

# Hyperion 9 Installation/Troubleshooting Guide





A Step by step instructional guide on how to troubleshoot/re-install Hyperion Interactive Reporting Web Client, an essential element for opening any Hyperion report online or via Internet Explorer.

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# **Checking Access Level on Computer**

#### For Windows XP

Before you start, please make sure you are an administrator on the computer.

Check your account settings via one of the following methods:

- Start  $\rightarrow$  Settings  $\rightarrow$  Control Panel  $\rightarrow$  User Accounts
- Start → Control Panel → User Accounts



User Accounts



- Look for your userid under the User Name Column
- Under Group, it should say Administrators, if it does not, please contact your IT technician for assistance.

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Users Advanced					
Use the list bell computer, and	low to grant or deny I to change password :	users access to your Is and other settings.			
User Name	Domain	Group			
Administrator		Debugger Users			
🗾 ais	AIS12	Administrators			
<b>ASPNET</b>	AIS12	Users			
wyw23	DREXEL	Administrators			
Add Remove Properties Password for Administrator To change the password for Administrator, click Reset Password.					
- Password for Adminis To change th Password.	Agd	Remove Properties			

#### **For Windows Vista**

• Start → Settings → Control Panel → Change account type under User Accounts



- Look for your userid under the User Name Column
- Under Group, it should say Administrators, if it does not, please contact your IT technician for assistance.

Jser Accounts	A System of	nd Maintenance	23	
Users Advanced				
Use the list bel and to change Users for this computer:	ow to grant or deny us passwords and other s	ers access to your computer, ettings.		
User Name	Domain	Group	*	
😪 kp32	DREXEL	Administrators		
🕵 masterj	DREXEL	Administrators		
😪 mlq22	DREXEL	Administrators		
💐 mlq22	AIS24	Administrators		
Sweinberh	DREXEL	Administrators	=	
🔍 wyw23	DREXEL	Administrators	$\supset$	
😪 yt29	DREXEL	Administrators	-	
	Add	Remove Propertie	s	
Password for wyw23 To change your password, press Ctrl-Alt-Del and select Change Password. Reset Password				
	OK	Cancel	ply	

#### **Trusted Site**

#### For Internet Explorer 7

To ensure that you will be able to open your report properly, you should add the Hyperion Server as a Trusted Site.

• Highlight and copy the following link: https://reporting.drexel.edu



• Open Internet Explorer, go to Tools  $\rightarrow$  Internet Options





- ?× ? 🗙 Internet Options General Security Privacy Content Connections Programs Advanced Security Privacy Content Connections Programs Advanced Gene Home page Select a zone to view or change security settings To create home page tabs, type each address on its own line.  $\bigcirc$ http://www.drexel.edu/ V Restricted sites Internet Local intranet Trusted sil Use current Use default Use blank Trusted sites Sites This zone contains websites that you trust not to damage your computer or Browsing history Delete temporary files, history, cookies, saved passwords, and web form information. your files. You have websites in this zone. Security level for this zone Delete... Settings Search Custom Change search defaults. Ø Settings Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level. Tabs Change how webpages are displayed in tabs. Settings Appearance Custom level... Default level Colors Languages Fonts Accessibility Reset all zones to default level OK Cancel Apply OK Cancel Apply
- Under the Security Tab, click on Trusted sites and then the Sites button

• Paste the URL in the Add this website to the zone field and then click Add

Trusted sites		Trusted sites	
You can add and remove websites from this zone will use the zone's security settings.	one. All websites in	You can add and remove websites from this this zone will use the zone's security setting	zone. All websites in s.
Add this website to the zone: https://reporting.drexel.edu	Add	Add this website to the zone:	Add
Websites:		Websites:	
	Remove	https://reporting.drexel.edu	Remove
Require server verification (https:) for all sites in th	is zone	Require server verification (https:) for all sites in	this zone
	⊆lose		

• If browser does not recognize site as a safe site, it will display the Internet Icon in the status bar, instead of displaying a Trusted sites with a check mark symbol.

Derror Diverse Japanet (Revent Provide)		ci al 😫	😜 Internet 💊
O	0.6 Min	Later-	
De DR pas fundes just pas en Officiales Officiale Official a cost	a lands a beatharing space of free	matters ( Nites *	
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County In our front line on O	20-00-00		
sent	National         User           12000 11074         Headwork National Sciences           12000 110740         Headwork National Sciences           12000 110740	Enterpresente Sector Alexandro Marcella de la conse alexandro de La calenda magando de Marcella de La consente magando de Marcella de La consente magando de Marcella de La consente de la consente de la consente de la consente de de la consente de de la consente de de la consente de de la consente de	Trusted sites
		M	

• In addition, since Hyperion report will display in a pop up window, if the browser does not recognize the site as a safe site, it might get blocked by the pop-up blocker. If you have another any third party toolbar installed (i.e. Google, Yahoo toolbar, etc), please ensure to turn off pop-up blocking for Hyperion.

Google G-	🝷 Go 🚸 🍏 🥖 🚰 👻	1	8 Bookmarks <del>+</del>	S04 blocked
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• To unblock pop-ups, right click on the message and select Always Allow Pop-ups from This Site... and then click OK to add the site to Pop-up Block Settings as an Allowed site.

➢ Hyperion® Workspace - bqtrain01 - Windows Internet Explorer			
🕥 🗸 🖉 https://reporting.drexel.edu/Hyperion/browse/Main			
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp			
😤 🍄 🌈 Hyperion® Workspace - bqtrain01			
Pop-up blocked. To see this pop-up or additional options	Jps		
/Drevel/Student Settings	rom This Site		
More information			

• If a pop-up is being blocked, the following icon will display in the status bar of Internet Explorer.



#### **Enabling Cookies for the Hyperion Site**

For Internet Explorer 7

- Open Internet Explorer, go to Tools → Internet Options
- Under the Privacy Tab, click on Sites
- In the Address of website text box, enter drexel.edu. Click the Allow button to add the address to the Managed websites list.



You can specify which	websites are always or never all	owed to use
cookies, regardless of	their privacy policy.	
Type the exact address of the or Block.	website you want to manage, and	then click Allow
To remove a site from the list of and click the Remove button.	I managed sites, select the name	of the website
Address of mebsite:		
		Block
		Alow
Managed webgites:		
Domain	Setting	Benove
drexel.edu	Always Allow Always Allow	Remove all

Click OK and OK to exit

# **Uninstalling Hyperion Interactive Reporting Web Client**



## Windows XP

- Go to Control Panel → Add or Remove Programs
- Click on Hyperion Interactive Reporting Web Client, click the Change/Remove button

🐱 Add or Re	move Programs			- • ×
	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	
Change or Remove	Cisco Systems VPN Client 4.8.01.0300		Size	12.32MB 🖾
Programs	C-Major Audio C-Major Audio		Size	0.70MB
14	Conexant D110 MDC V.92 Modem		Size	0.54MB
Add New	🚱 Connected Backup/PC Agent		Size	55.84MB
Programs	83 GoToMeeting/GoToWebinar 3.0.0.198		Size	4.41MB
F	Hyperion Intelligence Explorer		Size	132.00MB
Add/Remove	🕞 Hyperion Interactive Reporting Web Client		Size	32.40MB
<u>Windows</u> Components	Click here for support information.			rarely
	To change this program or remove it from your com		Last Used On Chang	4/18/2007 ge/Remove
Set Program	😝 Hyperion System 9 BI+ Client		Size	595.00MB
Access and Defaults	🛃 Hyperion System 9 Smart View for Office		Size	9.85MB
	🛃 Intel(R) PROSet/Wireless Software		Size	16.95MB
	👙 J25E Runtime Environment 5.0 Update 10		Size	120.00MB
	👙 J2SE Runtime Environment 5.0 Update 11		Size	153.00MB
	👙 J2SE Runtime Environment 5.0 Update 2		Size	117.00MB
	👙 J25E Runtime Environment 5.0 Update 4		Size	118.00MB
	4 125E Runtime Environment 5.0 Undate 6		Siza	119 00MB

• Click Yes to proceed

Hyper Prep	rion Interactive Reporting Web Client - InstallShield Wizard 📃 🗖	2
Ple	sase wait while the InstallShield Wizard prepares the setup.	
Hyp guid	perion Interactive Reporting Web Client Setup is preparing the InstallShield Wizard, which wil de you through the rest of the setup process. Please wait.	I
	Hyperion Interactive Reporting Web Client Setup	
	Do you want to completely remove the selected application and all of its components?	)
	neld Cancel	כ

• When complete, click OK



Windows XP Users ONLY: It is also recommended to clear the objects found in the Internet Explorer Temporary Internet Files

Internet Options	Temporary Internet Files and History Settings
General Security Privacy Content Connections Programs Advanced	Temporary Internet Files
Home page To create home page tabs, type each address on its own line.  http://www.drexel.edu/	Internet Explorer stores copies of webpages, images, and media for faster viewing later. Check for newer versions of stored pages:
Browsing history	O Never
Delete temporary files, history, cookies, saved passwords, and web form information.	Disk space to use (8 - 1024MB): 125 😭 (Recommended: 50 - 250MB)
Delete     Settings       Search     Settings       Change search defaults.     Settings       Tabs     Tabs       Change how webpages are displayed in tabs.     Settings       Appearance     Colors     Languages       Fonts     Accessibility	Current location: C:\Documents and Settings\wyw23\Local Settings\Temporary Internet Files\ Move folder View objects View files History Specify how many days Internet Explorer should save the list of websites you have visited. Days to keep pages in history: 20
OK Cancel Apply	OK Cancel

• Go to Internet Options, click Setting found in the General Tab under Browsing History

 Delete the object from the list. Sample Filename: {8C28EFD7-767B-11D1-844B-0060972DC2AC}

🙆 Downloaded Program Files			
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> o	ols <u>H</u> elp		<b>.</b>
🜀 Back - 🕥 - 🏂 🔎	Search 🎼 Folders 🛄 🗸 🔞 Folder Sync		
Address 🙆 C:\WINDOWS\Download	ded Program Files		💟 🔁 Go
	Program File 🔺	Status	Total Size
Folder Tasks	SetupLauncher Class	Installed	215 KB
😰 Share this folder			
Other Places			
MINDOWS			
My Documents			
My Network Places			
Details			
			>

## For Windows Vista



• Go to Control Panel → Uninstall a program under Programs

• Click on Hyperion Interactive Reporting Web Client, then click Uninstall/Change

Control Panel	Programs      Programs and Features	✓ 4 Search	٩	
Tasks	Uninstall or change a program			
View installed updates	ennistan er enange a program			
Get new programs online at	To uninstall a program, select it from the list and then click "Uninstall", "Change", or "Repair".			
Windows Marketplace				
View purchased software	🕘 Organize 🗸 🏢 Views 🔍 Uninstall/Change 🕡			
(digital locker)	Name	Publisher	Installed ( ^	
🧒 Turn Windows features on or	Conexant HDA D110 MDC V.92 Modem		6/26/2007	
off	JegreeWorks	Sungard Higher Education	1/23/2008	
Install a program from the	🔂 Dell System Customization Wizard	Dell Inc.	6/26/2007	
network	🚑 Digital Line Detect	BVRP Software, Inc	6/26/2007	
	🔊 Drexel University RSS	i-Systems Inc.	10/2/2007	
	EMBASSY Trust Suite by Wave Systems	Wave Systems Corp	6/26/2007 =	
	🖉 Google Desktop	Google	6/26/2007	
	Hyperion Intelligence Explorer		7/9/2007	
	Hyperion Interactive Reporting Web Client		11/13/200	
	In the second se		11/21/200	
	Intel(R) Graphics Media Accelerator Driver		6/26/2007	
	🍟 iTunes	Apple Inc.	3/13/2008	
	👙 J2SE Runtime Environment 5.0 Update 11	Sun Microsystems, Inc.	8/30/2007	
	🕌 Java(TM) SE Runtime Environment 6	Sun Microsystems, Inc.	6/26/2007	
	Macromedia Dreamweaver UltraDev	Macromedia	10/15/200	
	Macromedia Extension Manager	Macromedia	10/15/200	
I MILL	🔡 Microsoft Office Enterprise 2007	Microsoft Corporation	7/5/2007	
	Microsoft Project Professional 2002	Microsoft Corporation	7/11/2007	
	Nicrosoft Visio 2000	Microsoft Corporation	9/4/2007	
		D !!	C (2C (2007	
			·	

• Click Yes to completely remove Hyperion Interactive Reporting Web Client

Hyperion Interactive Reporting Web Client - InstallShield Wizard				
Preparing Setup Please wait while the InstallShield Wizard prepares the setup.				
Huperion Interactive Reporting Web Client Setup is preparing the InstallShield Wizard, which will 9 Hyperion Interactive Reporting Web Client Setup				
Do you want to completely remove the selected application and all of its components?				
Yes No				
InstallShieldCancel				

• If you get a prompt regarding some shared files cannot be uninstalled, click OK to continue.



• When complete, click OK



#### **Reinstalling Hyperion Interactive Report Web Client**

#### **For Windows XP**

- Log into Hyperion Reporting and open a report again, you'll get the following prompt:
- Right click on the information bar and select Install ActiveX Control...



If you do not utilize Help in Hyperion, make sure it is not checked and click Next to proceed. When it is done installing, click OK on the Hyperion Interactive Reporting Web Client Setup prompt.

While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?



Finally, **RESTART** your computer. Please note that without restarting your computer after re-installation of Hyperion Web Client, you might get a blank screen when you try to open any report.

#### **For Windows Vista**

- Log into Hyperion Reporting and open a report again, you'll get the following prompt:
- Right click on the information bar and select Install ActiveX Control...
- Click Run and Yes any Security Warning or Alerts



• If you get any User Account Control prompt, click Continue to proceed



If you do not utilize Help in Hyperion, make sure Help Files is not checked and click Next to proceed. When it is done installing, click OK on the Hyperion Interactive Reporting Web Client Setup prompt.

InstallShield Wizard		
ORACLE I Hyperion	s)	
Select the components you want to insinistal.	stall, and deselect the components you do not want to	
	Installing program files	
Destination Folder C:\\Internet Explorer\Plugins\Hype	erion\9.3.1	Cancel
InstallShield	<back next=""> Cancel</back>	
Нуре	rion Interactive Reporting Web Client Se	tup 🔝
	Hyperion Interactive Reporting We installed!	b Client has been successfully
		ОК

Finally, **RESTART** your computer. Please note that without restarting your computer after re-installation of Hyperion Web Client, you might get a blank screen when you try to open any report.