

LDRPS-Web v10 (L10) Frequently Asked Questions

<https://enterprise.sungard.com>

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How do I login to LDRPS?

First time users should follow the instruction in the document “How to Log into LDRPS Web L10”. This document contains most of the setup instructions for using LDRPS. A copy of the document can be found on the OSU LDRPS site

<http://oit.osu.edu/hrfin/ldrps10>

What is the URL (Site Address) for LDRPS and how do I get access?

The URL for LDRPS L10 is <https://enterprise.sungard.com>. Please contact your local LDRPS system administrator for system access. If you are not sure who your local administrator is, please contact ldrps_support@osu.edu. Don't forget to use the “How to Log into LDRPS Web L10” document. A copy of the document can be found on the OSU LDRPS site

<http://oit.osu.edu/hrfin/ldrps10>

Why can't I login to LDRPS?

There can be more than one issue occurring. First time Users trying to login to LDRPS should follow the instruction in the document “How to Log into LDRPS Web L10”. (If you can't see the login page at all, try adding the LDRPS URL <https://enterprise.sungard.com> to your Web browsers “Trusted Sites”.) A copy of the document can be found on the OSU LDRPS site located at

<http://oit.osu.edu/hrfin/ldrps10>

If you are still having issues logging in, please contact your local LDRPS system administrator. If you are not sure who your local administrator is, please contact ldrps_support@osu.edu.

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I am logged into LDRPS. How do I start to build my plan?

The first step is to open the plan on which you want to work. Instructions can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found on the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

Is LDRPS training available?

Upon the initial release of LDRPS L10 there will be optional awareness sessions available; the system was designed in such a way that you should be able to login and start using it on your own. Just follow along with the Plan Navigator. The Plan Navigator walks you step by step through the planning process. If you run into problems, please contact your local LDRPS system administrator. If you are not sure who your local administrator is, please contact ldrps_support@osu.edu.

What is LDRPS and what does the LDRPS acronym stand for?

LDRPS stands for Living Disaster Recovery Planning System. “LDRPS enables users to build business continuity plans to help them recover should they encounter a disaster.” You can read more information about LDRPS on the SunGard Web site at <http://www.availability.sungard.com/sungardsolutions/ITSolutions/software/Pages/LDRPS.aspx>

Are there any system bugs in this version of LDRPS of which I should be aware?

Known system bugs and issues can be found in the “Release Notes” document. It is a good idea to review this list as a “work around” for a known bug may be available. Also, it will help to decrease the number of times a known bug is reported to your LDRPS administrator. A copy of the document can be found on the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

Who do I contact if I find a system bug?

If you experience any problems or have questions not addressed here, please contact your local LDRPS system administrator. If you are not sure who your local administrator is, please contact ldrps_support@osu.edu

Why do I need the .Net Framework?

The .Net Framework application is required to use LDRPS. If you are able to see the LDRPS login screen, you already have .Net installed on your computer. If not, the first time you try to login to LDRPS, you will be prompted to install it. This is a free application from Microsoft and will only need to be loaded one time. Instructions for installing the .Net Framework can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found on the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

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Should I add LDRPS to my Web browsers Trusted Sites list?

You may need to add the <https://enterprise.sungard.com> site to your “Trusted Sites” list in Internet Explorer in order to see the initial LDRPS Login Screen. Instructions can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found on the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

How do I allow Web browser Pop-up’s from LDRPS?

You may need to make sure that your Internet Explorer (IE) Web browser Pop-up Blocker is either turned off or that you allow pop-ups from the site. Instructions can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found on the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

How do I turn off Microsoft .NET Security Warnings?

If the Microsoft .NET Security Warning appears when accessing LDRPS, you may need to modify your Internet Explorer Settings. Instructions can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found accessed from the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

Why Can’t I Download Files from LDRPS?

This issue is related to Internet Explorer (IE) 7 Users. If you have trouble downloading certain reports or documents from LDRPS you will need to enable file downloading in your browser. Instructions can be found in the document “How to Log into LDRPS Web L10”. A copy of the document can be found accessed from the OSU LDRPS site <http://oit.osu.edu/hrfin/ldrps10>

I created a new record and it disappeared after I saved it. Where did it go?

No worries, the record was saved and is in the system. Most likely you were creating the new record in the “In Plan” tab view. The “In Plan” tab view only shows the records assigned somewhere in your plan. If you create a new record in this view, the record is created, but not automatically assigned to your plan. So when you save, it disappears from your view. To find the record, select the “All” records tab and then scroll or use the search option to find your record. Once you find the record, assign it to your plan by putting a check mark next to it and saving. (The “Assigned” tab view only shows records assigned to the area you’re working on.)

Who do I Contact if I have more questions about LDRPS?

If you experience any problems or have any questions, please contact your local LDRPS system administrator. If you are not sure who your local administrator is, please contact ldrps_support@osu.edu.