

DCII FREQUENTLY ASKED QUESTIONS

1. What do errors TNS 12660 and TNS 12683 mean?

Both of these errors have to do with encryption. We have found that if you have a SQLNET.ORA file on your system, renaming the file should take care of this error. For example, rename the file to SQLNET.OLD and see if this will resolve the problem. However, if you have other ORACLE Applications, you need to check first with your System Administrator before renaming the file as this may cause problems with your other applications.

2. How can I be sure that I am using/accessing the HTML version of DCII?

When you get the login prompt for the HTML version, you will be asked for your **User Name** and **Password**. **You will not be asked to select a database.**

3. How can I be sure that I am using/accessing the Web Forms version of the DCII?

When you bring up this application, you will see the following at the top of Internet Browser window: “**Developer/2000 Server - Microsoft Internet Explorer**”. You will be asked for your **User Name**, **Password** and the **Database**.

4. How can I be sure that I am using/accessing the Client version of the DCII?

It is accessed via the “DIS Toolbar” icon that is located on your desktop. When you click on the “DIS Toolbar” icon, you will see the log on window. The title bar contains “**Developer/2000 Forms Runtime for Windows 95/NT.**” Also you do not use the Internet Browser to access the Client version of the DCII system.

5. When I installed the software I noticed the screens didn’t look the same as the ones noted in the Installation Guide. Why are they different?

The installation guide was written for a PC with Windows NT. The screens are a little different when installing on Windows 2000, XP, or 98 but they should look similar and have similar wording.

6. Why am I having problems uninstalling/installing the DCII software?

First step through the process capturing any messages noticed and where in the process they occur. If stepping through the process again does not resolve the problem then contact the Customer Call Center for support and inform them of the messages noted.

7. Why do I receive the following message, “*Access to DCII is disabled. Logon via DIS ToolBar is required.*”

You need to install the new version of the DIS Toolbar and the DCII Client if the DIS Toolbar doesn't contain *Version 3.X* in the title bar.

Contact the Customer Call Center for the Website, **User Name** and **Password** to access the software and installation guide for downloading.

8. Why do I keep getting pop-up windows when trying to select a File Demand Request or File Demand Summary from the Report Menu/pull down?

The Reports Menu/pull down and the Reports button do not operate the same. Use the Reports button to eliminate receiving the extra dialog boxes or concern as to whether the report printed properly.

9. Why did I receive the ‘*Did you print the report?*’ pop-up message but am not able to see the report.

Reports from the DCII WebForms format are generated in Adobe Acrobat. The Acrobat window is in the background. Hit **ALT-Tab** to jump between all visible screens until you get to the report window.

10. When attempting to log on to DCII WebForms, I get a pop-up window with a box and no text, i.e., **User Name, Password** and **Database**. Is this the login window?

This is the login window. If you are not using an NT machine, you may get a blank box. You may do one of the following:

- Type in your **User Name**, press TAB, type your **Password**, press TAB, type in DSDB as **Database**, hit the ENTER key and you will then gain access to the DCII system.
- Click on another application that is open, go back to the Web Browser and you should now see the window with all the text.
- Hit the ENTER key and a message stating, “Name lookup error” should be returned. Click the ‘OK’ button. The login window is fully displayed, i.e., **User Name, Password** and **Database**

11. Why am I unable to access WebForms from Netscape 7.0?

WebForms is currently incompatible with Netscape 7.0. Use Internet Explorer (IE) 5.0 or higher.

12. Why does my browser not look as I expect it to look?

What browser are you using? There are some differences between Netscape and Internet Explorer (IE). In order to eliminate unexpected results, IE 5.0 or higher is recommended.

13. Why am I not able to access the Help from the Client Version? I receive a message stating that the manual cannot be found.

You must have Adobe Acrobat Reader loaded on your PC to access the Help function.

14. When checking the SII, I receive Error 2074, 2068, 4735 or 12203, what do these mean?

Error 2074, means that OPM's Database is not available.

Error 2068, SNA Gateway is down.

Error 4735, connection to OPM cancelled.

Error 12203, system has lost contact.

These messages indicate a problem with connecting to the OPM SII system. If problem persists, call the Customer Call Center for more information.