

ONESolution 16.1 Desktop Client Installation

You must have FULL Administrator privileges to your PC, in order to install this software AND have completed the ONESolution training class with your attendance confirmed. If you do not have FULL Administrator privileges to your PC, you must have someone from your IT Department complete this installation for you; otherwise, this installation process will BOMB out. ***

First, connect to the **Cisco AnyConnect Secure Mobility Client VPN**, using your ArchPass or ArchPass Duo credentials, **prior** to launching the weblink to install the ONESolution Client.

Second, make sure your Local Area Connection 'Properties' includes the DNS Suffix entry '**msmyid.uga.edu**' within the DNS Suffix list and appears first in the listing or you may see the message, '**unable to connect to endpoint service**'.

If this is a **NEW Client install**, the **SPSOne Certificate** should be the **ONLY** required prerequisite. If you are replacing a previous version of the Client software, **it MUST first be uninstalled before attempting to install the new version**; AND, you won't need to install another SPSONE Certificate, unless it's expired, since the new certificate remains valid until 12/31/2039. You simply select the **Install Desktop** button to install the new version (16.1) of the client.

Launch **Internet Explorer** and go to this weblink (make sure to connect to the Cisco VPN with your ArchPass credentials first): <http://osjobprod/onesolution/desktop/production/>

You will see the ONESolution Install screen, with several options listed, as shown in the example below:

Title: ONESolution (Production)

Version: 16.1.16069.1

The following prerequisites are required for ONESolution - click the underlined text to launch an Installer:

Prerequisite	Date/Release Changed
SPSOne Certificate	Dec 2014
Net Framework 4.5.1	14.2
MS Office 2007 PJA	11.10
MS ReportViewer 2012 Redistributable	14.3
CLR Types for SQL Server 2012 (64-bit)	
CLR Types for SQL Server 2012 (32-bit)	

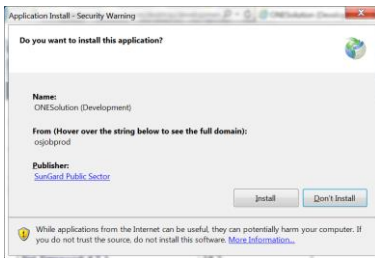
[Install Desktop](#)

Select '**Install Desktop**' to install the client, assuming the SPSOne Certificate is currently installed and has the expiration date of 12/31/2039. To confirm, from internet explorer, select Internet Options, Content Tab, Certificates, Trusted Root Certification Authorities, then scroll down the list to find, 'SPS SECURITY SERVER' with an Expiration Date of '12/31/2039'. (NOTE - if the expiration date is 12/31/2014, you MUST install a NEW SPSOne Certificate, prior to selecting the [Install Desktop](#) button.)

After the installation process completes, you should receive confirmation complete and click 'Finish'. This should not require a reboot and you should see the desktop shortcut icon entitled 'ONESolution (Production)'.

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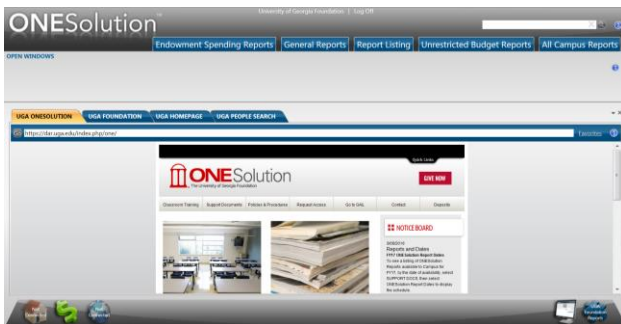
For example, you should see a series of prompts, after selecting the Install Desktop button, as shown below. However, you will see Name: ONESolution (Production) instead of Name: ONESolution (Development).



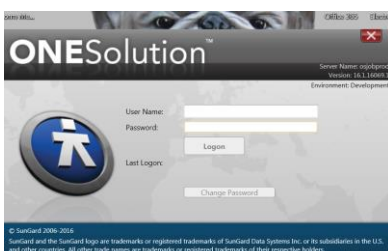
Select the **Install** button to continue the process to install the application.



When the installation completes, you should automatically be logged in to the ONESolution Desktop.



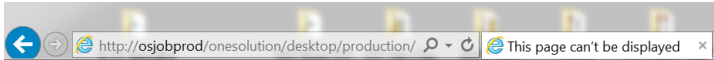
Note, if you do receive a prompt to login, however, for your User Name, enter: **'myid\your UGA MyID'** and for your Password, enter: **'your UGA MyID password'**, then select **'Logon'**. (You will NEVER change your password from this screen. You will always change your password through your UGA MyID credentials.)



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Connectivity Issues when not connected to the Cisco AnyConnect VPN

If you are **NOT** connected to the Cisco AnyConnect VPN (using your ArchPass or ArchPass Duo credentials), you will get the message, **‘This page can’t be displayed’**, when trying to launch the install link for the new version of ONESolution.

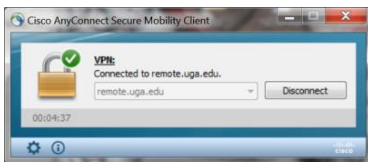


This page can't be displayed

- Make sure the web address <http://osjobprod> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

[Fix connection problems](#)

To resolve this issue, launch the **Cisco AnyConnect Secure Mobility Client**, and select **‘Connect’**, then enter your ArchPass or ArchPassDuo credentials. You must be connected to remote.uga.edu.



Refresh the weblink page (F5) and the ONESolution installer should display. If this is a ‘reinstall’, select the **‘Install Desktop’** button to launch the installer.

A screenshot of a web browser displaying the ONESolution (Production) page. The page title is 'SunGard Public Sector Inc ONESolution'. Below the title, it shows 'Title: ONESolution (Production)' and 'Version: 16.1.16069.2'. A message states: 'The following prerequisites are required for ONESolution - click the underlined text to launch an Installer:'. Below this is a table with two columns: 'Prerequisite' and 'Date/Release Changed'.

Prerequisite	Date/Release Changed
SPSOne Certificate	Dec 2014
Net Framework 4.5.1	14.2
MS Office 2007 PIA	11.10
MS ReportViewer 2012 Redistributable	14.3
CLR Types for SQL Server 2012 (64-bit)	
CLR Types for SQL Server 2012 (32-bit)	

At the bottom of the page, there is a button labeled 'Install Desktop'.

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Connectivity Issues when DNS Suffix Entry 'msmyid.uga.edu' is **not** present in TCP/IP Settings

If your Local Area Connection, TCP/IP settings don't include 'msmyid.uga.edu' in the DNS suffixes, you will get the message, 'This page can't be displayed', when trying to launch the install link for the new version of ONESolution.

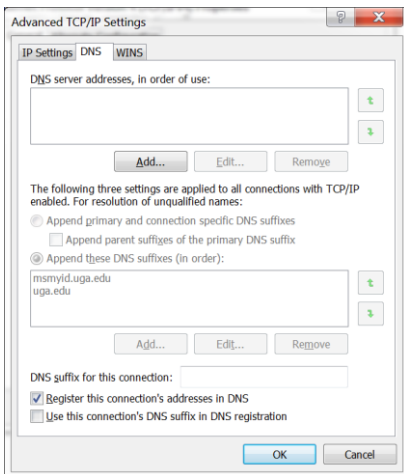


This page can't be displayed

- Make sure the web address http://osjobprod is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

[Fix connection problems](#)

To resolve this issue, add the entry 'msmyid.uga.edu', in the Local Area Connection, TCP/IPv4, Properties, Advanced, DNS tab, under Append these DNS suffixes (in order), making 'msmyid.uga.edu' the first item in the listing, then select OK to save.



Refresh the web page (F5) and the ONESolution installer should display. If this is a 'reinstall', select the 'Install Desktop' button to launch the installer.



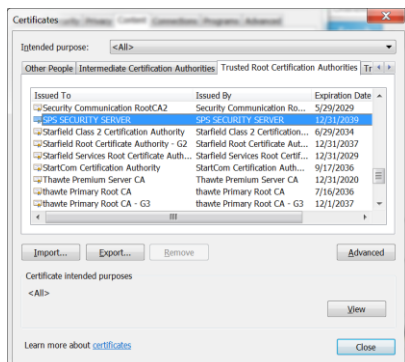
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Connectivity Issues when trying to connect to ONESolution **AFTER** installing the new Client

If you receive either of these two messages -- 'Invalid Username and/or Password' or 'Unable to Connect to Endpoint Service', after installing the new client, read below for resolution tips.

Invalid Username and/or Password Message

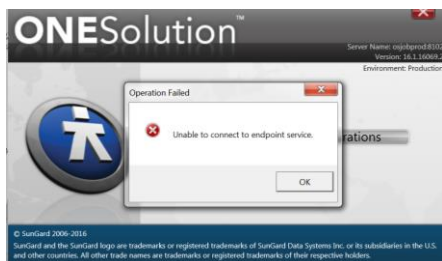
Check your SPSSOne Certificate's expiration date. It must have an expiration of **12/31/2039**. If it reads, 12/31/2014, you **MUST** install the SPSSOne Certificate prerequisite from the ONESolution installer weblink.



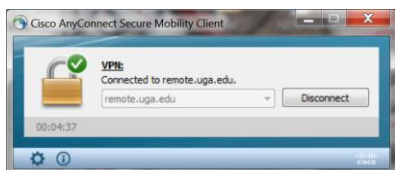
If it has been a while, since you logged in to ONESolution, your user profile may have become inactive from nonuse. Call us to determine if your user profile is still valid and to have it reactivated. Check the date and time on your PC to make sure it is correct.

Unable to connect to Endpoint Service Message

After launching the ONESolution client, you get the message, 'Unable to connect to endpoint service,' check to be sure you **are** connected to the Cisco AnyConnect VPN, using your ArchPass or ArchPassDuo credentials. This is a must!



To resolve this issue, launch the **Cisco AnyConnect Secure Mobility Client**, and select '**Connect**', then enter your ArchPass or ArchPassDuo credentials. You should be connected to remote.uga.edu.



Launch the ONESolution (Production) shortcut to establish a connection to ONESolution.