General Questions

What do I need to get started?
When I try to logon I get an error message that says the session is already active
How do I access reports from the Web Viewer?
Why can't I view my report in the report List?
How long do reports stay online in the Web Viewer?
Why can't I print or export my report?
I have ActiveX downloaded but I still can't email
What is the purpose of the favorites feature?
What is the difference between browser favorites and internally managed favorites?
What are subscriptions?
Who do I contact for additional questions?

What do I need to get started?
You need authorization to access reports from the mainframe.
Request Mainframe RACF access through your agency's RACF and/or your Go-Online Group Administrator.

- If you need to access CA-VIEW from ISPF request TSO RACF access.
- Review the materials that are available online on the OTech website.
  Click the link to go directly to the Go-Online ‘How To’ page:
  http://www.otech.ca.gov/Go-Online/default.asp

When I try to log on I get an error message that says the session is already active?
Go to the menu bar and Click File, New Session.

- Enter the URL and enter RACF User ID and Password in the new log in screen.
How do I access reports from the Web Viewer?

During the **customer testing** period use the following links:
- Gold Camp Access (JES3): [https://test3.go-online.ca.gov/](https://test3.go-online.ca.gov/)
- Vacaville Access (JES2): [https://test2.go-online.ca.gov/](https://test2.go-online.ca.gov/)

- Log in using your RACF User ID and Password
- Refer to the **README** document under the Report tab | Subscriptions or
- Go to the Advanced Search tab and **Select** the **appropriate repository**
- Complete the Filter settings and Click **Go** in upper right-hand corner.

- Use the drop-down under **Actions** to browse, print, email, save, export, or add to favorites, etc.
**Why can’t I view my report in the Report List?**

If the report has an icon like this ![Off-line icon] the report is off-line. Click Browse to recall the tape from the Web Viewer.

The following dialog box appears if that option has been enabled by your agency.

![Warning: This report is currently off-line. Should this report be made available on-line? This may take up to 30 minutes.]

Click OK to proceed.

If you click Browse and receive the following dialog box:

![Warning: Report is currently off-line and is not available for viewing! Contact your administrator to restore the report on-line!]

The Tape Recall option is **not** enabled and will have to contact your Go-Online Administrator for help.

**How long do reports stay online in the Web Viewer?**

The default period to view reports online is 7 days on DASD and 7 years on Virtual Tape. If your business needs are different than the default, then an Expanded Retention Option (ERO) table may be needed. Contact your agency’s Go Online Administrator if you have a report that requires a different retention period.

**Why can’t I print or export my reports?**

There is a new Active/X control that needs to be downloaded for V12. If you have ADMIN rights to your PC, this should happen automatically, when you initiate PRINT. If not, your Go Online Group Administrator will need to push Active/X to your machine. This control is needed for more advanced functions such as PRINT and EXPORT. The new Active/X control file is ERMHelper2AX.
I have ActiveX downloaded but I still can't email.

We found if you add the Go-Online URL (https://gogreen1.go-online and/or https://gogreen2.go-online.ca.gov/) to “Trusted Sites” the problem was resolved.

- Open Internet Explorer and click on the Tool icon
- Go to Internet Options, Security tab and Click on Trusted Sites and Sites
- Enter the URL to the website zone and Click Add
- The URL will be added to the Websites area
- Click Close to exit.
What is the purpose of the favorites feature?

The favorite feature lets you create a short-cut to a report you use often or a report list filter setting to quickly find reports. For instance, you only need to view two reports from a list of 500. By creating favorites to what you want to see, the favorites list displays only the two reports instead of showing the 500 reports in the report list.

To access the Favorites page, select the Favorites tab.

Note: The Favorites tab is not displayed in your Web Viewer if you do not have access permission to create internal favorites. Contact your group administrator for access.
What is the difference between browser favorites and internally managed favorites?

The browser favorites lets you create a favorite or bookmark that is managed by your web browser. CA OM Web Viewer creates the favorite and displays the report, but you select or manage the favorite through your web browser.

What are subscriptions?

One of the key features of CA OM Web Viewer is the subscription method of report access. Subscriptions (bundles of reports, report sections, or search filters designated as Favorites) are a new concept introduced in CA Output Management Web Viewer Version 12.0.

A Subscription is a group of favorites that has been given a name and description. The Subscription name can now be used by Administrators and Advanced Users to assign this bundle of reports to one or more Roles. Only Advanced Users and Administrators can create Subscriptions, and only Administrators can assign the Subscriptions to other Roles. With a Subscription, you can access reports without having to keep track of which repositories contain which reports. You do not have to search a repository every time you want to find the report.

Who do I contact for additional questions?

Your agency’s Go-Online Administrator is your primary source for answers however for more help contact:

- OTech Service Desk (24/7)
  - Email: ServiceDesk@state.ca.gov
  - Phone: 916 464-4311
- OTech Go-Online Administrator
  - Email CIOGoOnlineService@state.ca.gov
  - Group line: 916 228-6373