ITC Updates

Banner 9

Our ERP vendor, Ellucian, requires that we update Banner 8 INB (Internet Native Banner) to Banner 9 Admin Pages by the end of 2018. We plan to go live with Banner 9 Admin Pages by December 3, 2018. Banner 9 Admin Pages has a number of important enhancements such as a modern user interface, enhanced navigation, and new functionality. It runs on newer technology, eliminating the need for Oracle Java and web browser restrictions.

This upgrade will not affect Banner Self-service/Banner Web.

For more information about the Banner 9 upgrade, visit: http://www.ccsu.edu/it/itservices/banner9info.html

Decommissioning of Java

• JAVA – Browser plugin support ends January 2019 (no more updates/security patches)
• Want to remove it from the teacher stations.
• Will work separately with Computer Science Department to address their needs.

Classroom Support & 24x7 Support

• Phone – (860)832-1720 with option to roll-over to Blackboard Help Desk after hours.
• Bomgar – Orange icon on Teacher Station desktop.
• Email – techsupport@ccsu.edu (non-urgent issues)
• Service Request – (non urgent issues) http://www.ccsu.edu/it/forms
• Self-help – http://www.ccsu.edu/it/servicecatalog
Checking Your Junk Email Folder

- <1 Whitelisted by Transport rule and should always be Delivered to the “INBOX”
- 0 – 4 Non Spam Delivered to “INBOX”
- 5 – 6 Filter marked as Spam delivered to “Junk Email” folder.
- 7 – 9 High confidence spam. Sent to “quarantine”