



## FAQ for Version 12 – April 2014

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### What do I need to get started?

You need authorization to access reports from the mainframe.

Request Mainframe RACF access through your agency's RACF and/or your Go-Online Group Administrator.

- If you need to access CA-VIEW from ISPF request TSO RACF access.
- Review the materials that are available online on the OTech website.

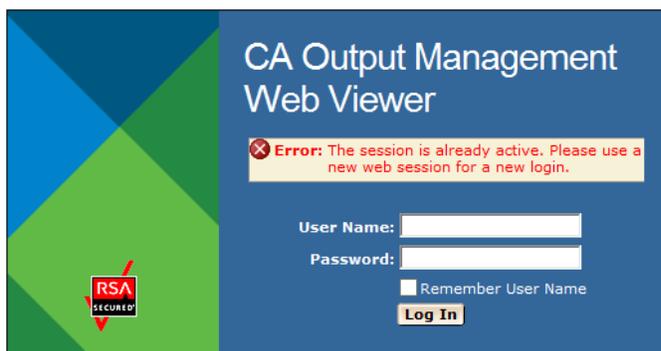
Click the link to go directly to the Go-Online 'How To' page:

<http://www.otech.ca.gov/Go-Online/default.asp>

### When I try to log on I get an error message that says the session is already active?

Go to the menu bar and Click File, New Session.

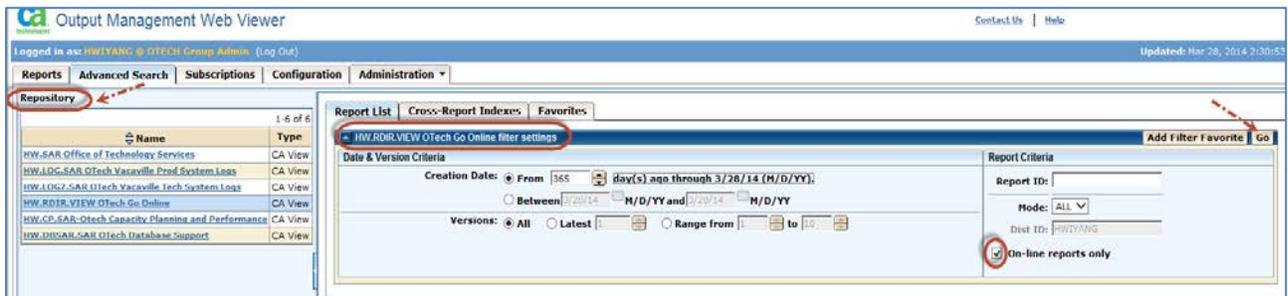
- Enter the URL and enter RACF User ID and Password in the new log in screen.



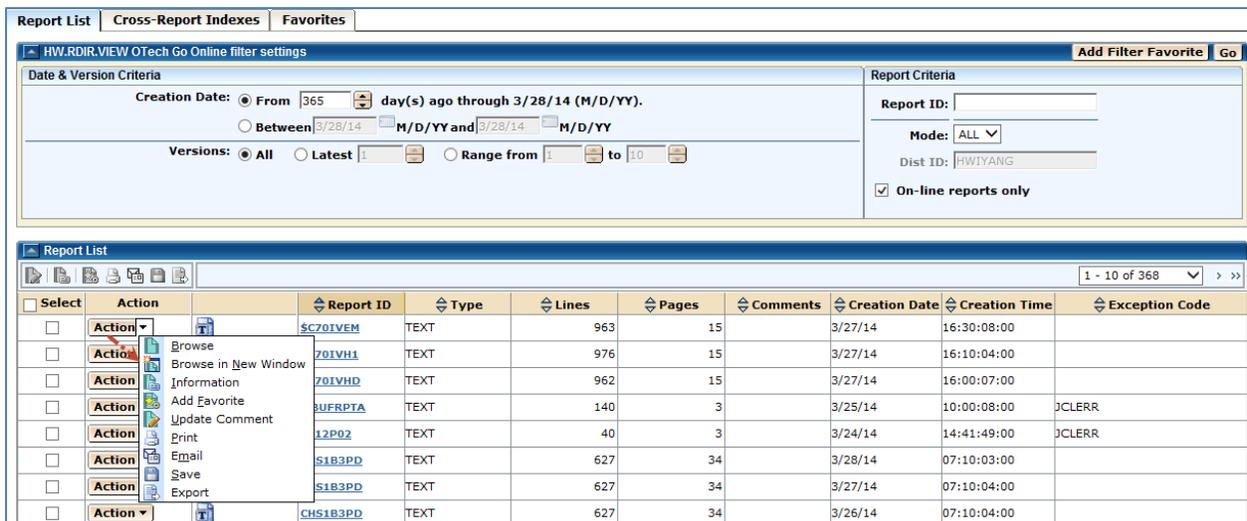
## How do I access reports from the Web Viewer?

During the **customer testing** period use the following links:

- Gold Camp Access (JES3): <https://test3.go-online.ca.gov/>
- Vacaville Access (JES2): <https://test2.go-online.ca.gov/>
- Log in using your RACF User ID and Password
- Refer to the **README** document under the Report tab | Subscriptions or
- Go to the Advanced Search tab and **Select the appropriate repository**
- Complete the Filter settings and Click **Go** in upper right-hand corner.



- Use the drop-down under **Actions** to browse, print, email, save, export, or add to favorites, etc.



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## Why can't I view my report in the Report List?

If the report has an icon like this  the report is off-line. Click Browse to recall the tape from the Web Viewer.

The following dialog box appears if that option has been enabled by your agency.

 **Warning:** This report is currently off-line. Should this report be made available on-line? This may take up to 30 minutes.

Click OK to proceed.

If you click Browse and receive the following dialog box:

 **Warning:** Report is currently off-line and is not available for viewing! Contact your administrator to restore the report on-line!

The Tape Recall option is not enabled and will have to contact your Go-Online Administrator for help.

## How long do reports stay online in the Web Viewer?

The default period to view reports online is 7 days on DASD and 7 years on Virtual Tape. If your business needs are different than the default, then an Expanded Retention Option (ERO) table may be needed. Contact your agency's Go Online Administrator if you have a report that requires a different retention period.

## Why can't I print or export my reports?

There is a new Active/X control that needs to be downloaded for V12. If you have ADMIN rights to your PC, this should happen automatically, when you initiate PRINT. If not, your Go Online Group Administrator will need to push Active/X to your machine. This control is needed for more advanced functions such as PRINT and EXPORT.

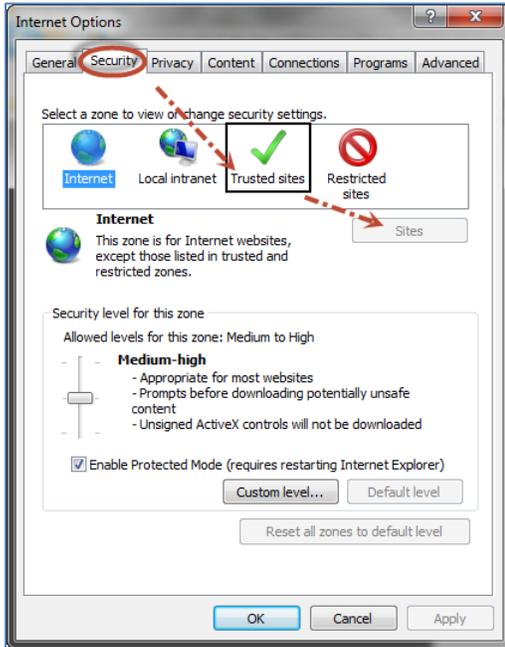
The new Active/X control file is ERMHelper2AX.

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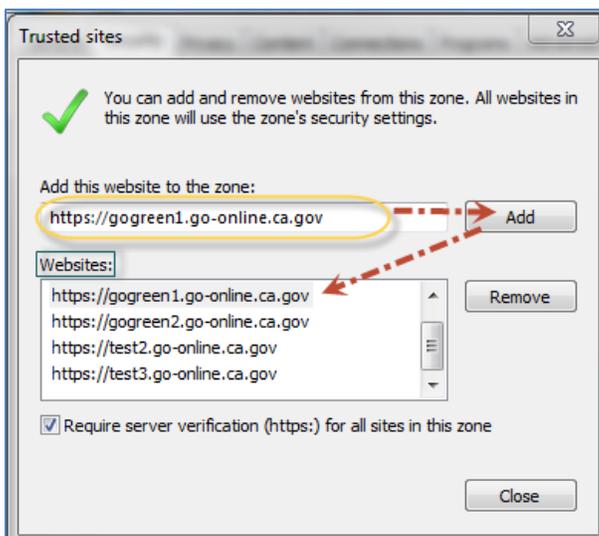
I have ActiveX downloaded but I still can't email.

We found if you add the Go-Online URL (<https://gogreen1.go-online> and/or <https://gogreen2.go-online.ca.gov/> ) to "Trusted Sites" the problem was resolved.

- Open Internet Explorer and click on the Tool icon
- Go to Internet Options, Security tab and Click on Trusted Sites and Sites



- Enter the URL to the website zone and Click Add
- The URL will be added to the Websites area
- Click Close to exit.



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## What is the purpose of the favorites feature?

The favorite feature lets you create a short-cut to a report you use often or a report list filter setting to quickly find reports. For instance, you only need to view two reports from a list of 500. By creating favorites to what you want to see, the favorites list displays only the two reports instead of showing the 500 reports in the report list.

To access the Favorites page, select the Favorites tab.

The screenshot shows the 'Favorites Panel' in the 'Output Management Web Viewer'. The 'Report List' tab is active, displaying a table of reports. The table has columns for Name, Report ID, Description, and Type. A context menu is open over the 'CREDIT\_BILL' report, showing options like 'Favorite Properties', 'Browse in New Window', and 'Remove Favorite'.

Select	Action	Name	Report ID	Description	Type
<input type="checkbox"/>	Action	CREDIT_BILL	CREDIT_BILL		Report - Latest Cop
<input type="checkbox"/>	Action	LPIE	LPIE	LPIE_BROWSE.XLSX	Report - Latest Cop
<input type="checkbox"/>	Action	PHONE_BILL	PHONE_BILL		Report - Latest Cop
<input type="checkbox"/>	Action	DLBOSID	REPORT_FOR_JOB_MDLROSID		Report - Latest Cop
<input type="checkbox"/>	Action	SEONLBRANCH	RPT_DATA_1	for REGION_BRANCH	Report - Latest Cop
<input type="checkbox"/>	Action	SEONLBRANCH	RPT_DATA_1	for REGION_BRANCH	Report - Latest Cop
<input type="checkbox"/>	Action	SEONLBRANCH.MID-WEST.009	RPT_DATA_1	for REGION_BRANCH: MID-WEST_009	Report - Latest Cop
<input type="checkbox"/>	Action	SEONLBRANCH.MID-WEST.011	RPT_DATA_1	for REGION_BRANCH: MID-WEST_011	Report - Latest Cop
<input type="checkbox"/>	Action	IS		Report Filter on Show	Filter Settings
<input type="checkbox"/>	Action	SMALL_ACFI	SMALL_ACFI		Report - Latest Cop
<input type="checkbox"/>	Action	WBIBRANCH	WBIBRANCH	BRANCH BANK REPORT	Report - Latest Cop
<input type="checkbox"/>	Action	WSBALANCE	WSBALANCE	BANK BRANCH AND REGION REPORT	Report - Latest Cop

Note: The Favorites tab is not displayed in your Web Viewer if you do not have access permission to create internal favorites. Contact your group administrator for access.

The screenshot shows two 'Favorite Properties' dialog boxes. The top dialog shows the 'Favorite Name' as 'CREDIT\_BILL' and the 'Favorite Type' as 'Latest Report'. The bottom dialog shows the 'Favorite Name' as 'CREDIT\_BILL' and the 'Favorite Type' as 'Static Report'. The 'Attributes' table in the bottom dialog is circled in red.

Attribute	Value
Report ID	CREDIT_BILL
Report Creation Date	5/9/05
Report Creation Time	15:44:52:00

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## What is the difference between browser favorites and internally managed favorites?

The browser favorites lets you create a favorite or bookmark that is managed by your web browser. CA OM Web Viewer creates the favorite and displays the report, but you select or manage the favorite through your web browser.

## What are subscriptions?

One of the key features of CA OM Web Viewer is the subscription method of report access. Subscriptions (bundles of reports, report sections, or search filters designated as Favorites) are a new concept introduced in CA Output Management Web Viewer Version 12.0.

A **Subscription** is a group of favorites that has been given a name and description. The Subscription name can now be used by Administrators and Advanced Users to assign this bundle of reports to one or more Roles. Only Advanced Users and Administrators can create Subscriptions, and only Administrators can assign the Subscriptions to other Roles. With a Subscription, you can access reports without having to keep track of which repositories contain which reports. You do not have to search a repository every time you want to find the report.

## Who do I contact for additional questions?

Your agency's Go-Online Administrator is your primary source for answers however for more help contact:

- OTech Service Desk (24/7)
  - Email: [ServiceDesk@state.ca.gov](mailto:ServiceDesk@state.ca.gov)
  - Phone: 916 464-4311
- OTech Go-Online Administrator
  - Email [CIOGoOnlineService@state.ca.gov](mailto:CIOGoOnlineService@state.ca.gov)
  - Group line: 916 228-6373

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