events in this table are used as a selection in Figure 10, Figure 11, and Figure 15.

- Click **Systems** in Figure 1, then click Table Maintenance in Figure 2.
- You get a list of tables. Pick “Calendar Event Type” and click the Submit button. That yields Figure 17.

- In Figure 17 click the ADD button to add a new event-type or click a Code button to edit an existing entry.



Code	Text
(calendar_event_type_cod)	(calendar_event_type_txt)
1	Student Activities
2	Alumni Meeting
3	Club Meeting
4	Fundraising Event
5	Speaking Tour

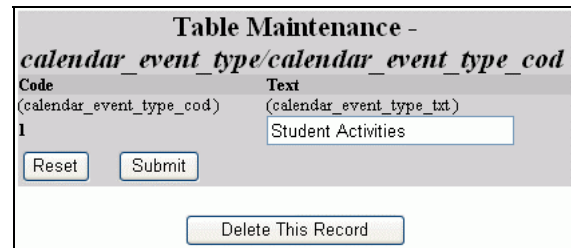
• Figure 17 Calendar Event Type Table

- Figure 18 shows an entry. You can change the Text of the event-type.

- Click the Reset button to erase your changes and start over.

- Click the Submit button to save you changes.

- If the event type has never been used in a calendar event, you can delete it with the Delete button.



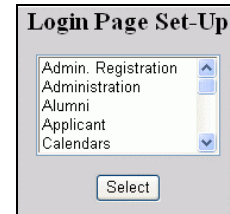
Code	Text
(calendar_event_type_cod)	(calendar_event_type_txt)
1	Student Activities

• Figure 18 Calendar Event Type Entry

## SETTING THE COLORS OF THE LOGIN AND SIMILAR PAGES

The colors used in displays like Figure 6 (Typical Activities Calendar) and Figure 25 (Faculty Login Page Message Example) are set with this function.

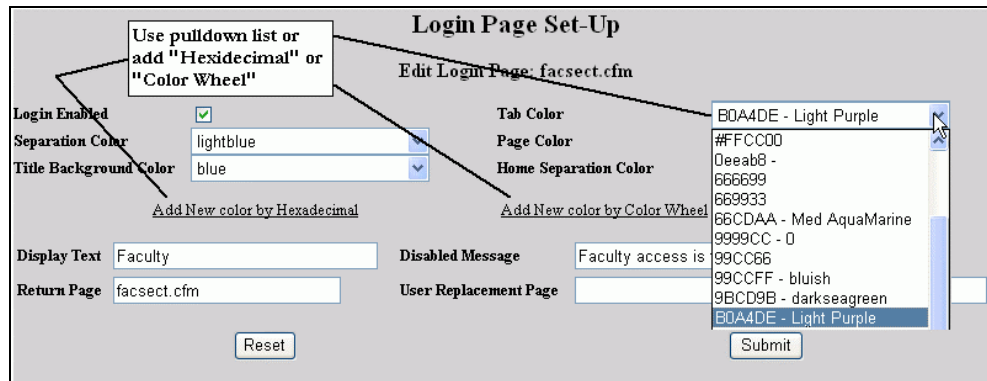
1. Click **Systems** in Figure 1, then from Figure 2 click Login Page Setup. That yields Figure 19.
2. In Figure 19, scroll down to the login page whose colors you want to change, click it, then click the Submit button. You get Figure 20.



• Figure 19 Login Page Setup List

There are three ways to make color choices in Figure 20. The simplest is to pick existing colors from the pulldown<sup>5</sup> shown on the right in Figure 20. More complex are the “Hexadecimal” and “Color Wheel” choices described on page 21.

See the caution on browsers-versus-colors on page 22.



• Figure 20 Login Page Setup Color Choices

3. After making your changes in Figure 20, click the Submit button.

## Hexadecimal and Color Wheel Choices

Using [Add New color by Hexadecimal](#) and [Add New color by Color Wheel](#) in Figure 20 is a two-step process.

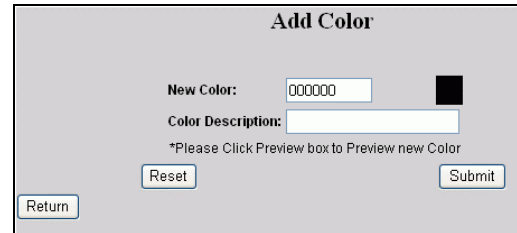
1. To use Hexadecimal, click the [Hexadecimal](#) link in Figure 20. You see Figure 21.
2. Enter a six-character hexadecimal value in the “New Color” field and click the Tab key on your keyboard. You get Figure 22 with the color displayed in the small box.

Continue entering hexadecimal values and clicking the Tab key in Figure 22 until you get the color you want.

3. Enter a name for your chosen color in the “Color Description” in Figure 22, then click the Submit button. You return to Figure 20 where you pick the new color from the pulldown<sup>5</sup> lists.

You must enter the “Color Description” in Figure 22 or Figure 23. If you don’t that selection will not appear in Figure 20.

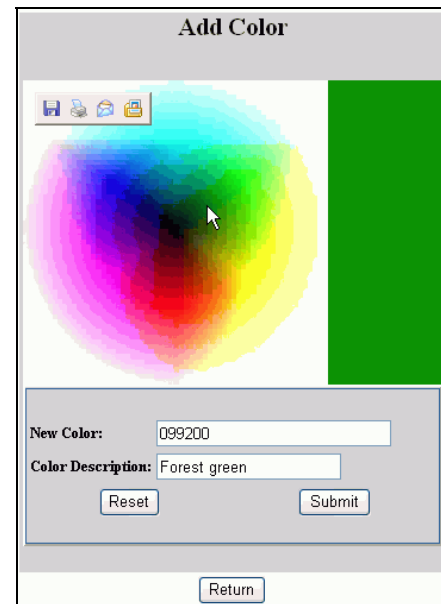
1. To use the Color Wheel, click the [Color Wheel](#) link in Figure 20. You get Figure 23.
2. Move your mouse to the color you want and click it. The right side of the display appears in your chosen color.
3. Enter a name for your chosen color in the “Color Description” in Figure 23, then click the Submit button. You return to Figure 20 where you pick the new color from the pulldown<sup>5</sup> lists.



• Figure 21 Initial Hexadecimal Prompt



• Figure 22 Hexadecimal Entry



• Figure 23 Color Wheel

**Caution:** not all browsers can display all the colors available with the Color Wheel or the Hexadecimal choices. Test the variety of browsers used by your students, faculty, and alumni/ae to make sure what you chose can be seen on their computers.

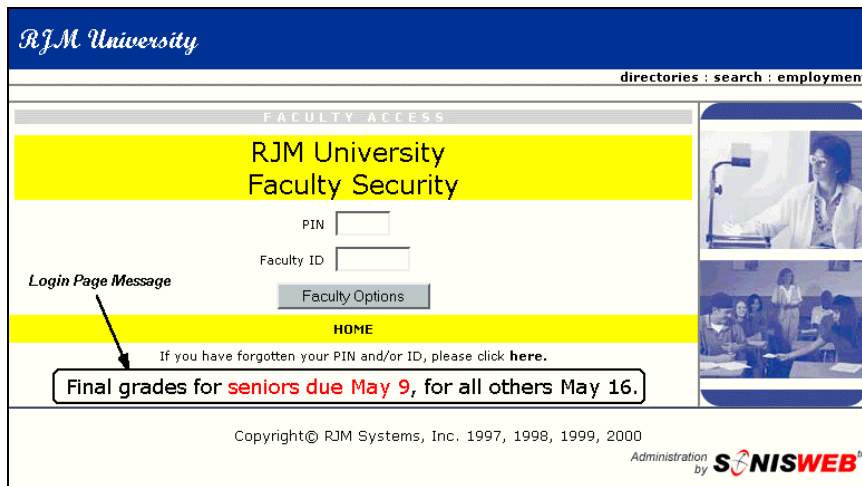
Color names and sRGB values	
Black = "#000000"	Green = "#008000"
Silver = "#C0C0C0"	Lime = "#00FF00"
Gray = "#808080"	Olive = "#808000"
White = "#FFFFFF"	Yellow = "#FFFF00"
Maroon = "#800000"	Navy = "#000080"
Red = "#FF0000"	Blue = "#0000FF"
Purple = "#800080"	Teal = "#008080"
Fuchsia = "#FF00FF"	Aqua = "#00FFFF"

• Figure 24 Typical Colors from [www.w3.org](http://www.w3.org)

A good source for the color standards is the World Wide Web Consortium at [www.w3.org](http://www.w3.org). Figure 24 shows the simplest color choices from that Web site.

## SETTING UP SEASONAL LOGIN MESSAGES

The login pages can contain a message like that shown in Figure 25. They are very useful seasonal alerts with a different message available for faculty, for students, for “alums”, etc.



• Figure 25 Faculty Login Page Message Example

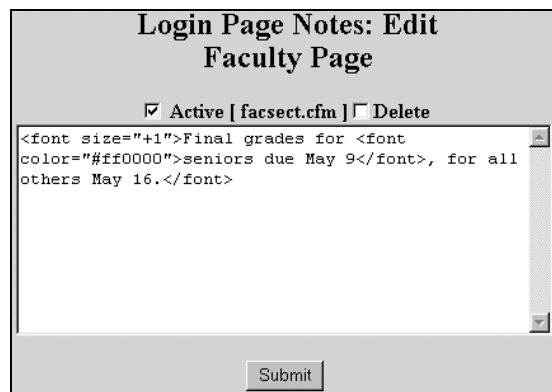
In Figure 25 you see the message created in Figure 26.

Figure 26 gives you space to enter the message you want to appear at the bottom of Figure 25.

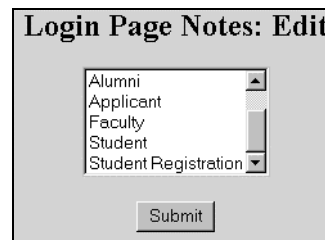
To get Figure 26:

1. Click **Systems** in Figure 1, then from Figure 2 click Login Page Notes: Edit. That yields Figure 27.
2. In Figure 27, scroll down to the login page whose note you want to edit, click it, then click the Submit button. You get Figure 26.
3. After making your changes in Figure 26, click the Submit button.

You can give special emphasis to your page notes by using standard HTML<sup>6</sup> statements. As illustrated in Figure 25 you can increase the size and change the color of the text to emphasize certain



• Figure 26 Login Page Notes: Edit



• Figure 27 Login Page Notes List

<sup>6</sup> HyperText Markup Language, the Web browser language.

words using statements like those in Figure 26.

4. Scroll to the bottom of the display for the confirmation message. If the message indicates an error, follow the guidance of the message to correct it.

## SETTING STANDARD FEES

If you wish to make your fees visible on your Web site, Standard Fees is an option. If you do not fill out the table (Figure 30), no standard fees are displayed.

The screenshot shows the RJM University Training Sys website. At the top, there is a navigation bar with links for 'directories', 'search', and 'employment'. Below this is a section titled 'Standard Fees' which contains a table with two columns: 'Standard Fee Desc.' and 'Amount'. The table lists four fee categories with their respective amounts. Below the table is a 'HOME' link. At the bottom of the page, there is a 'Standard Fees' link highlighted with a box and a callout line pointing to the table above. The footer contains navigation links for various user groups and the SNISWEB logo.

Standard Fee Desc.	Amount
Per credit hour, undergrad, non-res	\$189.50
Per credit hour, undergrad, residnt	\$137.50
Semester, full time, non-res	\$2,415.00
Semester, full time, res	\$1,755.00

• Figure 28 Standard Fees Public Display

Clicking Standard Fees at the bottom of the display shows the table of fees like those in Figure 28. You set them up this way.

1. Click **Systems** in Figure 1 then click Table Maintenance in Figure 2.
2. In Figure 29 either scroll down the list or press the S key on your keyboard until you get to Standard Fees.
3. Click Standard Fees with your mouse and then the Submit button. That yields Figure 30.

The screenshot shows a 'Table Maintenance' window with a dropdown menu titled 'Select a table.'. The dropdown list contains the following items: Special Needs, Standard Fees (circled), States, Term Of Interest, Tests, Transaction Codes, Tuition Status, Visa, When Employed, and Years. There are 'Reset' and 'Submit' buttons at the bottom of the window.

• Figure 29 Table Maintenance Selection

Table Maintenance - <i>std_fee</i>			
ADD New Record	OR Edit Record (click on first field): <a href="#">Sort Order</a>		
<u>Standard Fee Code</u>	Disabled	Fee Amount	Fee Description
(std_cod )	(disabled )	(amt_1 )	(std_btx )
UGlaNR	0	189.50	Per credit hour, undergrad, non-res
UGlaNRse	0	2,415.00	Semester, full time, non-res
UGlaRes	0	137.50	Per credit hour, undergrad, resident
UGlaRsem	0	1,755.00	Semester, full time, res

• Figure 30 Standard Fees List

Figure 30 is empty if no fees have been entered. Note how these fees are displayed in Figure 28.

Figure 28, the public display, is alphabetical by “Fee Description” so use that description to get the order you want. Fees in Figure 30 are not in the same order as the public display.

4. Click the ADD button to add a new fee.
5. Click the code “button” like  to edit a fee. Figure 31 is the result.

Table Maintenance - <i>std_fee/std_cod</i>			
<u>Standard Fee Code</u>	Disabled	Fee Amount	Fee Description
(std_cod )	(disabled )	(amt_1 )	(std_btx )
<b>UGlaRes</b>	0	137.50	Per credit hour, undergrad, resident
<input type="button" value="Reset"/>	<input type="button" value="Submit"/>		
<input type="button" value="Delete This Record"/>			

• Figure 31 Standard Fee Entry

6. Enter or change the information in Figure 31.

These fees are not connected to the charges you set up in the course records or in the flat-fee tables.

7. If you are adding a new fee you also enter its code as illustrated in Figure 32. For an existing fee, you cannot change its code as you see in Figure 31.

ADDING a new record to table: <b>std_fee.</b>
<u>Standard Fee Code</u>
(std_cod )
<input type="text" value="UGegRes"/>

• Figure 32 Add Standard Fee Code

8. To disable a fee so it will not be shown in Figure 28, enter a 1 (the digit one<sup>7</sup>) in “(disabled)”. You can enable it later by entering a zero<sup>7</sup> (0) in “(disabled)”.
9. To permanently delete a fee, click the Delete... button in Figure 31. You get a prompt asking if you really mean it.

<sup>7</sup> To a computer, 1 means true (disabled), 0 means false (enabled).

10. Click the Reset button to clear what you just entered and start over.
11. Click the Submit button to save your changes and return to Figure 30.

## ONLINE APPLICATION CUSTOMIZATION

### Online Application Notes Customization

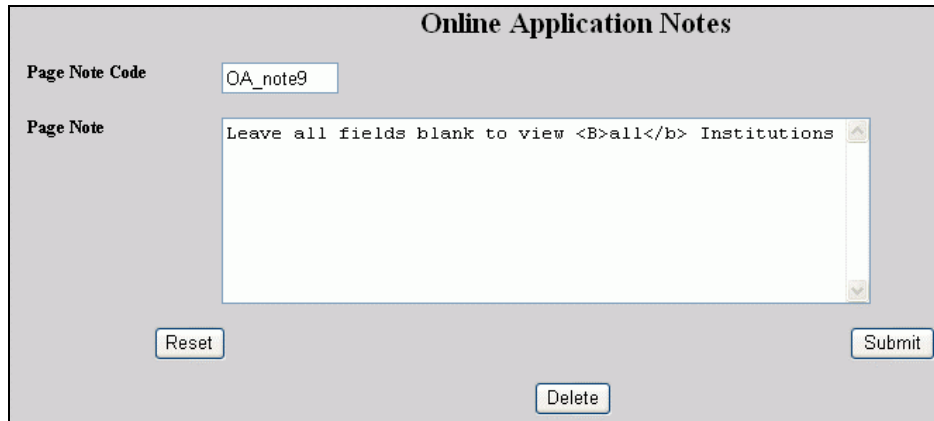
You can change the guidance notes that users see as they fill out an online application for admission. The SONISWEB® manual “Applicant Checklists, Activities, and Dispositions” shows how the online application is used.

1. Click **Systems** in Figure 1 then click Online Application Notes in Figure 2. You get Figure 33.

<b>Online Application Notes</b>	
<b>Page Note Code</b>	<b>Page Note</b>
<u>OA_note0</u>	Click institution name to add to your online application record.
<u>OA_note1</u>	Please complete all sections of the application. If a question is not ap
<u>OA_note2</u>	Please list all programs that you would like to apply to for admittance.
<u>OA_note3</u>	Please list all education you have received. Choose an institute from the 1
<u>OA_note4</u>	Please give your SAT and ACT scores. If not all information for a test i
<u>OA_note5</u>	Please list any activities or clubs in which you have patricipated. Choose
<u>OA_note6</u>	Please submit any extra information or essays to be considered with your ap
<u>OA_note7</u>	Thank you for your application. You may return to your online applicatio
<u>OA_note8</u>	Your account has been created succesfully.
<u>OA_note9</u>	Leave all fields blank to view <b>all</b> Institutions
<u>OA_nt011</u>	Please list any companies which you have worked for.
<u>OA_nt012</u>	Please list at least three references.
<input type="button" value="Add"/>	

• Figure 33 Online Application Notes Selection

2. Pick the note by clicking its underlined name in Figure 33. If you don't know which note applies to which section of the online application, click **Online Application** (see the bottom of Figure 28) and see how it works or look in Table 2 on page 27.



• Figure 34 Editing an Online Application Note

3. As Figure 34 shows, you can use any valid HTML<sup>6</sup> tags for emphasis, color, etc. Enter the words you want in the note.
4. To erase what you've entered so you can start over, click the Reset button.

To save what you've entered, click the Submit button.

To erase the entire note, click the Delete button. The place for that note in the online application displays will be empty (white space) after you delete the note.

The Add button in Figure 33 lets you add a new note. Its real purpose is to let you replace an original note you deleted. If the note you add doesn't use one of the names in Figure 33, it'll never appear in any online application display.

If you wish to change the Online Application and its pages to add function, see the SONISWEB® manual "Custom Fields, Web Pages, and Colors". It guides you in custom programming and similar customization steps.

• Table 2 Guidance Notes used in Online Application

Table	Online Application Display
OA_note0	Institution Search Page Results.
OA_note1	Personal Information.
OA_note2	Academic Program.
OA_note3	Educational Background.
OA_note4	SAT/ACT.
OA_note5	Activities.
OA_note6	Additional Information.
OA_note7	Final Page / Application Complete Notification.
OA_note8	Message Displayed after creating a new Online Application User ID.
OA_note9	Institution Search Page Instructions.

Table	Online Application Display
OA_nt011	Employment.
OA_nt012	References.

## Online Application Page List

You can determine what information you want collected and what you do not by picking the pages that will display.

1. Click **Systems** in Figure 1 then click Online Application Page List in Figure 2. You get Figure 35.

**Online Application Page List**

Online Application Pages

Page Name	Page Order	Disabled
Personal Information	1	<input type="checkbox"/>
Academic Program	2	<input type="checkbox"/>
Educational Background	3	<input type="checkbox"/>
Employment	4	<input type="checkbox"/>
References	5	<input type="checkbox"/>
Interests	6	<input type="checkbox"/>
Additional Information	7	<input checked="" type="checkbox"/>
Submit Application	8	<input type="checkbox"/>

• Figure 35 Online Application Page List

2. Place a checkmark in the checkboxes<sup>5</sup> of the pages you do not want offered to online applicants. Those without checkmarks will appear.
3. To change the order of the pages presented to the online applicant, change the Page Order numbers in Figure 35.

## SCRIPTS

Scripts are run as part of applying a patch or an updated release of SONISWEB®. They're covered in that context in "Script Settings" on page 57.

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## SESSION MONITOR AND LOG

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Session Monitor - Apr 16, 2004 3:11:15 PM		
IP Address	User ID	Session-Status
127.0.0.1	dwjohnson	Inactive for 1 minutes.
127.0.0.1	wbellows	Inactive for 0 minutes.
127.0.0.1	superl	Inactive for 8 minutes.

• Figure 36 Session Log Display

Click **Systems** then Session Monitor in the function list. The display illustrated in Figure 36 shows you who is logged on. Use it to:

- Assess the load on the system. Sometime this indicates an excessive load that is slowing down performance.
- Respond to a call from a person who cannot log on. A power failure in the network or a communications link break can leave the person logged on by unable to get re-connected.

The user can replace the end of the address (URL). Change “index.cfm” to “log-out.cfm” then press the Enter key on the keyboard to manually log out.

- After the idle timeout (see page 68), a forced log out will occur and the person can reconnect.

## STUDENT BIO/FIN OPTIONS

### Selecting What Users can Change

As shown in Figure 37, you can determine what a student or an “alum” can see (or not) and what that person can edit. To set these:

1. Click **Systems** from Figure 1 then click **Student Bio/Fin Options** in Figure 2.
2. Click the checkboxes to control what a person can see (Display) and what she or he can change (Edit).
3. Click the Submit button for the changes to take effect.

Student Bio/Fin Options		
(Alumni)		
Address	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Email	Display: <input checked="" type="checkbox"/>	Edit: <input type="checkbox"/>
Name	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Phone	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
PIN	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
(Students)		
Address	Display: <input type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Awards	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Email	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Name	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
NSLCH	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Phone	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
PIN	Display: <input checked="" type="checkbox"/>	Edit: <input checked="" type="checkbox"/>
Billing	Disable: <input type="checkbox"/>	
Ledger	Disable: <input type="checkbox"/>	
<input type="button" value="Submit Options"/>		

• Figure 37 Biographic Options

### Selecting Direct versus Import Record Changes

1. Click **Systems** from Figure 1 then click **Web Options** in Figure 2.
2. Web Options is a large display. In it are the checkboxes shown in Figure 38, click the box for each group you want to update their records directly.

, Faculty: , and Students: ."/>

Allow Direct Biographic Information Updates for:		
Alumni:	<input checked="" type="checkbox"/>	Faculty: <input checked="" type="checkbox"/>
		Students: <input checked="" type="checkbox"/>

• Figure 38 Web Options

A checkmark means that category of persons can change her or his records directly; the import function will not be used. No checkmark (blank box) means that any changes authorized in “Selecting What Users can Change” above will not enter the database until a SONISWEB® administrator has imported the updates. See the manual “Importing Record Changes from the Web” for guidance.

3. Click the Submit button at the bottom of the Web Options display.

To find your way to the fields in Figure 38 quickly, use the Find function in your browser (hold the **Ctrl** key then press the **F** key) and enter the word “allow” to jump to this field.





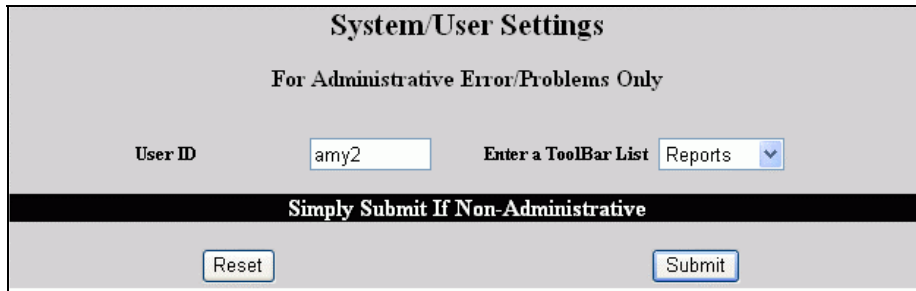
---

The data exported are: First Name, Last Name, MI, DOB, SSN, Preferred - Street Address 1, Preferred - Street Address 2, Preferred - City, Preferred - State, Preferred - country, Preferred - ZIP, Preferred - Telephone, Preferred - email, citizen, and Graduation date.

## DISPLAYING SYSTEM AND USER SETTINGS

A quick way to find out the setting for SONISWEB® or the profile permissions for an administrative user is System/User Settings.

1. Log on to SONISWEB® and select **Systems** (Figure 1).
2. Click **System/User Settings** (Figure 2, right). You get Figure 42.



**System/User Settings**  
For Administrative Error/Problems Only

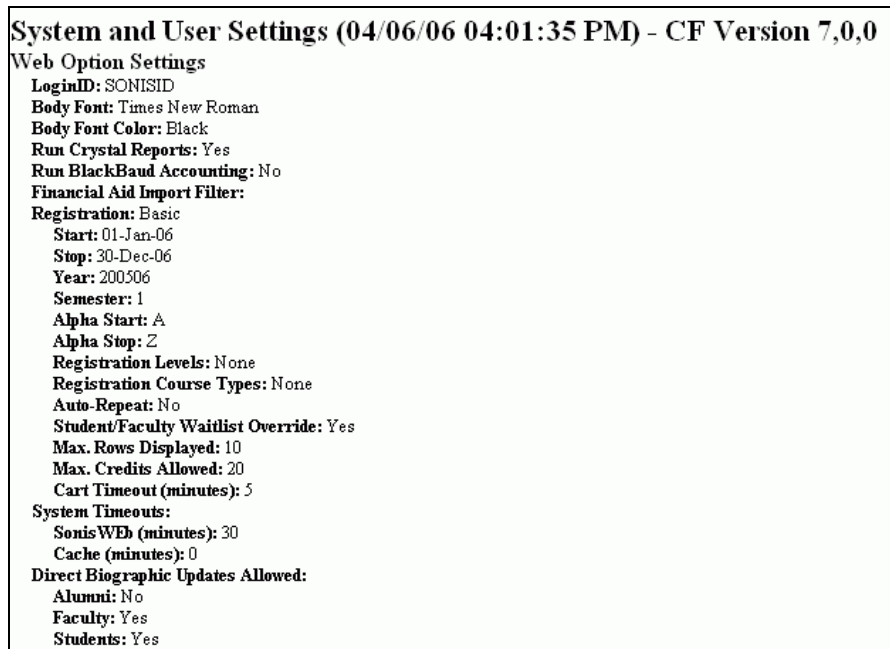
User ID       Enter a ToolBar List

**Simply Submit If Non-Administrative**

• Figure 42 System/User Settings Prompt

3. To get the settings for an administrative user, enter his or her User ID in Figure 42.
4. To get permissions for a limited function like **Reports** or **Courses**, select from the Tool Bar list in Figure 42.



**System and User Settings (04/06/06 04:01:35 PM) - CF Version 7,0,0**

**Web Option Settings**  
**LoginID:** SONISID  
**Body Font:** Times New Roman  
**Body Font Color:** Black  
**Run Crystal Reports:** Yes  
**Run BlackBaud Accounting:** No  
**Financial Aid Import Filter:**  
**Registration:** Basic  
**Start:** 01-Jan-06  
**Stop:** 30-Dec-06  
**Year:** 200506  
**Semester:** 1  
**Alpha Start:** A  
**Alpha Stop:** Z  
**Registration Levels:** None  
**Registration Course Types:** None  
**Auto-Repeat:** No  
**Student/Faculty Waitlist Override:** Yes  
**Max. Rows Displayed:** 10  
**Max. Credits Allowed:** 20  
**Cart Timeout (minutes):** 5  
**System Timeouts:**  
**SonisWeb (minutes):** 30  
**Cache (minutes):** 0  
**Direct Biographic Updates Allowed:**  
**Alumni:** No  
**Faculty:** Yes  
**Students:** Yes

• Figure 43 System Settings Display - Truncated

Figure 43 is a compressed version of a long report that you can scroll through and/or print.

When you enter a User ID and Toolbar List in Figure 42, scrolling down the list reveals the settings for this person as shown in Figure 44.

At the bottom of the list is Figure 45.

Click RETURN in Figure 45 to get back to Figure 42.

Note in Figure 43 that the report is sent to the SONISWEB® administrator. It is attached to that e-mail note as a text (.txt) file and contains all of the information in Figure 43 through Figure 45. It's also saved as a file in batch directory.

<p><b>User Security for</b> <b>Adams, Amy</b> (000000000)</p> <p><b>Security Tasks:</b></p> <ul style="list-style-type: none"> <li>Awards (AWD)</li> <li>Birthdate Access (BDT)</li> <li>Charges (CHG)</li> <li>Credits (CRD)</li> <li>Disable Login (DSL)</li> <li>Enroll From Waitlist (EWL)</li> <li>Housing (HOS)</li> <li>Make Grades Official (OGR)</li> <li>Multi-Pell (MPL)</li> <li>Overbook Courses (OBC)</li> <li>Override Corequisite (COV)</li> <li>Override Level Restriction (OLV)</li> <li>Override Program Restriction (OPR)</li> <li>Override Time Conflict (OTC)</li> <li>Override Waitlist (OWL)</li> <li>Pass-Fail (PFC)</li> <li>Prereq Override (POV)</li> <li>Social Security Number Access (SSN)</li> <li>Vary Registration Credits (VRC)</li> <li>View Passwords (PAS)</li> <li>View/modify exam IDs (VME)</li> <li>View/modify PINs (VMP)</li> <li>Withdraw Courses (WHD)</li> </ul> <p><b>Campus Access:</b></p> <ul style="list-style-type: none"> <li>Asian Campus (ASN001)</li> <li>Business (BUSINESS)</li> <li>Centerville East Campus (CAMP4)</li> <li>Centerville Main Campus (CAMP1)</li> <li>Centerville Medical Campus (CMED)</li> </ul>
--

• Figure 44 System Settings Display - User Information - Truncated

<p>Path to Saved File: C:\inetpub\wwwroot\SonisWeb200\Batch\System_User_Settings_amy2_rp.txt</p> <p>The file has been mailed to: support@sonis.com</p> <p><a href="#">RETURN</a></p>
--

• Figure 45 System Settings Display - Bottom

## WEB LOG

“Blogs” – WebLogs – is the latest meaning of the term, a popular communications method. The SONISWEB® Web Log is the older, technical use, a log of Web activity by users of the system.

Click **Systems** then **Web Log** in the function list. You get Figure 46. It allows you to track the major functions (Figure 47) a user ran while logged on. It is useful for both audit and diagnosis.

In Figure 46:

1. Enter the User-ID (administrative users) or ID-PID (faculty, students, etc.) of the person whose activities you wish to see. To see all users, leave the field blank.
2. Select which “Events” (major functions, Figure 47) you want to see from the list.
3. Determine how far back you want to view using the “View Logs from” list.
4. Click the View button and you get Figure 48.

• Figure 46 Web Log Selection

- 

• Figure 47 Major Functions

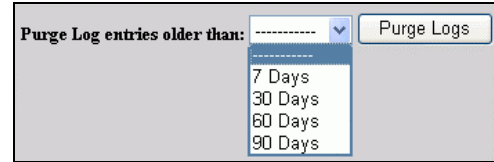
Web Log				
Date	Time	User ID	Action	Description
04-03-2006	1:51:03 PM	444444444	LO	Logged off SonisWeb
04-03-2006	1:50:31 PM	444444444	LI	Faculty Access
04-03-2006	1:07:40 PM	super1	LO	Logged off SonisWeb
04-03-2006	12:43:56 PM	super1	LI	Logged in to SonisWeb
04-03-2006	11:49:24 AM	super1	LI	Logged in to SonisWeb
04-03-2006	10:16:40 AM	super1	LI	Logged in to SonisWeb
04-03-2006	9:48:21 AM	super1	LI	Logged in to SonisWeb
04-03-2006	9:46:40 AM	super1	LI	Logged in to SonisWeb
04-03-2006	8:24:53 AM	super1	LO	Logged off SonisWeb
04-03-2006	7:12:39 AM	super1	LI	Logged in to SonisWeb
03-31-2006	3:05:30 PM	super1	LI	Logged in to SonisWeb
03-31-2006	1:31:24 PM	super1	LI	Logged in to SonisWeb
03-31-2006	12:01:23 PM	super1	LI	Logged in to SonisWeb
03-31-2006	11:26:25 AM	ha4634350	LO	Logged off SonisWeb
03-31-2006	11:24:06 AM	ha4634350	LI	Student Access
03-31-2006	9:30:53 AM	super1	LO	Logged off SonisWeb
03-31-2006	9:30:04 AM	super1	LI	Logged in to SonisWeb

• Figure 48 Web Log Example

The list shown in Figure 48 is from the most recent date and time to the oldest. The Action column shows the code for the major functions with the Description column showing the meaning of the code. The Action codes are abbreviations of the “Type of Events” list shown in Figure 47.

## Purging Web Logs

The number of log records can get very large making the selection cumbersome. Periodically remove (purge) the logs by selecting a time period in Figure 49 then clicking Purge button.



Purge Log entries older than: [dropdown menu] [Purge Logs button]

7 Days  
30 Days  
60 Days  
90 Days

• Figure 49 Purge Web Logs

---

## SONISWEB® HOSTED SOLUTION - NEW FEATURES, PATCHES, AND VERSIONS

If you use SONISWEB® Hosted Solution there's no need to download anything nor to run scripts or the other processes described in "SONISWEB® on Your Server - New Features, Patches, and Versions" on pages 37 to 58. You can also bypass "Tuning and Performance" pages 60 to 64. They're done for you by the support staff.

However, when the support staff informs you of the new features, etc., you will likely need to reset existing profiles and/or user security for the changes to take effect. See "Making Changes Effective", page 59.

---

## SONISWEB® ON YOUR SERVER - NEW FEATURES, PATCHES, AND VERSIONS

You download and install only those files that RJM Systems, Inc., has provided to your institution via download or an e-mail note.

After adding new features, you will likely need to reset existing profiles and/or user security for the changes to take effect. See "Making Changes Effective", page 59.
--

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### Checklist and Summary

1. Check the information RJM Systems sent you to see what you need to download, then download the files, below.
2. Backup your current SONISWEB® directory<sup>9</sup>, page 41.
3. Expand or "unzip" the downloaded files into your SONISWEB® directory on the server, page 40.
4. Backup your current database, page 45.
5. Run the "scripts" that change the databases, page 43.
6. Update the administrative users' profiles so they can access the new and changed features, page 59.

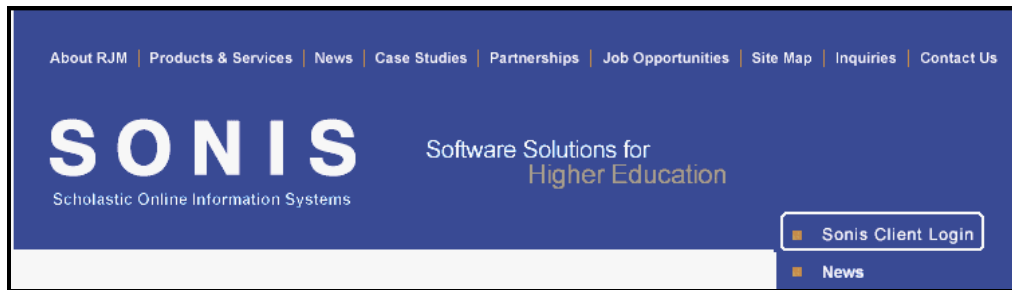
---

<sup>9</sup> The words Directory and Folder are used interchangeably.

## Downloading from the SONISWEB® Site

You download the programs, database, and texts from RJM Systems' download site using the User Name (ID) and Password issued to you. Access the SONISWEB® file download Web site:

[www.sonis.com](http://www.sonis.com)

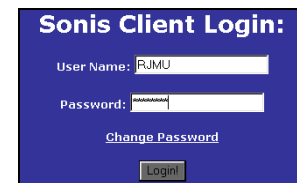


• Figure 50 SONIS Web Site with Login Choice

You see Figure 50 on the top right. Click the login phrase.

Enter your User Name and Password then click the Login button in Figure 51.

You see a display like Figure 52. Your list may be longer or shorter than this, depending on what you need.



• Figure 51 Login for Download



• Figure 52 Download choices

From a note or a telephone call, RJM Systems staff tells you which files to download.

SonisWeb Files		
<u>File Name:</u>	<u>File Size:</u>	<u>File Date:</u>
<a href="#">IRS1098T.pdf</a>	<a href="#">425576</a>	<a href="#">01/18/2006 05:09:13 PM</a>
<a href="#">Readme1st.pdf</a>	<a href="#">198546</a>	<a href="#">08/25/2004 04:18:10 PM</a>
<a href="#">SONISWEB_Described.pdf</a>	<a href="#">588383</a>	<a href="#">01/24/2005 01:32:07 PM</a>
<a href="#">SONISWEB Version 2 0 Release.pdf</a>	<a href="#">1245261</a>	<a href="#">03/03/2006 04:43:43 PM</a>
<a href="#">SW200.zip</a>	<a href="#">9142674</a>	<a href="#">04/21/2006 10:04:20 AM</a>
<a href="#">SW200CFC.zip</a>	<a href="#">155588</a>	<a href="#">04/21/2006 12:19:10 PM</a>
<a href="#">SW200CFCPatch.zip</a>	<a href="#">13215</a>	<a href="#">04/18/2006 10:37:51 AM</a>
<a href="#">SW200Det.zip</a>	<a href="#">3995753</a>	<a href="#">04/21/2006 11:34:21 AM</a>
<a href="#">SW200Patch.zip</a>	<a href="#">1371673</a>	<a href="#">04/21/2006 12:53:59 PM</a>
<a href="#">SW200Docs.zip</a>	<a href="#">15541801</a>	<a href="#">04/05/2006 04:21:55 PM</a>
<a href="#">SW200TechDocs.zip</a>	<a href="#">4231149</a>	<a href="#">04/21/2006 01:34:51 PM</a>

[Back](#)      [Delete Files](#)

• Figure 53 Files to Download

The files in Figure 53 are the typical files to be downloaded. Click a file and your browser will download it. They're downloaded one at a time. Be patient, some are quite large and take several minutes to download even with a fast Internet connection. The files are:

- [Readme1st.pdf](#).
- [SW200Docs.zip](#)<sup>10</sup>; this contains the non-technical texts and other documents in PDF form. You need Adobe Reader 6.0 or newer<sup>11</sup> to view and print these.
- [SW200TechDocs.zip](#)<sup>10</sup>; this contains the technical texts in PDF form. You need Adobe Reader 6.0 or newer<sup>11</sup> to view and print these.
- [SW200.zip](#)<sup>10</sup>; this contains the SONISWEB® programs.
- [SW200CFC.zip](#)<sup>10</sup>; these are also SONISWEB® programs.
- [SW200Det.zip](#)<sup>10</sup> is the demonstration database. If you already have a working database, you won't need this. (The database file inside this zipped file has a different name.)
- Patch or incremental change files suitable to your installation. [SW200Patch.zip](#)<sup>10</sup> or [SW200CFCPatch.zip](#)<sup>10</sup> are examples.

You need a "zip" file program to unzip or decompress the files. Two popular programs for Windows are WinZip® and PKZIP®. PKZIP® has a Linux version. You can download evaluation copies from these sites.

[www.winzip.com](http://www.winzip.com)

<sup>10</sup> 200 is the version as in "Version 2.0". 140 is "Version 1.4", etc.

<sup>11</sup> You can use Adobe Reader 4.0 or 5.0 to view and print them but they don't have the search function for terms and words provided by version 6.0 and newer.

---

www.pkware.com

You must be logged in with server administrator privileges to do the procedures that follow.

---

## Functions versus Database Tables

There are two parts to the files you download from the Web site:

- The “code”; these are the functions, reports, scripts, programs, and applications that actually do the work. They go in your SonisWebXXX<sup>10</sup> directory.
- The database; these are the tables that contain your records and the “pull-down” menus your users see when they enter data. The demo database contains records of fictional people and courses used for training and testing.

New or changed “code”, is simply “unzipped” to your SONISWEB® directory as described in “Extracting and Installing Features, Patches, and Database Scripts” on page 41.

You run the scripts to add or change database tables as describe in “Adding and Changing Databases” on page 43.

## Extracting and Installing Features, Patches, and Database Scripts

Extract (“unzip”) the files you have downloaded to a working directory on your system, then follow the processes below.

A “patch” is a generic computer term for incremental changes to a system. Those incremental changes include both new features and repairs – often called “fixes” – that correct an error in the system.

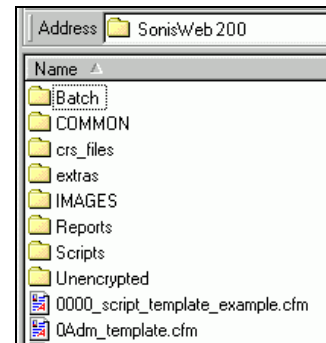
This is an example of extracting and installing patches that includes features, “fixes” and database scripts:

1. Backup your existing SONISWEB® directory containing the software, reports, etc. If there is a misstep in the installation, the backup copy permits you to restore the system to its former working state. Figure 54 is typical. Unless you placed it in another location, the common path to it is:

`x:\inetpub\wwwroot\SonisWebXXX10`

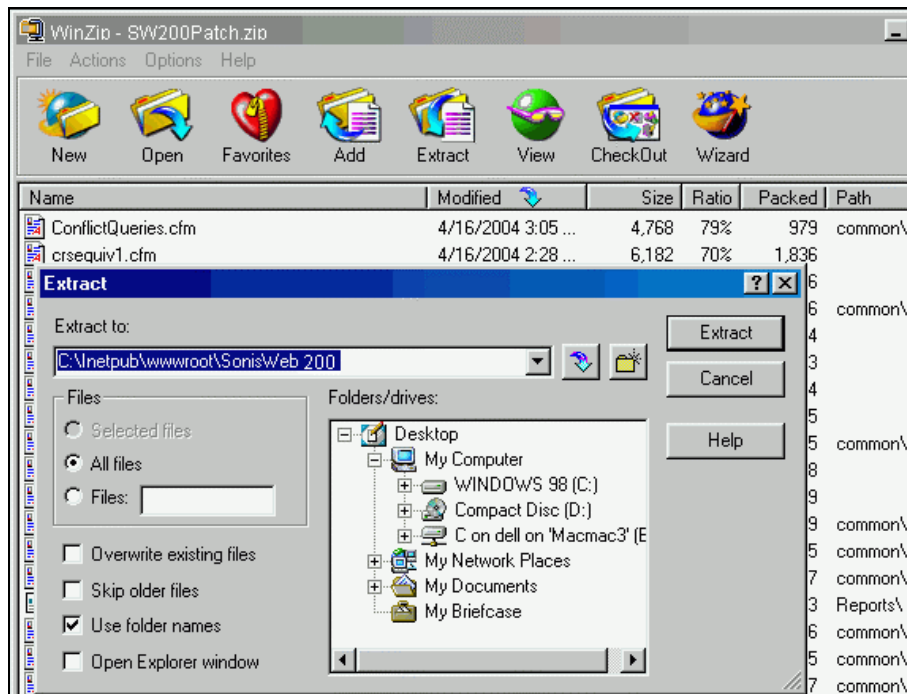
where *x* is your disk drive.

2. With your current working SONISWEB® directory backed up, find the file you just downloaded.
3. In your change log<sup>12</sup>, enter the dates of the “Patch” files. This will help you keep track of what you have installed and run and what you have not.



• Figure 54 SONISWEB® Directory and Sub-Directories

<sup>12</sup> Change logs – whether on paper or in computer files – are a valuable way to keep track of how you have changed SONISWEB®. If you run into problems and call SONIS Support, you are often asked what you have installed and what you have not. You can answer that quickly from your logs.



• Figure 55 Extract

Note the paths on the far right of Figure 55. This tells you where the files will go. Referring to Figure 54, those with an “empty” path go into SonisWebXXX<sup>10</sup>, those with Common\ go into SonisWebXXX<sup>10</sup>\Common, those with Scripts\ go into SonisWebXXX<sup>10</sup>\Scripts, etc.

4. Click the Extract icon in Figure 55. You get an extract prompting window like that at the bottom of Figure 55. Use the “Folder/drives” window to find your SONISWEB® directory.
5. Make sure the “Use folder names” checkbox is checked in Figure 55. That assures that each file in Figure 55 is stored in the right place in Figure 54.
6. Click the Extract button in Figure 55. The files will be expanded (“unzipped”) and placed in your SONISWEB® directory.

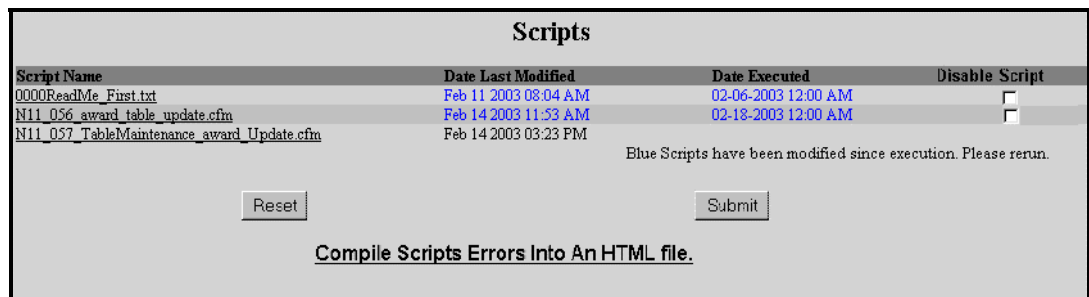
## Moving the SONISWEB® Software

If you move the software and do not “tell” ColdFusion™, you get errors when you try to start SONISWEB®. See “Changing ColdFusion™ Mapping if Required” on page 50 for guidance in changing the “mapping”.

## Adding and Changing Databases

You need to run Scripts to update your database. Scripts are SONISWEB® functions that build or modify databases. They eliminate the need for your staff to learn the SQL Server™ techniques for database modification. Scripts also add upgrades to SONISWEB® and apply patches.

1. Backup your existing SONISWEB® database as described in “Database Backup” on page 45. If there is a misstep in the database change, the backup copy permits you to restore the system to its former working state.
2. Start SONISWEB® and click **Systems** (Figure 1) then click Scripts from the function list (Figure 2).



Script Name	Date Last Modified	Date Executed	Disable Script
0000ReadMe_First.txt	Feb 11 2003 08:04 AM	02-06-2003 12:00 AM	<input type="checkbox"/>
N11_056_award_table_update.cfm	Feb 14 2003 11:53 AM	02-18-2003 12:00 AM	<input type="checkbox"/>
N11_057_TableMaintenance_award_Update.cfm	Feb 14 2003 03:23 PM		

Blue Scripts have been modified since execution. Please rerun.

Reset Submit

[Compile Scripts Errors Into An HTML file.](#)

• Figure 56 Scripts Display

3. Figure 56 illustrates the display. Unless you have set Web Options to display all scripts (see page 57), the list includes only those that need to be run. Click the underlined name of a script to run it.

Occasionally you may see a large number of scripts that you’ve already run. It’s probably caused by a date change on your server. Check the “Disable Script” box in Figure 56 then click the Submit button to remove the scripts from your list.

4. Run the scripts from the oldest by date to the youngest since new scripts often depend on the results of older scripts.
5. Check the message that shows the results of the run. Figure 57 illustrates a message with an error that you need to deal with. Check the error and its solution against the list of known errors in the text “Messages, Errors, and Diagnosis”.



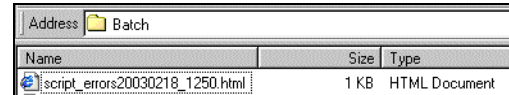
• Figure 57 Script Message

- To simplify the communication of errors, you run all the scripts then click Compile Script Errors into an HTML File in Figure 56. You get a response like Figure 58.



• Figure 58 HTML Script Errors Response

- You can cut and paste the information into a note or go to the SONISWEB® “Batch” directory, find the errors HTML file and transmit it to the staff to deal with the errors. As Figure 59 illustrates, each HTML error file name contains the date and time it was saved.



Name	Size	Type
script_errors20030218_1250.html	1 KB	HTML Document

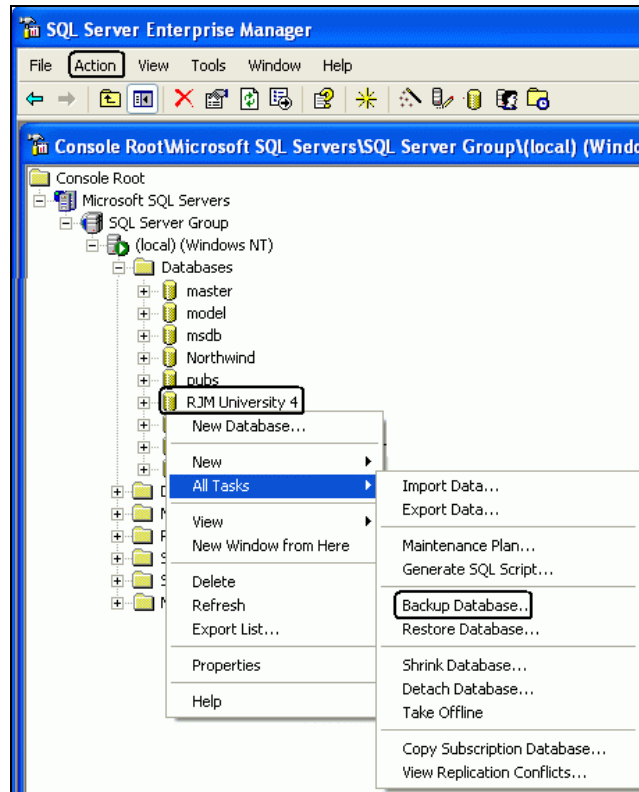
• Figure 59 HTML File in Batch Directory

- Continue to run scripts until you have applied them all.
- In your change log<sup>12</sup>, note the dates of the scripts files and the date you ran them.
- Go to “Making Changes Effective” on page 59 to allow your users to access the new functions and databases.

## DATABASE BACKUP AND RESTORATION

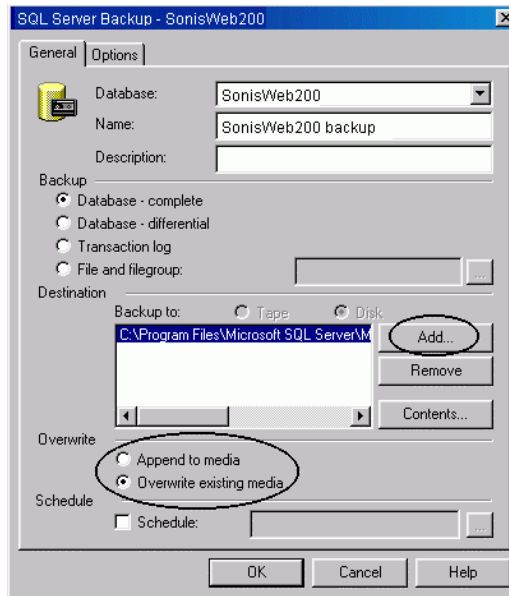
### Database Backup

1. Select the database you just attached, such as the demo database, SW200Det.zip (Figure 68). It will be highlighted.



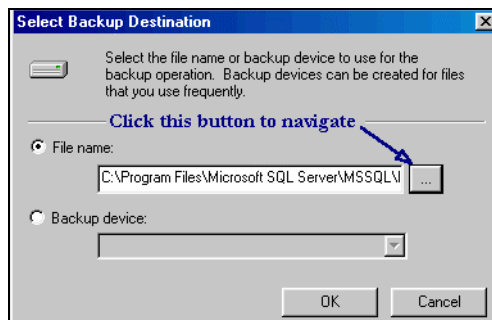
• Figure 60 Backup Database

2. As illustrated in Figure 60, click the database with your right mouse button to get the list of functions.
3. Select Backup Database. You get Figure 61.



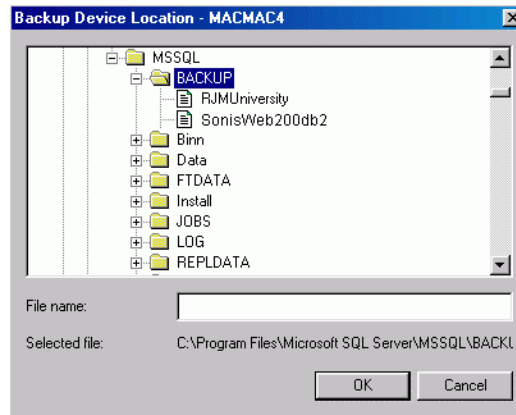
• Figure 61 Backup Location Display

4. Click Overwrite existing media.
5. Click the Add button. You get Figure 62.



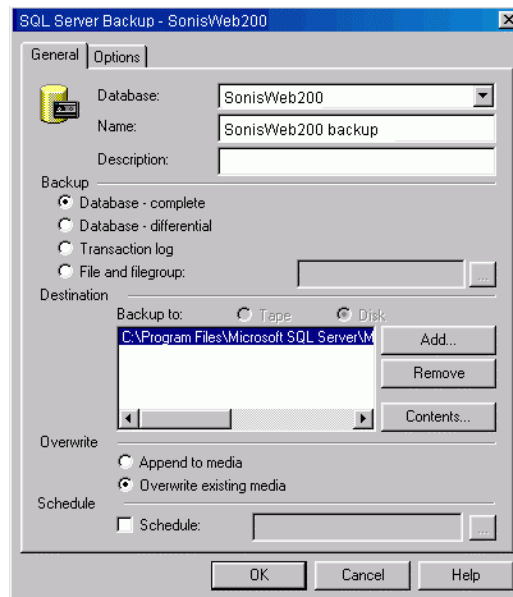
• Figure 62 Backup Destination Navigation

6. Navigate to the place you want the backup copy saved as illustrated in Figure 63.



• Figure 63 Backup Path

7. Figure 63 shows the nominal path. If you traditionally put your backups in another directory or device, you can change it to suit you.
8. Enter the backup name and path such as SonisWeb200BU\_021506. You enter the name of an existing backup, list but that will replace it. Make sure you'll never need the older version before you replace it.
9. Click the OK button. You see a progress display followed by a confirming message. You return to Figure 64.



• Figure 64 Backup Location

10. Figure 64 is like Figure 61 but with the backup path filled in. Click the OK button. You see a progress display followed by a confirming message.

## Database Restore

### Simple Restore

Often restoring a database is simple and is shown below. Sometimes user activities can prevent a simple restore. For those times see “Detach to Restore” (page 56) which outlines how to stop activity against the database so it can be detached and replaced.

These are the restore instructions for the SONISWEB® database SonisWebXXX<sup>10</sup>.

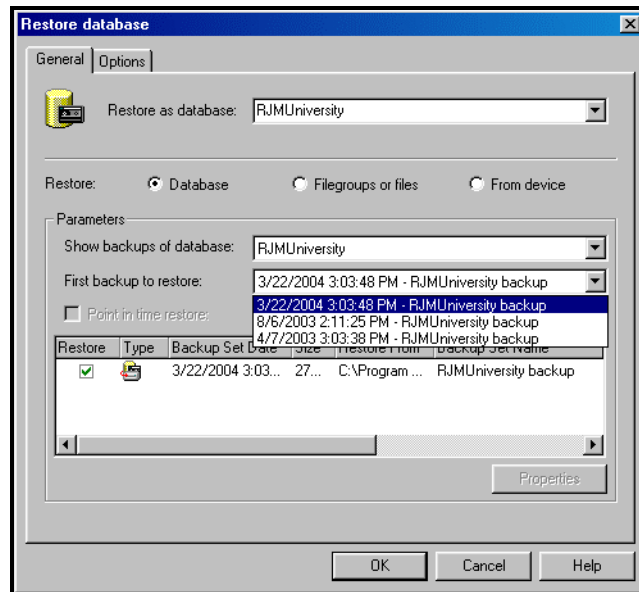
If you already have a database named SonisWebXXX<sup>10</sup>, use these restoration instructions only if you wish to lose all the data in your current database.

The process looks like this:



• Figure 65 SQL Enterprise Manager Action Button

1. As illustrated in Figure 60 and enlarged in Figure 65, click the word Action on the toolbar at the top, then click All Tasks and select Restore database.



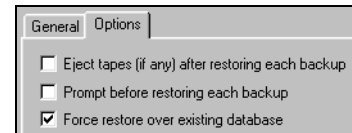
• Figure 66 Restore Database Name

2. You see a prompt like that in Figure 66. Make sure the name of the database is correct in “Restore as...” at the top of Figure 66. Change it if necessary.
3. Pick the backup you want to use since there are usually several with different dates and times as shown in Figure 66.

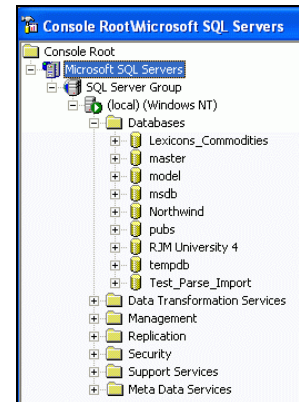
If you receive an error message such as “the database is in use”, follow the process “Detach to Restore” (page 56) for the alternative restore process.

You may receive an error window that you cannot restore over an existing database. If you do intend to replace the database, click the Options tab in Figure 66. The option to force replacement is seen in Figure 67.

4. Use Enterprise Manager to check it again to assure the restored database is present as shown in Figure 68. The database name should be SonisWebXXX<sup>10</sup>.



• Figure 67 Force Restoration

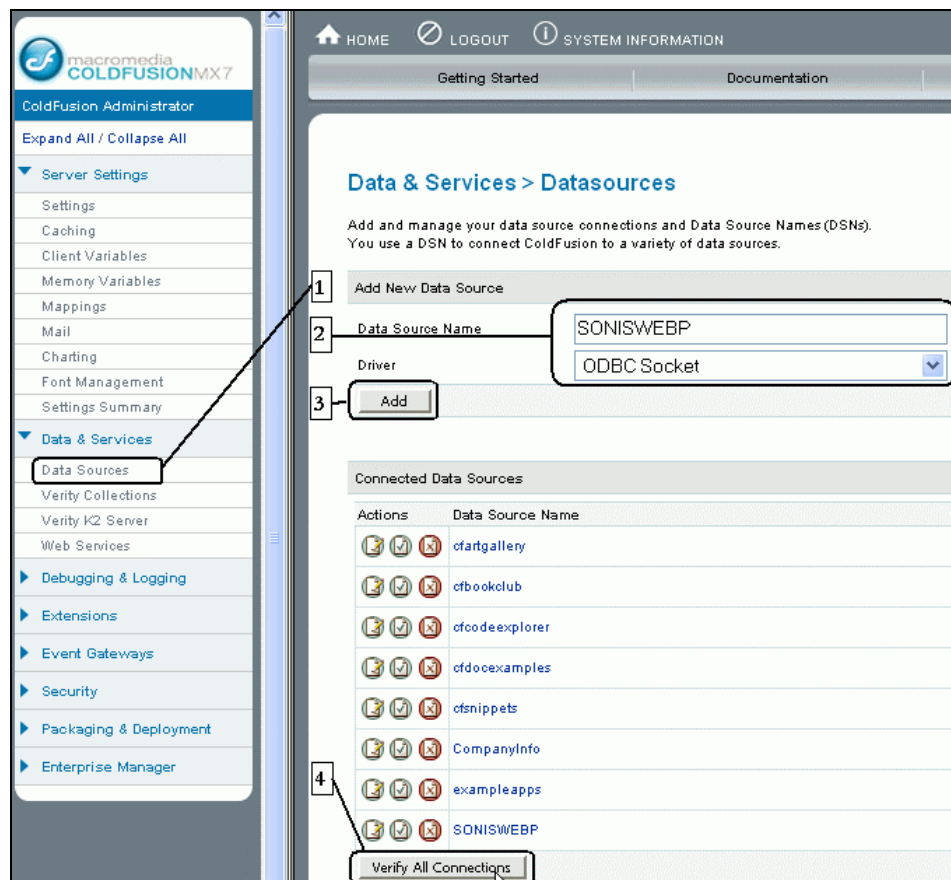


• Figure 68 Enterprise Manager List

## Verifying ColdFusion™ Access

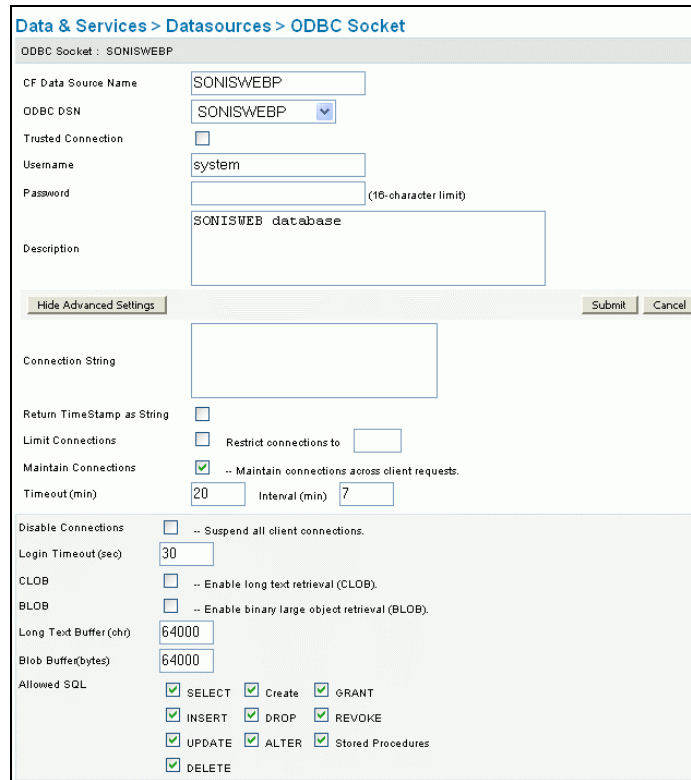
With ColdFusion™ and the SONISWEB® database installed, you connect the two and test the connection.

1. Start the ColdFusion™ Administrator. It is a server function so you access it via a browser. A common address for it is <http://127.0.0.1/CFIDE/Administrator/index.cfm>.



• Figure 69 ColdFusion™ Administrator

2. The sequence of buttons and entries is shown in Figure 69. Pick Data Sources from the function list on the left of Figure 69, see Figure 70.

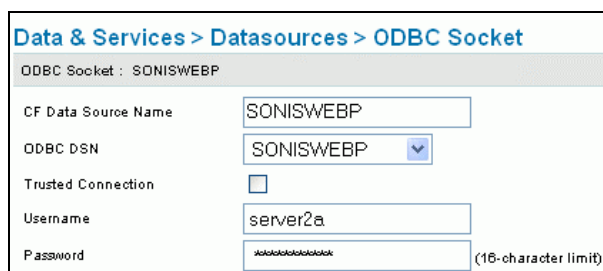


• Figure 70 Enter Data Source and Database Name

- The Data Source Name must be SONISWEBP. Fill in the form and the check marks as shown in Figure 70.

Where you use separate servers for your SQL database and for SONISWEB®-ColdFusion™, follow these additional steps.

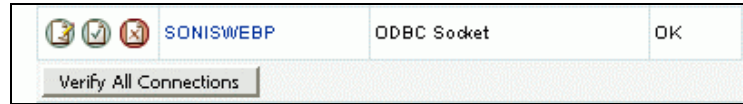
- For separate servers<sup>13</sup>, click the “Show Advanced Settings” button in Figure 70.



• Figure 71 ColdFusion™ Username and Password Settings

- For separate servers<sup>13</sup>, enter the Username and Password as shown in Figure 71 which is the center portion of Figure 70.
- Click the Submit button in Figure 70.

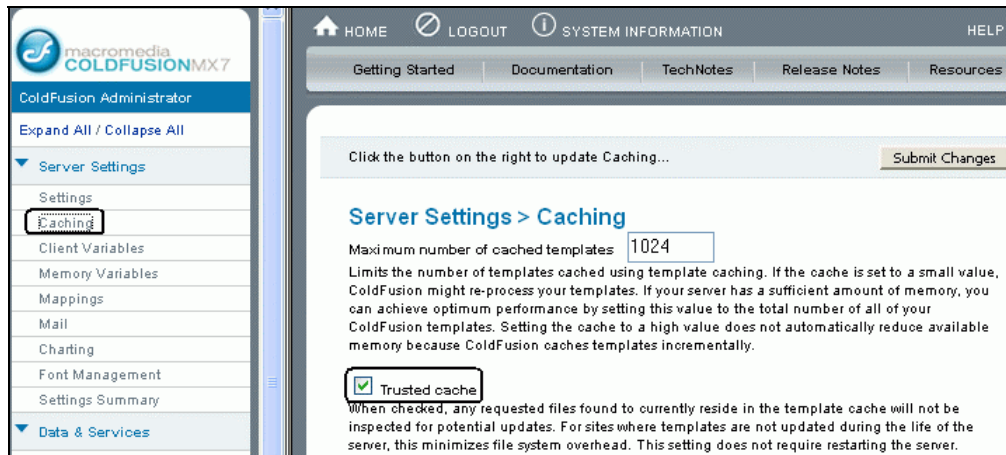
<sup>13</sup> You can put SONISWEB® on one server and SQL and your databases on a different server. If you want to move from a shared server to separate servers, see the description in the SONISWEB® manual “Installation”.



• Figure 72 SONISWEB® Database Access Verification

7. After you click the Submit button, you get a list of data sources like that shown in Figure 69. They are in alphabetical order. You see the initial table with an OK for the SONISWEBP row in the table as shown on the right in Figure 72. If you get the dreaded Failed in the row, check your setting for the database and the setting in Figure 70.
8. The OK indication means that ColdFusion™ was able to verify connection to the SONISWEBP database.

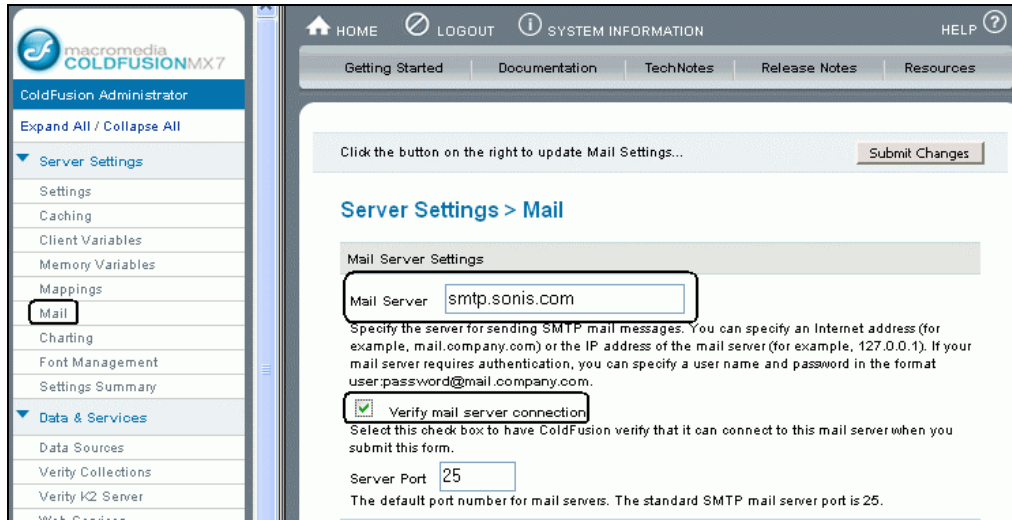
## Setting ColdFusion™ Caching



• Figure 73 ColdFusion™ Cache Setting

ColdFusion™ has a caching option that can improve performance by keeping recently used SONISWEB® functions in a memory cache so it does not have to retrieve the function from disk storage. However, when you add new SONISWEB® functions they often do not work. ColdFusion™ continues to use the old, cached function. You turn caching on and off as shown in Figure 73. We recommend you turn caching off and leave it off. However, if you choose to use caching, remember to turn it off for several days after you add new functions. Otherwise, you will get telephone calls from your users saying “the new functions don’t work.”

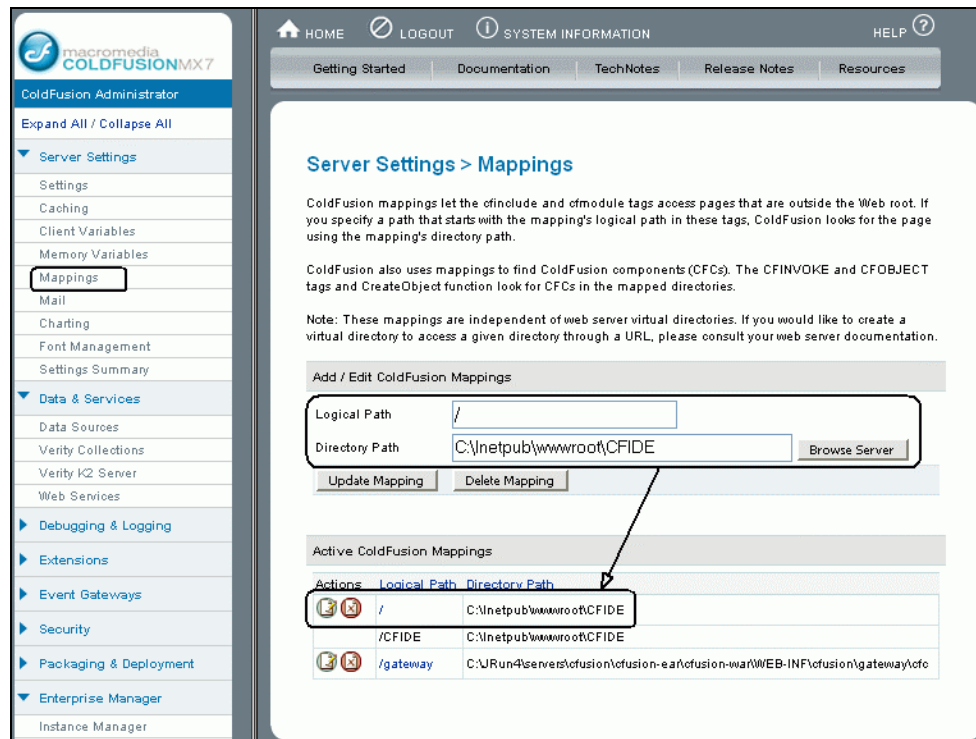
## Setting E-Mail Access in Cold Fusion



• Figure 74 ColdFusion™ E-Mail Access Settings


In order for e-mail from SONISWEB® to work you must use the Administrator options of the ColdFusion™ Server to set up e-mail. In the function list on the left of Figure 69, pick Mail (Figure 74), then enter your mail server address. You can also set various logging options. Use the details described in the ColdFusion™ documentation. Once set, the e-mail address the SONISWEB® administrator enters while configuring will be effective.

## Changing ColdFusion™ Mapping if Required



• Figure 75 ColdFusion™ Mapping of Software Location

As noted on page 42, if you move the software, you must “tell” ColdFusion™ where it is.

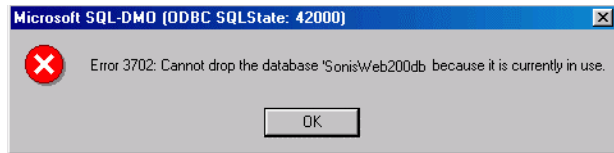
1. In the selection list shown in Figure 75, click Mappings. You get one or more paths listed.
2. Pick the path to \inetpub\wwwroot and click the edit  icon. The edit display appears above it.
3. Enter the proper path to inetpub\wwwroot. Usually that means changing the drive such as C:\inetpub\wwwroot to S:\inetpub\wwwroot. You can use the browse button in Figure 75 to find the path and verify it is correct.

## Detach to Restore

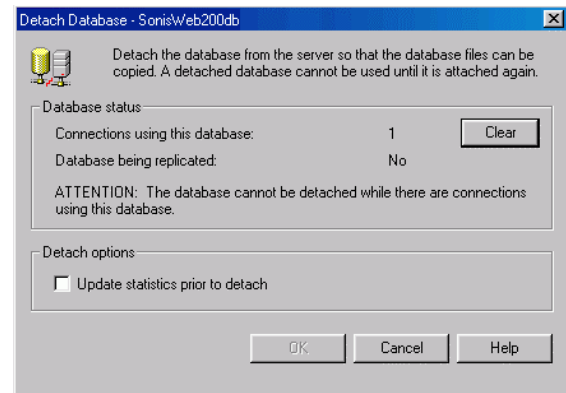
If the database you want to restore or replace is perceived by the database software as being active and in use, “Simple Restore” (page 48) will not work. This is an example of detaching the current database so it can be replaced by restoring a backup copy. Your system may function slightly differently.

You attempt to restore and get Figure 76 as your reward. To continue you do the following:

1. Either wait until the day’s work is done and no one is using the system or tell the users – either by e-mail or telephone – that you need to stop the system.
2. Click the database (Figure 60) with your right mouse button and select Detach.
3. You get a display like Figure 77.
4. Click the Clear button to detach the users currently using the system.
5. You get a display asking whether or not you want the users notified. Since you already contacted them by telephone or e-mail, click the No button.



• Figure 76 Cannot Delete Database

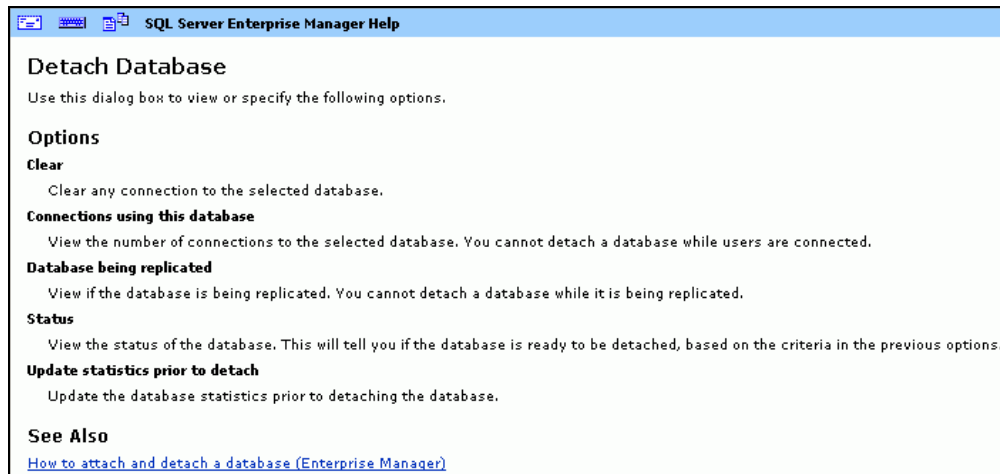


• Figure 77 Detach Database

The “users” are actually the programs which may or may not send a note to those using them, so your e-mail or telephone call is the best way to inform the humans using SONISWEB®.

6. With “Connections ... 1” in Figure 77 replaced by “Connections ... 0”, you click the OK button and you get a detached-successfully message.
7. Now you restore the database as described in “Simple Restore”, page 48.

## SQL Help



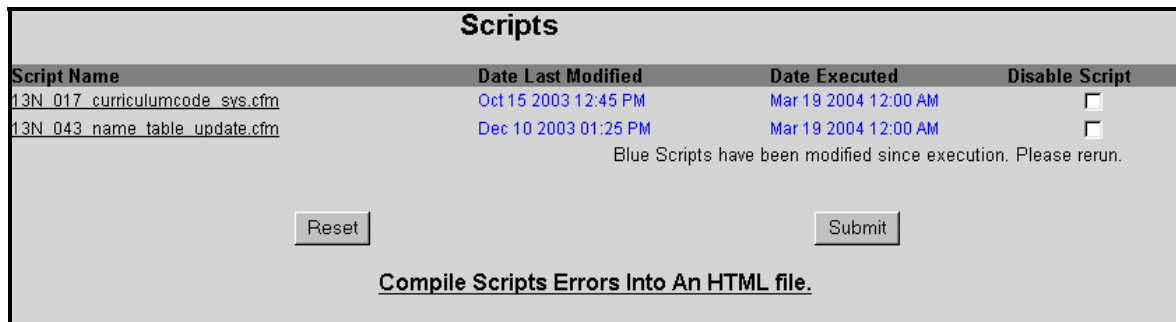
• Figure 78 SQL Server Help Display Example

SQL Server™ provides its “books” as help text. Click the Help button on SQL windows (Figure 61 for example) and you get help displays such as Figure 78.

## SCRIPT SETTINGS

### Old Scripts Reappearing

Occasionally you’ll see scripts that you’ve already run appearing in the list like Figure 56. The most common cause is a date change on your server. Scripts are triggered by comparing the date they were issued and the date on your server.



• Figure 79 Script List with Disable Checkbox

You can disable those scripts that have run successfully. As Figure 79 illustrates, scripts that have run successfully but appear on the list of scripts have a “Disable Script” checkbox to the right and a Submit button at the bottom. Click the checkbox until a checkmark appears then click the Submit button and that script will not appear in the list again.

13N_016_enrlstat_required.cfm	Oct 15 2003 07:58 AM	Apr 06 2004 03:06 PM	<div style="display: flex; justify-content: space-between; align-items: center;"> <span>Jun 22 2004 12:00 AM</span> <span>super1</span> <input checked="" type="checkbox"/> </div>
13N_017_curriculumcode_sys.cfm	Oct 15 2003 12:45 PM	Mar 19 2004 12:00 AM	
13N_018_Coreq_Override_Tasks_Add.cfm	Oct 21 2003 10:46 AM	Apr 06 2004 03:07 PM	

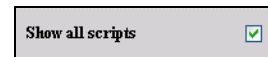
• Figure 80 Disabled Scripts with Date-Time-User Stamp

As Figure 80 shows, the date, time, and user who disabled it (“super1” in this example) appear when you choose the “Show All Scripts” option illustrated in Figure 81. The checkbox is there too, so if you want to enable the script so it’ll appear in Figure 79 again, click it until it’s blank and then click the Submit button at the bottom of the page.

## Showing All Scripts

Most of the time the only scripts you care about are the new ones as shown in Figure 56. Occasionally you need to look at all of them to figure out which scripts were run and when they were run. You change a Web Option to do that.

1. Start SONISWEB® and click **Systems** then click Web Options from the function list.
2. Near the middle of the long Web Options page you see the “Show all scripts” option illustrated in Figure 81. Click it until a checkmark appears.
3. Click the Submit button at the bottom of the Web Options page for your change to take effect.
4. When you next select Scripts the display will look like Figure 80. You see when each script was last modified, when you applied it, and the date, time, and user who disabled it if it was disabled.



• Figure 81 Web Options Scripts Selection

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## MAKING CHANGES EFFECTIVE

Certain new functions and changes require you to run the Profile Utility and/or User Security for the changes to take effect.

If you are unfamiliar with the profile and user security processes, see the text “User Authorization & Profiles” for detailed instructions.

---

## Profiles

1. Determine who needs access to the new function or database. Usually it is a small group whose members share just one or two profiles. Note the names of the profiles you need to edit. You can use “Displaying System and User Settings” on page 33 to assist in finding them.
2. Edit each profile by clicking **Systems** in Figure 1 then **Profile Utility** in Figure 2. When you edit a profile, SONISWEB® checks for new functions and adds those applications to the profile.
3. If a new database was added, you will find it as you move from profile-table to profile-table. You need to select the appropriate **Display Only** or **Disabled** check boxes for that new database so that it is accessible (or not) by the profile users.

As new functions and database tables are added, they are marked as **Disabled** in each profile. You must explicitly change them to enabled for users to have access to them.

4. Use the Save and Continue buttons to save the profile then move on to the next profile affected by the change.

---

## User Security

When you assign a secure access to a user, you pick a profile and then set additional limits and/or extensions unique to that person. For example, the medical school Registrar may be limited to Medical Campus courses and students, whereas the university Registrar has no such limit. If you add a new satellite medical campus at a hospital, you need to change the permissions for the medical school Registrar to include that new campus.

1. Get the names of all of the users who have category-limited<sup>14</sup> access to the function you added.
2. Use the **Names** search to find each person, then click **User Security** to edit each person’s limits. As you view the limit display you see the new function and can select it.
3. Save the person’s security changes and move on to the next person.

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<sup>14</sup> Categories include campuses, type of person (student vs. faculty vs. alumni, etc.), course types, holds, Query Builder, etc.

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## TUNING AND PERFORMANCE

The primary challenge in assessing performance is diagnosis. The path from the user's browser to the SONISWEB® server is a long one with at least two computers, two operating systems, many network nodes, and several computer programs. Any one of these can be the source of a performance problem.

If you are having a wide-spread performance problem and it is isolated to SONISWEB®, the most common causes are:

- More users accessing SONISWEB® than your server or network can handle. This happens mostly at the end or beginning of semesters when students are registering and checking grades.
- Many people running reports and mail-merge list generation will overload the server. This is noticed mostly near the end of semesters and during accreditation audits.
- Out of date SQL database indices. Use the SQL Server™ database tools to diagnose this.

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### Reported Performance Problems

Performance problems discovered by SONISWEB® developers, testers, or customers are documented in the text “Messages, Errors, and Diagnosis”.

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### Primary SONISWEB® Tuning “Levers”

The primary controls on SONISWEB® are set in **Systems** > **Web Options**. See the “Web Options” text for guidance on these “levers”.

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## ColdFusion™, SQL, and Crystal Enterprise<sup>15</sup> Tuning

The best sources of tuning and performance information are the owners' Web sites:

<http://www.macromedia.com/software/Cold Fusion/> (Cold Fusion and Report Builder)

<http://msdn.microsoft.com/library/default.asp> (Microsoft SQL)

<http://www.businessobjects.com/> (Crystal Reports and Crystal Enterprise<sup>15</sup>)

---

## Caching for Performance

### ColdFusion™ Settings

ColdFusion™ has a caching option that can improve performance by keeping recently used SONISWEB® functions in a memory cache so it does not have to retrieve the function from disk storage. However, when you add new SONISWEB® functions (“Extracting and Installing Features, Patches, and Database Scripts”, page 41), they often do not work. ColdFusion™ continues to use the old, cached function. You turn caching on and off as shown in “Setting ColdFusion™ Caching” on page 53. We recommend you turn caching<sup>16</sup> off and leave it off. However, if you choose to use caching, remember to turn it off for several days after you add new functions. Otherwise, you will get telephone calls from your users saying “the new functions don’t work.”

### Crystal Enterprise<sup>15</sup> Setting for Versions 8 and 9

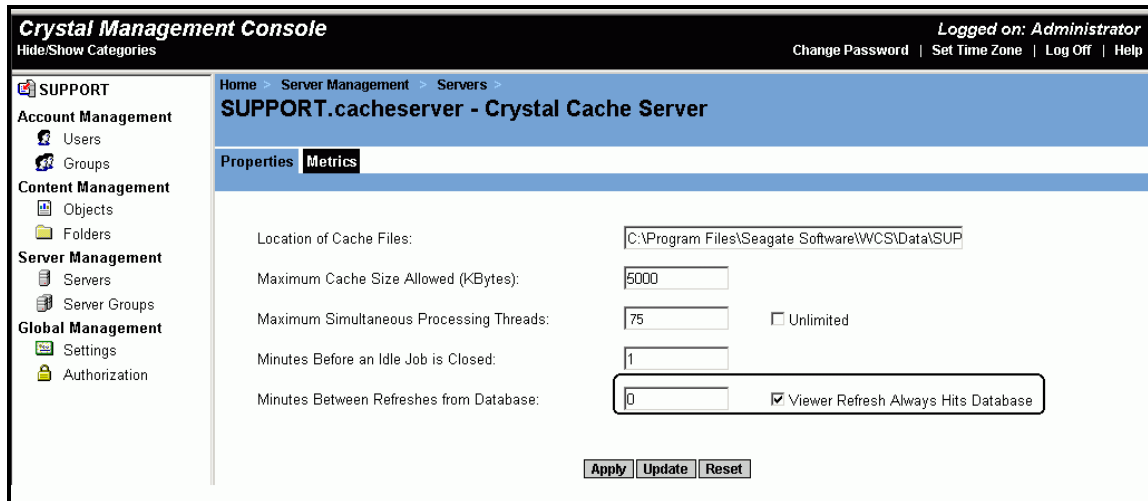
The Report Builder from ColdFusion™, not Crystal Reports™, is used in building reports for SONISWEB® version 2. Although the existing reports built with Crystal Reports™ still work, new reports and enhancements to existing reports are built only with Report Builder. The last tested versions of Crystal Reports™ and Crystal Enterprise were version 9. Some customers report that version 10 does not work properly in their configuration. RJM Systems has not tested it.

Two caching parameters – Crystal Enterprise<sup>15</sup> and your browser – determine the performance of report displays. Crystal Enterprise<sup>15</sup> caching uses the prior retrieval of data from the database. You may not see the most recent database changes in the report if you use caching. Web browser caching caused displayed pages to be used if they have the same name. If you retrieve a report display that has the same internal name as the last report, you will see the old one again.

---

<sup>15</sup> Crystal Enterprise is the Web access addition to Crystal Reports™.

<sup>16</sup> You'll need ColdFusion™ MX version 6.1 or later to make sure caching performs correctly. Older versions don't always work correctly.



• Figure 82 Crystal Enterprise<sup>15</sup> v 8 and 9 Cache Settings

The recommended setting for Crystal Enterprise<sup>15</sup> is shown in Figure 82. These settings keep Crystal Enterprise<sup>15</sup> from using data it retrieved on the last access from being shown again. It forces a fresh access of the database.

## Browser Settings

The SONISWEB® manual “Browser Settings” tell you all about setting your browsers so you minimize security problems, keep from getting old data, and get the best performance.

## **Temporary Internet Files for Performance in Web Browsers**

The symptom is that you see a display you saw before you changed your query or other access to the system. It is as if you never entered a new inquiry or specified new report parameters. It's caused by your Web browser that cached (saved) your last display and presenting it to you again instead of getting fresh data.

If you set the caching parameters as described on page 61 and the problem persists, you may be seeing the effect of the second form of caching, Web browser temporary Internet files. You can:


1. Have the user clear his or her temporary Internet files.
2. Set the user's browser so that these files are not used.

## **Clearing the Temporary Internet Files**

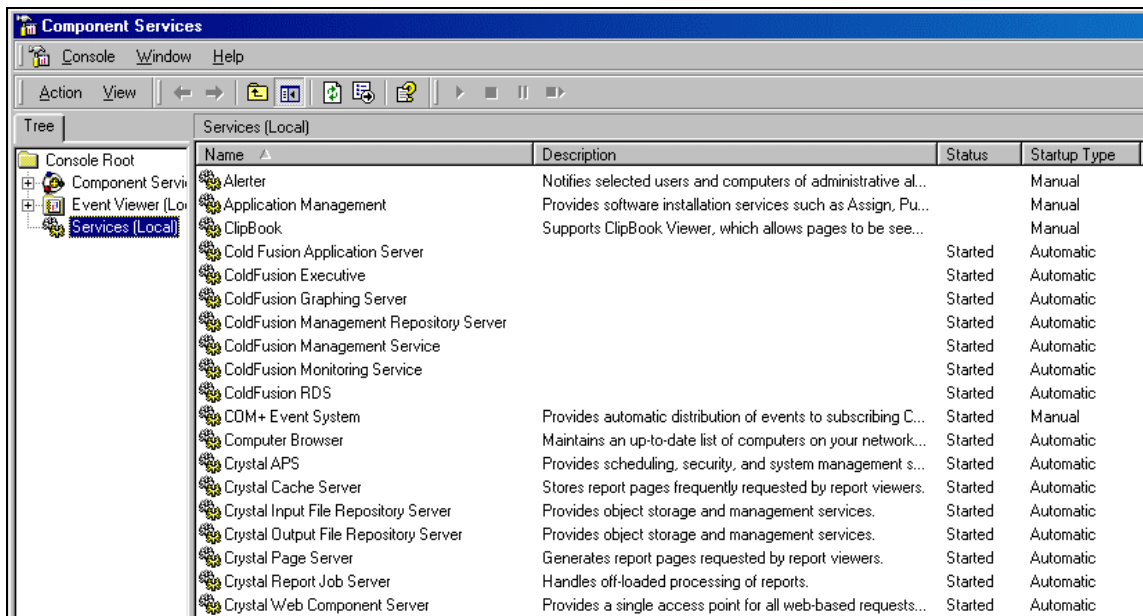
This is covered in the SONISWEB® manual "Browser Settings".

## RESTARTING COLDFUSION™ AND CRYSTAL ENTERPRISE<sup>15</sup>

Most SONISWEB® failures<sup>17</sup> occur because the server or one of the applications shuts down. When ColdFusion™ shuts down, SONISWEB® shuts down. When Crystal Enterprise shuts down, most of SONISWEB® runs without errors. Only the **Reports** functions for the older Crystal Reports™ fail.

Check that your server is working. Many users set up their server so that a status like this  appears in their system tray. The green arrow means the server is running. If your server appears to be running, check the applications.

The quickest way to check whether or not the applications are running is to start the server's services console.



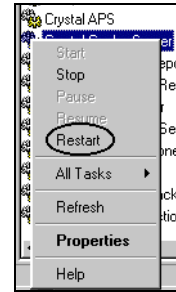
• Figure 83 SQL Component Services > Local Services

This example for Microsoft® SQL Server 2000 is taken from Component Services. Note the ColdFusion™ and Crystal Enterprise<sup>15</sup> services in Figure 83. You can see whether or not they are running. (Some displays show “running”, others “started”).

<sup>17</sup> See the text “Messages, Errors, and Diagnosis”.

To restart a component, click the name with the right mouse button then click Restart as shown in Figure 84.

Both ColdFusion™ and Crystal Enterprise<sup>15</sup> have “consoles” that can provide additional insight into failures. They also support restarting. For more detail on setting up, configuring, starting, and restarting their Web components, see the ColdFusion™ or Crystal Enterprise<sup>15</sup> manuals. The Web sites are also good sources of information on specific failures.



• Figure 84 Restart

[http://www.macromedia.com/software/Cold Fusion/](http://www.macromedia.com/software/Cold_Fusion/) (ColdFusion™ and Report Builder)

<http://www.businessobjects.com/> (Crystal Reports™ and Crystal Enterprise<sup>15</sup>)

## GATHERING INFORMATION ON ERRORS

Features in SONISWEB® assist you in gathering information to tell SONISWEB® support about the errors. This is the information needed to recreate the error on the development system in order to diagnose and fix it.

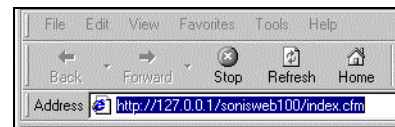
There are many common errors that are caused by changes to your system and are not SONISWEB® failures. See the text “Messages, Errors, and Diagnosis” for those common failures and their resolutions. If you find it there, you do not need to contact RJM unless you need help diagnosing the failure.

## Data from the Browser

The “address” at the top of the browser shows which SONISWEB® function was being executed when the failure occurred. You can write it down. You can copy it to a text editor.

To copy it, start Notepad or a similar text editor.

With your right mouse button, click the address at the top of your browser as shown highlighted in Figure 85. You get a menu that includes Copy. Click Copy. Now the address is in your computer’s Clipboard.



• Figure 85 Capturing Web Page Address

In your text editor, click Edit then Paste. The browser address is put in the text that you can e-mail to RJM.

## Narrative of Your Actions

Note what you were doing when the error occurred. Key information useful to our support are:

- What series of displays and button-clicks got you to the error.

- What information – if any – did you type just before the failure.
- The message or error you saw on your browser display.

You can add your narrative to the copy of the address captured above, then send it as an e-mail note to the SONISWEB® staff.

Table 3 is the typical information for an error. The row “Error” was the information from the Web display. “Web page” is the address copied from Figure 85.

• Table 3 Typical Error Report

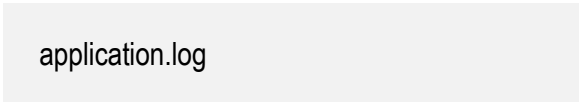
Test	Billing
Action	Click Search
Data entry	none
Expected result	Display with categories and count
Test Date	02/01/02
Status	OK fixed
Error	Error Diagnostic Information ODBC Error Code = 23000 (Integrity constraint violation) [Microsoft][ODBC SQL Server Driver][SQL Server]Violation of PRIMARY KEY constraint 'PK_tmpract'. Cannot insert duplicate key in object 'tmpract'. The error occurred while processing an element with a general identifier of (CFQUERY), occupying document position (37:2) to (37:73). Date/Time: 01/30/02 13:35:38 Browser: Mozilla/4.0 (compatible; MSIE 5.5; Windows NT 5.0; DigExt; T312461) Remote Address: 127.0.0.1 HTTP Referrer
Web page	billing1.cfm?List=fn&T=Financials&start=1

## Error Log

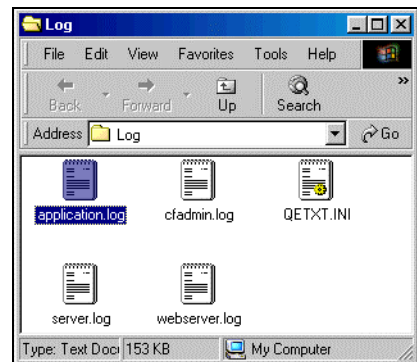
The software that drives SONISWEB® (ColdFusion™) keeps a log of major errors, known in the vernacular as “page failures”.

It is normally in a directory named CFusion\Log on your server’s root directory.

Figure 86 is typical of the contents of CFusion\Log. The log needed is



If the failure is especially difficult to diagnose, SONISWEB® support may ask you to send a copy of this log by e-mail attachment. It shows the series of activities that preceded the failure.



• Figure 86 CFusion™ Log Directory

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## SECURING SONISWEB®

Securing SONISWEB® against inappropriate or illegal use is covered mostly in the “Installation” and “Security Checklist” texts. The primary security issues are:

- Unattended workstation: SONISWEB® logs out users who are logged on but have been idle for the timeout period you set in Web Options. You can tighten security by setting up your computer screen-saver for password protection and shortening the inactivity timeout.
- Physical security, placing your servers and backup copies of your databases in locked spaces.
- Network security, configuring firewalls, IP addresses and other network entry points so they can be entered only by those you authorize.
- Application-Function<sup>18</sup> security, providing role-based profiles then assigning the profile to those who have the need to access selected records or execute specific functions.
- PIN and Password security, issuing these to the appropriate people and revoking them when their status changes.
- Records privacy and security, a combination of application security (above), permissions set on the SQL databases, and anti-hacking techniques to close the “back doors” into the software.
- Browser settings and features in the Web browsers that negate the privacy of records.

In your offices and on your local area network (LAN), you control security by controlling who can attach to your LAN and who has access to your offices. Once the system is accessed from the Web, you have put private student, faculty and staff records in a very public – and occasionally unfriendly – place. Think of your records as access to your bank account and secure them accordingly. There are secure systems that support financial transactions over the Internet, so there is lots of knowledge on how to do it.

RJM Systems, Inc. is not responsible for your security. You are expected to employ or contract with people who can knowledgeably advise you on your security needs and see to their implementation. This includes periodic tests of your system to see that it remains secure. By installing this system, you agree to hold RJM Systems, Inc., harmless in this regard.

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<sup>18</sup> A function is what you see on a function list like Figure 2. Most start an “application”, the computer logic required to give you what you asked for.

## LOGIN ACCESS CONTROLS

SONISWEB® places these specific controls on administrator logins:

- Automatic log out after the timeout you set in Web Options of inactivity.
- Failed attempts to log in disables the User ID. You set how many attempts you'll permit in Web Options. This prevents someone from trying lots of passwords in an attempt to go where she or he should not go. An administrator with rights to the **Systems** > Enable Login<sup>19</sup> must reset the User ID.

## LOST OR FORGOTTEN PASSWORD OR PIN

If an authorized user forgets her or his password (administrators) or PIN (students, faculty, etc.), he or she can click the link shown in Figure 87.

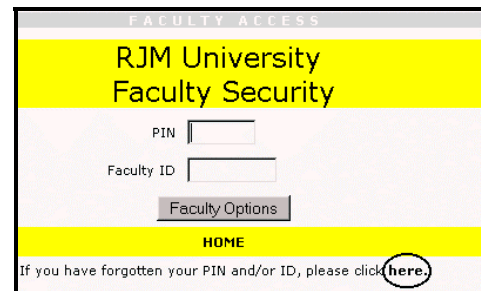
The display that results, Figure 88, requires the person to enter his or her e-mail address and ID.

If the e-mail address is a match in the person's database records, the password or PIN is sent by e-mail.

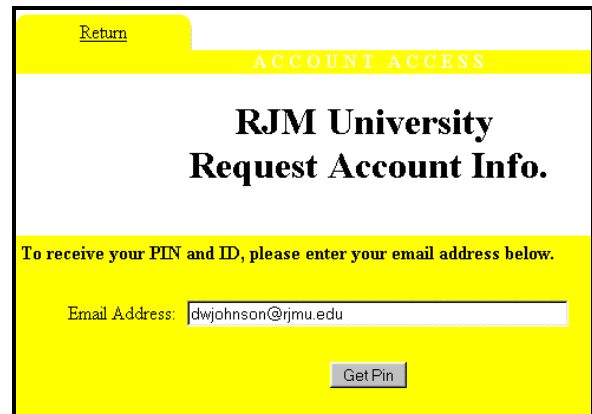
If there is not a match, the message "No matching records found" is displayed. In that case, the person must contact the SONISWEB® administrator to resolve the problem.

When the administrator determines that the user is authentic, the password or PIN is looked up:

- For administrative users the **Systems** function User IDs shows the ID and password.
- For faculty, students, etc., the **Names** function Biographic contains PIN.



• Figure 87 Lost or Forgotten Password or PIN



• Figure 88 ID Request Display

<sup>19</sup> This notation means that you first select the **Systems** from the toolbar at the top (Figure 90) then click Enable Login from the list of functions on the left.

## GETTING STARTED - LOG IN AND THE USE OF TABS, BUTTON AND FIELDS

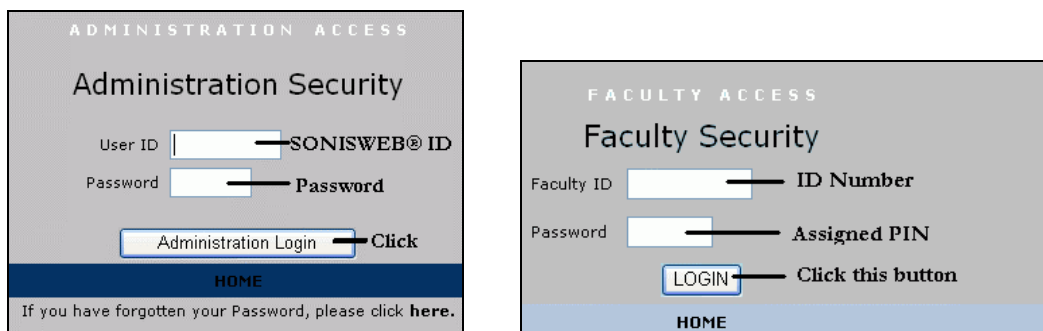
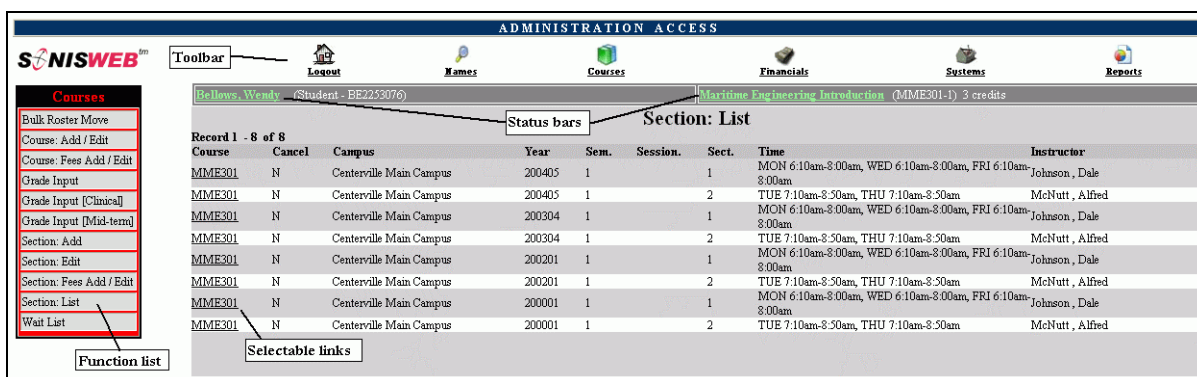


Figure 89 Login Displays

To log in as an administrator, select that option from your Web page. The standard SONISWEB® login pages look like Figure 89.



• Figure 90 Typical SONISWEB® Page

Figure 90 is a typical SONISWEB® page. The actions authorized in your profile appear at the top, called the **Toolbar**.

When you make a selection from the **Toolbar**, the applicable **Function List** appears on the left. Only the functions authorized in your assigned profile and your individual limits and privileges appear. Some might have only **Courses** in the toolbar and only **Course: Add/Edit** for functions.

Not apparent on the display is whether or not the profile permits editing or changing the information. Once the you select a function from the list on the left, you will see a Submit or similar button at the bottom of the display if you have the permissions to add, edit, or delete the data.

By clicking a **Status Bar** you quickly return to the “person” or the “course” you were processing even if you left it temporarily to look at a financial display or a report. Of course, if you have not selected a person with **Names** or a course with **Courses**, there will be no **Status Bars** at the top.

In Figure 90 click an underlined **Selectable Link** and you go to that record.

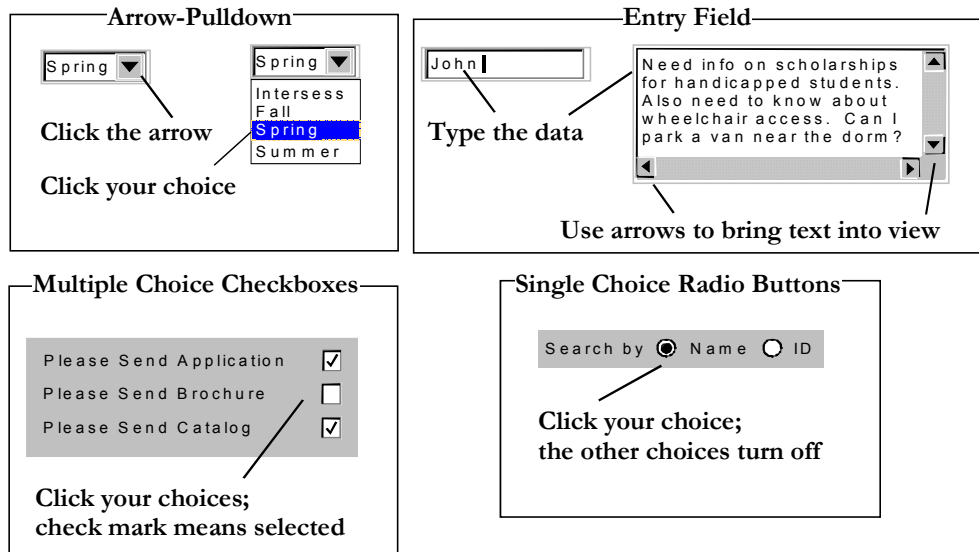


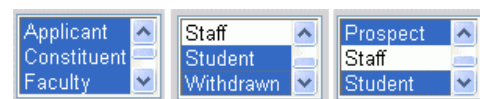
Figure 91 Arrows, Fields, Checkboxes and Buttons

SONISWEB® prompts you for information with windows like those in Figure 91. Use your mouse to click your selection.

- Once you have made your selection(s), you must click an action button; usually it is Submit, Delete, Reset, etc.
- For Entry Fields, click the beginning of the field so you don't get any blanks inserted in front of your entry.
- With Multiple Choice Checkboxes, each time you click a box it goes from selected (check mark) to unselected (no check mark). Click it again and it is selected, etc.
- Radio Buttons allow only one to be selected; when you click one, all the others are turned off.

Some SONISWEB® lists permit you to make multiple choices. It works just like most PC spread sheet software.

- To pick two or more in a series, click the top selection, hold down the **Shift** key on the keyboard and click the bottom item in the series. Release the shift key and they are selected as shown on the left and middle of Figure 92.



● Figure 92 Selecting Multiple Choices

To pick two or more that are not adjacent, click the first item, hold the **Ctrl** key on the keyboard, select the next item and the next, etc. When you have picked the last item you want, release the **Ctrl** key and you see the selections like those on the right of Figure 92.