

BEACON TECHNICAL READINESS FREQUENTLY ASKED QUESTIONS

Last updated: February 4, 2008

What are the specific printer technical requirements for local vs. network attached printers?

For printing through the SAPGUI (Workstation), the printers known to the OS can be used. For direct printing from the BEACON servers, TCP/IP (TBD) addressable printer is required.

When will 100MB SAPGUI patch file be available?

SAP GUI Patch 3 is available for download at:

http://www.ncosc.net/BEST/support/support_tech.html

Could you please publish ITS NCID support contact names and contact information?

For ITS support on NCID issues, please contact Brent Roberts (brent.roberts@ncmail.net) or Richard Southers (richard.southers@ncmail.net).

What is the process to install SAP GUI if my agency desktop is managed by ITS? (Consolidated agencies)

Agency needs to initiate the process to install SAP GUI on desktops. Agency BST Technical Agent must send email to ITS Service desk (its.incidents@ncmail.net) with Subject: SAP GUI install for BEACON for Agency. By using this email address, new service requests are automatically logged and the iWise ticket number sent to the email address of the person initiating the request. Agency BST Technical Agent will need to send a list to ITS under one ticket (include list of user names). The ITS technical staff will create individual tickets for each user as installs are completed. ITS installs SAP GUI on agency desktops accordingly. If you need to call and check on the status of an email or if the application is not functioning properly, please use the ITS Service Desk phone number: 754-6002.

What is distribution method for .netfw 2.0 (dot net framework ver 2.0)?

It can be downloaded from Microsoft; it will not be required for the recommended GUI install

Will there be a provisioning capability for NCID creation to avoid individual employee self registration?

No

How will we load the new employee number to match existing NCID?

During/After the self registration process, the users will have to provide additional information to establish the link to the new employee number.

Can someone logon to BEACON from home?

Yes. The BEACON Portal is available from the internet for authentication, ESS and MSS.

Will Citrix be used by BEACON?

No. We do not intend to utilize Citrix for BEACON.

Is NCMail the only mail system that BEACON will connect with?

BEACON will utilize NCMail as gateway to send out notifications.

One agency has 400 field staff persons that all have different domains for their emails? Will this be accommodated?

Yes, BEACON will utilize NCMail as gateway to send out notifications.

Can Blackberries receive email notifications?

This question is not BEACON-specific. The answer depends on your specific environment.

Can Local (default) printer selection be changed at time of SAP print action?

Yes.

Are MAC users supported?

BEACON support is based on the OS/browser. If you use one of the supported OS/browser, yes you will be supported.

What auto logout parameters will be set in the different SAP systems?

This has not been finalized yet. Potentially: between 1hour and 2 hours for the backend and 12 hours for the portal.

What options will agencies that will not be on ESAP have for secure connectivity?

There are multiple option that can be discussed with ITS. One example could be a site to site VPN connection.

Will BEACON offer a central WinGUI distribution capability/process?

The GUI will be distributed via CDs to the agencies. Each agency can set up their own distribution process depending on their capabilities/needs. A central network GUI distribution from BEACON could become a performance challenge.

More specific definition is needed defining who a core or power user is. For example, is a timekeeper a core user?

Each agency has to define who belongs to their core user group. In general: If you have to do something in the system for somebody else, you are most likely in the need of the GUI.

XP and Vista OS firewall guidelines are needed.

Please refer to OS technical support.

BEACON Production and Training IP addresses need to be published to Technical Readiness agents so firewalls can be configured correctly.

Training	
bp1ts01z	10.12.4.25
bp1ta01z	10.12.4.26
bb1ts01z	10.12.4.171
be1ta01z	10.12.4.174
be1ts01z	10.12.4.172

PRD	
bp1ps01z	10.12.4.43
bp1pa01z	10.53.1.22
bp1pa02z	10.53.1.23
bs1ps01z	10.12.4.161
bs1pa01z	10.12.4.153
bb1ps01z	10.12.4.200
be1ps01z	10.12.4.199
bs1ps01z	10.12.4.197
bs1pa01z	10.53.1.157
bb1pa01z	10.53.1.153
be1pa01z	10.53.1.152
be1pa02z	10.53.1.155
bb1pa02z	10.53.1.156

PC hardware requirements for GUI need to be distributed.

Hardware:

Portal: CPU: 1GHz+, RAM: 256MB, HD: 1GB

GUI (WIN2000, XP): CPU: 500 Mhz+, RAM: 192MB, HD: 1GB

GUI (Vista): CPU 1 Ghz+, RAM: 1GB, HD: 1GB

Reporting Expert: Portal+GUI+MS Office Products

Software:

Operating System: WIN 2000, XP / Vista

Acrobat Reader: Version 5

Browser: >= IE 6 SP1 (IE7 is supported)

SAP WIN GUI: 710

Excel (MS Office) : >= 2003

Browser Requirements:

Pop-Up Blocker Deactivated

JRE: 1.5 (for applets)

HTTPS communication: Trust BEACON Portal Servers (Verisign Certificates are being used)

Allow for temporary session cookies

NCID - An employee may end up with multiple NCIDs. Need to publish ITS NCID support contact names and contact information.

ITS NCID Support: Brent Roberts; brent.roberts@ncmail.net

How to work from home using the WinGUI needs to be documented and distributed.

Concerns were raised in the CIO meeting from 04/10 about the use of personal equipment for work related tasks. Using a state computer from home via VPN connection should not impose any challenges.

Can the WinGUI be served from a Citrix server?

Yes.

How is security set up in SAP? Who maintains this information?

Security is defined by Roles. Roles are assigned to positions. Employees are hired into positions and inherit the appropriate security. The BEACON Security team is maintaining the SAP security Roles.

The NCID self registration process documentation needs to be distributed to employees.

Who will do this? When will it be done?

ITS has communicated this process in the April State CIO meeting (4/10). ITS has instructions available.

Are there any policies/procedures or guidelines for agencies to follow regarding how employees who do not have a work PC assigned will access ESS? Kiosks? State libraries?

No policies/procedures. As long as minimum requirements are met, ESS can be accessed.

How do I install SAP GUI?

Follow the SAP GUI installation procedures provided at

http://www.ncosc.net/BEST/support/support_tech.html

How do I check which version of SAP GUI is installed on my PC?

1.) Open SAP Logon using path Start - Programs - SAP Front End - SAP Logon

2.) Click on top left hand corner of SAP Logon window and choose 'About SAP Logon'

Do you have more information on BEACON firewall rules?

The agencies can choose to open outbound IP ANY to 207.4.80.0/255.255.255.0 and 204.211.153.0/255.255.255.0. They would also need to allow HTTPS (TCP-443) outbound to any which most agencies have or at least to 207.4.88.0/255.255.255.0. We still limit which host they can access and on which ports at the BEACON firewall.

We have just ran across another issue concerning Microsoft.Net framework, even though SAP requires version 2.0 or higher, if you are doing an auto run on the setup it by-passes this step. So it appears that the program installs ok even though you may have version 1.1 of the MS.net framework. Will the program run without vs. 2.0 or higher?

.Net 2.0 is only needed for an additional configuration tool called 'Tweak GUI' to run as listed as one of the new feature in SAPGUI 7.10. If you don't require further customization then .Net 2.0 is not needed. BEACON does not required installation of 'Tweak GUI' so .Net 2.0 is not needed

Is JRE required to connect to BEACON? If it is, are both versions 1.5 and 1.6 acceptable?

JRE 1.5 is required. JRE 1.6 is also supported.

Are there any files that need to be loaded on ALL BEACON users' PCs? (The non-core users...PCs without the SAP GUI) .MSI files?

The Simulation .msi file should be loaded onto all ESS/MSS users PCs to give them access to the ESS/MSS simulations required for online training. Available for download at:

<http://www.ncosc.net/BEST/support/tech/msi.html>

What browser settings need to be configured for non-GUI users?

Browser settings as described in the BEACON SAP GUI installation Procedures at http://www.ncosc.net/BEST/support/support_tech.html are necessary for the BEACON Portal, ESS and MSS.

There was an error loading the RESITE Simulation Player. The RESITE Simulation player requires that Internet Explorer be able to download and install signed ActiveX controls. It also has the following software requirements: a.) Microsoft Internet Explorer version 5.5 or higher. b.) Microsoft MSXML Version 3 or greater Can someone there research what the RESITE Simulation Player and Window Control Programs need to run?

MSXML version 3 or greater is required for the RESITE Simulation Player.

Are there any files that need to be loaded on ALL BEACON users' PCs? (The non-core users...PCs without the SAP GUI) MSI files?

The Simulation .msi file should be loaded onto all ESS/MSS users PCs to give them access to the ESS/MSS simulations required for online training.

How do we go about getting VPN access for our remote sites that are not on ESAP? Will ITS create a way for these folks to get in who are using the SAP GUI?

ITS has modified all of the agencies' VPN profiles to include BEACON access with the SAP GUI. They should try accessing BEACON and open a ticket with ITS if they have any issues.

Need font size changed in BEACON. Text size is too small.

Please see the Guide to Change Font in BEACON at:

http://www.ncosc.net/BEST/support/support_tech.html