



Metropolitan State University of Denver

Accessing Files via the Hyperlinks within Digital Measures Reports - ADMIN

Fall 2014

This guide provides instructions for opening files via the hyperlinks that are within reports generated using Digital Measures. The process for opening the links varies depending on several factors:

File Format

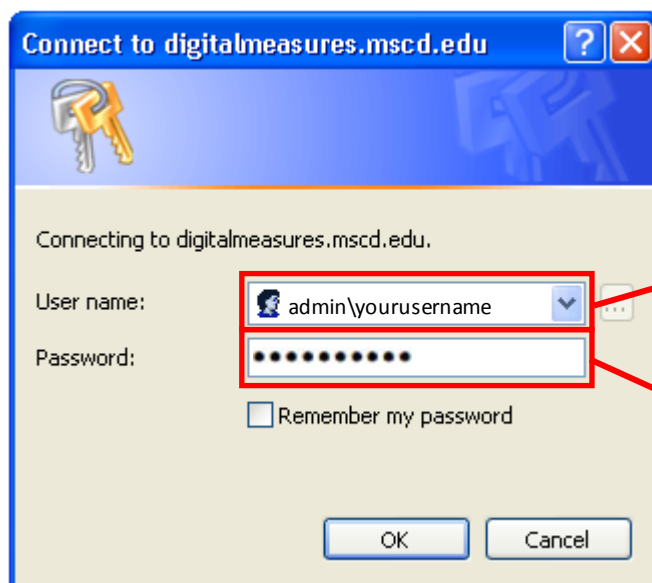
The report will be in either a Microsoft Word or PDF format.

- If the file is a PDF, **left-click** on the links to open the files.
- If the file is a Microsoft Word document, **right-click** the links and then select the **Open Link** option from the drop-down menu to open the files.

Connection to the MSU Denver Network

The files uploaded to Digital Measures all stored on a secure server on the ADMIN domain of the MSU Denver network. The process for accessing the files will vary depending on whether or not the computer you are using is currently connected to the MSU Denver network. *Please note: The Auraria Campus wireless will not allow you to access the files.*

- If you **are** logged into a computer that is connected to MSU Denver network (i.e., your work computer), after clicking a link to access a file, a temporary version of the file should automatically download via your default browser. Click or double-click on the downloaded file to open it.
- If you are not (or sometimes if you are) logged into a computer that is connected to the MSU Denver network, an authentication dialog box will appear twice. In the User name text entry box, you will need to add "admin\" before your ConnectU username. **Please note: If your user account has been migrated to the WINAD domain, you will need to add "winad\" rather than "admin\" before your username.** In the Password text entry box, simply enter your ConnectU password. This is the same username and password that you use to login to your office computer at MSU Denver.



Type in admin\ followed by your ConnectU username

Type in your ConnectU password

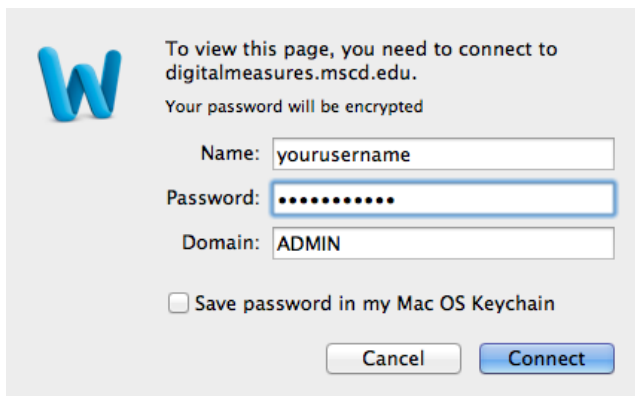
Mac Computer Usage

If you are using a Mac computer, you will want to ensure that the following software is at the latest version listed below and that you have all of the software below installed:

- Safari 6.0 or Firefox 15
- Microsoft Word 14.2.3 or higher
- Acrobat Reader (current version)
- PDF Browser Plug-In (if you are using Firefox as your Mac browser) which is available at <http://www.schubert-it.com/pluginpdf/>

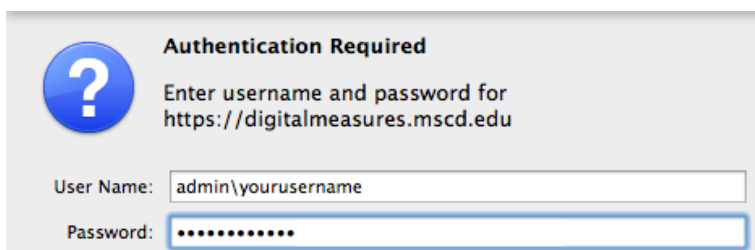
*** Please contact the Technology Services Helpdesk at 303-352-7548 if you need assistance with updating or installing the software listed above. ***

When you click on a link to view a document, the first authentication dialog box may include three text entry boxes (rather than two). The additional text entry box is for the Domain. If this is the case, enter your ConnectU username (**without** "admin\" before it) in the **Name** text entry box, your ConnectU password in the **Password** text entry box, and "ADMIN" in the **Domain** text entry box. **Please note: If your user account has been migrated to the WINAD domain, you will need to add "WINAD" rather than "ADMIN".** This is the same password that you use to login to your office computer at MSU Denver.



The image shows a Mac OS authentication dialog box. On the left is a blue 'W' logo. The text reads: "To view this page, you need to connect to digitalmeasures.mscd.edu. Your password will be encrypted". Below this are three text entry boxes: "Name:" containing "yourusername", "Password:" containing "*****", and "Domain:" containing "ADMIN". At the bottom left is a checkbox labeled "Save password in my Mac OS Keychain" which is unchecked. At the bottom right are two buttons: "Cancel" and "Connect".

After you enter your information, another Authentication dialog box may appear. For this dialog box, you **will** need to add "admin\" before your ConnectU username (e.g., admin\yourusername) in the **User Name** text entry box and your ConnectU password in the **Password** text entry box. **Please note: If your user account has been migrated to the WINAD domain, you will need to add "winad\" rather than "admin\" before your username.**



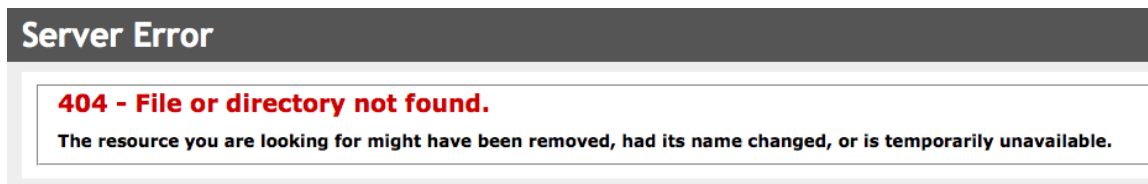
The image shows an "Authentication Required" dialog box. It features a blue question mark icon in a circle on the left. The text reads: "Authentication Required" and "Enter username and password for https://digitalmeasures.mscd.edu". Below this are two text entry boxes: "User Name:" containing "admin\yourusername" and "Password:" containing "*****".

Note: When attempting to open a PDF file (when using Safari as your default Web browser), if it opens and displays as unreadable symbols, click on the URL address bar to activate it and then click the **Enter** or **Return** key. The document should then display properly. If that does not solve the problem, you may try using Google Chrome or Mozilla Firefox as your default browser. If that alone doesn't work, try also installing the PDF Browser Plugin that is available at <http://www.schubert-it.com/pluginpdf/>. Another solution is to right-click on the hyperlink, select the "Copy Link" option, and then paste the link into the URL address bar of your browser to go directly to the URL for the file.

Possible Problems with Accessing Files via the Links

Two errors that could occur when trying to click on links to files via the hyperlinks within the reports generated using Digital Measures.

Server Error – 404 – File or directory not found



The screenshot shows a dark grey header with the text "Server Error" in white. Below the header is a white box with a thin border containing the following text:

404 - File or directory not found.
The resource you are looking for might have been removed, had its name changed, or is temporarily unavailable.

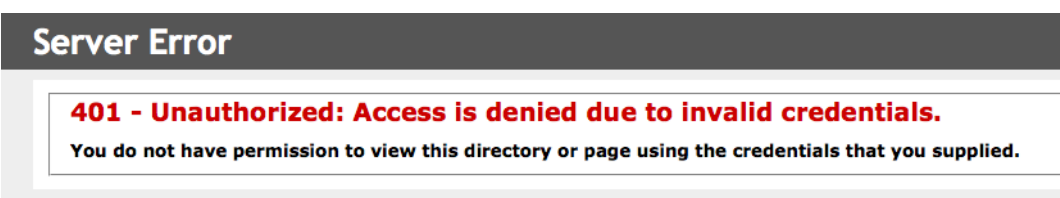
If this error occurred when clicking on a link in a Portfolio or Sabbatical Leave Review Report that contains a list of one or more faculty in a table, this could be caused by one of two reasons:

- The Portfolio or Sabbatical Leave file was re-uploaded since the last time the report was run. You will need to have the Chair of your review committee to run a new Portfolio or Sabbatical Leave Review Report to get a current link to the faculty member's Portfolio or Sabbatical Leave Application.
- The faculty member has removed the file stored on the Portfolio and Narrative Submission screen item or Sabbatical Leave item for some reason. The faculty member will need to re-upload their Portfolio or Sabbatical Leave Application file and you will need to have the Chair of your review committee to run a new Portfolio or Sabbatical Leave Review Report to get a current link to the faculty member's Portfolio or Sabbatical Leave file.

If the error occurred when clicking on a link WITHIN the faculty members Portfolio or Sabbatical Leave Application (e.g. Narrative, previous review letters, additional items for review) and the link starts with [https://digitalmeasures.msudenver.edu/...](https://digitalmeasures.msudenver.edu/)

- This indicates that the faculty member made changes to their Portfolio or Sabbatical Leave Application (e.g. uploading a Narrative, letter, or other items for review) after submitting their final Portfolio or Sabbatical Leave Application. The faculty member will need to re-run their Portfolio Report or Sabbatical Leave Application and upload it to their Portfolio Cover Sheet or Sabbatical Leave item respectively.

Server Error 401 – Unauthorized: Access is denied due to invalid credentials



The screenshot shows a dark grey header with the text "Server Error" in white. Below the header is a white box with a thin border containing the following text:

401 - Unauthorized: Access is denied due to invalid credentials.
You do not have permission to view this directory or page using the credentials that you supplied.

One or more of the following can cause this error:

- Entering your ADMIN domain username and password incorrectly several times.
- After clicking a link and being prompted to enter your information, you pressed the Escape (Esc) key on your keyboard or closed the login prompt window without logging on successfully.

Security Certificate Errors

If you receive a dialog box stating that the security certificate is not valid, select the choice(s) that will allow you to continue to access the website or webpage. Please see the [Security Certificate Errors for Windows Browsers](#) and [Security Certificate Errors for Mac Browsers](#) documentation for more information.