

Recommended Ways of Navigating to Banner

As of 1/4/2023

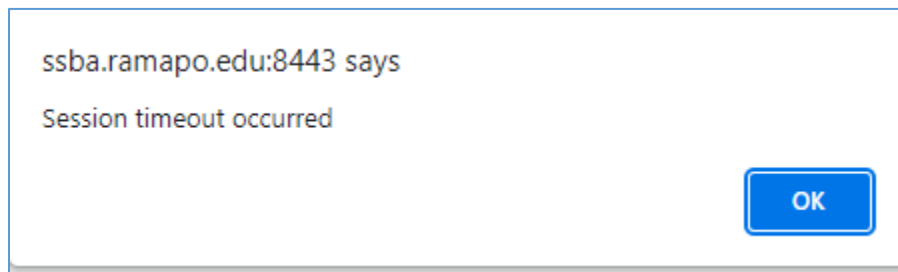
Links

- Banner Pages
 - <https://banapp.banner.ramapo.edu/applicationNavigator/seamless>
- Banner Web Self-Service
 - https://ssba.ramapo.edu:8443/myssb/twbkwbis.P_GenMenu?name=homepage&accessibility=true

Background

Receiving one of the following errors when navigating or logging into Banner:

- Service Invocation Failed, Couldn't access remote service.
- Session Timed Out



- Error 500 – Internal Server Error

Reason

Summary

In short, signing out of one service (Banner pages or Web Self-Service) in the same browser session (whether it be intentional or due to inactivity) will sign you out of both services. Attempting to navigate Banner within a different tab of that same browser window will then cause an error. This is because each attempt is trying to reactivate an expired session, so the system will need to be refreshed by starting an entirely new browser session.

Bigger Picture

Having Banner (whether it be Banner pages or Web Self-Service) open in various tabs may cause these errors to occur. Often times, the error occurs due to inactivity on one of the tabs, which causes the remaining tabs to throw different errors code. This is because each attempt is trying to reactivate an expired token, in which case the system has timed out and will need to be refreshed. The timeout count for Banner pages is 30 minutes. When one of the tabs meets the 30-minute limit for inactivity, your login token for all Banner sessions has expired. This could be why you experience issues in other tabs in which you had been active more frequent. The same token is trying to reactivate, but it no longer exists, so an error code appears instead.

Another cause to receiving these errors is signing out of Web Self-Service while continuing to work in Banner pages. For example, you may be posting a journal entry or querying data in Banner pages, and for a moment, you pause to go submit your timesheet in Web Self-Service in a new tab. Opening a new tab is still considered using the same browser session. Once complete, you log out of Web Self-Service, and return to the tab where you have logged into Banner pages. You now receive an error message, or are unable to navigate Banner pages (the screen does not allow you to click anywhere and appears “frozen”). The server registers logging out of Web Self-Service as a complete logout of Banner, so it affects all other tabs in the same browser session in which you are using Banner, no matter the instance.

This issue may be more frequent for users who have their browsers set to “Continue where you left off on startup,” even if you have shut down your computer.

Work Around

It can be frustrating to have to close an entire browser session and reopen a new one in order to resolve the issue, which results in a loss of time and possible loss of progress. Below are some alternative solutions:

Option #1

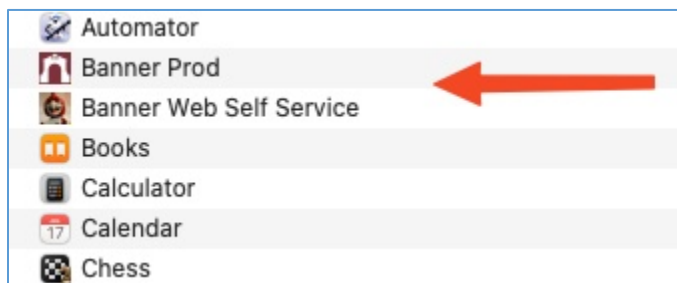
For Windows users:



On College computers located on campus, there are now **two desktop icons for Banner pages and Web Self-Service – both open in new browser windows using incognito mode**. The default browser for these shortcuts is Chrome. If you prefer to open these sites in a different browser other than Chrome, or if you need to download the shortcuts onto a laptop, please contact helpdesk@ramapo.edu and indicate which browser you prefer, along with the OS installed on your computer.

Once the new icons are tested on your specific computer, it is safe to delete the original Banner 9 PROD icon from your desktop.

For Mac users:



On all College-owned Mac computers, there are two new icons located in the Applications folder. These icons can be copied/pasted or moved to the desktop for use. If you prefer to open these sites in a different browser other than Chrome, or if you need to download the shortcuts onto a laptop, please contact helpdesk@ramapo.edu and indicate which browser you prefer, along with the OS installed on your computer.

All Users:

We recommend users to use these shortcuts going forward when needing to access Banner pages or Self Service. By opening a new browser session, this helps users maintain tabs without fear of losing progress or having to restart their Banner sessions again. **Removing any saved bookmarks to these sites is recommended.** Any department webpages containing links to Banner should be set to open in a new window instead of a new tab, if possible.

Option #2

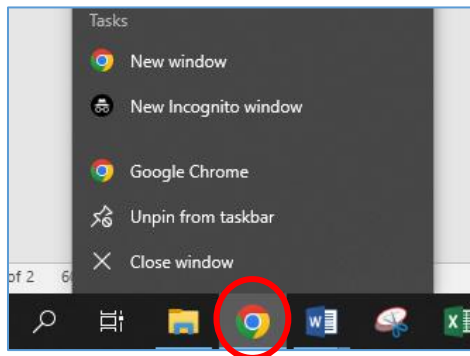
Each time you need to access Banner pages or Web Self-Service, be sure you are opening the link in a new window rather than a tab.

If navigating to Banner from a link...

- Right-click on the link and select “Open in New Window” or “Open in new Incognito/Private Window”

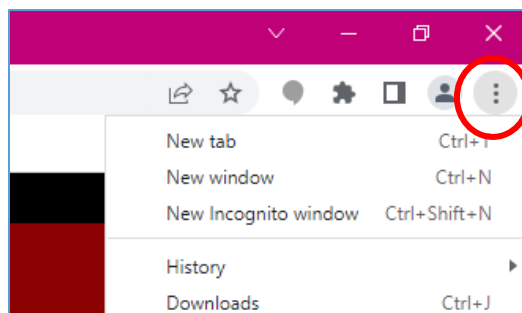
If navigating from a web browser...

- Right-click on your browser icon in the taskbar and select new window OR new incognito/private window. Then, paste the link in the URL

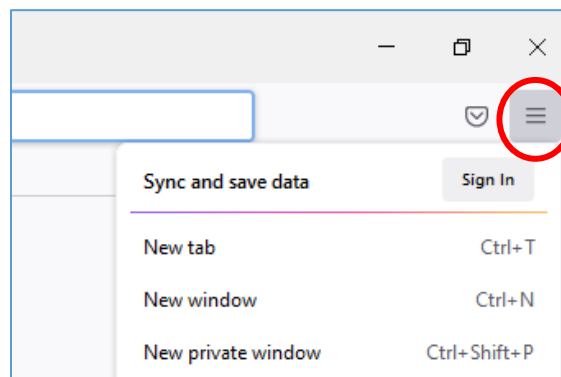


Or, if already in a web browser...

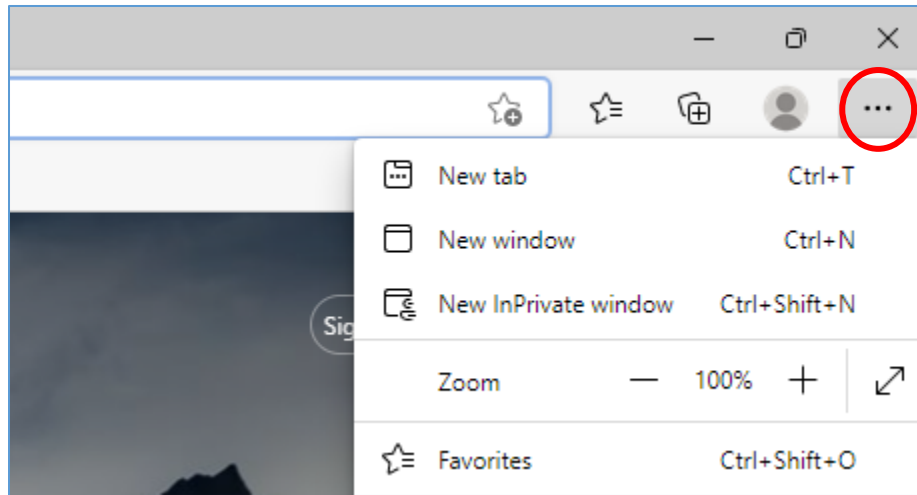
- Go to the kebab (or hamburger) menu on the right of your current browser window and select new window OR new incognito/private window. If using Safari, choose File > New Private Window. See screenshots below based on various browsers.
 - a. Chrome:



- b. Firefox:



c. Edge:



d. Safari:

