

**SUBJECT:** Issues querying Banner data from the Consolidated PSFIN database

**PURPOSE:** To offer additional assistance for web-based query of Banner from PSFIN.

As posted yesterday, several institutions have reported issues using the web-based query tool in the consolidated instance when querying Banner tables. We are currently working on a resolution for these issues.

Institutions have the option of using 2-tier query which is working without issue. The use of PSQUEST to query data through sq or utilities such as TOAD is also a viable option that is working as well.

However, knowing that this is year-end we would like to offer additional assistance in determining if an issue you are encountering with the web-based tool is related to the system issues or if simple changes to your criteria will resolve the problem.

If you are experiencing issues with using the web-based query tool to retrieve data from Banner, please open a help desk ticket and include screen shots of your query along with a description of your issue.

**ADDITIONAL OIIT RESOURCES and SUPPORT:** To create a new or update an existing production down, business interrupting (emergency) support request, call the OIIT Helpdesk immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the OIIT Helpdesk at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services) (self-service support request) or e-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu). (Note: Self-service requires login using a user ID and password. Contact the OIIT Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.