

Question:

When I am working in PeopleSoft, the system sometimes kicks me out of PeopleSoft. When this happens, I have to log back into the system and reenter that data that had been on my screen. What can I do to avoid this in the future?

Answer:

We are trying to determine why this happens. In order to help us diagnose this problem, please provide us with the following data:

- your IP address; (If you don't know how to obtain your IP Address see below)
- your Case network ID;
- the date and time of the incident;
- the browser and version; (If you don't know how to obtain your browser and version see below)

Also, please let us know if you were simultaneously ejected from any other applications, i.e. E-Mail, Yahoo, the Case Portal, etc.

Once you have obtained this information please E-Mail it to erpteam@case.edu.

How to obtain your IP address:

1. Press the Start Button
2. Select Run
3. Type CMD – the system will bring you to the C: Prompt
4. Type ipconfig
5. Press Enter

The system will return several lines of information including the IP Address

How to obtain your browser version:

1. At the top of your browser screen click on Help menu
2. The last choice on the Help Menu should be About Internet Explorer or About Netscape Navigator.
3. Click on it.
4. A window will pop up indicating the version of the browser.