

# PeopleSoft FAQs

## Who to contact for What and When

- Problems with SAKU, Enroll & Pay or the Portal need to be directed to 864-0200.
- New users to PeopleSoft:
  - HRSA Pam Burkhead [pburkhead@ku.edu](mailto:pburkhead@ku.edu) +1 785 864 7482
  - FSKU Jennifer Hanson [jhanson@ku.edu](mailto:jhanson@ku.edu) +1 785 864 5876
  - SAKU Bob Turvey [bturvey@ku.edu](mailto:bturvey@ku.edu) +1 785 864 0443
- Account and Password Problems: Glenda McKinstry ([gmckinstry@ku.edu](mailto:gmckinstry@ku.edu)). If you do not use a Novell client and need to change your CSADMIN0 password go to this URL (<https://leo.lss.ku.edu/nps>), enter your current username and password, then you will be directed how to change the password.

## Problems Starting PeopleSoft

“Prephix is unable to resolve a local control point.”

- This error is caused when csadmin0/apps:psft is not mapped to the root of T:\. The following commands will map the T: drive.
  - Novell Client – map root t: = csadmin0/apps:psft
  - CIFS – net use t: [\\csadmin0\apps\psft](#)

“SQL error. Stmt #2”

- This usually means the computer cannot talk to the Oracle databases.
  - Verify that cc.ku.edu is the first name in the DNS suffix search order.
  - Go to DOS and run TNSPING FSKU, if this fails have them refresh their TNSnames (T:\pssshared\tnsnames.bat) and try again.
  - If the problem persists, contact the Local System Administrator.

## Printing Problems

- It is recommended that the printer and printer driver is PCL5 compatible with a laser printer. Inkjet and USB printers will not provide consistent results, and are not supported
- To verify the printer is working, printing a test page. If this works, then verify you can write directly to the LPT port. Open a DOS window and print a text file to LPT1.
  - Start → Run → cmd and press enter. Now try printing the file to LPT1. If the file prints out you are fine. If not correct the connection problems, and try again.

- Once all the above have been verified and printing problems persist, try clearing the cache.
  - Close PeopleSoft
  - Browse to %Windisk%\Ps\cache
  - You will see one or two directories HRSA or FSKU
  - Open either directory, select all the files and delete.
  - Restart PeopleSoft

### **Installation Issues**

- cc.ku.edu must be the first name in your DNS suffix search order.
- The user who will be using PeopleSoft must be a PowerUser, and have full right to the following:
  - %windisk%\oracle
  - %windisk%\ps
  - %windisk%\prephix