

MNCIS Odyssey

Odyssey Assistant Installation & Troubleshooting Guide

FOR GOVERNMENT AGENCIES

Revised August 14, 2013

Contents

Prerequisites	. 2
DA Installation Options	. 4
Option 1: Downloading the OA Installer & Installing OA	. 4
Option 2: Connecting to the OA Administration Site	. 9
Odyssey Troubleshooting Hints & Tips	17



Copyright © 2004-2013 by the State of Minnesota State Court Administrator's Office All Rights Reserved (ITD_SP_0289q)

Prerequisites

It is recommended that workstation be set up at or above the following Odyssey suggested settings:

- Windows 7, Windows 8, or Vista Sp2 (all O/S can only run 32-bit)
- Word 2003 or greater
- Processor Speed: Dual Core
- Memory: 2GB
- Disk: 200 MB
- Browser: Internet Explorer 9.0 or higher
- Browser security set to "Medium"
- 1024x768 screen resolution
- Power user rights or greater to use the application
- Domain or Local Administration rights to install the Odyssey application
- Bandwidth: Recommend over 256kbps, which delivers marginal performance
 - o Test your bandwidth at: http://www.cable-modem.net/features/oct99/speed.html
- Dial-up is not an options and is not supported
- Users accessing Odyssey must be able to resolve the DNS name: http://odyprod.courts.state.mn.us
 - Hint: Ping odyprod.courts.state.mn.us and you should see the following multiple line response: "Pinging odyprod.courts.state.mn.us will return either 156.98.54.85 with 32 bytes of data: Request timed out."
- Provide connecting IP address to the Judicial Branch
 - Verify by connecting to: <u>http://www.whatsmyipaddress.com/</u>

Security products at the installation environment (such as web filtering and antivirus tools) must allow the Odyssey Install and Odyssey Auto Update process to run. Some security products may interfere or block the installation unless they are disabled or properly configured to allow for the Odyssey Installation or Auto Update. Problems have been reported when the following products have been running: **SonicWall**; **WatchGuard**; **IronPort**; **and Kaspersky Antivirus**. One error reported was that the Odyssey financial file was blocked.

Notice: Proxy Server Authentication known issues: The Odyssey Assistant and Odyssey Auto Update have not been built to handle a scenario where additional proxy server authentication is required. If your environment uses this technology and you are unable to download or connect to the application with Odyssey Assistant, you will need to use the MPA version of the courts application. Please refer to the following URL for details about MPA: http://www.mncourts.gov/mncis/govaccess.

	Recommended Workstation
Processor	Dual Core
Memory	2 GB
Browser	IE 9.0 or greater
Disk	200 MB

Set IE encoding settings to Western European (Windows).



- **The Odyssey user** *must* be a member of the local Power User group to run the application.
- A Domain or Local Administrator *must install* application.

eneral				
Pow Pow	ier Users			
	r .			
)escription:	n legacy app	lications in	addition to certifie	ed application
dembers:				
	Account			
- i ourosei	Account			
Add	Remove	1		
Add	<u>R</u> emove]		
Add	<u>R</u> emove]	1	1

OA Installation Options

Users now have 2 installation options:

- Option 1: Download and run an msi package. See the following instructions in this document for <u>Downloading the OA Installer & Installing OA</u>.
 OR
- **Option 2:** Users can connect to and run an install from: <u>http://odyprod.courts.state.mn.us/administrationsite</u>. See the following instructions in this document for *Connecting to the OA Administration Site*.

Option 1: Downloading the OA Installer & Installing OA

- 1. Log on as a local or Domain Administrator.
- From the Support for Government Users of MNCIS OA Accounts webpage: <u>http://www.mncourts.gov/?page=1678</u>, click once on **Download OA** Installer to download it. A File Download dialog appears.

Notes:

The OA Installer is an msi file. It can be run from the location or saved.

This file may also be used later to remove this program from your system.

Do you want to run or save this file? Image: OdysseyAssistantInstaller.msi Type: Windows Installer Package, 673KB From: www.mncourts.gov Image: Run Save Cancel Image: Odyster Image: While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?	File Downl	oad - Security Warning
Name: OdysseyAssistantInstaller.msi Type: Windows Installer Package, 673KB From: www.mncourts.gov Run Save Cancel Image: Save Cancel	Do you	want to run or save this file?
Run Save Cancel Image: Save While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?	18	Name: OdysseyAssistantInstaller.msi Type: Windows Installer Package, 673KB From: www.mncourts.gov
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?		<u>R</u> un <u>S</u> ave Cancel
	۲	While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>

3. From the link or the location the file was saved, run the msi file. An Open File Security Warning dialog may appear. If it does not appear, skip to step 6.

4. Click Run. An Odyssey Assistant setup wizard dialog appears.

🖟 Odyssey Assistant	
Welcome to the Odyssey Assistant Setup Wizard	
The installer will guide you through the steps required to install Odyssey Assistant on	your computer.
WARNING: This computer program is protected by copyright law and international tr Unauthorized duplication or distribution of this program, or any portion of it, may resul or criminal penalties, and will be prosecuted to the maximum extent possible under th	eaties. t in severe civil e law. &
Cancel < Back	Next >

5. Click **Next**. An Odyssey Assistant select installation folder dialog appears.

👹 Odyssey Assistant	
Select Installation Folder	
The installer will install Odyssey Assistant to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it be	low or click "Browse".
<u>F</u> older:	
C:\Program Files\Tyler Technologies\Odyssey Assistant\	Browse
	Disk Cost
Cancel Cancel	Next >

6. Note to Network Administrators: The installation path can be changed. You will have to modify the "start in" attribute of the Odyssey Assistant icon to match the changed installation location.

7. Click Next. An Odyssey Assistant Confirm Installation dialog appears.

📴 Odyssey Assistant	
Confirm Installation	
The installer is ready to install Odyssey Assistant on your computer. Click "Next" to start the installation.	
Cancel < Back	Next >

8. Click **Next**. An Odyssey Assistant installation complete dialog appears.

🕼 Odyssey Assistant	
Installation Complete	
Odyssey Assistant has been successfully installed.	
Click "Close" to exit.	
Cancel Cack	Close

9. Click **Close**. The dialog closes and the Odyssey Assistant **PRODODYSSEY** icon appears on your desktop.

10. From your desktop, double-click the Odyssey Assistant **PRODODYSSEY** icon.



- 11. The first time you access Odyssey Assistant, files will be downloaded to your PC.
- 12. From the Welcome to Odyssey screen, enter the user ID and password assigned to you (both are case sensitive).
 - Your User ID (Assigned)
 - Your Password (Assigned)
- 13. Click Sign On.



14. The application starts the "sign on" process.



15. When presented with the Case Manager Home screen shown below, Odyssey has been successfully installed. In the upper right-hand corner, click **X** to exit.

For instructions on how to use MNCIS Odyssey, please refer to the document titled "MNCIS Odyssey Assistant User Instructions for Government Agencies."



Option 2: Connecting to the OA Administration Site

This installation option does **not** automatically remove old versions of the client software for you, but steps for uninstalling the old Odyssey Assistant client are included below.

- 1. Log on as a local or Domain Administrator.
- 2. If you have a previous version of the OA client, it should be uninstalled.
 - a. Go to Add or Remove Programs and uninstall Odyssey Assistant.
 - b. Delete the c:\program files\tyler technologies folder if the application was installed with the default folder path.
 - c. Delete the Tyler Technologies folder under the users profile application data.
- 3. Once uninstalled, connect to <u>http://odyprod.courts.state.mn.us/administrationsite</u> and install the new OA client.



4. Click **Deployment** and enter the username "Install" and password "Install" (both are case sensitive).

sign in		
Enter your user name and pas	ssword to sign-in.	
user name		
Install		
password		
•••••		
sign in cancel		
sign in) cancer)		

5. Install the add-on for Internet Explorer.

Note: You will be prompted for this if your security settings are set to prompt for install ActiveX controls.



6. From the drop-down menu, select **MJC MNCIS Production**, and then click **The Odyssey Assistant** hyperlink.

Notes:

You may experience a delay after making this selection.

A security dialog may appear asking if you understand the security risk and wish to continue. You must select this option to continue.

odyssey* a tyler courts & justice solution			si	gn in h
deployment	about us	support	printers	site i
products Select a location and press on selection to install.		-		
Select a location before proceding with the install. The locat determine which servers this machine goes to for certain ta unsure of your location, please contact your system adminis	ion is used to sks. If you are strator.			
MJC MNCIS Productic ✓ <u>The Odyssey Assistant</u> The Odyssey Assistant houses the courts, appraisal, an	d corrections a	pplications.		

7. Follow the on-screen instructions as the Odyssey Assistance installs.

Odyssey	Assistant - InstallShield Wizard - Security Warning	×
<u>\$</u>	Do you want to run this setup?	
	The origin and integrity of this application could not be verified. The certificate used to sign the software has expired or is invalid or untrusted.	
	You should continue only if you can identify the publisher as someone you trust and are certain this application hasn't been altered since publication.	
	I do not trust this setup I understand the security risk and wish to continue	
	<u>O</u> K Cancel	

Odyssey Ass	istant - InstallShield Wizard			×
Choose D Select fo	estination Location Ider where setup will install files.			
<u> </u>	Install the Odyssey Assistant to:			
	C:\\Tyler Technologies\Odyssey As:	sistant		<u>C</u> hange
InstallShield				
		< <u>B</u> ack	Next >	Cancel
Odyssey Ass	istant - InstallShield Wizard			×
Odyssey Ass Ready to	istant - InstallShield Wizard Install the Program			×
Odyssey Ass Ready to The wiza	istant - InstallShield Wizard Install the Program rd is ready to begin installation.			×
Odyssey Ass Ready to The wiza	istant - InstallShield Wizard Install the Program rd is ready to begin installation.			×
Odyssey Ass Ready to The wiza Click Inst	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation.			×
Odyssey Ass Ready to The wiza Click Inst If you wa	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	al to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	al to exit the
Odyssey Ass Ready to The wiza Click Inst If you wa wizard.	istant - InstallShield Wizard Install the Program rd is ready to begin installation. all to begin the installation. nt to review or change any of your installa	tion settings, cli	ck Back. Click Cance	el to exit the

8. After the install completes an additional window will pop up and download addition application requirements.



9. After this window closes, you can click **Finish** on the OA installer wizard completion dialog.



10. From your desktop, you can now launch OA using the Odyssey Assistant icon.



11. To confirm you are connected to the correct site, you can click **Help** from the menu bar and it should show the details below. **Please note** that the version numbers may not be exactly as they appear here.



- 12. You can now log on as that completes the installation of the Odyssey Assistant.
- 13. To log on, from the Welcome to Odyssey screen, enter the user ID and password assigned to you (both are case sensitive).
 - Your User ID (Assigned)
 - Your Password (Assigned)

14. Click Sign On.



15. The application starts the "sign on" process.



16. When presented with the Case Manager Home screen shown below, Odyssey has been successfully installed. In the upper right-hand corner, click **X** to exit.

For instructions on how to use MNCIS Odyssey, please refer to the document titled "MNCIS Odyssey Assistant User Instructions for Government Agencies."



Odyssey Troubleshooting Hints & Tips

Permissions Problems

Error messages that appear to be permission related.

For Example: "Unable to register PDF export files. Your account may not have permission to perform an update."

Web-filtering and Antivirus Tools

If you have problems with the download or installation process, they may be caused by web-filtering or antivirus products at the installation environment. Some security products may interfere or block the installation unless they are disabled or properly configured to allow for the Odyssey Installation or Auto Update. Problems have been reported when the following products have been running: **SonicWall; WatchGuard; IronPort; and Kaspersky Antivirus**. One error reported was that the Odyssey financial file was blocked.

Potential Solution(s)

- U Verify that workstation user account is at least a Power User on the workstation you are using.
- Force an update by holding down the left Ctrl + Shift keys and double clicking the Odyssey Assistant icon. The application will automatically verify the installed version on the client against the current application version and update as necessary.

If you experience problems with the installation that are not resolved by following the steps in this document:

 Submit a request for assistance using the Support for Government Users of MNCIS OA Accounts webpage: <u>http://www.mncourts.gov/mncis/govaccess/support</u>. At the bottom of the webpage, located under "Option 1" of the Support Options, click "Technical Support Form" to submit a request.

A link to this webpage was provided with your original login to Odyssey Assistant and also contains the most recent version of this document.

Usage and data questions should be directed to your local court contact.

Other Options for Support and Notice

- Sign up to receive updates regarding MNCIS Odyssey on the *Justice Agency Resource*s webpage: <u>http://mncourts.gov/?page=1773</u>. These updates include anything for the State of Minnesota Judicial Branch regarding MNCIS Odyssey, web payment, Help Desk, etc.
- Sign up for a RSS feed on the *MNCIS Government Access Resource Center* webpage for anything having to do with MNCIS Odyssey: http://www.mncourts.gov/?page=1676. This includes maintenance times, system problems, planned and unplanned outages, as well as documentation on the install, and a MSI that can be deployed.