


COMMON IFAS ISSUES and their RESOLUTIONS


Issue 1: If you get the following Error message when attempting to log into IFAS



Resolution to Issue 1:

- Re-enter your correct User ID or Password
- Take the CAPLOCKS off and re-enter User ID or Password


Issue 2: If you are logged on and the **Purple** abacus  is spinning

Resolution to Issue 2: Click on the White sheet of paper; which is the View Output icon  next to the house. There 1 of two things will be occurring

1. It will be prompting you to re-enter your username and password
 - a. Re-Enter that information
2. It will tell you that your account has been *disabled*
 - a. Call the Helpdesk and ask for your IFAS Password to be reset

Issue 3: Once the Helpdesk has reset your password

Resolution to Issue 3: You will enter the password that the Helpdesk has given you and hit Connect. Once the

Main IFAS Menu comes up click on the View Output icon  (white sheet of paper) to re-enter your password. After selecting on this page you will be prompted for your **old password** this is the password that the Helpdesk gave to you. Then you will have to enter in a new password which has to be at **least 6 characters** and at least **one of those has to be a number**, then re-enter the password. After you have successfully changed your password it will automatically take you back to the Main IFAS Menu.

```
HP-UX ifaslive B.11.11 U 9000/800 (tq)
```

```
login:
```

```
Password:
```

```
Last successful login for Fri Nov 14 14:56:29 EST5EDT 2003 on pts/tf
```

```
Last unsuccessful login for Tue Dec 2 10:57:53 EST5EDT 2003 on pts/tq
```

```
Your password has expired.
```

```
Choose a new password.
```

```
Changing password for
```

```
Old password: PASSWORD GIVEN TO YOU
```

```
Last successful password change for cford: NEVER
```

```
Last unsuccessful password change for cford: Tue Dec 2 10:57:53 2003
```

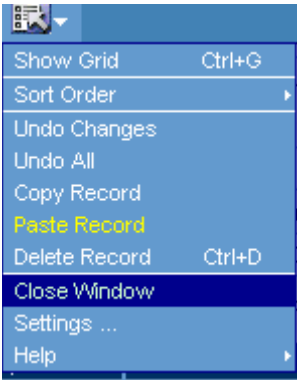
```
New password: ENTER A PASSWORD AT LEAST 6 CHARACTERS AND 1 HAS TO BE A NUMBER
```

```
Re-enter new password: REENTER THE NEWLY CREATED PASSWORD
```

Issue 4: When you try to go to a screen you are getting “new screens”

Resolution to Issue 4: If you are at a new screen”

Click on the Options button as shown below, then Select Close Window.

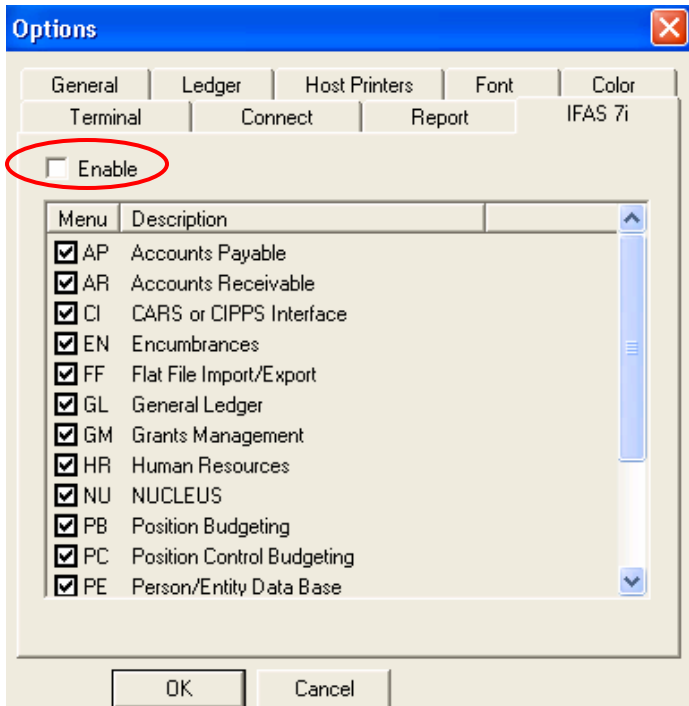


This box will appear and the user needs to select **yes**.

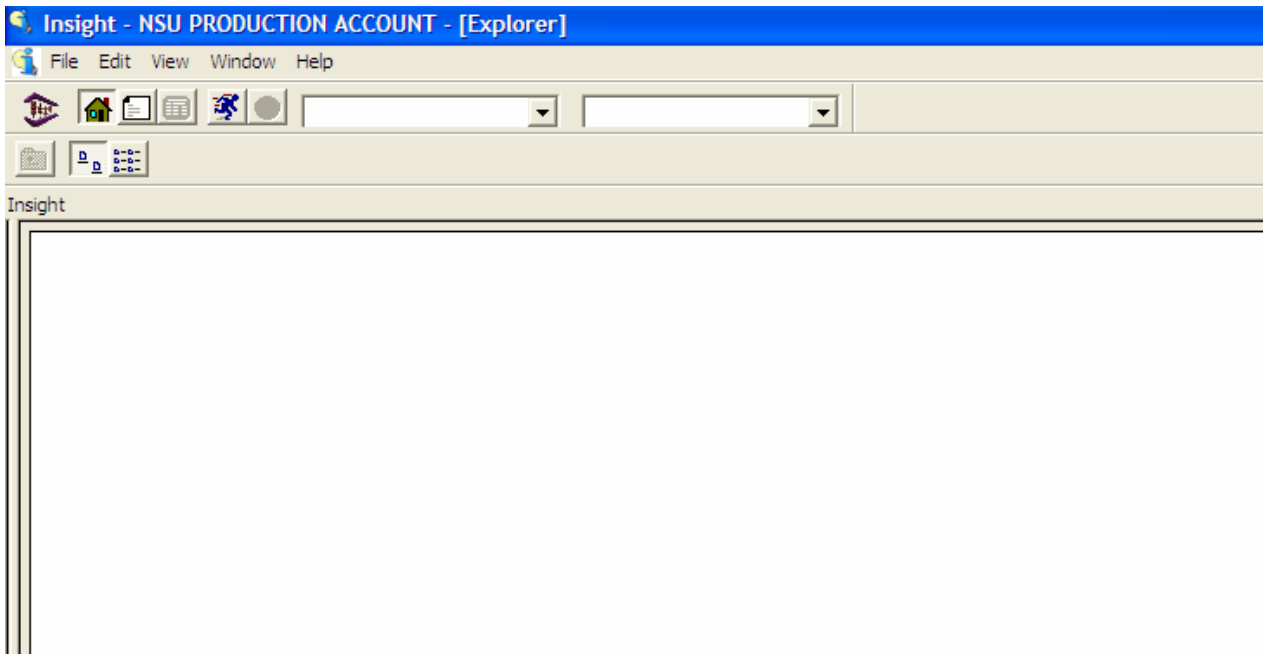



After that it will take you back to the Insight Application.

Once there GO to **edit** at the top of the screen and Select Options. Then Click on the **IFAS 7i** tab, in that tab you want to **unselect** the Check mark in the Enable box. Select **OK**.

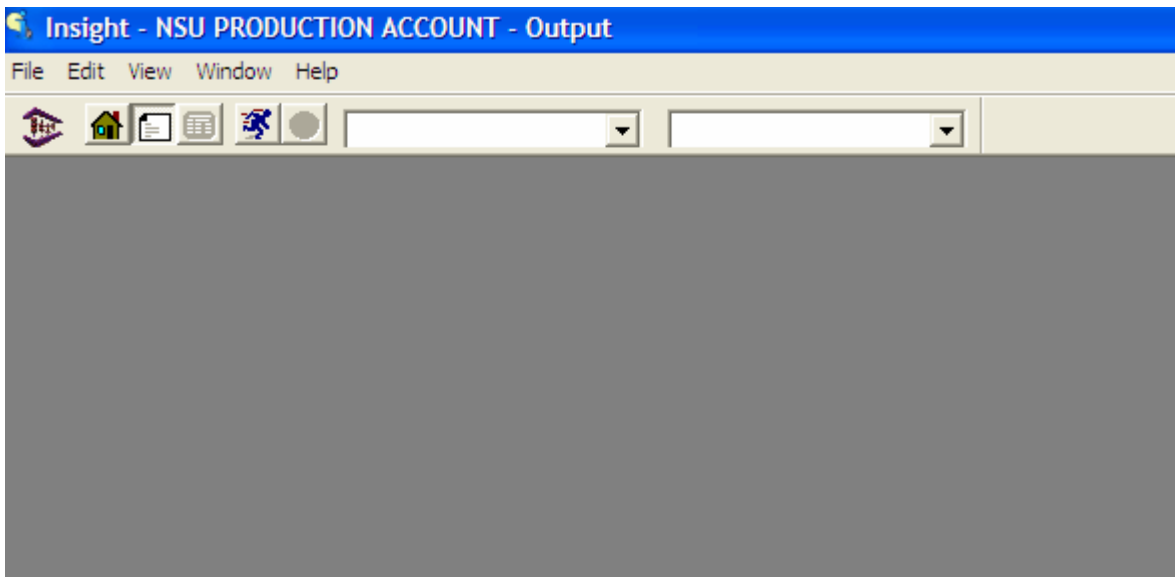


Issue 5: If your main IFAS menu comes up all white, see below.



Resolution to Issue 5: Place your cursor to the far left side of the screen until your cursor looks like this  Left click and **Drag to the Right** and your Main IFAS menu will appear.

Issue 6: If your main IFAS menu comes up all grey, see below

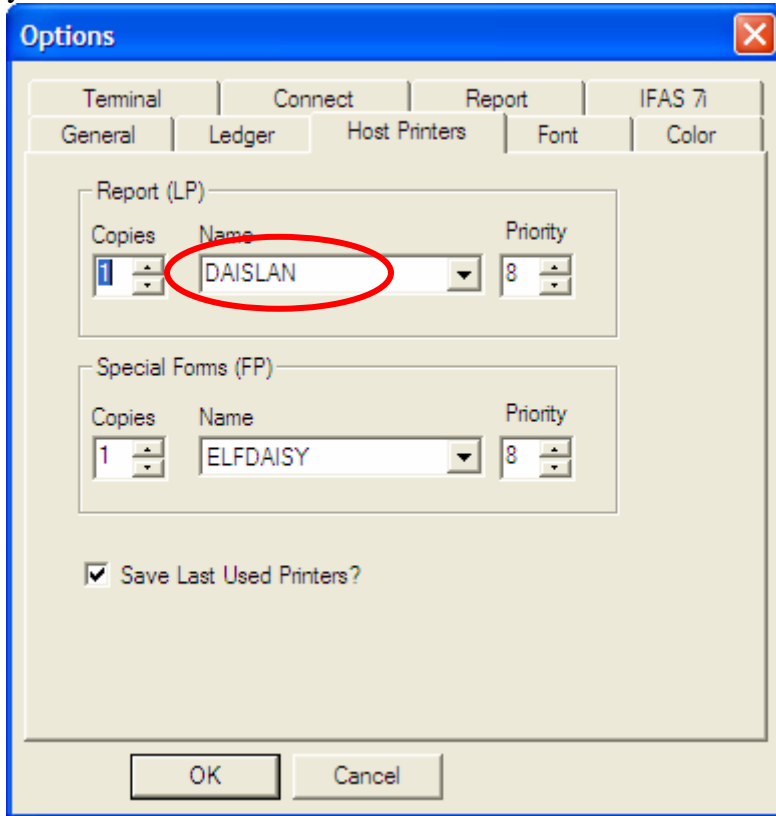


Resolution to Issue 6: Click on the View Explorer icon (the house) and your Main IFAS menu will appear.

Issue 7: If you print Daisy (DASILAN or DAISPOR) and your screen prompts to you run that function again and your documents are not printing out.

Resolution to Issue 7:

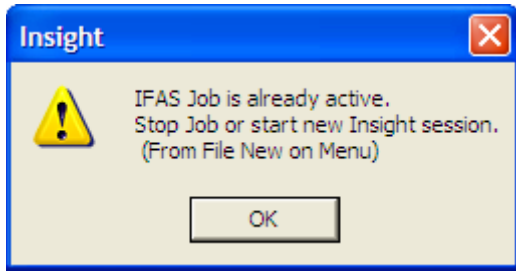
1. Check to see if you have the following button at the bottom of your screen **Complete Daisy Print** Depress it with your cursor and your document should print.
2. Check your IFAS settings to see where you are printing. You can do this by Selecting **Edit** then **Options** then select the **Host Printers** tab; make sure that you are not printing to TERMINAL, which would be your screen.



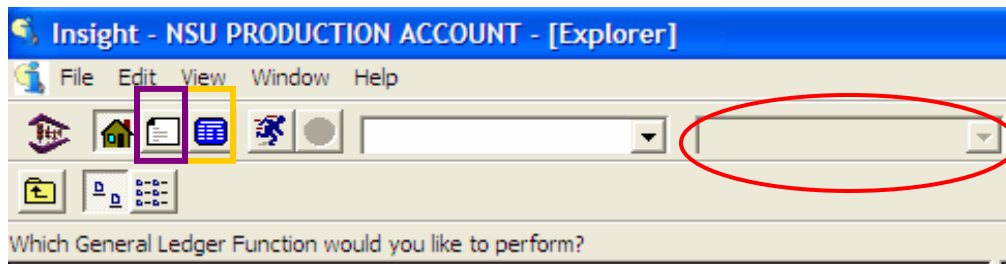
3. Saved for additional resolution to Issue 7
4. Saved for additional resolution to Issue 7


***NOTE: If you change your printer option and leave the check mark in the "Save Last Used Printers?" it WILL print to the selected printer until you manually change it again. E.g. If you change your printer option to TERMINAL (in which you can print items onto your screen) it will print to your terminal until you manually change it back to an actual printer.

Issue 8: If you get the following warning message. You did not properly close the last program that you were running.



Resolution to Issue 8: Indicator that you did not close the last running program properly before getting the message above. The TypeAhead/History Menu bar is grayed out.



Option 1: If the View Screen, highlighted in the gold square, is Blue as displayed above then that is the program that is still running. Depress on the View Screen icon, and then hit your **F8** key or this key .

Option 2: View Screen, highlighted in the gold square, is grayed out then the program that is still running is in the View Output screen, which is the icon with the white sheet of paper, highlighted in the purple square. Depress on the View Output screen icon and then type in “**exit**” until you return to the main IFAS screen.