

Official Hyperion Homepage: <http://www.drexel.edu/reporting>

Recommend Browsers:

- Internet Explorer 9 (32bit)
- Internet Explorer 8 (32bit)

Issue 1: User is able to log into Hyperion but when trying to open a report, it prompts to install Hyperion again or allow ActiveX.

Possible Cause: User is not an administrator on the computer. Even though the installation went through, files are not writing to the computer appropriately. To validate if the plugin installed successfully, check the number of folders/files in C:\Program Files (x86)\Internet Explorer\Plugins\Hyperion\11.1.2.2. It should have multiple folders such as config, JRE, lib, logs...

Solution: Install plugin as an administrator

Issue2: When user goes to the official Hyperion homepage, the screen comes up blank.

Possible Cause: Pop-up blocker is preventing the username/password screen to appear

Solution: Allow pop-ups for Hyperion. Add *drexel.edu to Pop-up Blocker Settings (Tools → Internet Options → Privacy Tab → Pop-up Blocker Settings)

Issue3: Unable to export in Hyperion. It looks like the file was exported but when trying to look it, it's nowhere to be found.

Possible Cause: Security setting in Internet Explorer is preventing saving of document from the web

Solution: Add "https://reporting.drexel.edu/" to trusted sites (Tools → Internet Options → Security Tab → Trusted sites → Sites)

Issue4: User is able to log into Hyperion but when trying to open a report, IE crashes with a Java error.

Possible Cause: This is only pertaining to Internet Explorer 9. Hyperion is conflicting with the Java version installed on the computer.

Solution: Rename widget.xml file to something like widget.xml.old in the Hyperion directory C:\Program Files (x86)\Internet Explorer\Plugins\Hyperion\11.1.2.2\config

Issue5: After completing all of the solutions above, Hyperion is still not working.

Possible Cause: user is using a bad bookmark

Solution: Clear cookies and temporary internet files and close all IE browsers. Instead of going through the bookmark, open a fresh browser and enter <http://www.drexel.edu/reporting> and try again. If user is able to run Hyperion report successfully, update existing bookmark from "https://reporting.drexel.edu/..." to "http://www.drexel.edu/reporting".

Issue6: User is able to log in but unable to navigate within Hyperion, nothing is responsive in Hyperion Explorer.

Possible Cause: user is not using one of the recommended browsers

Solution: Make sure user is using IE 8 or IE 9 32bit

Issue 7: IE was upgraded to IE10 and after downgrading to IE9/IE8, Hyperion is still not working and kept prompting to install/allow ActiveX

Possible Cause: The shortcut in the taskbar was updated to the 64bit version behind the scene and causing it to prompt the installation message again.

Solution: Try to launch the 32bit version and see if this is the root cause and if so, unpin the IE icon from the taskbar, launch IE 32bit and pin application to taskbar again. Please note that some users might need to have the browser's cookies and temp files cleared and restart the computer before Hyperion will work again.