

# **Summer Academy 2017**

## **RDS Tips & Tricks**

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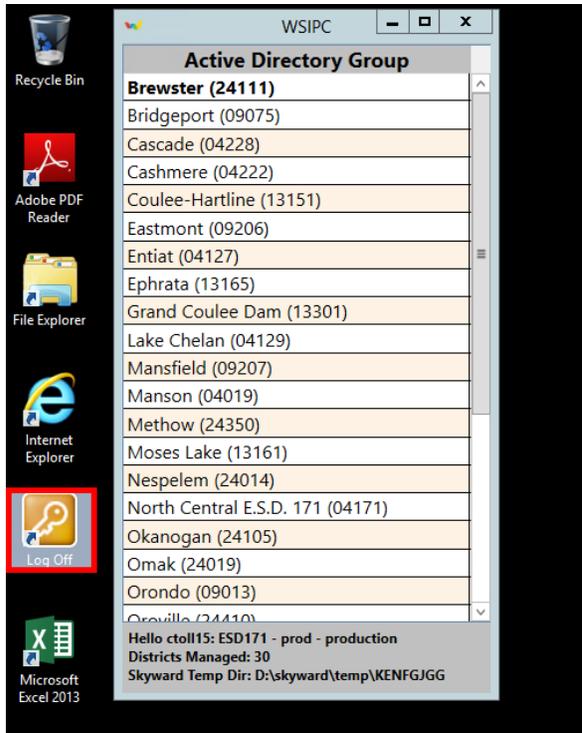
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## LOGGING OUT OF RDS

It is important to follow the correct procedure for logging out of RDS. Using incorrect methods of logging out can cause the loss of access to the ESD printers, ghost or disconnected sessions and the inability to access RDS.

When you are logged into RDS and you want to logout, you should double-click the “LogOff” icon on the desktop.

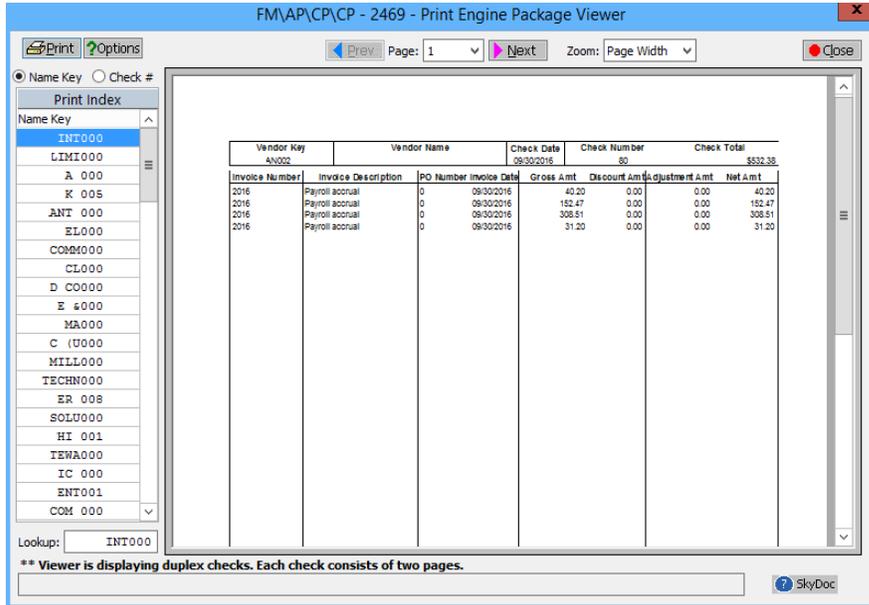


Once you have logged out of the RDS screen, you will want to click on the “Sign out” link on the RD Web Access Page.

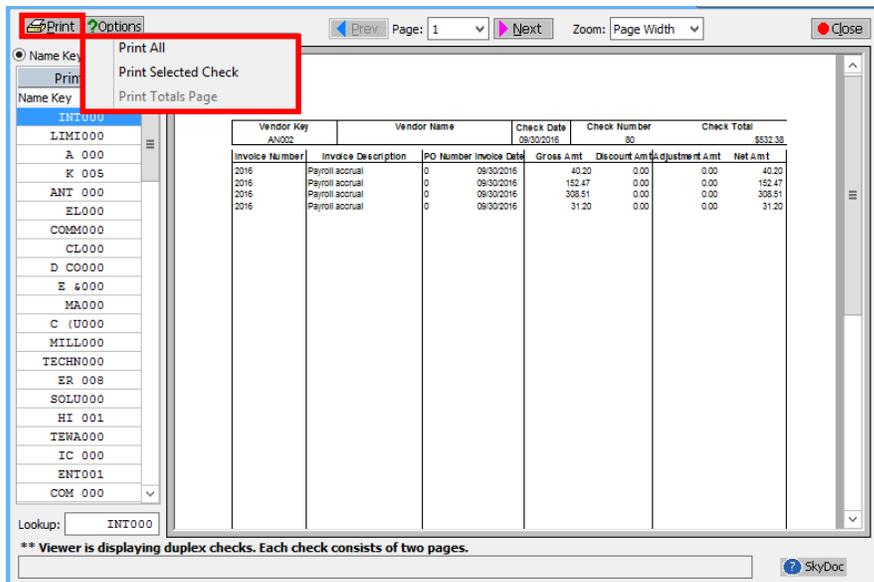


## PRINTING TO SCREEN VS. PRINTING TO ESD PRINTERS

When you print to your screen you will see a screen similar to the one below. In this case the file has been created for printing, but it has not been sent to an ESD printer. However, the system will show that the document has been printed.

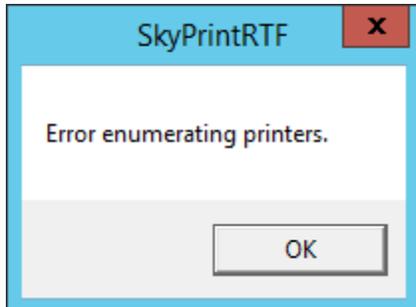


To print to an ESD printer an additional step is needed. You will need to click on the "Print" button and determine the parameters for the print job. You may also want to click the "Options" button in order to confirm that you are sending the job to the correct printer.

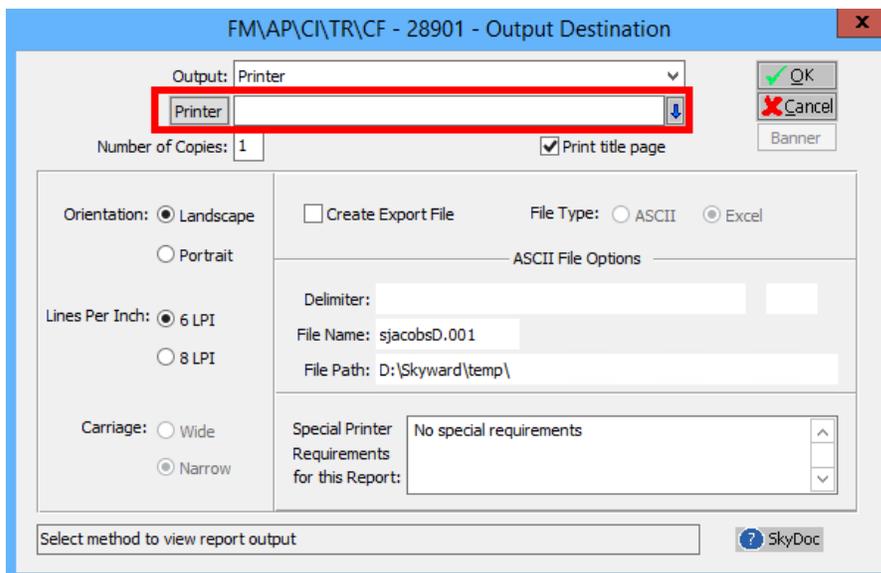


## ENUMERATING PRINTERS

Sometimes when you are in RDS and attempt to print you might see the message below. What causes this message to appear?



When the error message appears it is due to the “Printer” field being blank on the Output Destination screen. Please make sure that a printer is selected. If a printer is not selected you may have to sign out of RDS and then log back in. In some cases your RDS session may lock up and Fiscal Coordination will need to manually log you out of RDS.



## WHERE ARE THE ESD PRINTERS?

Occasionally you may notice that the ESD printers don't appear in your list of available printers. The most common solution to this situation is to sign out of RDS using the previously mentioned procedure, restarting your computer and then logging back into RDS. In the rare case that this doesn't correct the issue, please contact Fiscal Coordination so we can reset your user profile.



## MAXIMUM SESSION LENGTH

Some of you may have been contacted by Fiscal Coordination recently about having exceeded the maximum session length. So what exactly does this mean? If a user remains logged in for an extended period and is holding a transaction open, then there is some risk that the database may crash. In that case, data from any incomplete transaction will be removed from the database on the restart of the database. It is recommended that users log out of RDS when they are not actively using it.

Hello All,

Could we have your permission to disconnect the user?

### Max Transaction Length Exceeded

HostMachine	Database	UserID	UserName	ConnectTime	TransStartTime	TransDuration(mins)	Device	Process ID	Connect Type	ClientType
esd171-db-01		185		6/27/2017 9:45:46 AM	6/28/2017 3:22 PM	968	rd-sh-64	10460	REMC	ABL

Thank you,

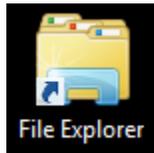
 John  
Systems Engineer  
W S I P C

*Inspired by education. Empowered by technology.*

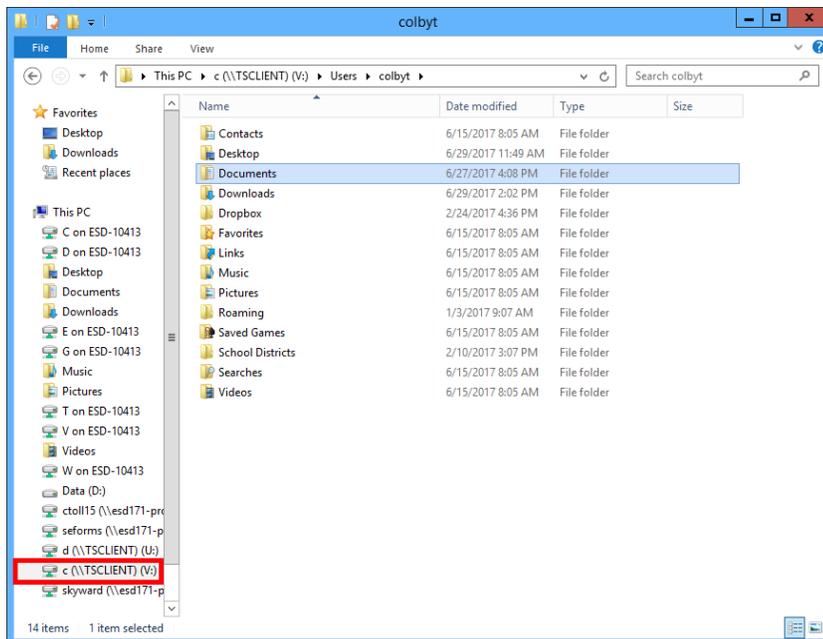
## SAVING FILES FROM RDS TO LOCAL COMPUTER

Sometimes when you are working in RDS you save a file to the desktop and you would like to have it saved to your local computer. To do this:

- Double-click the “File Explorer” icon on the RDS desktop.



- Navigate to c (\\TSCLIENT) (V:) > Users > YOUR USERNAME



- Save the file to any of the folders appearing under your username and you will be able to access it on your local computer.