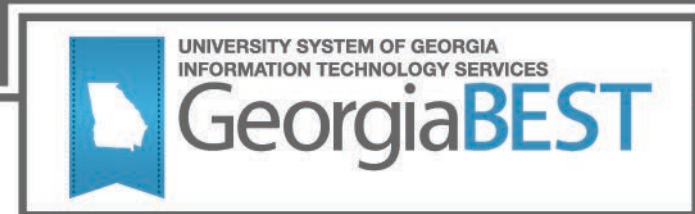


# Information Technology Services



## **Degree Works 5.0.2 Upgrade Functional User Guide and FAQ**

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## Functional User Guide to Degree Works 5.0.2 Upgrade

Degree Works 5.0.2 delivers updates to the look, feel, and functionality of the Degree Works Application Suite for functional users. This document highlights some of the most pertinent changes. Ahead of installation and testing, please review the User Guides associated with this release, accessible through the [Degree Works 5.0.2 Content Pack](#).

To access the Degree Works 5.0.2 Content Pack, you must first be logged in to the [Ellucian Customer Center](#). If you do not have an Ellucian account, you may request one by completing the [login request form](#).

### Responsive Dashboard

With Degree Works 5.0.2, Ellucian has introduced the Responsive Dashboard as a new visual metaphor based on “visual cards” to enhance the end-user experience when interfacing with Degree Works. For clarity, the Dashboard available in versions before Degree Works 5.0.2 is labeled the “Dashboard” and this new interface is labeled the “Responsive Dashboard.”

The Dashboard remains available in Degree Works 5.0.2 and maintains the same look and functionality. The Responsive Dashboard mirrors the functionality and information displayed in the Dashboard, although the look is markedly different.

In Degree Works 5.0.2, the Dashboard and the Responsive Dashboard can be utilized and viewed simultaneously.

### Transit and Web Transit

With Degree Works 5.0.2, Web Transit is available. Users with appropriate permissions will be able to access Web Transit with their SSO credentials.

Users can continue to access Transit as a PC Tools application as well. Confirm access through your desktop with your Degree Works credentials.

Web Transit and PC Tools Transit can be utilized simultaneously in Degree Works 5.0.2.

### New Keys

With the Degree Works 5.0.2 release, there are multiple updates to the keys that should be assigned to users to maintain Degree Works functionality. Review these carefully ahead of an upgrade. More information is available in the [Degree Works Installation Guide 5.0.2](#) beginning on page 31 and in the [Degree Works Technical Guide 5.0.2](#) beginning on page 231.

To access the *Degree Works Installation Guide 5.0.2* and the *Degree Works Technical Guide 5.0.2*, you must first be logged in to the [Ellucian Customer Center](#). If you do not have an Ellucian account, you may request one by completing the [login request form](#).

Functional users should be aware of the keys below ahead of testing an upgraded environment:

#### SDFINDID

Users must have this key to be able to search for a student in the Dashboard and the Responsive Dashboard.

#### SDAUDIT

Users must have this key to be able to view a student's audit in the Dashboard and the Responsive Dashboard.

#### TRANSIT

Users must have this key to access Web Transit.

#### TRANALL

Users must have this key to run jobs in Web Transit.

#### COMPOSER

As of Degree Works 5.0, to access Composer a user or user group must have the COMPOSER key.

#### DEBUG

As of Degree Works 5.0.1, any user with the DEBUG key can retrieve debug directly in any Degree Works application.

### **SHPCFG File**

As of Degree Works 5.0.1, the SHPCFG file is located in Shepentry. Users no longer require command line access to retrieve this file. To access, navigate to "Settings" and look under `core.security.rules.shpcfg`.

### **bannerextract.config**

Beginning with Degree Works 5.0.1, the `bannerextract.config` file is located in Shepentry. Users no longer require command line access to retrieve this file. To access, navigate to "Settings" and look under `integration.banner.extract.config`.

### **Authentication**

While it may require no action from you, please be aware that in Degree Works 5.0.2, authentication occurs through the Gateway and not directly in the application (except PC Tools Transit). Use your Single Sign On (SSO) credentials for all Degree Works applications (except PC Tools Transit).

On the Dashboard, the "Change Password" option is disabled as of Degree Works 5.0.1; the link leads to a blank page. If you would like to remove the link, you can do so in localizations, accessible in Composer.

### **Localizations**

Localizations for Degree Works 5.0.2 are stored and managed in the Composer application. To access Composer, be sure to add the COMPOSER key to the user or user group.

For more information about using the Composer application, refer to the [Degree Works Composer Administration Guide 5.0.2](#).

To access the *Degree Works Composer Administration Guide*, you must first be logged in to the [Ellucian Customer Center](#). If you do not have an Ellucian account, you may request one by completing the [login request form](#).

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## Frequently Asked Questions: Degree Works 5.0.2

### Am I required to use the Responsive Dashboard?

Degree Works 5.0.2 allows for simultaneous use of the Dashboard and the Responsive Dashboard.

The two dashboards stay in sync and both accurately reflect any changes made through administrative applications (i.e., Scribe, Shepentry, etc.) or within the other dashboard (i.e., exceptions, notes, etc.).

User access is the same for each dashboard.

### Am I required to use Web Transit?

Degree Works 5.0.2 allows for simultaneous use of PC Tools Transit and Web Transit. Each application requires a distinct set of keys, however.

Information about the keys and groups required to access these applications and to run Transit jobs is available in [Degree Works Technical Guide 5.0.2](#).

To access the *Degree Works Technical Guide 5.0.2*, you must first be logged in to the [Ellucian Customer Center](#). If you do not have an Ellucian account, you may request one by completing the [login request form](#).

Once you have fully transitioned to Web Transit, it is recommended to remove ucx12job from cron jobs.

### Has the Student Educational Planner (SEP) changed?

The Student Educational Planner in the Responsive Dashboard is labeled SEP4.

The Student Educational Planner in the Dashboard is now labeled SEP3.

While the look and feel of SEP4 is distinct from SEP3, these planners mirror the same student information and plans. Changes made in SEP3 will be reflected in SEP4 and vice versa.

### How do I access Template Management for the Student Educational Planner (SEP)?

In Degree Works 5.0.2, Template Management is only accessible through the Dashboard.

Updates to Template Management through the Dashboard will be reflected in both SEP3 and SEP4.

### Where is my SHPCFG file?

As of Degree Works 5.0.1, the SHPCFG file is located in Shepentry. You no longer need command line access to retrieve this.

As a best practice, you may consider saving a copy of this locally as well as in the Degree Works application.

### **I updated my SHPCFG file through Shepentry; why haven't permissions updated?**

This is a Known Issue with Ellucian; the SHPCFG file will save in Shepentry with parsing errors.

For more information, see [CR-000166563](#) in the [Ellucian Customer Center](#).

If you do not have an Ellucian account, you may request one by completing the [login request form](#).

### **Why can't I create a new group in Shepentry?**

This is a Known Issue with Ellucian; attempting to create a new group in Shepentry results in an error.

For more information, see [CR-000167483](#) in the [Ellucian Customer Center](#).

If you do not have an Ellucian account, you may request one by completing the [login request form](#).

### **Where are my localization files?**

In Degree Works 5.0.2, localizations are located in the Composer application. You no longer need command line access to view these.

As a best practice, you may consider saving a copy of these files locally as well as in the Degree Works application.

### **Why can't I access Composer?**

In order to access Composer, you must have the COMPOSER key added to your key ring.

### **How do I use Composer?**

For more information about using the Composer app, refer to the [Degree Works Composer Administration Guide 5.0.2](#).

To access the *Degree Works Composer Administration Guide*, you must first be logged in to the [Ellucian Customer Center](#). If you do not have an Ellucian account, you may request one by completing the [login request form](#).

### **Where is Scribe?**

All Degree Works 5.x versions use Scribe on the Web, accessed via URL. PC Tools Scribe is obsolete.

### **How do I log in?**

You will authenticate with your Single Sign On credentials. If you are unable to authenticate, contact your campus networking team.

PC Tools Transit log in still authenticates with the Degree Works ID.

### **Why can't I log in to Scribe/DWSHELL/Composer?**

If you can access the Dashboard but not other applications, you may be assigned to the incorrect user class. Your Degree Works SuperUSER may need to verify your user class by checking Shepentry and reviewing the extract files.

### **Why am I seeing a 500 error?**

There are several technical reasons for this error. We recommend working with the Ellucian Action Line to better diagnose the issue. You will most likely need to work with your campus networking team as well.

To open a case with the Ellucian Action Line, contact us at [helpdesk@usg.edu](mailto:helpdesk@usg.edu).

### **Why am I seeing a 404 error?**

There are several technical reasons for this error. We recommend working with the Ellucian Action Line to better diagnose the issue.

To open a case with the Ellucian Action Line, contact us at [helpdesk@usg.edu](mailto:helpdesk@usg.edu).

### **What do I do if the Self Service Banner link to Degree Works doesn't work?**

You may need to update the Web Tailor settings to reflect the current Degree Works Dashboard link.