

Downloading Reports

Is the default setting for downloading reports set to send the reports to a zipped folder?

Yes. On the *Download* window, there is a checkbox that is defaulted to “Compress into ZIP archive format.” If you do not want to keep this default setting, uncheck the box. However, the use of ZIP format is recommended as it is the most efficient means of downloading reports.

JAVA Software Upgrade

How do I get the version of Java needed to run DDI 4.2?

Java Plug-in 1.4.2_11 or higher is required to access DDI 4.2. When launching DDI for the first time, you may be prompted to install the correct version of the Java Plug-in. **You must have Administrative rights to your PC to install the Java Plug-in.** If you do not have Administrative rights, please contact your internal technical support department to arrange for the Java installation or upgrade. The Administrator will also have to print a test page in order for the print driver to successfully install.

Is there a charge for this upgrade of JAVA?

No. There is no cost to upgrade Java.

Personal Folders

If I move a report to a Personal Folder, will it still be available in its original location?

Yes. The report itself is not actually moved from its original location. Only a link to the report is placed within the personal enterprise folder. Thus, other users who have access to the data can still view it.

Are personal folders tied to User IDs or to PCs?

Personal folders are tied to User IDs. You may designate the directory for your personal folders by clicking the **Preference** button at the top of the *Document Tree* window. Please refer to page 61 of the [DocumentDirect for the Internet Reference Guide Version 4.2 For External Users](#) to obtain detailed instructions.

How long will reports remain in my personal folder?

You can customize how long reports remain within your personal folder. After a report is copied to your personal folder, highlight the report and right-click. Select **Properties** from the menu. This will give you a pop-up window with a report version(s) drop-down menu from which you can use to choose how long the report will stay in the folder. Valid values include: All, Most Recent, Today, Last Week, Last Month, Last Three Months, Last Six Months, Last Twelve Months, Year to Date.

Frequently Asked Questions for DDI 4.2 External Users

General Questions

Will there be any complications if I run DDI Version 4.2 and DDI Version 1.3 at the same time?

No. This has been tested and you will not incur problems or issues. However, it is strongly recommended that you upgrade to Version 4.2. Version 4.2 has enhanced security features, allows you to create customizable folders for better organization, to download and print multiple versions and sections of a report without opening the report, and to manipulate report data so it is easily exported into Microsoft Excel.

What is ViewDirect and how is it related to DDI?

ViewDirect is the repository that stores the report data you have access to view using DDI. ViewDirect also stores information about the report, such as: report title, report ID, who is able to view it, and how long it is retained on different storage media.

What is DDI?

DDI is a Web-based tool that allows you to access the report data that is stored in ViewDirect. Using the features of DDI, you can find, print, and download reports. DDI is only a viewer tool and does not actually store any report information.

My report doesn't contain all of the loans that were processed yesterday. Did ViewDirect or DDI delete the data?

No. ViewDirect and DDI are storage and viewing tools only. Reports are computer-generated and the static data is sent to ViewDirect exactly as it is created by the programs. You cannot accidentally change or delete any data on a ViewDirect report. If expected information is not within a report, please contact your Sallie Mae representative.

Is there a Log Off or Exit button?

To exit DDI 4.2, close the browser window that has the current session of DDI in it. This will close all active DDI Database sessions.

Can I move reports from both the InfoSpecial database folder and an individual agency's reports database folder into my Favorites folder?

Yes. You can move reports from multiple databases into your Favorites enterprise folder. All databases are separate and distinct; each requires you to login to access report data. When you right-click on a database folder and choose the collapse option, your log in remains active for that database, thus allowing you to have multiple sessions open at the same time.

Sallie Mae Authentication IDs

Are the responses to challenge questions saved in a case-sensitive format and will a user have to provide the responses to the challenge questions in the same case-sensitive format?

Challenge question responses are not case-sensitive. Challenge questions and their responses can be entered in any case format.

Report Filter Feature

Is making a template of the report and saving the customized version the only method of saving filters placed on a report?

Once a filter has been customized for proper filtering, a user can save that filter by selecting the icon within the filtering window. This will save the filter to the user's Enterprise folder, and it can be used again by pulling up the report, then selecting and executing the saved filter.

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