

Obtaining Sungard Documentation

Instructions: On the Sungard HE website (sungardhe.com) and within the Customer Support heading on the left, click on the “Log in to All Other Software Support” link.

SunGard Higher Education - Windows Internet Explorer

http://www.sungardhe.com/

File Edit View Favorites Tools Help

SunGard Higher Education

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Customer Support

- Log in to Advance, Special Events, and SmartCall Support
- Log in to All Other Software Support
- More Support Options

Find a Specific Solution

- Products & Services A to Z

See Products in Action

- Product Overviews

SunGard Higher Education provides solutions, strategic consulting, and technology management to colleges and universities around the world. More than 1,600 institutions, and the learners they serve, rely on our broad portfolio of products and services to fulfill the possibility and promise of education.

In The Spotlight

- Ron Lang Appointed Chief Executive Officer of SunGard Higher Education
- SunGard Summit - March 22-25 - Philadelphia, PA
- Advancement Data Services by GG+A DonorScape
- Banner 8 Unified Product Release

Quick Previews

1 2 3 4

Bridge

Latest News and Blogs

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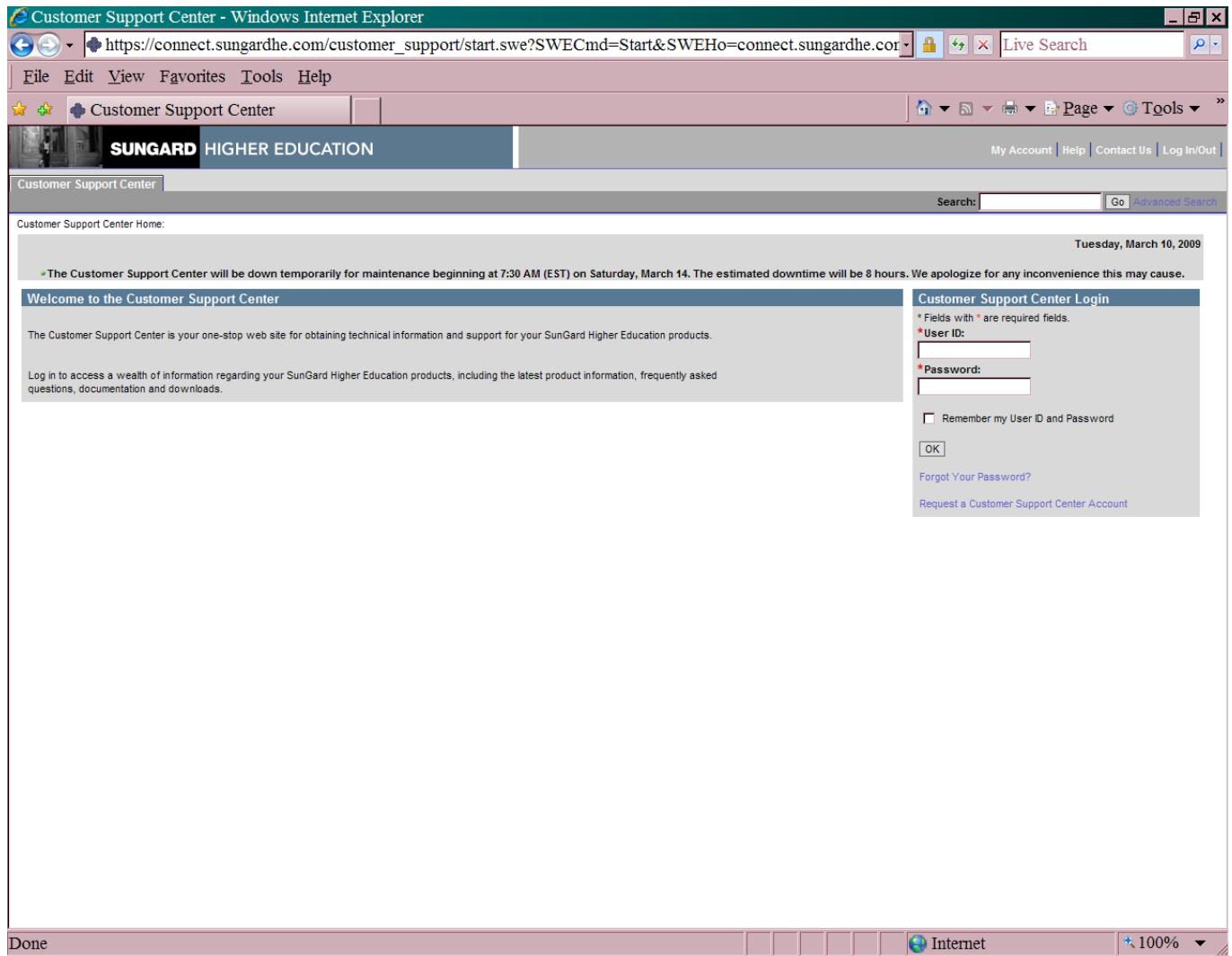
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- SunGard Higher Education and Experian OAS Extend Address Verification Capabilities for the Advancement Office (03/09/09)
- UAE Ministry of Higher Education and Scientific Research Selects SunGard Higher Education to Create New National Data Warehouse (02/23/09)
- Call for Nominations Now Open: 2009 SunGard Higher Education Award for Institutional Performance (01/23/09)
- More news and blogs

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It will then open a separate window where you enter your login and password. If you don't have a login, you may request one. Click on the bottom right corner link entitled, "Request a Customer Support Center Account" to ask Sungard to create an initial login and password for you.



Enter the pertinent information for Sungard to create your login on the space provided. Sungard will send you notification via e-mail when they have a login and password for you. Once you receive your login information, go back to the Sungard website and login as directed to obtain Banner 8 and other documentation.

Under the Self Service heading, click on the “*Documentation and Download Center*” link. Here you will find the Banner 8 and other documentation.

The screenshot shows a web browser window titled "Customer Support Center - Windows Internet Explorer". The address bar contains the URL: https://connect.sungardhe.com/customer_support/start.swe?SWECmd=Login&SWEPL=1&SWETS=1236707. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page header features the "SUNGARD HIGHER EDUCATION" logo and navigation links for My Account, Help, Contact Us, and Log In/Out. Below the header, there is a search bar and a "Go" button. The main content area is divided into several sections:

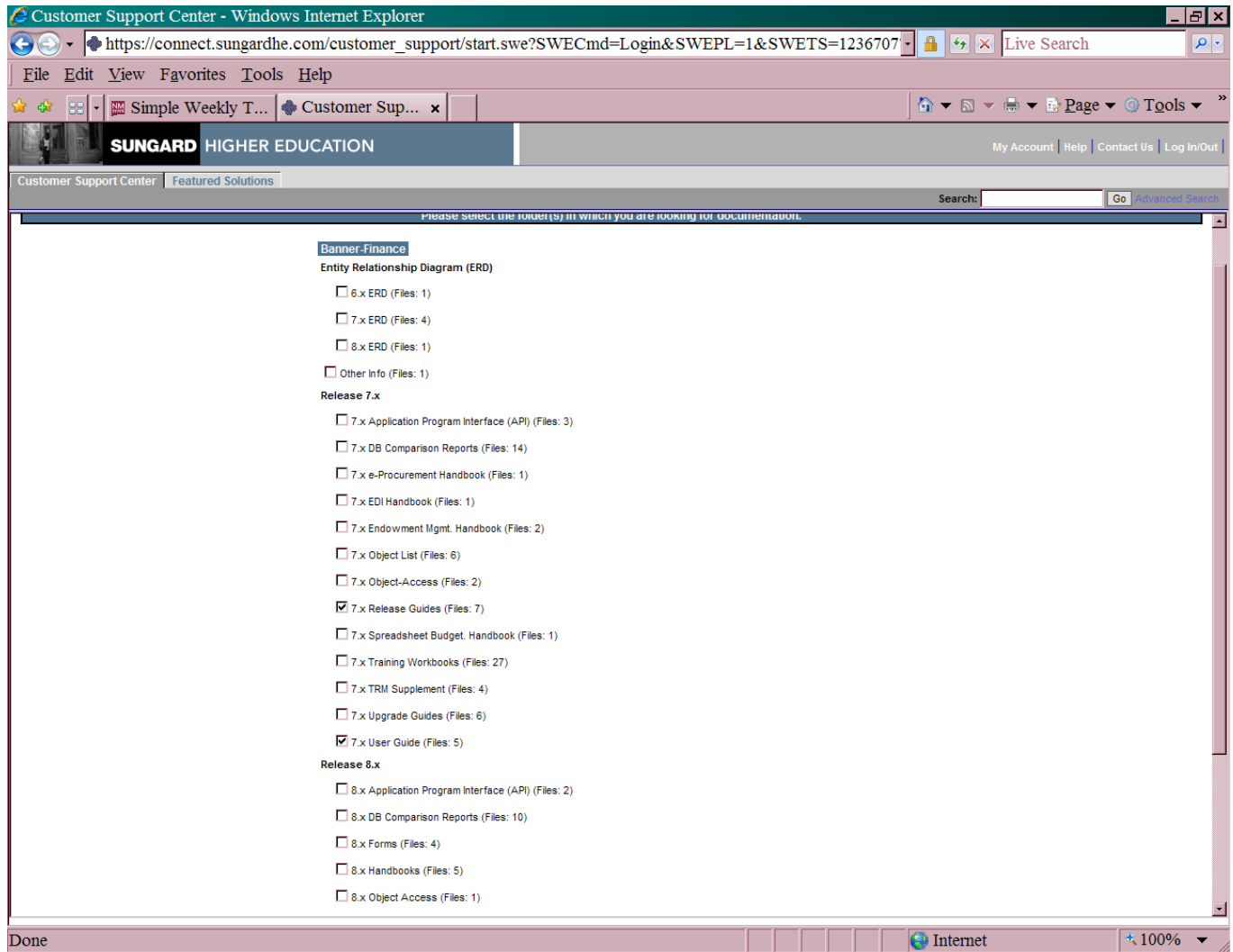
- Customer Support Center Home:** A welcome message for Laura Ramirez, dated Tuesday, March 10, 2009. It includes a maintenance notice: "The Customer Support Center will be down temporarily for maintenance beginning at 7:30 AM (EST) on Saturday, March 14. The estimated downtime will be 8 hours. We apologize for any inconvenience this may cause."
- Self Service:** A section with a search icon and text: "Search the Knowledge Base. Use our powerful search engine to find the answers you need. You can search through our Solutions/FAQs, Service Requests, Documentation, Defects or RPEs. Documentation & Download Center. Access the complete documentation library and get the latest software patches and releases."
- My Account:** A list of links for user management, including "My Service Requests", "My Institution's Service Requests", "Submit a Service Request", "My Defects", "My Institution's Defects", "My RPEs", "My Institution's RPEs", "Submit a RPE", "My Institution's Products", "My Institution's Contacts", "My Institution's Entitlements", "All Defects", and "All RPEs".
- Announcements:** A list of recent updates, including "Banner 7.x De-support Message", "Learn more about the Customer Support Center", "Premier Maintenance 2008 Handbook", "Searching for version specific solutions or documentation?", and "Explanation of the Search and Query features, including examples".
- Solutions/FAQs:** A link to "Query all available solutions/FAQs for your institution's products".
- Contact Us:** Links for "Request a Customer Support Center Account" and "Uncompleted Customer Surveys".

The status bar at the bottom of the browser window shows "javascript:SWESubmitForm(document.SWEForm4_0,s_1,\"s_4_1_33_0\",\"\")" on the left and "Internet" and "100%" on the right.

The actual release and user guides are to be searched by selecting the corresponding module from the pull-down list. On the right frame, users may find the Unified Product Calendar, dependencies doc, etc.

The screenshot displays the 'Customer Support Center' for SUNGARD HIGHER EDUCATION. The main content area is titled 'Documentation' and includes a 'Documentation Download' section with a product selection dropdown menu. The dropdown menu is open, showing options like 'Banner-Channels', 'Banner-Finance', and 'Banner-Finance Self-Service'. Below the dropdown are buttons for 'List Available Documentation' and 'Refresh This List'. There are also search fields for 'Find Documentation by Filename' and 'In This Product', and a 'List Recent Postings' section. On the right side, there is a 'Quick Access' sidebar with sections for 'Info Centers', 'Common Interest', 'Banner', and 'Luminis', each listing relevant documents and their last update dates.

After selecting the module, you will see a window that lists all the versions available for that module. Check the boxes for the documents that you would like to view or download.



You may view the documentation within the same browser window or in a new window. Or you may download and save unto your computer, if you choose to do so.

Customer Support Center - Windows Internet Explorer
 https://connect.sungardhe.com/customer_support/start.swe?SWECmd=Login&SWEPL=1&SWETS=1245262
 Live Search

File Edit View Favorites Tools Help
 Customer Support Center Page Tools

SUNGARD HIGHER EDUCATION My Account Help Contact Us Log In/Out

Customer Support Center Featured Solutions Search: Go Advanced Search

Documentation Software Downloads Reports

Select Documentation to Download

Banner-Finance 8.x Release Guides

Select Objects To Zip	Size	Date Last Modified (Eastern)	Title	View in Same Window	View in New Window
<input type="checkbox"/> finance80000resolutions.txt	31 KB	4/11/2008 9:59:45 AM	Banner Finance Resolutions 8.0	Same	New
<input type="checkbox"/> finance80000rg.pdf	622 KB	4/16/2008 10:31:41 AM	Banner Finance Release Guide 8.0	Same	New
<input type="checkbox"/> finance80100resolutions.txt	26 KB	9/15/2008 9:01:25 AM	Banner Finance Resolutions 8.1	Same	New
<input type="checkbox"/> finance80100rg.pdf	306 KB	9/16/2008 3:32:25 PM	Banner Finance Release Guide 8.1	Same	New
<input type="checkbox"/> finance80101rg.pdf	826 KB	12/5/2008 3:30:43 PM	Banner Finance Release Guide 8.1.1	Same	New
<input type="checkbox"/> finance80200resolutions.txt	6 KB	12/17/2008 5:44:56 PM	Banner Finance Resolutions 8.2	Same	New
<input type="checkbox"/> finance80200rg.pdf	938 KB	1/28/2009 8:54:44 AM	Banner Finance Release Guide 8.2	Same	New

Prepare Files For Download
 Check All Uncheck All

(Tested with WinZip 8.0)

SunGard Higher Education (800) 522-4827

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Please NOTE: The Sungard main page is a fountain of knowledge where you may view tons of information. For example:

- NMSU's Service Requests, called SR's, Defects, or Request for Product Enhancements, known as RPE's
- Your own individual SR's, Defects, or RPE's
- Submission of SR's and RPE's
- NMSU's List of Contacts – who has access to Sungard's website

The screenshot shows the Sungard Higher Education Customer Support Center website. The browser is Windows Internet Explorer, displaying the URL https://connect.sungardhe.com/customer_support/start.swe?SWECmd=Login&SWEPL=1&SWETS=1236707. The page header includes the Sungard Higher Education logo and navigation links for My Account, Help, Contact Us, and Log In/Out. A search bar is located in the top right corner.

The main content area is divided into several sections:

- Customer Support Center Home:** Welcomes Laura Ramirez and notes her last visit on 03/10/2009. It also displays a maintenance notice: "The Customer Support Center will be down temporarily for maintenance beginning at 7:30 AM (EST) on Saturday, March 14. The estimated downtime will be 8 hours. We apologize for any inconvenience this may cause."
- Self Service:** Includes links for "Search the Knowledge Base", "Documentation & Download Center", and "Access the complete documentation library and get the latest software patches and releases".
- My Account:** Lists various user actions such as "My Service Requests", "My Institution's Service Requests", "Submit a Service Request", "My Defects", "My Institution's Defects", "My RPEs", "My Institution's RPEs", "Submit a RPE", "My Institution's Products", "My Institution's Contacts", "My Institution's Entitlements", "All Defects", and "All RPEs".
- Announcements:** Contains several news items, including a "Banner 7.x De-support Message", "Learn more about the Customer Support Center", "Premier Maintenance 2008 Handbook", and "Explanation of the Search and Query features".
- Solutions/FAQs:** Provides a link to "Query all available solutions/FAQs for your institution's products".
- Contact Us:** Includes links for "Request a Customer Support Center Account" and "Uncompleted Customer Surveys".

The footer of the browser window shows the JavaScript code `javascript:SWESubmitForm(document.SWEForm4_0,s_1,"s_4_1_33_0","")` and the Internet Explorer status bar.

There is also the Knowledge Base, under the Self Service heading, where you may search any documentation on a certain module, defect, RPE, etc.

Customer Support Center - Windows Internet Explorer
 https://connect.sungardhe.com/customer_support/start.swe?SWECmd=Login&SWEPL=1&SWETS=1245262
 Live Search

File Edit View Favorites Tools Help
 Customer Support Center

SUNGARD HIGHER EDUCATION
 My Account | Help | Contact Us | Log In/Out

Customer Support Center | Featured Solutions
 Search: Go [Advanced Search](#)

Search

Look In: Solutions/FAQs
 Product:
 Last Edited:
 Keywords:

Select a product and enter values in the fields to limit your search. Refine search with wildcard characters (*, ?) and Boolean operators (AND, OR). Enclose keywords/phrases in double quotes for exact phrase search. Click help for more info.

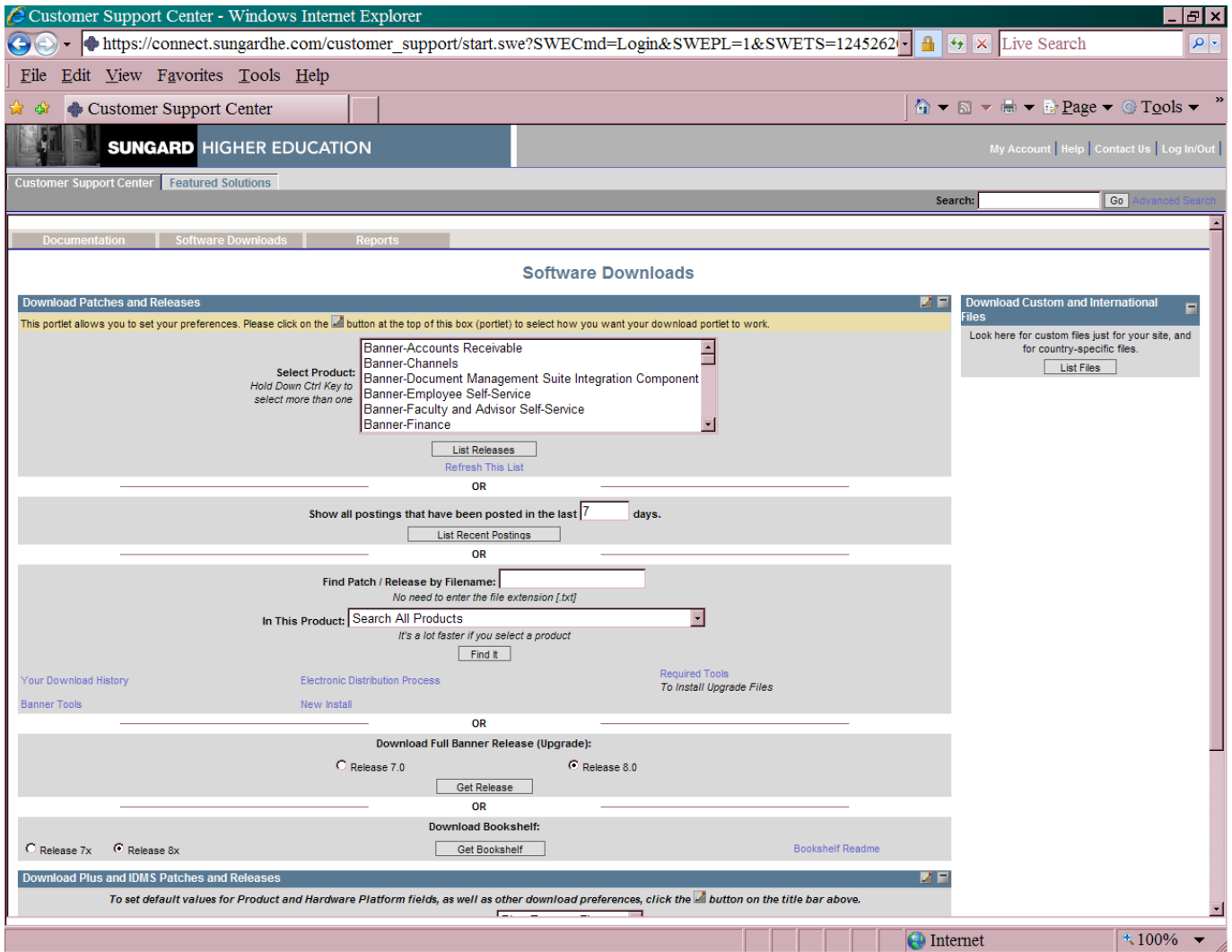
Search Reset Help

Results 1 - 50 of 1000

Summary	Description	Type	Last Updated	Object Id
1 Banner General: 1-10A5Z1	Using SQL Tuning Advisor on the OEM Grid Control 10.2	Solutions/FAQs	2006-09-27 13:31:45	
2 Cross Product Operational Data Store-Oracle: 1-10BF6D	ODS SGRPCHG Records Remain After Student Refresh	Solutions/FAQs	2006-09-27 10:58:35	
3 Oracle Relational Database System: 1-10FAKP	Full Export From 10.2.0.1 Aborts With EXP-56 ORA-932 (Inconsistent Datatypes) - Oracle Note 339938.1	Solutions/FAQs	2006-09-27 19:13:26	
4 Cross Product Operational Data Store-Oracle: 1-10GXTD	Patch 1-q4dpp doesn't remove The MST_INSTRUCTIONAL_ASSIGNMENT records from SIRPCHG	Solutions/FAQs	2006-09-28 13:39:49	
5 Banner General: 1-10J9JF	Oracle Dynamic Sampling	Solutions/FAQs	2006-09-28 15:46:57	
6 Oracle Internet Application Server Enterprise Edition: 1-10N1ZU	Note338834.1 Getting FRM-92100, Java Exception At Oracle.Forms.Handler.PromptListItem.OnUpdate	Solutions/FAQs	2006-09-28 17:57:12	
7 Banner Financial Aid: 1-10NKTO	Problems running RERIMxx or REREXxx, such as rerim06 or rerex07. Exception in thread "main" java.lang.ClassNotFoundException: com.sct.messaging.cod.CodImportProcessor	Solutions/FAQs	2007-07-11 10:33:37	
8 Luminis Platform: 1-10Q8P	GCF load balancer configuration We use GCF to provide SSO to an external application. This external application lives behind a load balancer. We've set all of the cpicconnector.virtual.* settings in our cpicconnector.properties file for the GCF configuration, and from the cpicconnector logs it appears that the external [virtual] hostname is always being used properly for the cpicconnector itself. However, when we try to authenticate to our external system, we see that the pickup request is still using the internal hostname of the external system. This is a problem because our users outside the firewall cannot resolve this internal hostname. How can we configure the GCF connector for our external system so that the pickup request uses the external [virtual] hostname?	Solutions/FAQs	2006-10-05 19:51:28	
9 Banner Finance: 1-10S6HI	Upgrade issues on Banner Finance 7.2	Solutions/FAQs	2006-09-29 13:46:31	

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Under the Self Service heading, click on the “Documentation and Download Center” link. Next, click on the “Software Downloads” tab at the top. Here you will find the documentation on patches and releases.



Under the Self Service heading, click on the “Documentation and Download Center” link. Next, click on the “Reports” tab at the top. Here you will find a report on products, SR’s, and RPE’s.

