



Odyssey Support Document

Updated: 12/17/2015

Important: Odyssey is software owned by Tyler Technologies, Inc. Any screenshots of Odyssey may contain proprietary information that should not be disclosed to non-Odyssey users.



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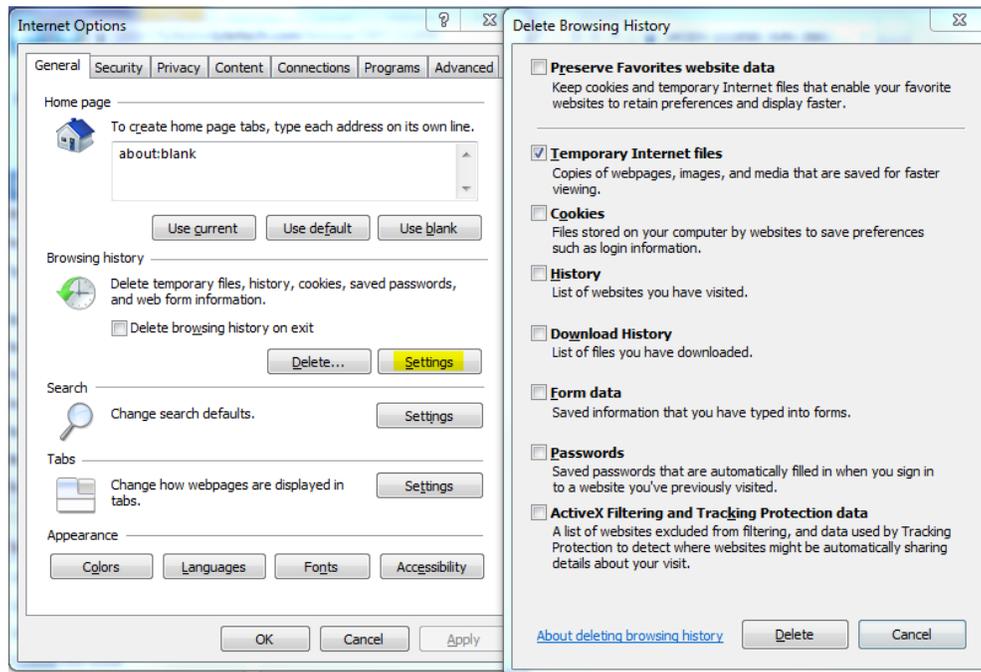
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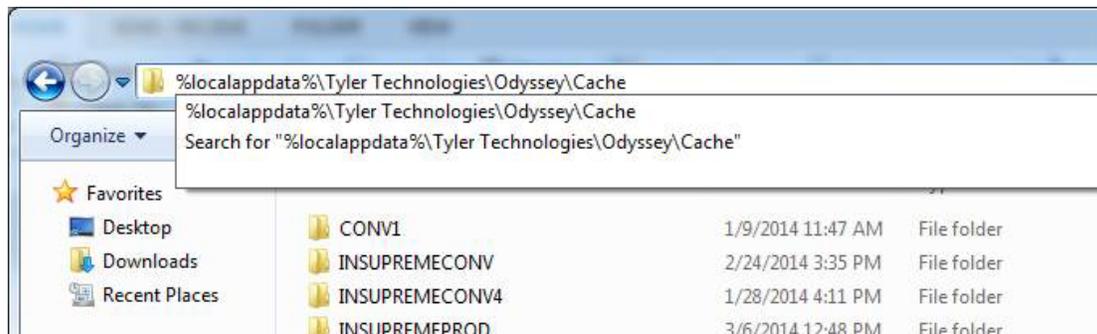
Delete Internet Cache

Delete the internet cache (Temporary Internet Files) on the affected workstations. BOTH of these processes need to be completed.

1. From the Internet options dialog in IE, select settings under browsing history. Check temporary internet files and MAKE SURE “Preserve Favorites website data” is UNCHECKED. Then click Delete.



2. Delete temporary files on the workstation as described:
 - a. Right-click on the Start icon on the lower left corner of your monitor.
 - b. Select “Open Windows Explorer”.
 - c. Copy and paste the line below into the window.
`%localappdata%\Tyler Technologies\Odyssey\Cache`



- d. Press the Enter key and you should see a folder for INSUPREMEPROD.
- e. Delete the entire folder.



Odyssey Uninstall Procedures

Windows XP:

1. Un-Install Odyssey with Control Panel ADD/Remove Program or INSUPREMEPROD Un-Install application.
2. DELETE C:\Program Files\Tyler Technologies.
3. DELETE cookies and Temp internet files.
4. RUN regedit – Delete the keys below if they were not deleted by the application uninstall procedure.
 - a. DELETE HKEY_LOCAL_MACHINE/Software/Tyler Technologies
 - b. DELETE HKEY_CURRENT USER/Software/Tyler Technologies

Windows 7:

1. Un-Install Odyssey with Control Panel ADD/Remove Program.
2. Delete C:\Users\%Username%\AppData\Local\Tyler Technologies.
3. Delete C:\Users\%Username%\AppData\Roaming\Tyler Technologies.
4. DELETE C:\Program Files or Program Files (x86)\Tyler Technologies.
5. DELETE cookies and Temp internet files.
6. RUN regedit – Delete keys below if they were not deleted by the application uninstall procedure.
 - a. DELETE HKEY_LOCAL_MACHINE/Software/wow6432Node/Tyler Technologies
 - b. DELETE HKEY_CURRENT USER/Software/Tyler Technologies



Cashiering Station Setup

Note: You must have Financial Code Setup permissions to set up Cashiering stations.

1. From the Case Manager Home Page:
 - a. Select Administration.
 - b. Scroll down Administration Screen under Financial Setup select Financial Codes. (This will not display if user does not have permissions see note.)
 - i. On right side of screen scroll down to Station Cashiering and select it.
2. Select Location Screen (County Court/Clerk users will only see their Courts) :
 - a. Select County/City/Town Court that is applicable.
 - b. If working Probation Offices Scroll to the bottom of the list past the to the Supervision section.
3. From the “Maintain Station – Cashiering” page select the appropriate station to be added/edited. (Config normally creates the Stations, but we can create new one if needed.). S:\JTAC HELP DESK\Cashiering Stations-Odyssey has a list of most of our existing Courts Cashiering Station setups by County/City.
4. See the Screen Shot below and ensure the following items are selected.
 - a. Linked to this PC should be grayed out, if not click on it.
 - b. Default Printer dropdown box has the Receipt Printer selected. If not, select from the dropdown.
 - c. Print Template should be set to Generic, if not click on dropdown arrow and select it.
 - d. Receipt Pool should have proper Receipt Pool selected, if not select it; you may need to check with Config if there are multiple selections the County Clerk should also know.
 - e. Save settings and exit.

Modify Station - Cashiering

Show this code for Elkhart County City & Town Courts
 Use for API only

System-Wide Code and Description

Code
Description

System-Wide Effective Information

Effective Date 12
Obsolete Date 12

System-Wide Station - Cashiering Behavior

Status **Linked** [Link to this PC](#)

Receipts **Cash Drawer**

Default Printer Printer
Print Template

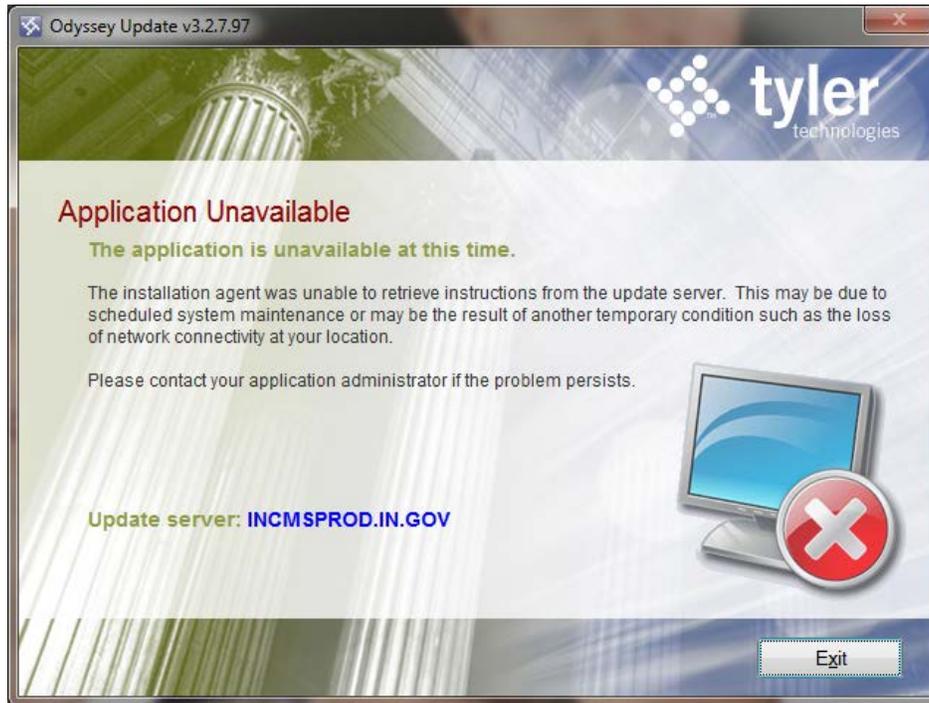
Receipt Pools **Slip Validation**

Case Manager Conversion Receipt Pool Printer Model

Save Exit

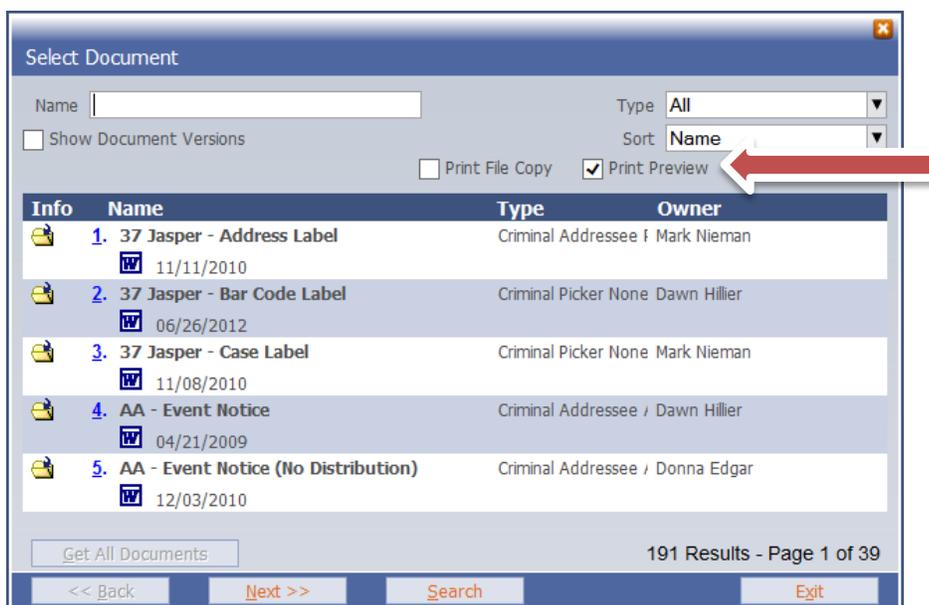


Application Unavailable Error



1. Verify user has Internet Connection.
2. Have User attempt to log into a known good computer.
3. Ensure that ports 4171 and 4172 are not being blocked.
4. Ensure that IP address 108.59.49.112 is not being blocked.

Forms Not Merging



When the user brings up forms, ensure that the Print Preview box is checked as shown above.



Receipts Not Printing

1. Ensure that the Printer is installed.
2. Print a Windows Test Page to the receipt printer.
3. Go to Cashiering Station Setup and ensure printer is selected as shown below.

Modify Station - Cashiering

Show this code for Greene County Circuit & Superior Courts
 Use for API only

System-Wide Code and Description

Code:
Description:

System-Wide Effective Information

Effective Date: 
Obsolete Date: 

System-Wide Station - Cashiering Behavior

Status: **Linked** [Link to this PC](#)

Receipts

Default Printer: 
Print Template: ▼

Cash Drawer

Printer: 
Configuration: ▼

Receipt Pools 

Case Manager	Conversion Receipt Pool
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Slip Validation

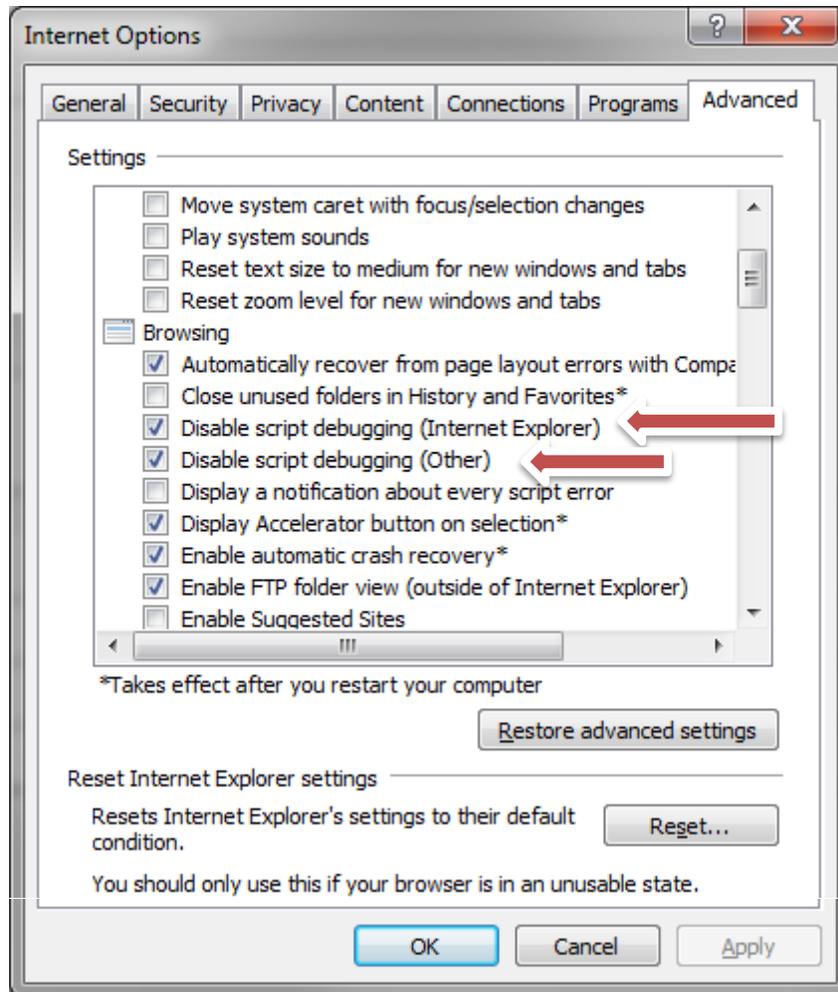
Default Printer: 
Printer Model: ▼





Receiving Script Errors

1. Got to internet options in IE and ensure settings shown below are checked.

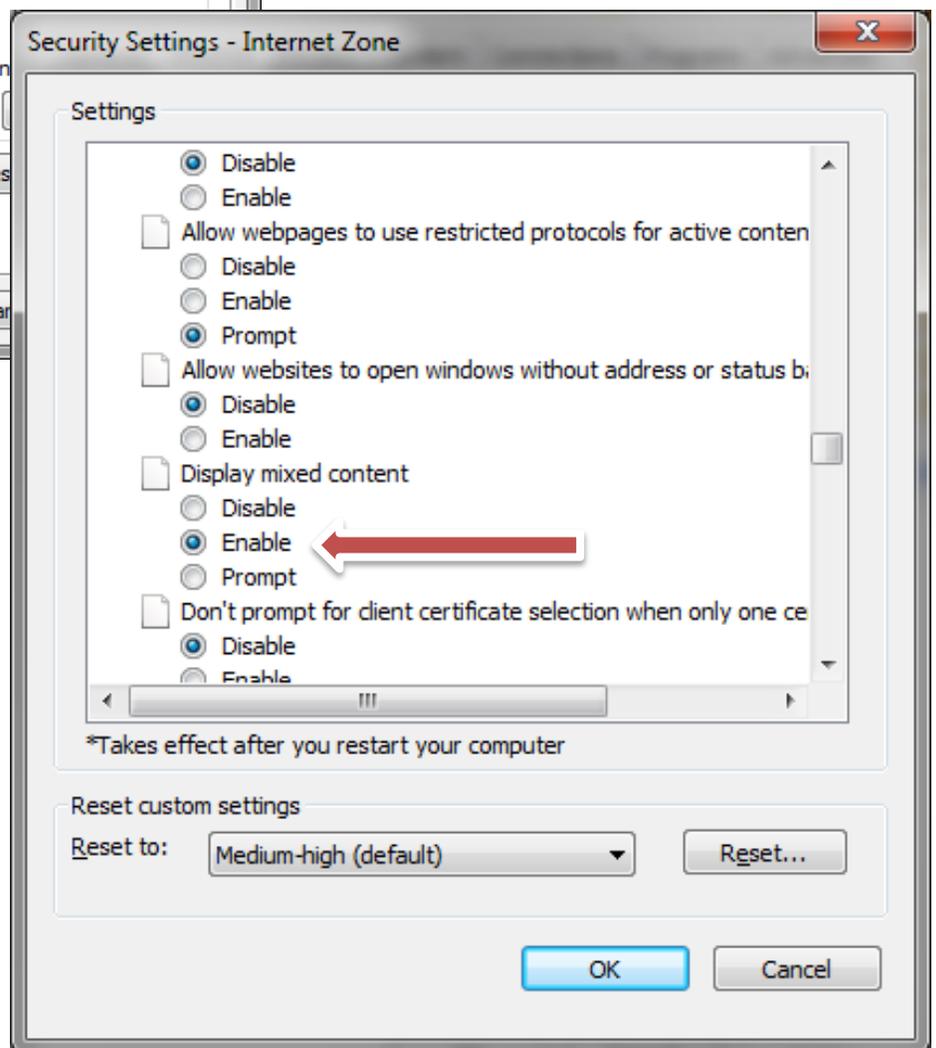
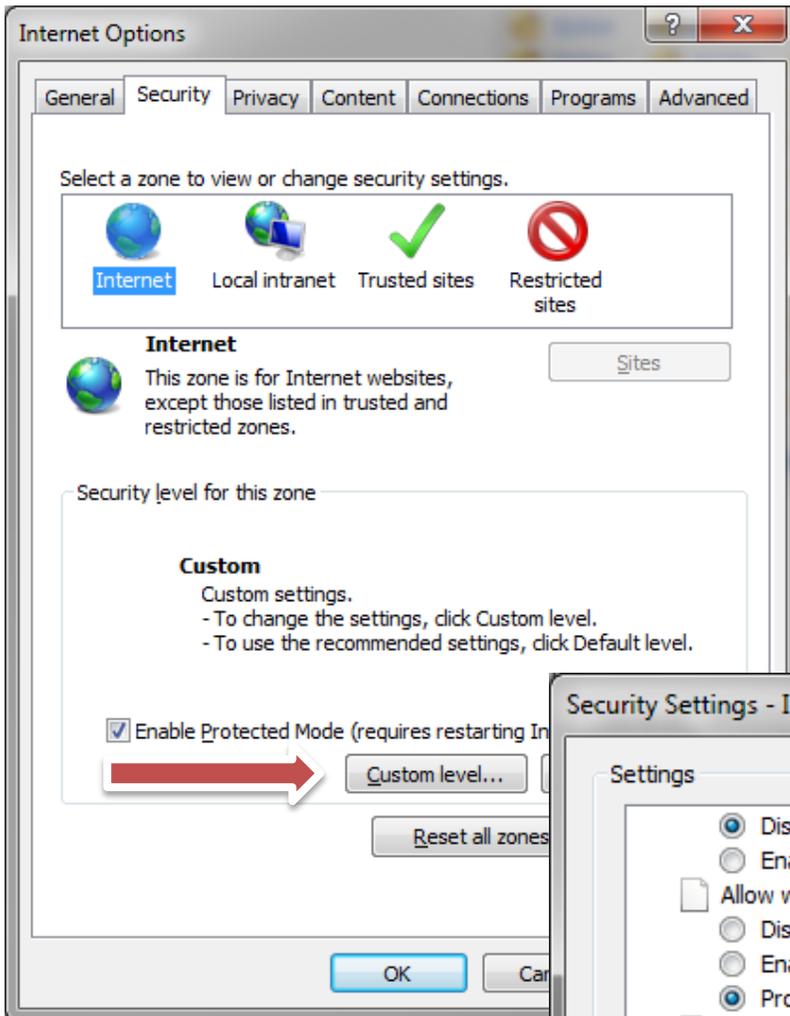


2. If there is a firewall appliance that caches internet sites and settings, clear that out as well.



Script Error Printing Receipts

Open Internet explorer and ensure that display mixed content is enabled for Internet, Local Internet and Trusted Sites on the Security tab under Internet Options as shown.





General Network Settings

There are a few settings that need to be in place to ensure proper operation of the application.

Exclusions:

Please white-list, or exclude from filtering, the following DNS / IPs and ports. These must also be excluded from any caching / reverse proxy / WAN accelerator device functions (i.e. Bluecoat) as they can conflict and generate issues during the update process.

- Incmsprod.in.gov / 108.59.49.112 – TCP 80, 443
- 108.59.49.63 – TCP 80, 443, 4171

In addition to those settings, it is important that your firewall or any filtering device allows .ocx and .vbs file extensions for the above addresses at a minimum. Those are downloaded and used within the application.

General Computer Settings

There are some requirements and best practices for computer settings that will improve the user experience in Odyssey.

For all computers, Internet Explorer must be the default browser. Users can experience sporadic issues when other browsers are set as default. In some cases, screens will not display at all.

For desktop computers, it is recommended that the Windows power profile be set to high performance. While this is not required, we have seen a strong positive impact by making this simple change for end user Odyssey experience.

With any Antivirus solution implemented, Tyler Technologies recommends the following exclusions are set in each AV client:

- C:\Users\%username%\AppData\Local\Tyler_Technologies
- C:\Program Files\Tyler Technologies
- C:\Program Files(x86)\Tyler Technologies



Troubleshooting Errors Regarding Viewing/Editing PDFs

This issue may be due to Acrobat Reader not being the default viewer for PDFs. First make sure Adobe Reader is set as the default to open PDF documents:

1. In Win 7, click Start
2. In the search box type 'default programs' and select it
3. Click 'Associate a file type or protocol with a program'
4. Scroll down to .pdf and make sure 'Adobe Acrobat Reader' is set as the current default, if it's not change it to Reader.

Next, make sure in IE the plug in for Reader is enabled, and if Adobe Pro is installed that the plug in is disabled:

1. In IE go to Tools > Options > Programs > Manage add-ons
2. Where it says Show: 'Currently loaded add-ons', change the drop down to 'All add-ons'
3. Scroll down to 'Adobe PDF Reader' and make sure status is Enabled, if not switch it to Enabled
4. If Adobe Pro is installed, make sure 'Adobe PDF' says Disabled, if not then disable it

Once both of these have been done, close out of all Odysseys, relaunch, then go to the case and open a PDF again. It should open inside of Odyssey using Adobe PDF Reader now.

Note Regarding R2016:

The Odyssey R2016 release has new system requirements that may require changes to your current computer environment. It is not possible to perform a rolling upgrade of Odyssey. That means all users must meet these minimum requirements to still use Odyssey upon R2016 deployment. Because this version of Odyssey has not been fully completed, these requirements are subject to change.

- Computers must use Windows 7 64 bit or higher for the operating system. R2016 will not work with 32 bit Windows. Windows 10 will be officially supported. Some older systems may need to be replaced if they won't support 64 bit Windows.
- Odyssey will continue to require Microsoft Office as a 32 bit installation. That is also the recommended version per Microsoft.
- Systems must have at least 4 GB RAM. We highly recommend 8 GB RAM. Any new computers should be purchased with at least 8 GB RAM.
- Any new computer purchases should meet or exceed the requirements in our Odyssey specifications. Our specifications will meet the requirements for Odyssey R2016.