



# RODE in VW30

## Frequently Asked Questions

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## Frequently Asked Questions

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1. I am trying to login with my user id and the correct password and the system tells me that the password is not valid. Why?
  2. I am trying to login and the system is giving the message 'User already logged in'. Previously, I used to get the message 'User already logged in. Do you want to continue?'
  3. After logging into the application, I do not see the menu. Why?
  4. How do I export data to excel/notepad etc. from the Grid in the screen?
  5. I do not find the down and up arrows to sort the data in the multiline. How do I now sort the data?
  6. How do I do a wild card search in the multiline?
  7. When I login, I get to see a set of tabs? What do I do with this?
  8. I want to know the OU in which I have logged in? How do I see this?
  9. How do I change the OU (i.e. switch context)?
  10. How do I lock the status bar at the bottom of the screen?
  11. I see help popping up on enter key in some fields. Why?
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**1. I am trying to login with my user id and the correct password and the system tells me that the password is not valid. Why?**

This is because the passwords are now case sensitive. Please check the upper and lower cases of your password and then enter in the password field.

**2. I am trying to login and the system is giving the message 'User already logged in'. Previously, I used to get the message 'User already logged in. Do you want to continue?'**

If you get the message 'User already logged in', you will have to select the option 'force login' in the login page which will disconnect any other existing user.

**3. After logging into the application, I do not see the menu. Why?**

The new RODE application is designed to provide both the menu options you had till now (Ajax and Extui interfaces).

To launch the tree structure menu, click on the arrow icon (near show menu) at the left top corner of the screen. You will see the tree structure launching.

To launch the icon based menu structure, click on the show menu, it will open the icons of the individual applications and you can then click on them to launch the respective screen.

You can also type the accelerator key of the screen in the text box at the top of the screen to directly launch the screen.

**4. How do I export data to excel/notepad etc. from the multiline in the screen?**

There are two icons at the bottom control panel of the multi-line to upload and download. Click on the download icon. The system will open up four options, please select one of them based on your need.

**5. I do not find the down and up arrows to sort the data in the multiline. How do I now sort the data?**

For sorting the multiline data, you need to click the multiline header line. If you click once, the system will sort the data in the ascending order. If you click this the next time it will get sorted in the descending order. You can toggle between sorting in the ascending and descending order alternatively.



**6. How do I do a wild card search in the multiline?**

The multiline control panel at the bottom has two views. Click on the arrow icon at the right hand corner and you will see the option to search in the multiline.

**7. When I login, I get to see a set of tabs? What do I do with this?**

This is space for creating user sensitive Portlets. These are not enabled at the moment and will be enabled in the due course of time. Essentially these are functionalities for the future.

**8. I want to know the OU in which I have logged in? How do I see this?**

The logged in OU information can be viewed by clicking on the tab Information. You will see the user name, OU and the language in which the user has logged in.

**9. How do I change the OU (i.e. switch context)?**

You can do this in two ways. There is a toolbar at the bottom of the screen in which you can choose the switch context icon. Do the change and start working.

**10. How do I lock the status bar at the bottom of the screen?**

There is an icon at the right bottom of the status bar. You can either lock or unlock the status bar by clicking on this.

**11. I see help popping up on enter key in some fields. Why?**

For those fields which do not have any data fetch function on enter key, the system automatically launches the help screen if the field has got a help attached to it. For example: In case you have a help on item code and no action is done in the system on enter key in the item code field, then the system will launch the item help upon enter key. In case the system fetches the item description on enter key in the item code field, the help will not be launched.

