



STARS – The Student Records Information System

Table of Contents

What is STARS?	Page 1
What software do I need to access STARS?	Page 1
<ul style="list-style-type: none"> • Windows computers • Macintosh computers 	Page 1
How do I access STARS?	Page 2
<ul style="list-style-type: none"> • Obtain valid computer accounts • Connect to the server • Log on to CICS • Unsuccessful logins • Log on to STARS 	Page 2 Page 2 Page 2 Page 3 Page 3
How do I exit STARS?	Page 4
How do I change my passwords?	Page 4
<ul style="list-style-type: none"> • CICS password guidelines • Changing your CICS password • Changing your STARS password 	Page 5 Page 5 Page 5
Contact Information	Last Page

What is STARS?

STARS is the student records information system used by RIT administrators to access records for all students at RIT. An IBM Enterprise Server hosts the STARS program and other RIT administrative systems. The IBM Enterprise Server is also referred to as the IBM Mainframe and the MVS system.

What software do I need to access STARS?

You can access STARS by using a Telnet program to connect to the IBM Enterprise Server. The Telnet program must support TN3270 emulation. A Telnet program that supports TN3270 emulation allows a computer to act as if it were an IBM 3270 terminal. ITS recommends and supports the following Telnet programs for TN3270 emulation:

Windows computers:

ITS recommends and supports two TN3270 terminal emulators:

Reflection Suite for the Enterprise. The Reflection Suite for the Enterprise is a set of programs that includes the “Telnet” and “TN3270” Telnet client terminal emulators. RIT departments can acquire The Reflection Suite by purchasing it through Campus Connections. When doing so, please specify “WRQ Reflection Multi-Host Enterprise Standard MS 32-bit”.

For more information on acquiring The Reflection Suite, you can contact the RIT Purchasing Department. For information on installing and configuring The Reflection Suite for your Windows computer, consult the “The Reflection Suite for the Enterprise” ITS HelpDesk document available in the bins across from the ITS HelpDesk, or from the ITS HelpDesk documents web page at http://www.rit.edu/its/help/help_documents.html.

QWS3270 Plus This program is available over the Web from Jolly Giant Software, and is less expensive than the Reflection Suite. You can find out more about it as well as download a free trial copy by visiting <http://www.jollygiant.com/qws3270plus.html>.

Macintosh computers:

ITS recommends and supports Brown TN3270 for classic Macintosh operating systems. RIT departments can contact the ITS HelpDesk to have Brown TN3270 installed and configured, or to get information on what Telnet application to use with Mac OS X.

How do I access STARS?

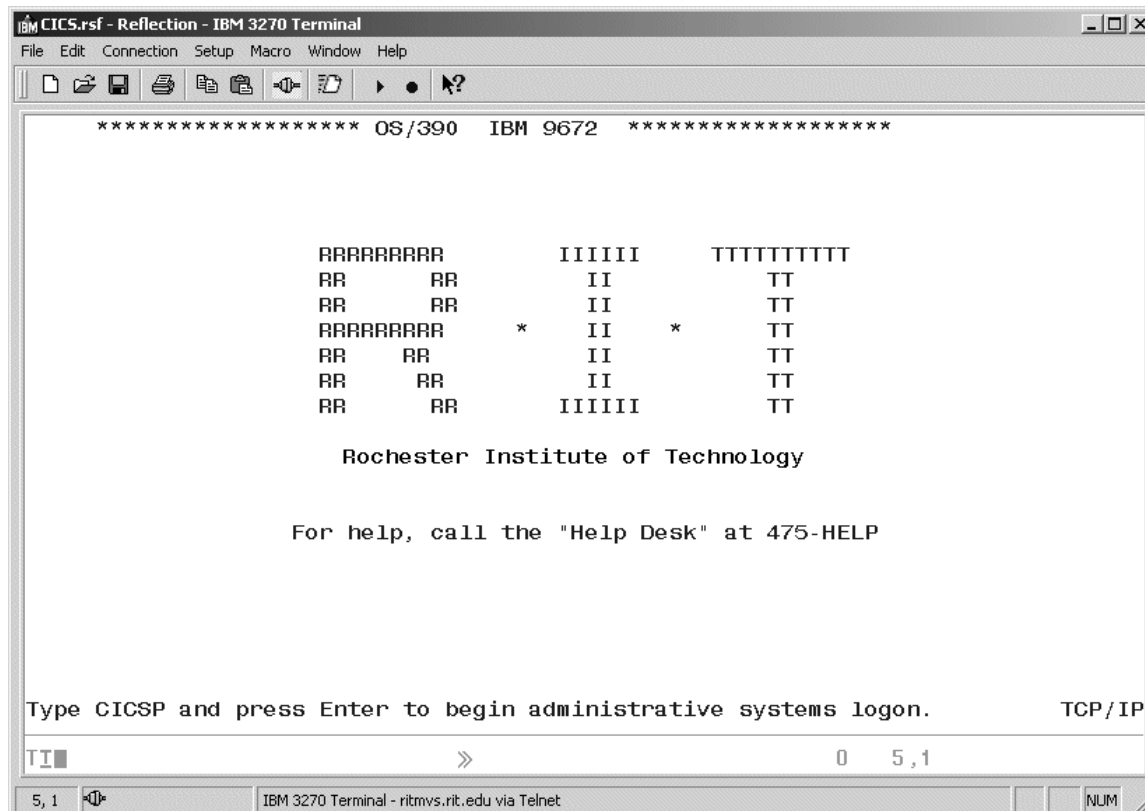
Obtain valid computer accounts

To access STARS, you must first obtain valid CICS (Customer Information Control System) and ADABAS/Natural accounts. You can apply for these accounts by contacting the Registrar's office.

Connect to the server

Once you have the necessary computer accounts, you can connect to the IBM Enterprise Server from your Desktop computer by starting your TN3270 terminal emulation program. Most likely you will need to double-click on an icon which appears on your Desktop. Then, the CICS logon screen appears.

Note: The backspace and delete keys do not work when using a TN3270 terminal emulation program. To delete characters, you must backspace by using the left arrow key, and then overwrite the erroneous characters.



Log on to CICS

1. Type "cicsp" and press "Enter" or "Return". The "CICS Sign-On" screen appears.

2. Enter your userid and press the “Tab” key. Your userid usually begins with your initials and ends with the last 4 digits of your social security number (e.g. “abc1234”).
3. Type your password and press “Enter”. The “DFHCE3549 Sign-on is complete (Language E)” screen appears.

Note: Your CICS password must be changed periodically. See the “How do I change my passwords?” section below for more information on setting up and using CICS passwords.

Unsuccessful logins

For your protection, a CICS account is locked after five unsuccessful login attempts. If your account is locked, the following message is displayed:

DFHCE3546 "YOUR SIGNON USERID HAS BEEN REVOKED. SIGNON IS TERMINATED"

If this message appears, the owner of the account must contact the ITS HelpDesk in order to have the account reactivated.

Log on to STARS

After you log on to CICS and the “DFHCE3549 Sign-on is complete (Language E)” screen appears, do the following:

4. Press the “Tab” key. This moves the cursor to the bottom of the screen.
5. Type “na2s” and press “Enter” or “Return”. The “Natural Security” screen appears.
6. Enter the Library ID, and then press the “Tab” key. The Library ID used by the Registrar is “SB01”.
7. Enter your User ID and press “Tab”. The “User ID” is the same as the “userid” that you used to log on to CICS.

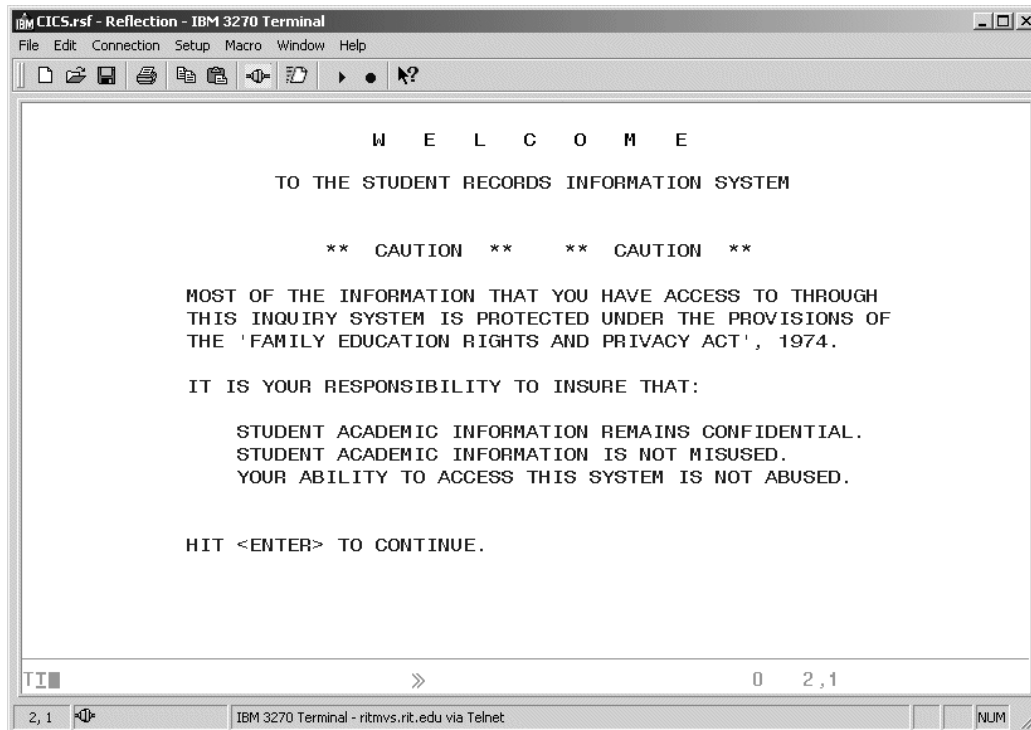


Library ID: _____ User ID: _____
Password: _____ New Password: _____

8. Enter your Natural Security password and press “Enter” or “Return”. The STARS welcome screen appears.

Note: Your Natural Security password may be different than your CICS password. Your password must be a minimum of six alphanumeric characters, and a maximum of eight characters.

Note: Once you have gained access, STARS may ask if you want to confirm update. Press the “Enter” or “Return” key to accept the default (“Y” for yes).



How do I exit STARS?

1. Type “Exit” at the STARS screen prompt and press “Enter” or “Return”. The “System Exit” screen appears.
2. Press “Enter” or “Return” again.
3. Note: If you encounter a blank screen or ‘NAT9995 – NATURAL SESSION TERMINATED NORMALLY’, you are already logged off of STARS. Proceed to log off CICS.
4. Type “cssf” and press “Enter” or “Return” to log off CICS. The CICS logon screen appears or your session window closes.

How do I change my passwords?

ITS recommends that you change your passwords frequently. The CICS security software requires that you change your CICS password every 90 days. An informational message on the CICS screen provides you with a "countdown" to your password's expiration. If you do not change your password within the required time, your CICS

account is revoked. If this happens, the owner of the account must contact the ITS HelpDesk in order to have the account reactivated.

CICS password guidelines

Your CICS password must be a minimum of six alphanumeric characters, and a maximum of eight characters. It must include at least one numeric character. The CICS security software does not allow previously used passwords.

Changing your CICS password

1. Follow the instructions in the “Connect to the server” section, and steps 1 and 2 in the “Log on to CICS” section above.
2. Type your current password and press “Tab”. The cursor moves to the first “New Password” field.
3. Type a new password and press “Tab”. The cursor moves to the second “New Password” field.
4. Type the new password again and press “Enter” or “Return”.

Changing your STARS password

1. Type your Library ID and press “Tab”.
2. Type your User ID and press “Tab”.
3. Type your password and press “Tab”.
4. Type a new password and press “Enter” or “Return”.
5. Type the new password again and press “Enter” or “Return”.

Contacting the ITS HelpDesk

Phone Support: (585) 475-HELP or 475-2810 (TTY)

Email: helpdesk@rit.edu

Web Address: <https://www.rit.edu/its/help/>

In Person: Gannett Building, Room 7B-1113

Contacting the Resnet (Residential Computing) HelpDesk

Phone Support: (585) 475-2600 or 475-4927 (TTY)

Email: resnet@rit.edu

Web Address: <https://www.rit.edu/its/services/resnet/>

In Person: Nathaniel Rochester Hall (Building 43), Room 1034

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