



Note: Campuses should comprehensively test using local business processes to ensure that the functionality meets regulatory requirements

Technical Notes

Accessing the Server - Clients must access the server from USG networks, or a VPN which effectively puts clients on the USG network. Beware that some campus VPNs are not configured to protect traffic destined for the ITS data centers. If this happens, we should be able to work with campus network administrators to protect this traffic.

Clients can access the Server (files.usg.edu) using the Managed File Transfer (MFT) tool.

MFT Username/Password - typically, these are your USO domain account credentials

NOTE: To obtain USO domain account credentials to access to MFT, please have your Banner Project Lead contact the ITS Helpdesk at helpdesk@usg.edu to request access for you.

Access Methods- The service can be accessed using any client application which supports one or more of the following protocols:

SFTP

FTPS

GeorgiaBEST Website

GeorgiaBEST disseminates and archives critical information and documentation about Banner and the Georgia Enhancements through its Web site at the following URL:

http://www.usg.edu/georgia_best/

Support

For an URGENT BUSINESS IMPACT issue, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For a NON-URGENT issue, contact the ITS Helpdesk via (1) the Self-Service Support website at http://www.usg.edu/customer_services (User ID and password required. Contact ITS Helpdesk to obtain login credentials.) or (2) Email helpdesk@usg.edu. For ITS product and service status updates, go to: <http://status.usg.edu/>. Additional information is available at the ITS Service Level Guidelines and Maintenance Schedule: http://www.usg.edu/customer_services/service_level_guidelines/.