

## DEGREEWORKS FREQUENTLY ASKED QUESTIONS:

### **Q: Why is my DegreeWorks Oracle user was being prompted to change the password?**

A: According to SGHE FAQ# 1-GSM1C6:

In Oracle 11g the default profile has PASSWORD\_LIFE\_TIME set to 180. So this may show up 6 months after an upgrade to 11g. See Oracle note ID 454635.1 on this.

The solution is:

```
alter profile default limit PASSWORD_LIFE_TIME unlimited;
```

### **Q: What do I do if I received: XML Parsing Error: junk after document element. Lokation: url of DegreeWorks Line Number 3, Column 1 <noscript>JavaScript is Required! </noscript> error message?**

A: According to SGHE FAQ # 1-BZ9J8C:

Situation is unique to Windows IIS servers

Go into Handler Mappings and changed the perl.dll to go to perl.exe. What we think is that by using perl.dll the last ContentType was being cached in the .dll but if you use perl.exe a new request is being sent each time. We also change the ISAPI and CGI Restrictions to have the same setting. We have done some testing and this does seem to be working properly now.

### **Q: How to remove the new Sport, Academic Standing, and Student Attribute search fields, released in version 4.0.7 of DegreeWorks?**

A: According to SGHE FAQ# 1-GEMMZ1:

The shpscript SEARCHCUSTOM, released in version 4.0.7, allows you to add more search fields in addition to the single "Custom Code" available on the CFG020 SEARCH table. This script is delivered with the following fields, used in the Athletic Eligibility Audit: Sport, Academic Standing, and Student Attribute. You can remove these entries, and/or add additional entries, by editing this script.

To modify SEARCHCUSTOM, first create a copy and place it in your local/shpscripts directory, leaving the standard SEARCHCUSTOM in apps/shpscripts (the software will always look in local/shpscripts first for a shpscript, if it doesn't find it there it will look in app/shpscripts).

Then, to remove these search fields, clear out the entire contents of this file (do not delete the file). After you create this new file, you will then need to do a webrestart and log back in to see the changes.

**Q: When compiling dap61 and dap62 I am getting warnings "DAP61/DAP62 require Banner 8.3 ...", but I am on Banner 8.3. Why am I getting these messages? Can I just ignore them?**

A: According to SGHE FAQ# 1-DKPFOM:

DAP61 and DAP62 are programs used in the Banner/DegreeWorks Pre-requisite checking feature, released in DegreeWorks version 4.0.7. This requires that you are on Banner version 8.4.1 - in the 4.0.7 version the Warning message that is issued at compile time is wrong:

Warning:

DAP61/DAP62 require Banner 8.3 with the DegreeWorks DW\_PREQ objects defined  
Can't build DAP61 or DAP62

=====

It should read "require Banner 8.4.1".

In any event you can just ignore these messages since they are only warnings, unless you plan on using the Pre-Req feature in which upgrading to at least Banner 8.4.1 is necessary.

**Q: What browsers / versions are supported by DegreeWorks?**

A: According to page 8 of the ReleaseGuide\_DW410:

Browsers tested:

MSIE 8 & 9, Firefox 5, 6 & 7, Mac Safari 5.

(Chrome and Opera are not compatible with DegreeWorks at this time.)

(Although the release guide lists compatibility with MSIE 9 with the 4.0.9 version, some institutions are still reporting issues using MSIE 9)

**Q: What training sites can you recommend for DegreeWorks?**

A: There are several useful website that provide institutional training for DegreeWorks. If your institution has a site that others may find helpful, please send the link to [ban\\_test@usg.edu](mailto:ban_test@usg.edu). Thanks!

<http://www.asurams.edu/web/general-campus-technology/degreeworks;jsessionid=1B6F3AECB48204751BFDCCCF6D19E582> – Albany State University

<http://www.daltonstate.edu/registrar/degreeworks-tutorials.html> - Dalton State College

<http://www.gcsu.edu/registrar/degreeworks.htm> - Georgia College & State University

<http://www.degreeworks.gatech.edu/> - Georgia Institute of Technology

<https://web.kennesaw.edu/registrar/degreeworks/students> - Kennesaw State University

<http://www.spsu.edu/honors/degreeworks.pdf> - Southern Polytechnic State University

<http://www.reg.uga.edu/degreeWorks> - University of Georgia

[http://www.westga.edu/registrar/index\\_13396.php](http://www.westga.edu/registrar/index_13396.php) - University of West Georgia

<http://www.valdosta.edu/registrar/degreeworks/index.shtml> - Valdosta State University

<http://registrar.richmond.edu/registration/gradtracker/index.html> - University of Richmond. Their DegreeWorks is called GradTracker.

<http://registrar.richmond.edu/registration/gradtracker/planner-faq.html> - FAQ for the planner piece.

**Q: How should DegreeWorks campuses prepare for the “new core”?**

A: For more information about the new core, please see <http://core.usg.edu/>. In summary, the newly adopted USG Core Curriculum Policy must be implemented by Fall 2011 by all four-year institutions and by Fall 2012 by all two-year institutions.

In addition, SunGardHE recommends the following:

1) Scribing for "at least" hours. This can be scribed in more than one way. For example, the Area B could be scribed as:

- a. 3 credits - This specifies that 3 or more credits must be taken to satisfy the requirement
- b. 3:5 credits - This requirement would be satisfied with 3, 4, or 5 credits

2) Scribing for the new learning goals, US, GL, and CT. I recommend that the schools add an Attribute in Banner to the courses which they will use to satisfy these learning goals. Then the Attributes can be scribed, along with specific courses.

**Q: Are you concerned about the time it takes to run the extract and load process for DegreeWorks?**

A: Kennesaw State University was concerned about the extract and load process taking 23 hours to complete. Some other USG DegreeWorks schools reported the process taking even longer. After working with SGHE, we have the following suggestion:

Is your DGWCPUCOUNT is set to 1? In the DGW\_Technical\_Guide\_Banner\_Considerations documentation, there is a section under "DegreeWorks Data Extract" called "Batch Data Extract Process". This has a subsection labeled "DGWCPUCOUNT". It states:

Both the bannerextract script and the RAD30JOB script will use the DGWCPUCOUNT environment variable to split up the file of student, advisor or staff IDs into multiple files. Once multiple ID files are created, the scripts are then able to launch multiple processes on each of the files. In theory, with DGWCPUCOUNT set to 4 the task gets done in a quarter of the time. See dwenv.config to change your DGWCPUCOUNT setting.

Very simply, the DGWCPUCOUNT is read by the DegreeWorks programs and instead of running one big process for rad30 (the extract) and dap22 (the batch auditor), it will run simultaneous runs of rad30, then dap22. This takes advantage of the computing power on the machine. Basically, you have 4 lanes of highway but have been driving in gridlock on one of them, rather than dispersing traffic over all four. Depending on how your server manages these programs/processes, bumping it up past 4 might give you an even better performance improvement.

So -- how do you modify this? Go into the dwenv.config and look for DGWCPUCOUNT. It should be set to 1. Go ahead and modify it to 4. After you do this, log off the host and log back on. Do an echo \$DGWCPUCOUNT and you should see that it's 4. Restart the dap servers (daprestart) and the next time you initiate your extract, you'll be using this new value.

As a result, KSU tested the ability to increase the DGWCPUCOUNT parameter in DegreeWorks. In their Test environment (4.0.4), they did additional testing with 4 rads, 6 rads and 8 rads. With 4 rads, the extract took 9 hours for 27,716 students. With 6 rads, the extracts took 7 hours and 45 minutes. With the re-run of 8 rads, the extracts took 7 hours with the same number of students!

Please try this change in your TEST environment prior to making any changes in PRODUCTION. If you need assistance with this issue or any other DegreeWorks related problem, please contact us.

**Q: How do I generate PDF audit reports? Are there limitations?**

A: With the release of DW4.0.4, you can now generate individual PDF audit reports via Transit. They can also be generated in batch. However, there is a limitation of how many can be run at one time (usually around 50 audits). The number depends on the size of each audit in the batch. To do this, you may need to modify the xsl file "fopaudits.xsl". This is usually localized at each DegreeWorks site. Information about how this works can be found in the DGW\_User\_Guide\_Transit as well as in the information listed below from SGHE (FAQ1-AR7LCJ):

FAQ#: 1-AR7LCJ

Question: Error when running large batches of PDF audits - "Exception in thread "main"  
java.lang.OutOfMemoryError: Java heap space"

Answer: DegreeWorks uses a technology called "fop" to generate the pdf. This error is caused by a limitation where the memory required to generate the PDF is simply more than the memory allocated to the JVM (Java Virtual Machine), which is processing the fop information.

Here is more information about that problem:

<http://xmlgraphics.apache.org/fop/0.94/running.html#memory>

We suggest that you try to reduce the size of your batch when generating PDF audits. It's difficult to determine how small is small enough, but you may start with 50 and go down from there.

**Q: When removing DBA privileges from DegreeWorks dwschema or other DegreeWorks oracle account, what privileges are needed?**

A: According to SGHE FAQ #1-B92CNT:

Oracle privileges required for dwschema account when DBA role revoked  
The DBA role will be needed during DegreeWorks installs and updates so that it can create objects and other ddl type activities. We do recommend removing the DBA role during all other times. Following is our recommendation for the dgwschema, or other owner account.

Upon removing the DBA role from the dwschema account we then recommend that you add:  
grant create table to dwschema;

```
grant unlimited tablespace to dwschema;
grant create session on dwschema;
alter user dwschema quota unlimited on dgw;
alter user dwschema quota unlimited on pseudotemp;
grant SELECT_CATALOG_ROLE to dwschema;
```

**Q: How do I obtain a DegreeWorks user's list of Keys?**

A: According to SGHE FAQ # 1-4O3C18:

To find out what DegreeWorks Keys are assigned to a user - ie. their "keyring" follow these steps:

1. from the cmd line type "webtest"
2. hit enter to accept the default "Y" at prompt: "Authenticate a new user?"
3. type in the User's ID at the prompt: "Enter user's access id > "
4. hit enter to accept the default No at prompt: "Enter user's access code >"
5. this will generate a list of the keys assigned to the user, along with the group they are assigned to.

**Q: How do I restrict a select group from accessing DegreeWorks?**

A: According to FAQ # 1-C7NBDF:

In this instance the group to restrict are all students with a Degree code of MBA.

I created a duplicate from the UCXSYS933 of SRNSTUGOALDEGREE named GOALDEGREE which will parse in the SHPCFG. I then added the entry into the SHPCFG:

```
##### Restricting Degrees #####
if (GOALDEGREE = "MBA") then
remkey = SDWORKS #Take away DegreeWorks for these students
##### END #####
```

NOTE: The plan is to change the record length of the values in SYS933 so that it will no longer be necessary to create duplicate values of 12 bytes or less.

**Q: How do I configure the display of Course Meeting times in DegreeWorks CourseLink? 12-hr time or 24-hr time?**

A: According to FAQ # 1-BCOOWK:

It's configurable in the CourseLink.xsl XSL stylesheet.

Look for this:

```
<xsl:variable name="v24_hour">Y</xsl:variable><!-- set to Y for 24-hour time, N for AM-PM time -->
```

As you can see, the XSL variable "v24\_hour" it is set to "Y" in this example. Set it to "N" to see "2:00 p.m." instead of "14:00", for example.

**Q: How do I set up SCR002 in DegreeWorks for Custom IF statements?**

A: According to SGHE FAQ # 1-C40AC6:

Scribing for this example looks like this:

```
If (PHYSED=1) Then
  Rule-Complete
  Label 15 "Physical Education Requirement is satisfied"
Else
  1 Class in PEDB @ NoCount
  Proxy-Advice "1 Class in PEDB"
  Label 16 "Physical Education Course";
```

Custom-Dtl data from Student Data Report would show that the Custom Code is PHYSED and that the Custom Value is 1.

UCXSCR002 should then be set up with a Key Value of PHYSED. Description to read something like "Physical Education Exemption"

Data Element: R323  
UCX Table: blank

Edit Element 1: R322  
Type: EV  
Value: PHYSED

**Q: How do I run an audit debug from the web?**

A: According to SGHE FAQ # 1-46CHBU:

Here are the instructions for running an audit debug from the web:

1. Set debug - from the command line type:

```
debugon debug
```

(this sets debug and tells the software to put the debug into files with the name "debug" (this file name "debug" can be named anything you chose)

2. restart webservers - from the command line type:

```
webrestart
```

(this restarts the webservers with debug on)

3. recreate the problem in DegreeWorks

log on to DegreeWorks and recreate the problem

4. Collect your debug - from the command line type "cd logdebug", then go to the logdebug directory. Type "ll \*debug.xml" to list the files created using the name "debug" - these are your debug files. Also copy the web.log file to another name, making sure to do this before proceeding to step 5 since restarting the web servers purges web.log file.

5. Turn off debug - from the command line type:

```
debugoff
```

6. restart the servers - from the command line type:

```
webrestart
```

7. Send these files to the ActionLine so we can help troubleshoot the problem.

**Q: DGWCPUCOUNT - what is it and how does it get set?**

A: According to SGHE FAQ # 1-AUFEG8:

The DGWCPUCOUNT environment variable is the number of processes that can simultaneously run during the batch extract/audit. It usually reflects the number of CPUs that you have available on your server. However, you may have to experiment with this setting to find a number that works best for your situation.

Both the bannerextract script and the RAD30JOB script will use DGWCPUCOUNT to split up the file of students, advisor or staff IDs into multiple files. Once multiple ID files are created, the scripts are then able to launch multiple processes on each of the files for both the extract and audit runs. In theory, with DGWCPUCOUNT set to

4 the task gets done in a quarter of the time.

The DGWCPUCOUNT variable is set when you sign on to DW via the dwenv.config. Transit will use the same setting just as long you started the dap servers while signed on as dwadmin.

To see how you have this variable set sign on to DW as the DegreeWorks admin user and type:

```
echo $DGWCPUCOUNT
```

This will return the value that the DGWCPUCOUNT is currently set to. If not, check the dwenv.config file.

**\*\* THERE IS ONE EXCEPTION.** If you are running a dap22 from Transit and choose to use one of the print options (pdf, print or xml), the job will ALWAYS default to 1. This is because of the nature of how these jobs are processed - they must all run using one CPU.