

MNCIS Odyssey

Odyssey Assistant Installation & Troubleshooting Guide **FOR GOVERNMENT AGENCIES**

October 4, 2007

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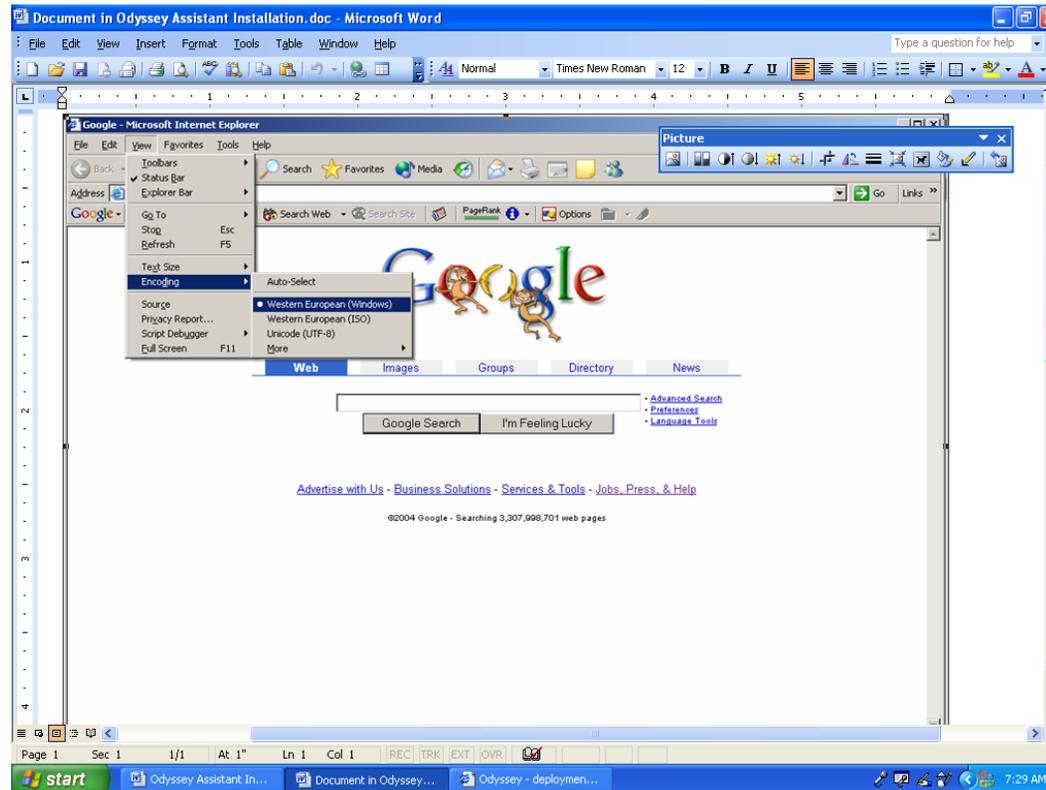
Prerequisites

- Workstation at or above Odyssey recommended (see below)
- Windows 2000 or XP
- Word 2000 or better
- Internet Explorer 6.0 or higher, service pack 1
- Browser security set to “Medium”
- Users accessing Odyssey must be able to resolve the DNS name: <http://mncisnc.courts.state.mn.us>
HINT: Ping mncisnc.courts.state.mn.us and you should see the following multiple line response:
 “Pinging mncisnc.courts.state.mn.us [156.99.86.41] with 32 bytes of data:
 Request timed out.”
- 1024x768 screen resolution
- Power user rights or greater to use the application
- Domain or Local Administration rights to install the Odyssey application
- Provide connecting IP address to the Judicial Branch
 - Verify by connecting to: <http://www.whatsmyip.com/>

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>.

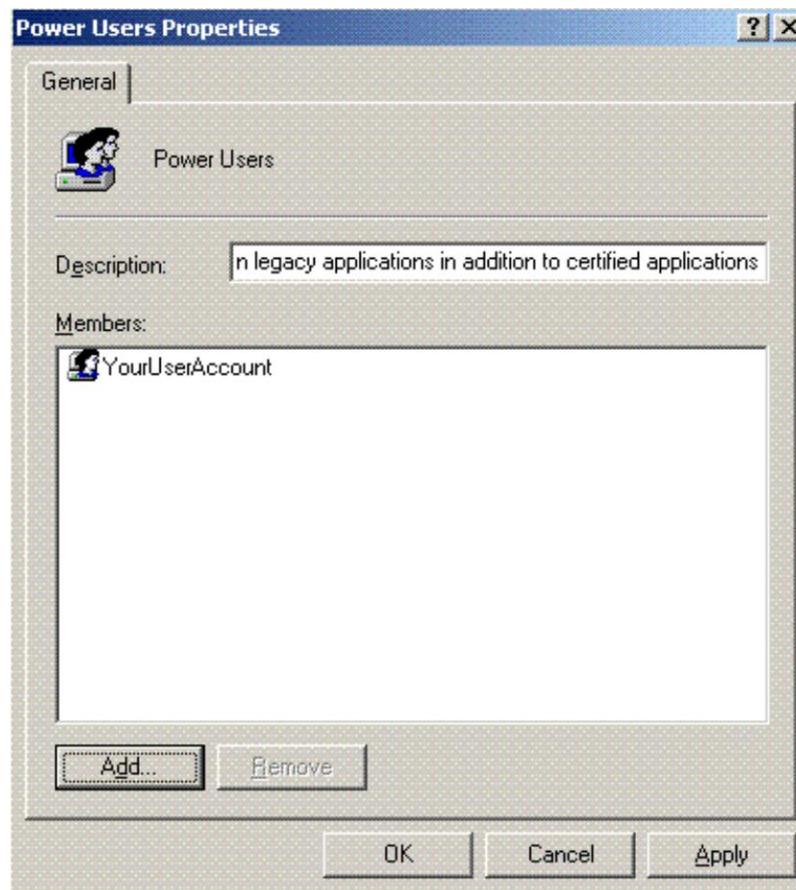
| Recommended | |
|-------------|---|
| Processor | 2.8 GHz P IV, or any Core Duo or Core 2 Duo |
| Memory | 1 GB |
| Browser | IE 6.0 SP1 or IE 7.0 |
| | |

- ❑ Set IE encoding settings to **Western European (Windows)**



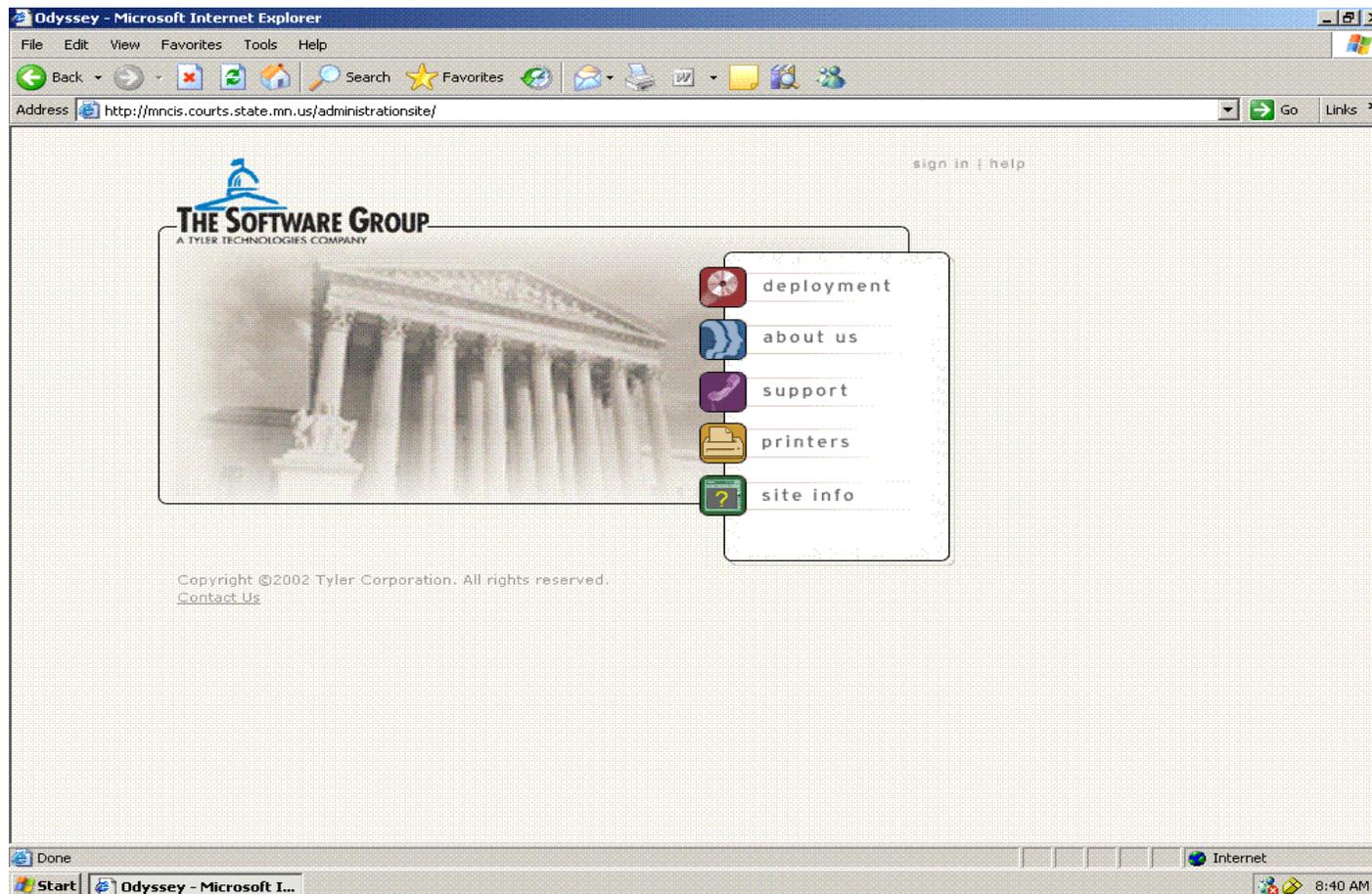
Prerequisites

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



Installing MNCIS Odyssey

1. Connect to the Odyssey Administration site.
 - <http://mncisnc.courts.state.mn.us/administrationsite> for access to the MNCIS environment.
2. Select the “deployment” button as illustrated below.



3. Enter the following user name and password (both are case sensitive).

user name: Install

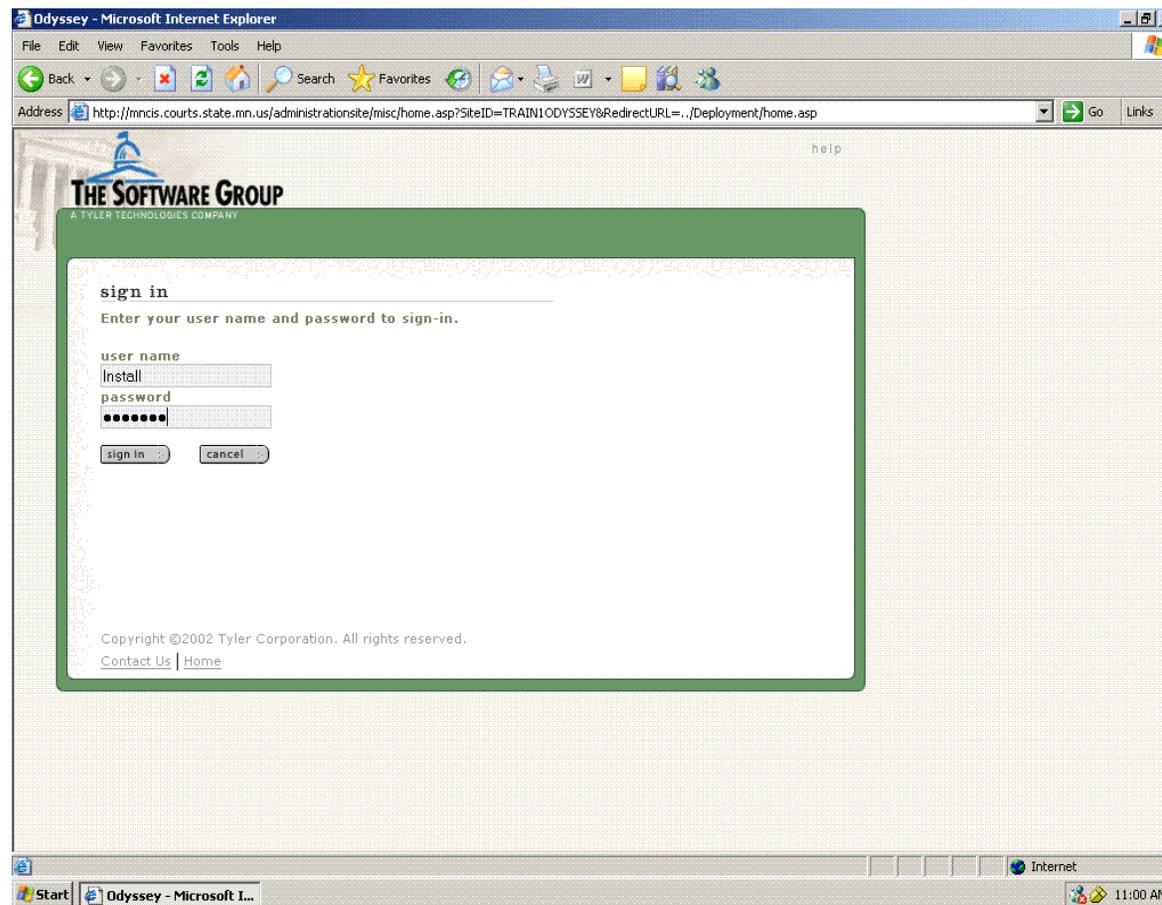
password: Install

IMPORTANT: You must use the above user name and password, exactly as indicated. **Do not** use the ID that you received from the ITD Service Desk. For more information, please refer to the example, below.

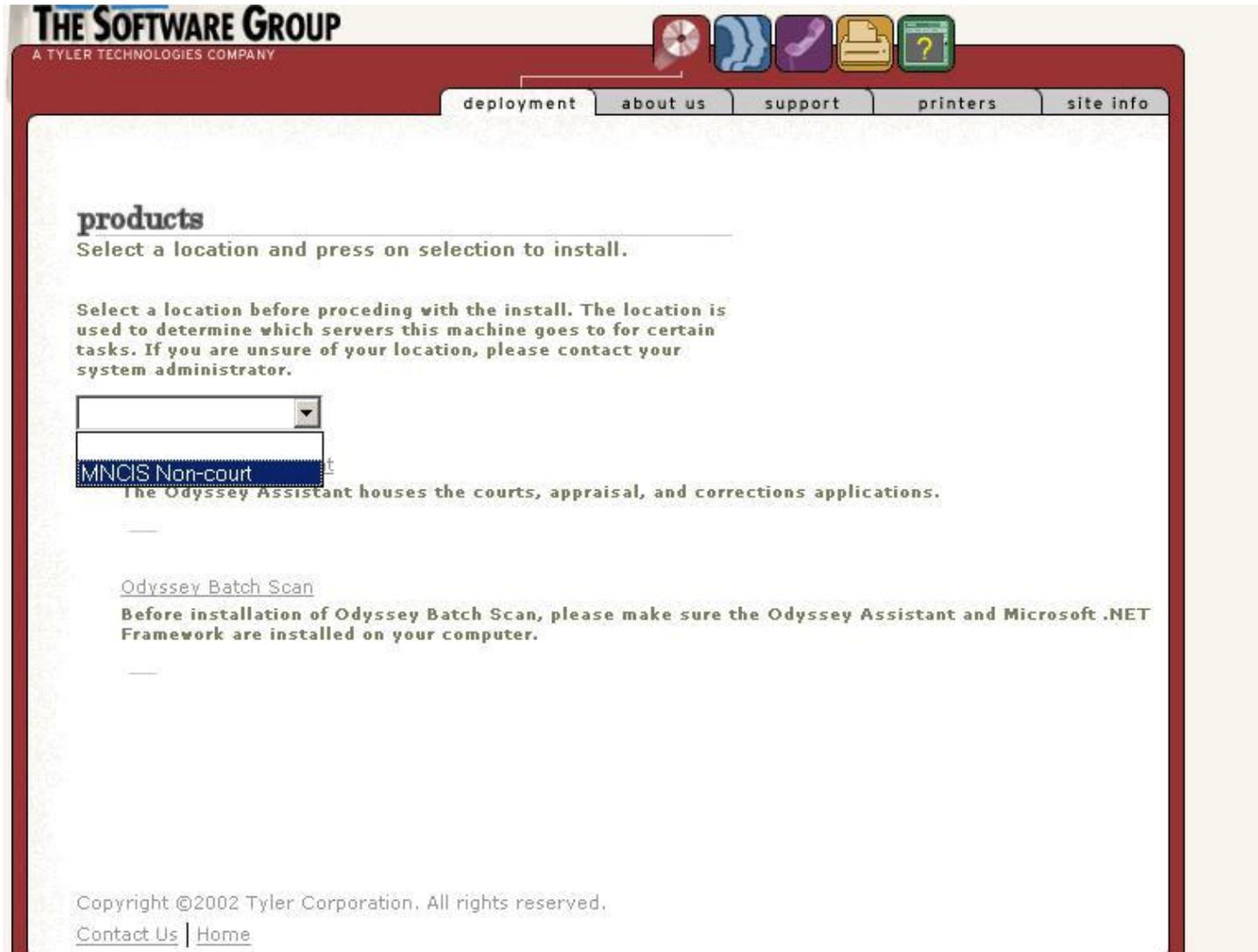
4. Click on the “**sign in**” button

5. You will be prompted to accept a digital certificate.

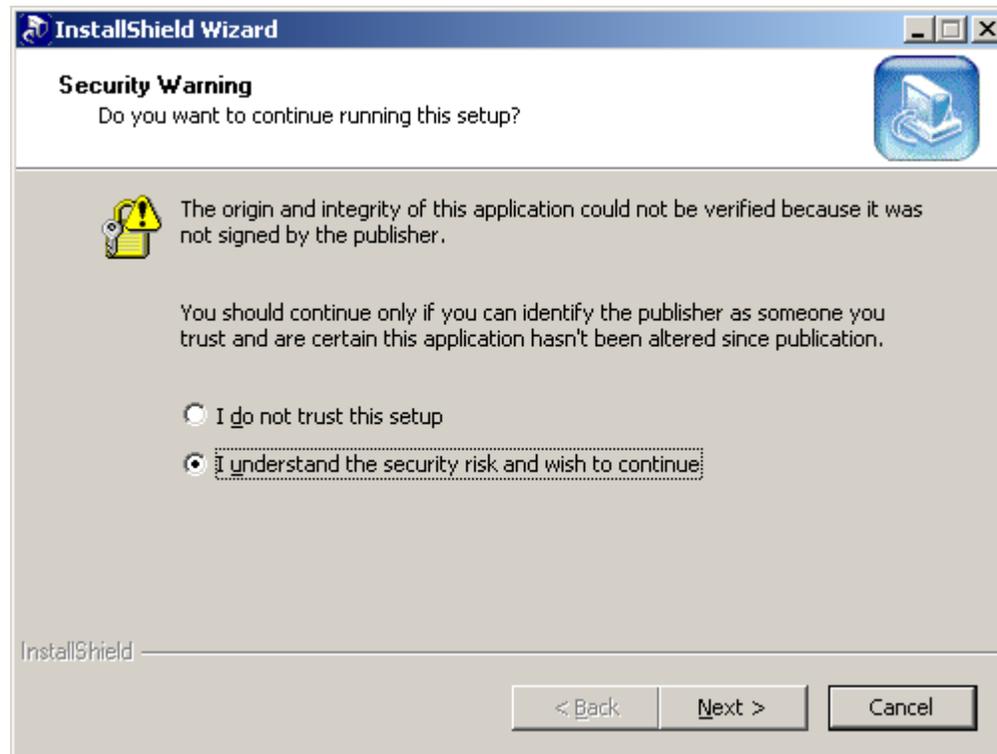
Accept it and proceed.



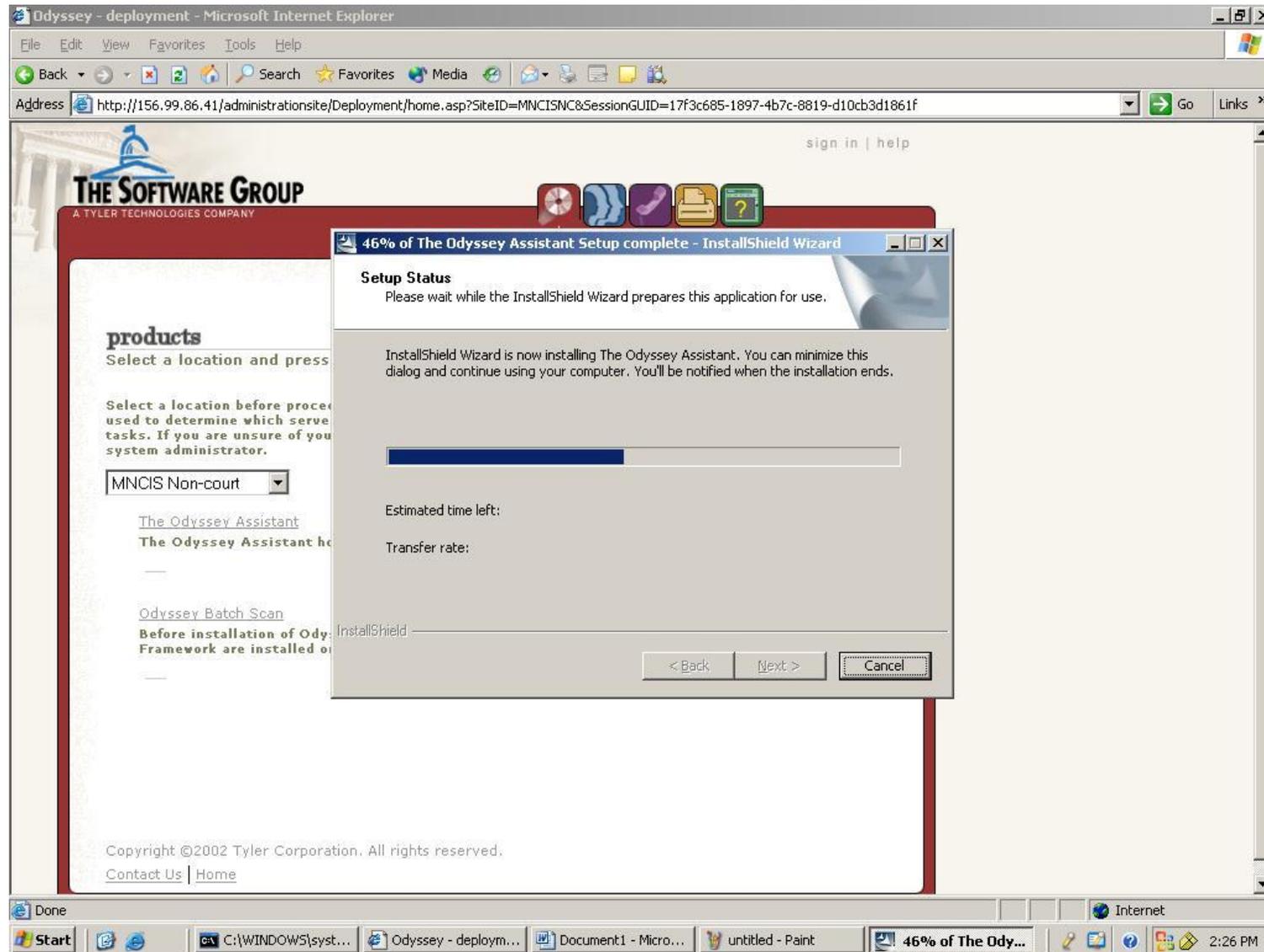
6. Select MNCIS from the drop down menu.
7. Click on “The Odyssey Assistant” text.



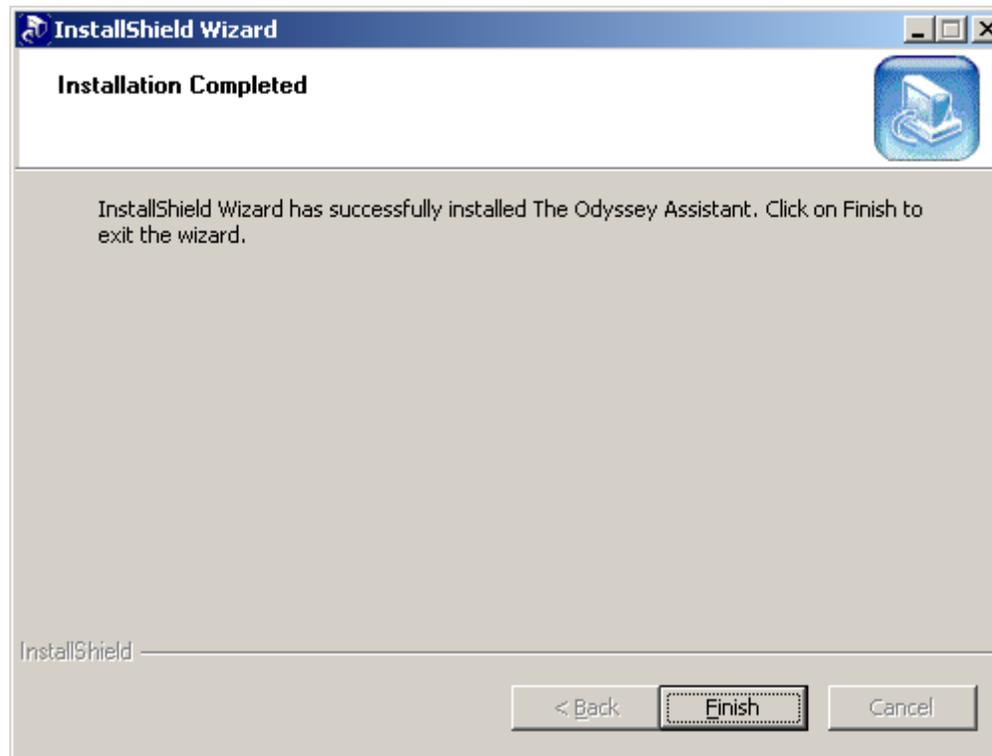
8. Select **I understand ...** from the installation program screen.



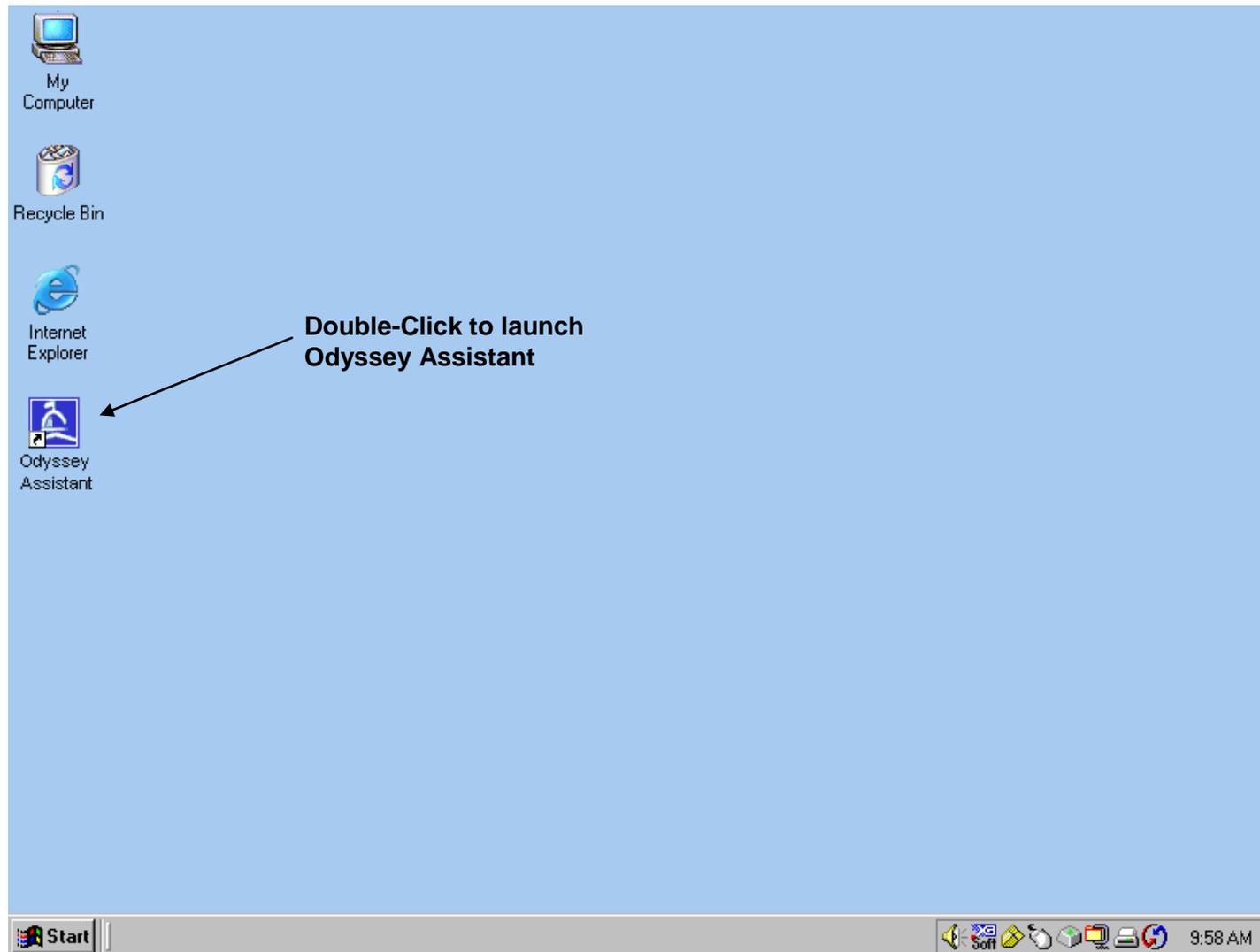
9. The program will install the Odyssey Assistant.



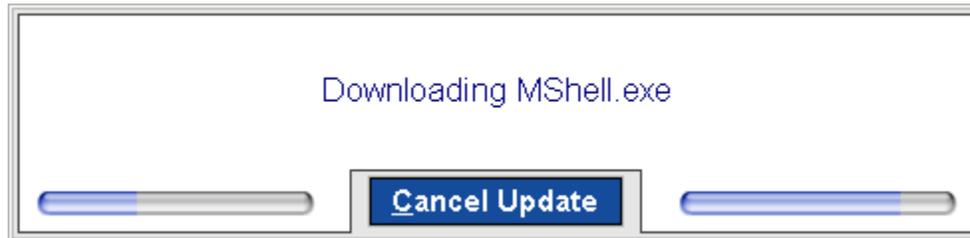
10. When the installation has completed, click on the “**Finish**” button.



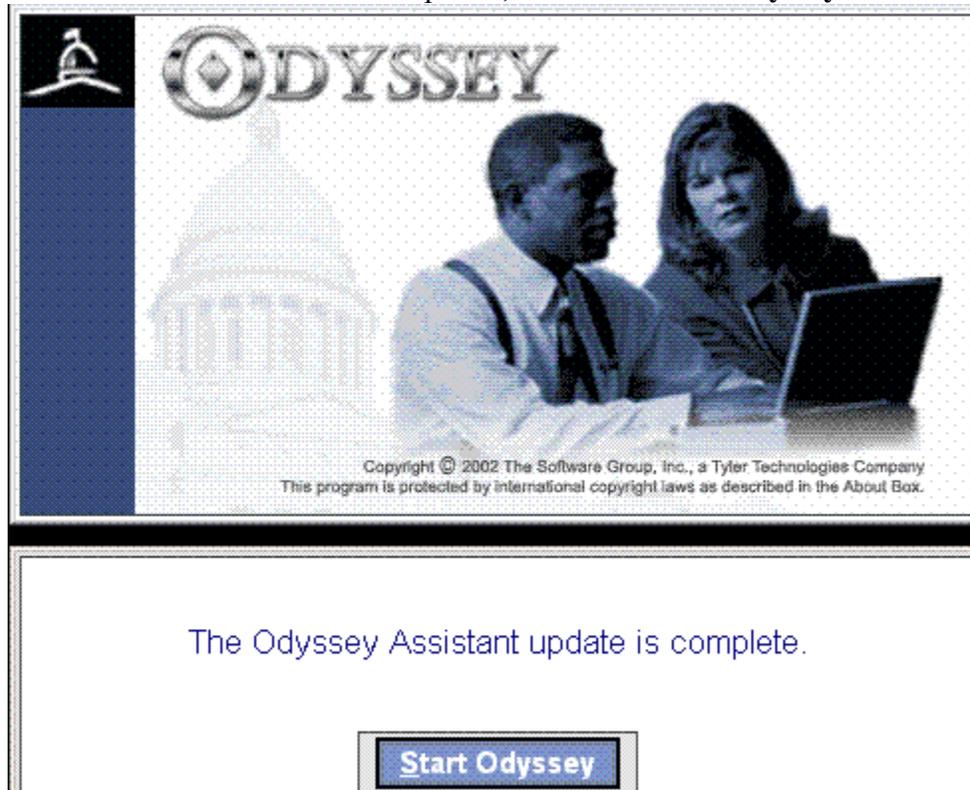
11. You should now find the **Odyssey Assistant** icon on the desktop.
12. Double click on the icon to launch the Odyssey Assistant.



13. The Odyssey Assistant may download additional files to update itself.



14. When the download has completed, click on “**Start Odyssey**”



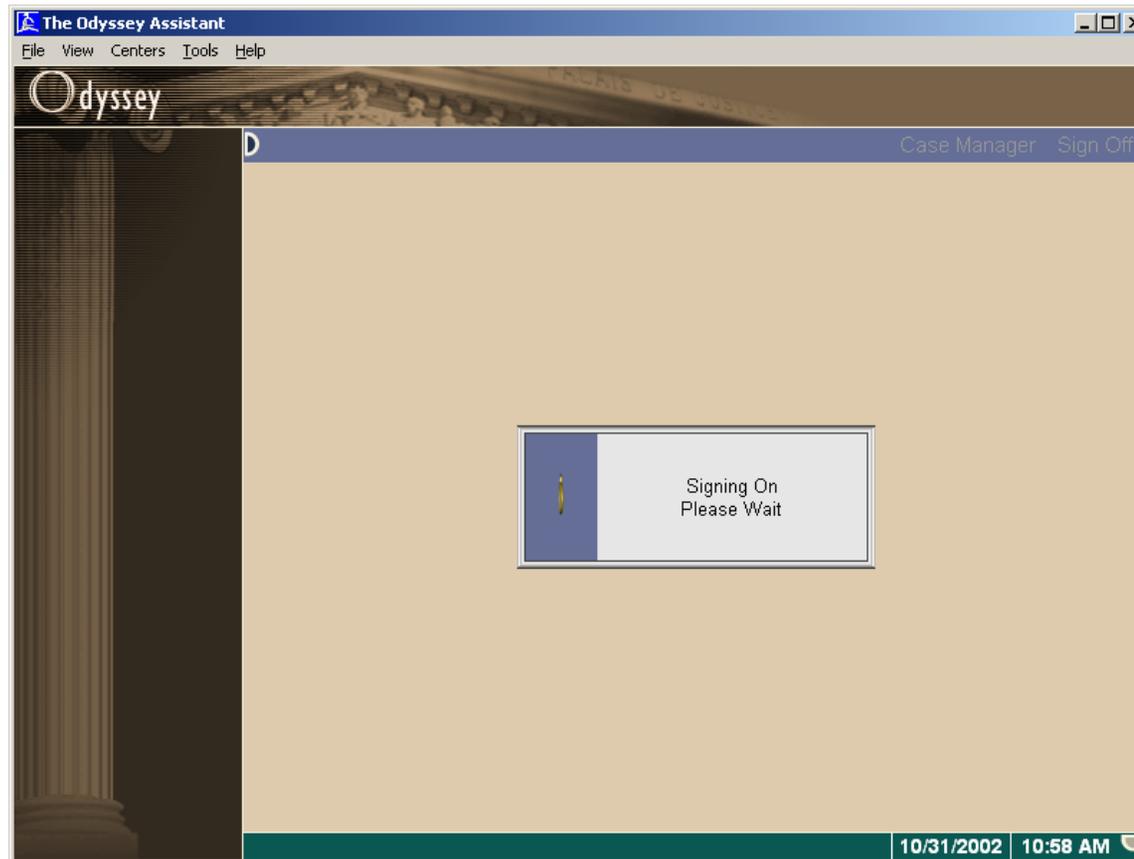
15. Enter the user ID and password assigned to you (both are case sensitive).

- Your User ID (Assigned)**
- Your Password (Assigned)**

16. Click on the Sign On button.

The screenshot shows the Odyssey login interface. At the top left, it says "Welcome to Odyssey" and at the top right, there is a "Sign On" link. The background features a collage of a classical building, a man and a woman working at a laptop, and a dome. On the right side, there are two input fields: "User ID" containing "CarvPub" and "Password" containing asterisks. Below these is a "Sign On" button. Three numbered arrows point to these elements: "1. Enter User ID" points to the User ID field, "2. Enter Password (will appear as asterisks)" points to the Password field, and "3. Click Sign On button" points to the Sign On button. At the bottom, there is a green bar with the text "Please enter your ID and password to sign on." and a status bar showing the date "02/10/2003" and time "10:33 AM". The Tyler Technologies logo is in the bottom right corner.

17. The application starts the “Sign On” process.



18. When presented with the Case Manager Home screen shown below, Odyssey has been successfully installed. Click 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.”

Potential Solution(s)

- 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 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 MNCIS OA Login Accounts* web page:

<http://www.mncourts.gov/mncis/govaccess/support>. At the bottom of the web page, located under “Option 1” of the Support Options, click “Technical Support Form” to submit a request.

A link to this web page 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.