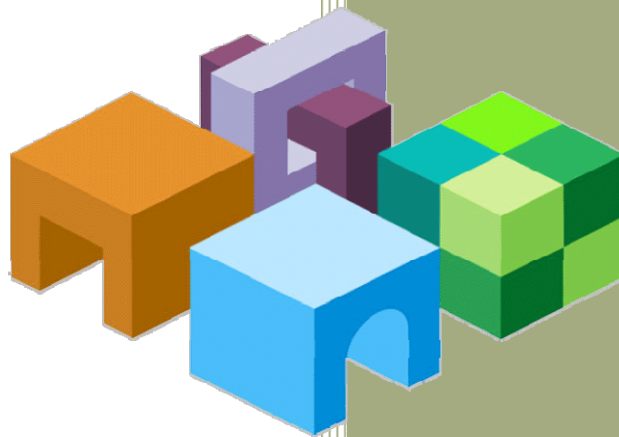
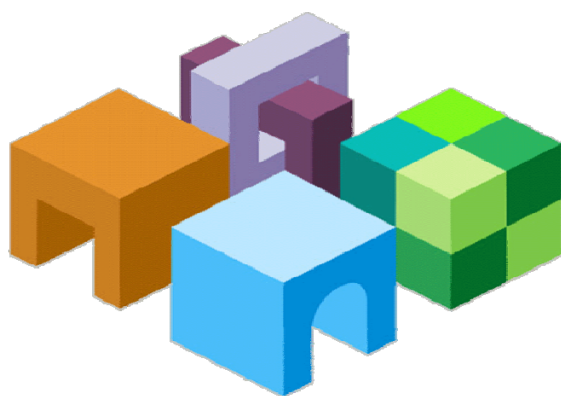


Hyperion 9 Installation/Troubleshooting Guide



ORACLE | **Hyperion™**



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

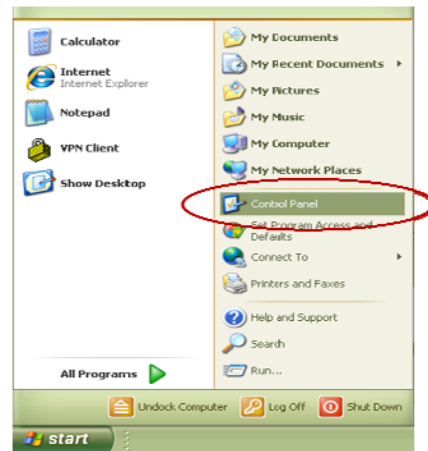
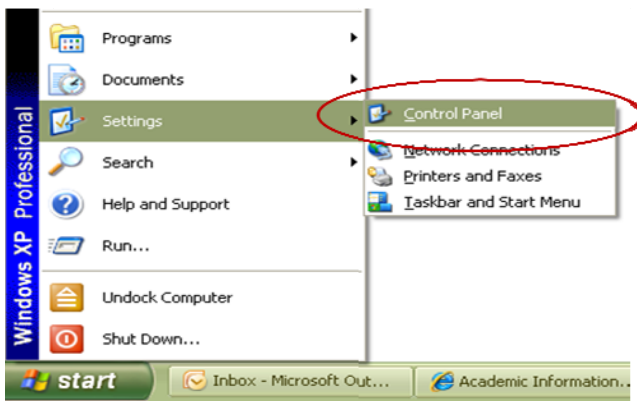
Before you start, please make sure you are an administrator on the computer.

Check your account settings via one of the following methods:

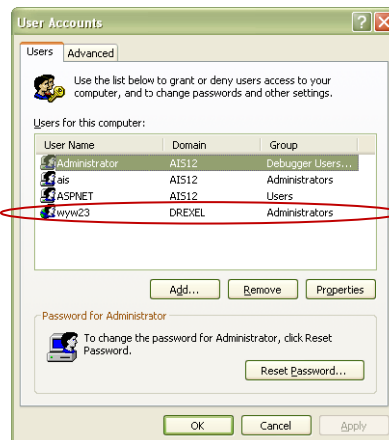
- Start → Settings → Control Panel → User Accounts
- Start → Control Panel → User Accounts



User Accounts

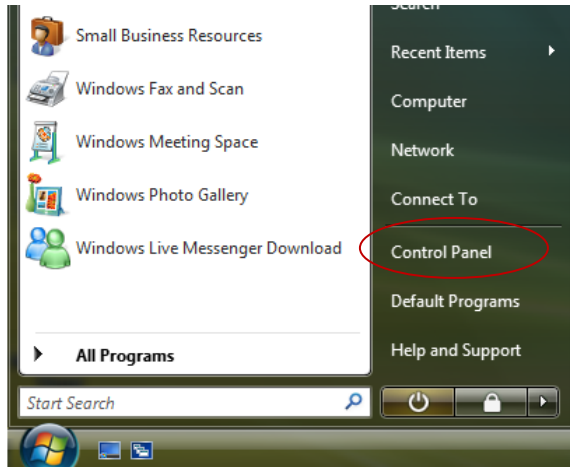


- Look for your userid under the User Name Column
- Under Group, it should say Administrators, if it does not, please contact your IT technician for assistance.

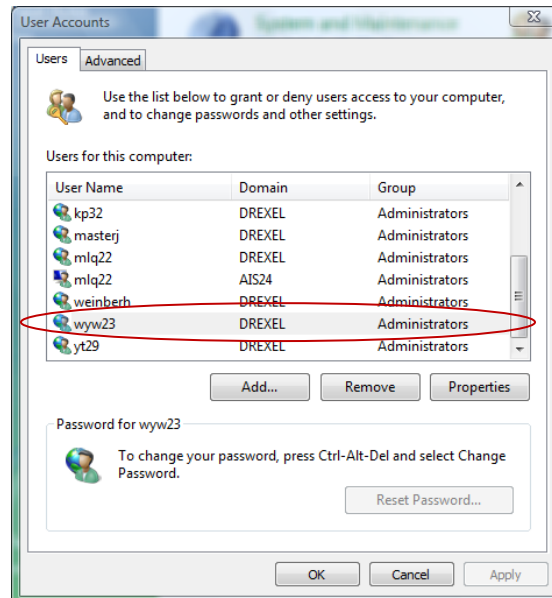


For Windows Vista

- 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.

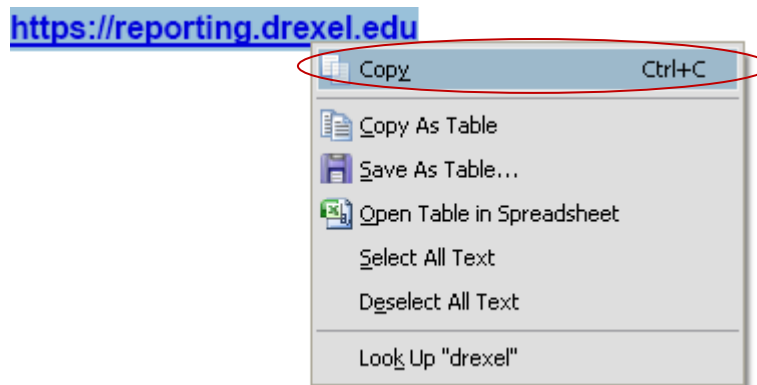


Trusted Site

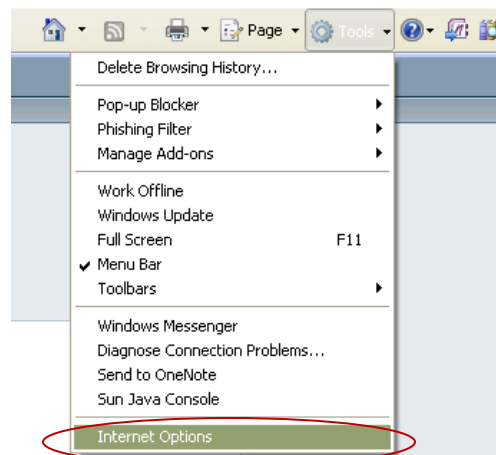
For Internet Explorer 7

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

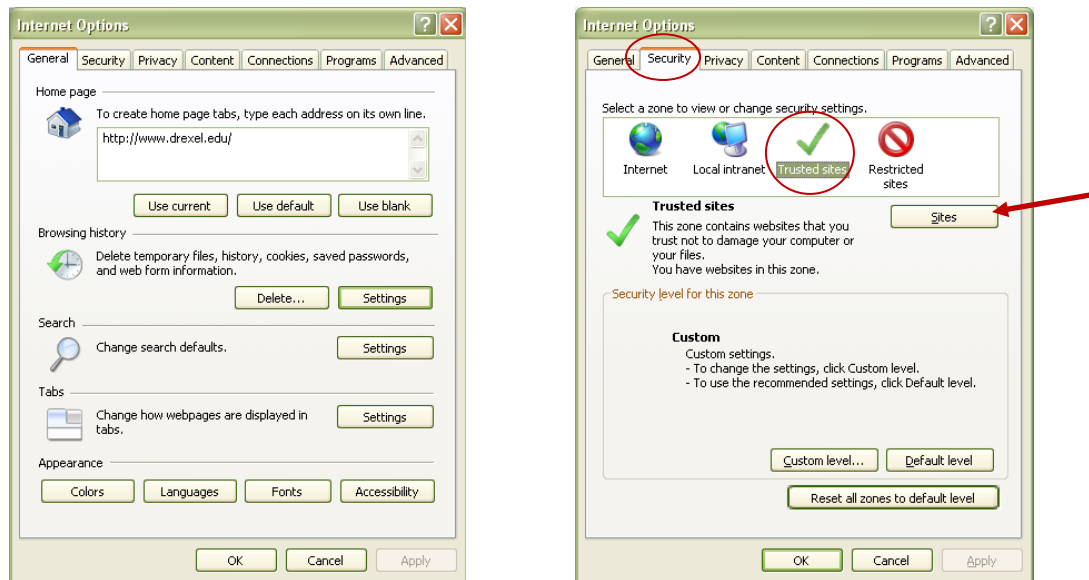
- Highlight and copy the following link: <https://reporting.drexel.edu>



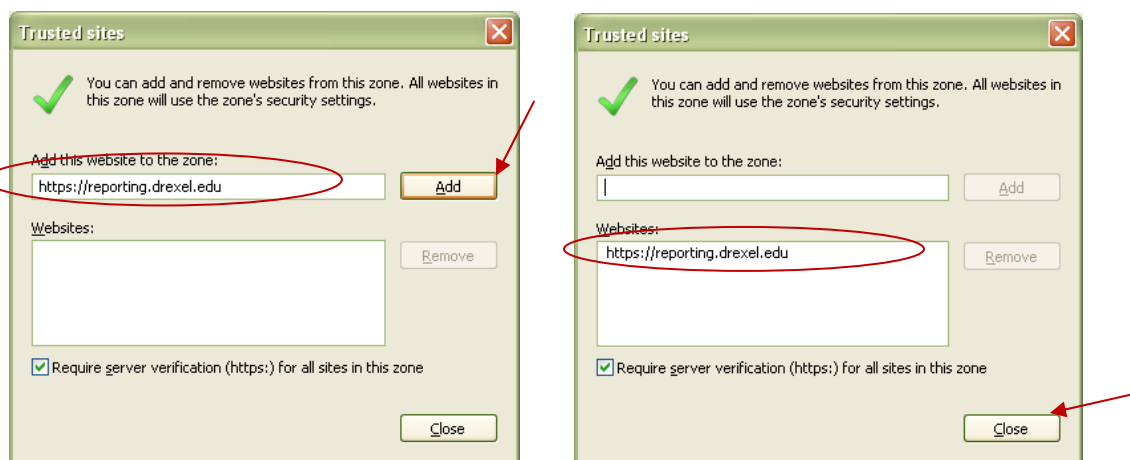
- Open Internet Explorer, go to Tools → Internet Options



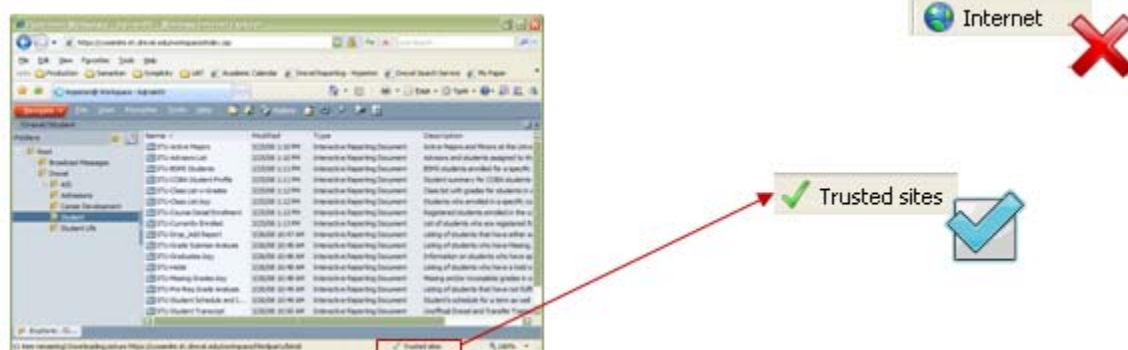
- Under the Security Tab, click on Trusted sites and then the Sites button




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



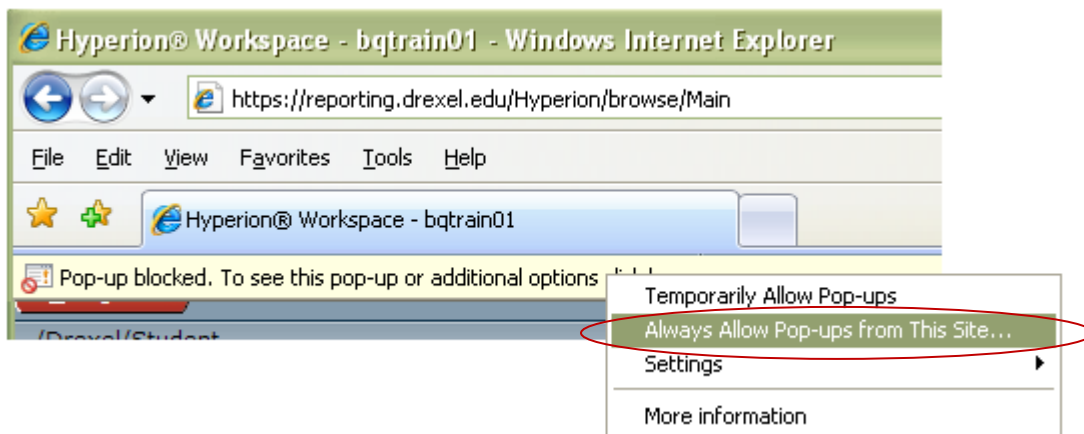
- If browser does not recognize site as a safe site, it will display the Internet Icon in the status bar, instead of displaying a Trusted sites with a check mark symbol.



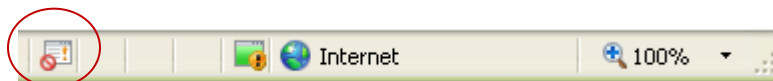
-  In addition, since Hyperion report will display in a pop up window, if the browser does not recognize the site as a safe site, it might get blocked by the pop-up blocker. If you have another any third party toolbar installed (i.e. Google, Yahoo toolbar, etc), please ensure to turn off pop-up blocking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



- 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.



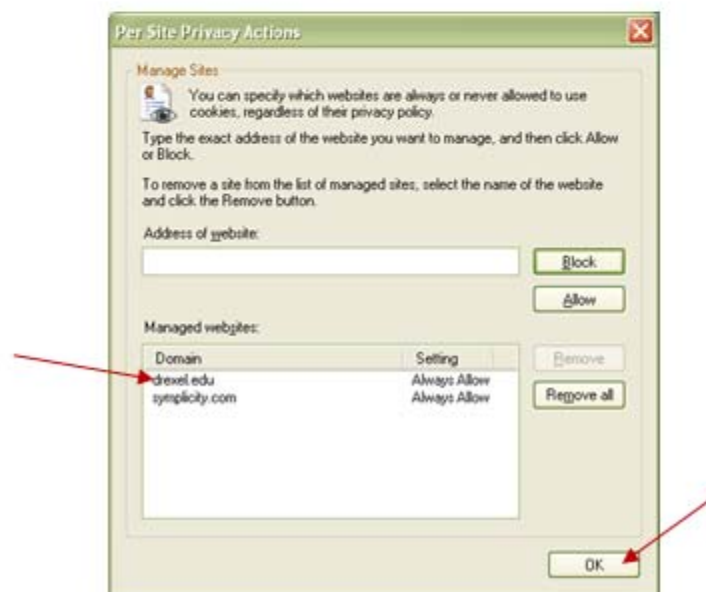
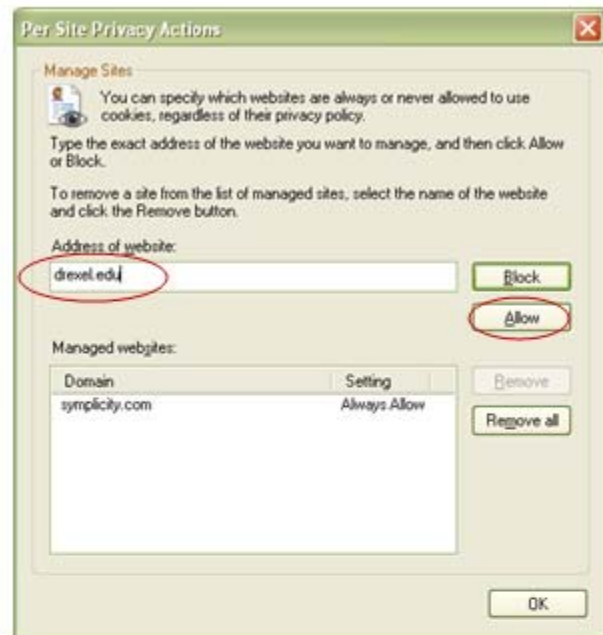
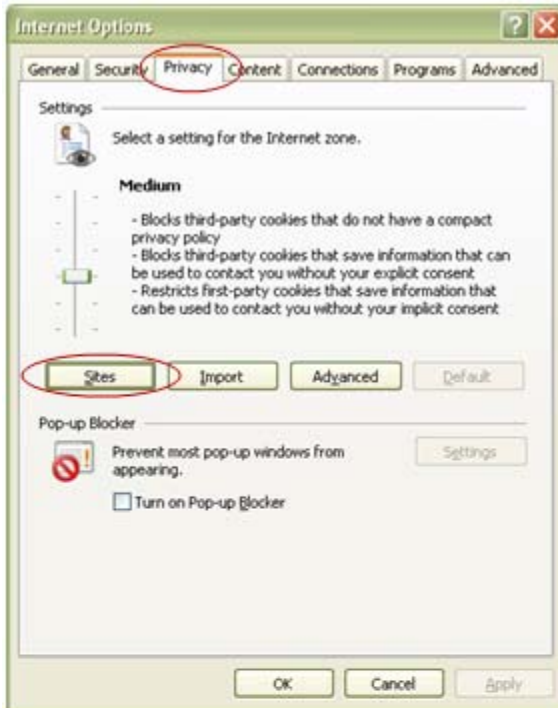
- If a pop-up is being blocked, the following icon will display in the status bar of Internet Explorer.



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.



- Click OK and OK to exit

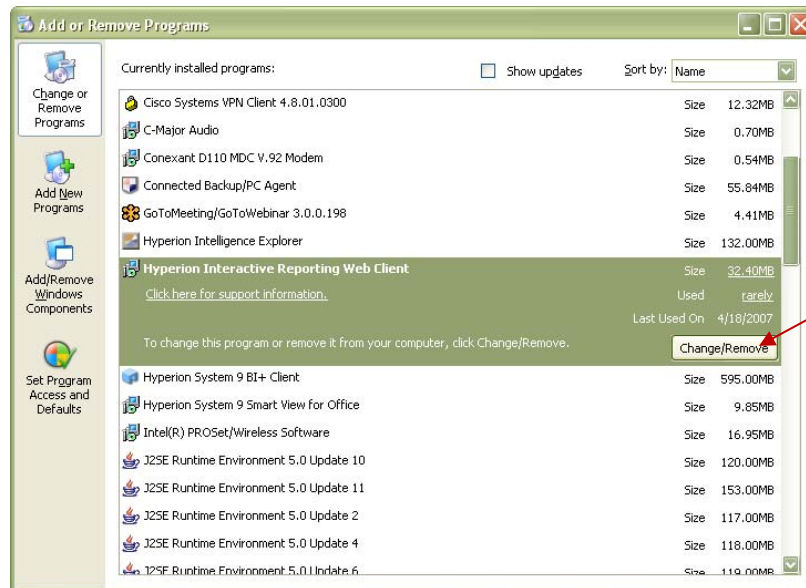
Uninstalling Hyperion Interactive Reporting Web Client



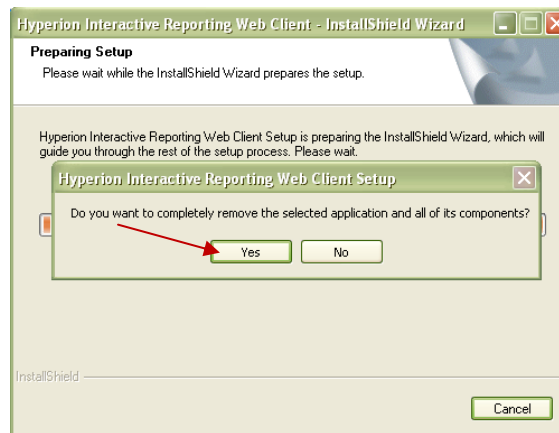
Add or
Remove
Programs

Windows XP

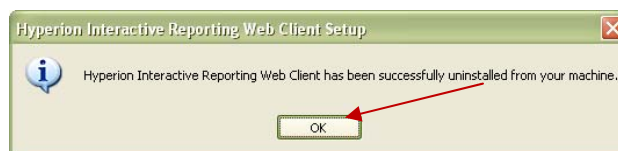
- Go to Control Panel → Add or Remove Programs
- Click on Hyperion Interactive Reporting Web Client, click the Change/Remove button



- Click Yes to proceed



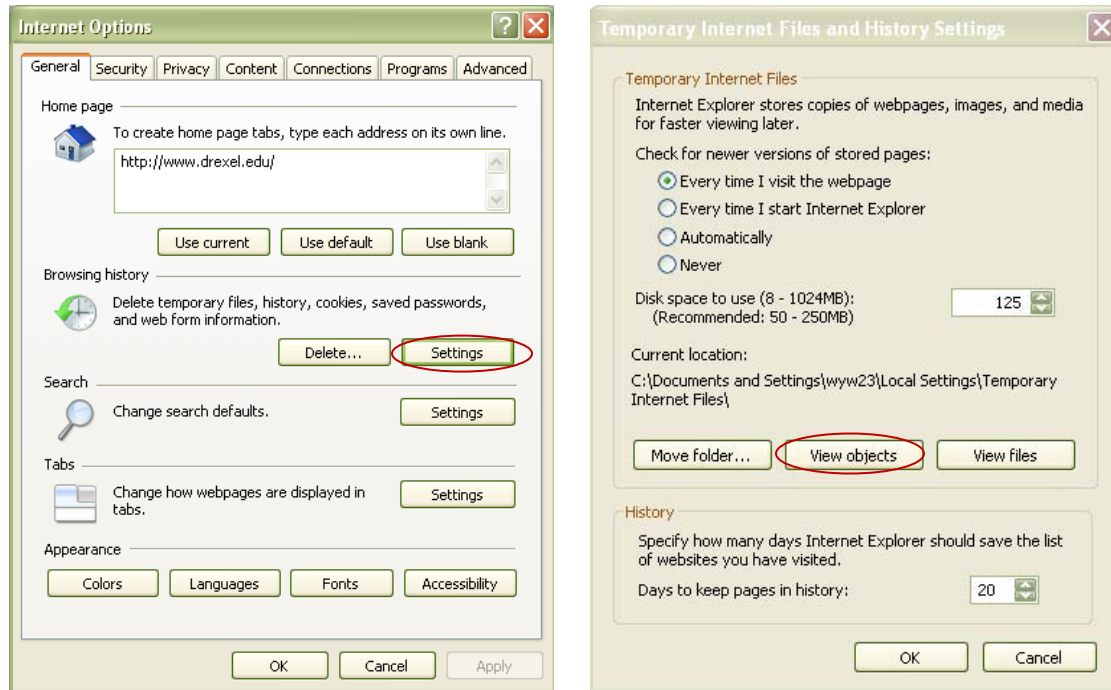
- When complete, click OK





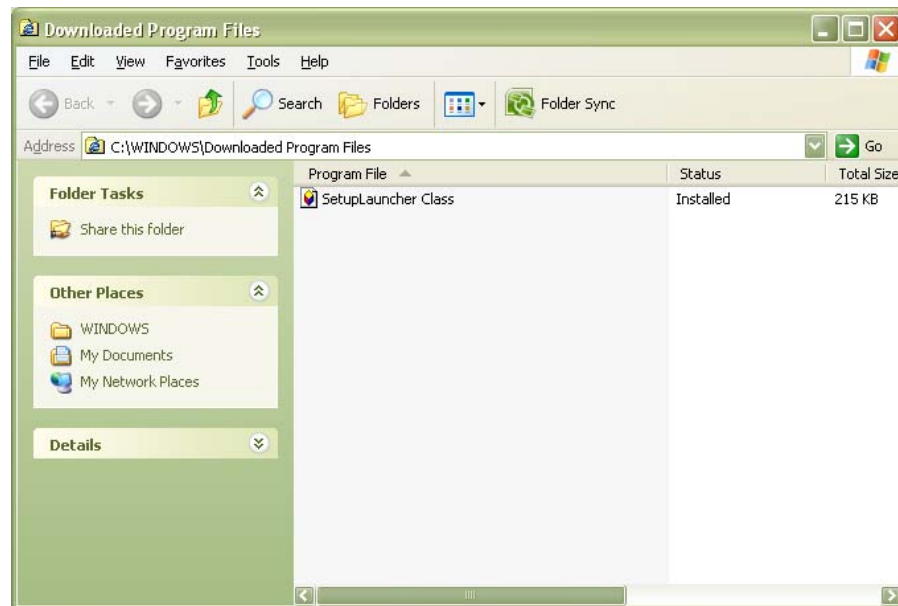
Windows XP Users ONLY: It is also recommended to clear the objects found in the Internet Explorer Temporary Internet Files

- 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}

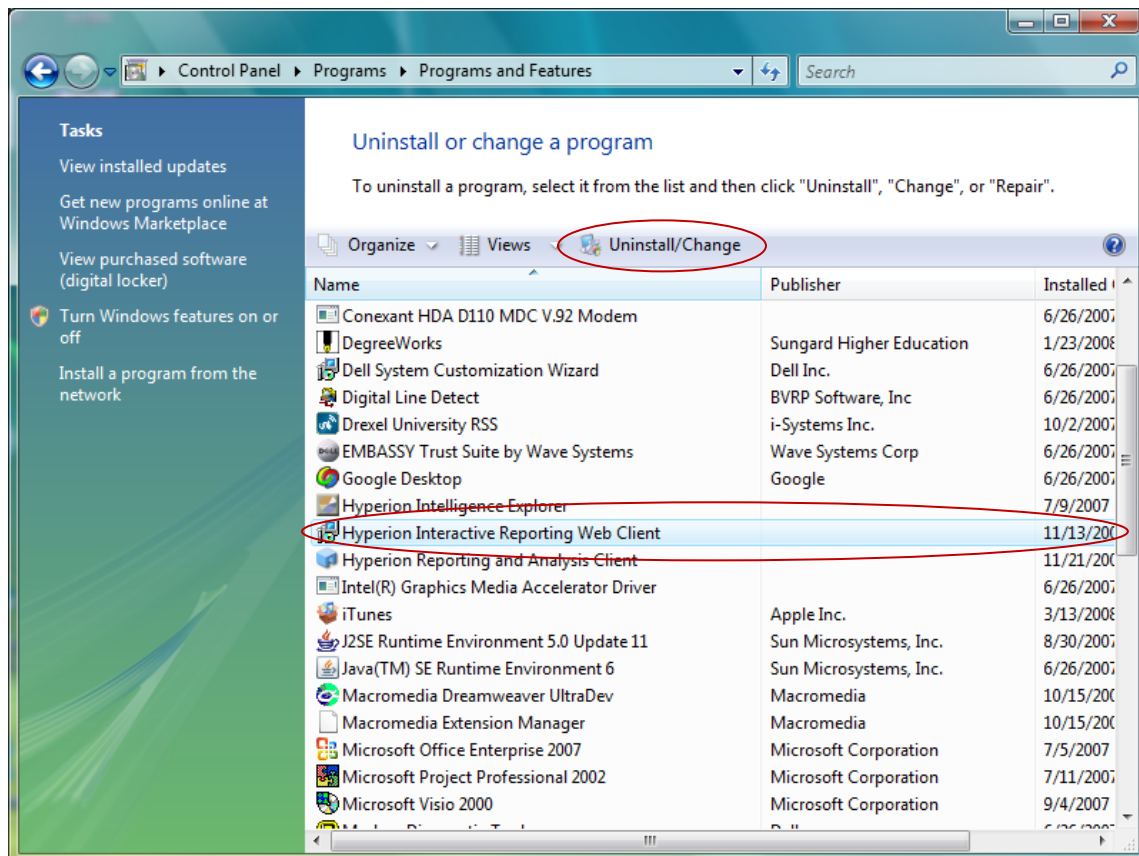


For Windows Vista

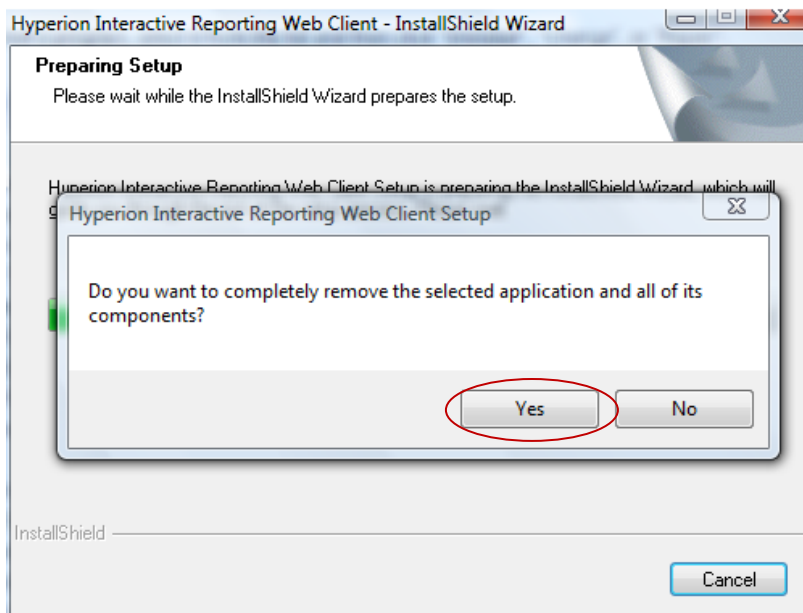
- Go to Control Panel → Uninstall a program under Programs



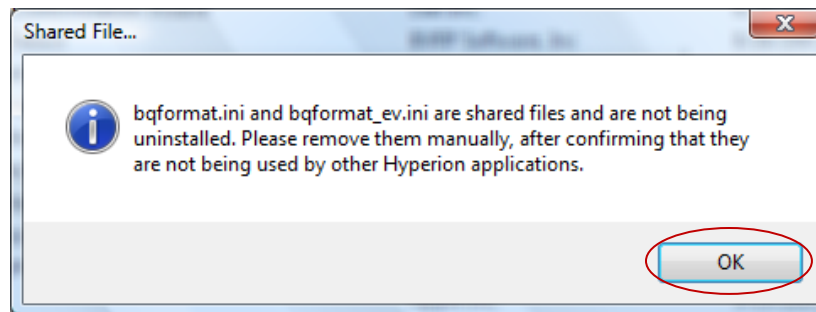
- Click on Hyperion Interactive Reporting Web Client, then click Uninstall/Change



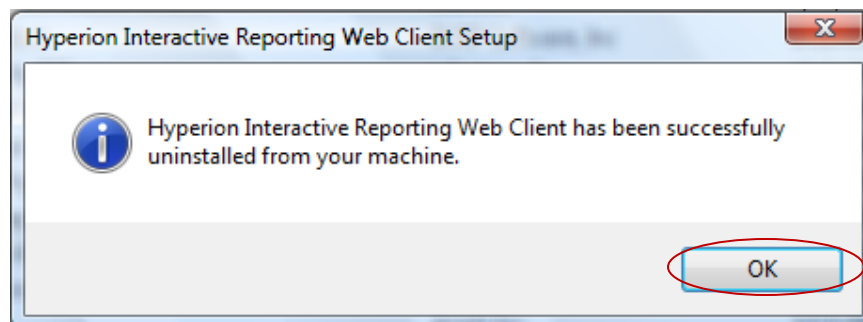
- Click Yes to completely remove Hyperion Interactive Reporting Web Client



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



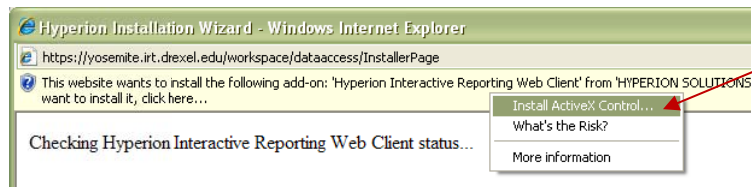
- When complete, click OK



Reinstalling Hyperion Interactive Report Web Client

For Windows XP

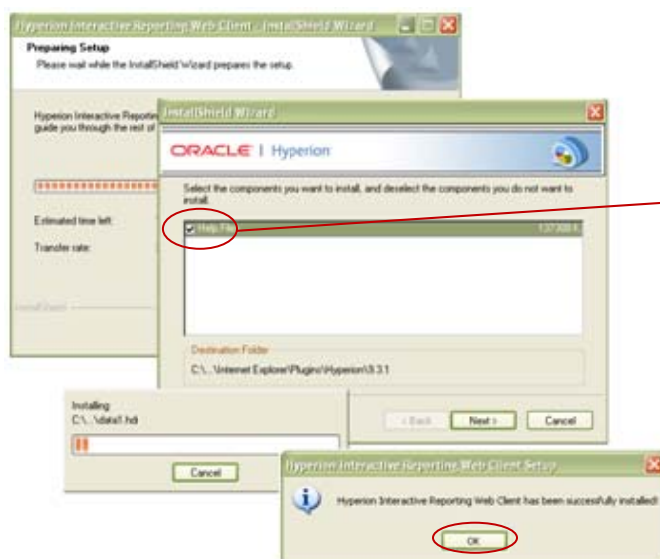
- Log into Hyperion Reporting and open a report again, you'll get the following prompt:
- Right click on the information bar and select Install ActiveX Control...



- Click Install



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.



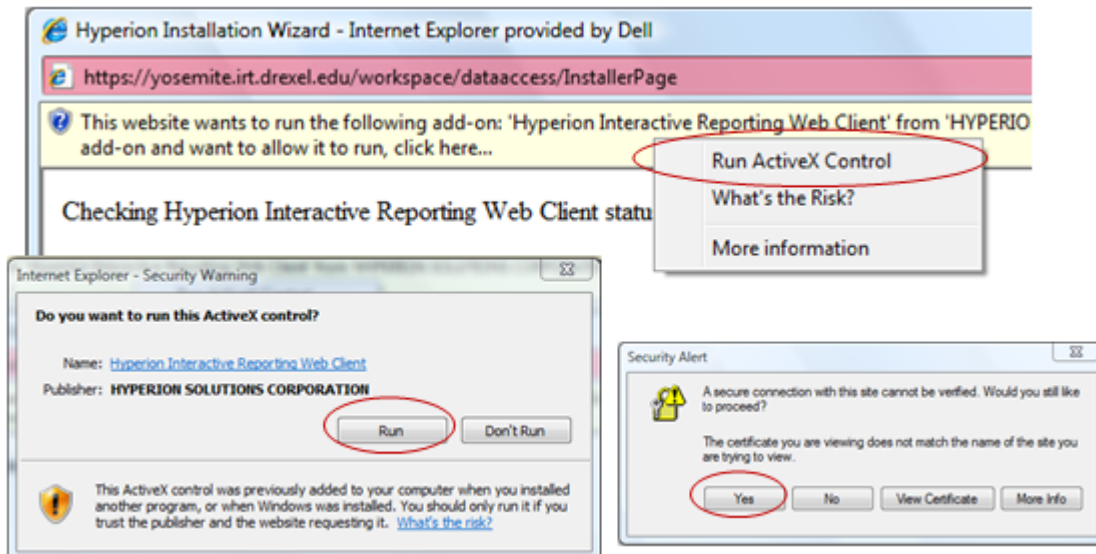
To speed up installation process, uncheck if you don't use Help in Hyperion



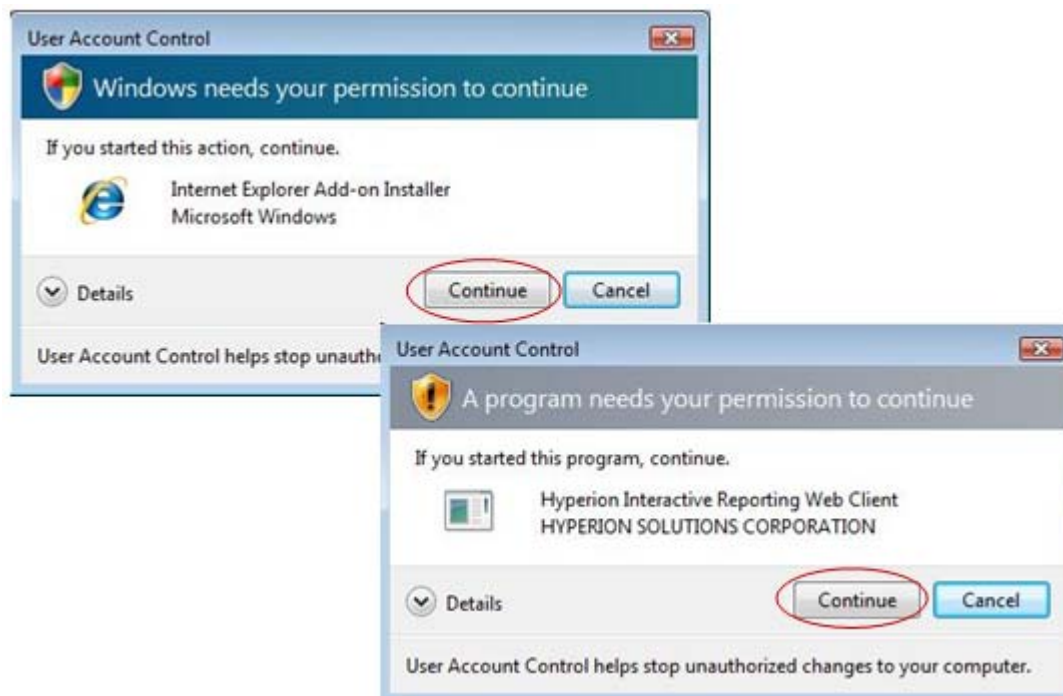
Finally, RESTART your computer. Please note that without restarting your computer after re-installation of Hyperion Web Client, you might get a blank screen when you try to open any report.

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

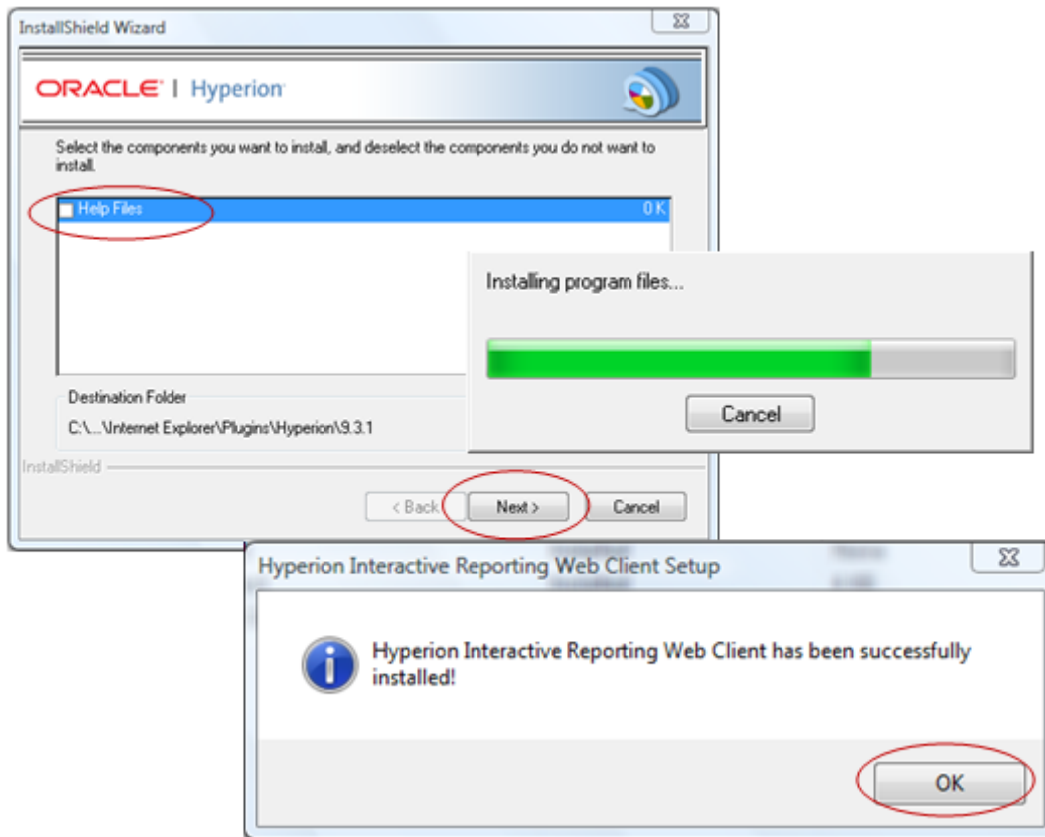


- If you get any User Account Control prompt, click Continue to proceed





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.



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.