

# Hyperion Interactive Reporting Web Client

## Install and Uninstall Guide

(Version 9.3.1)

### Contents:

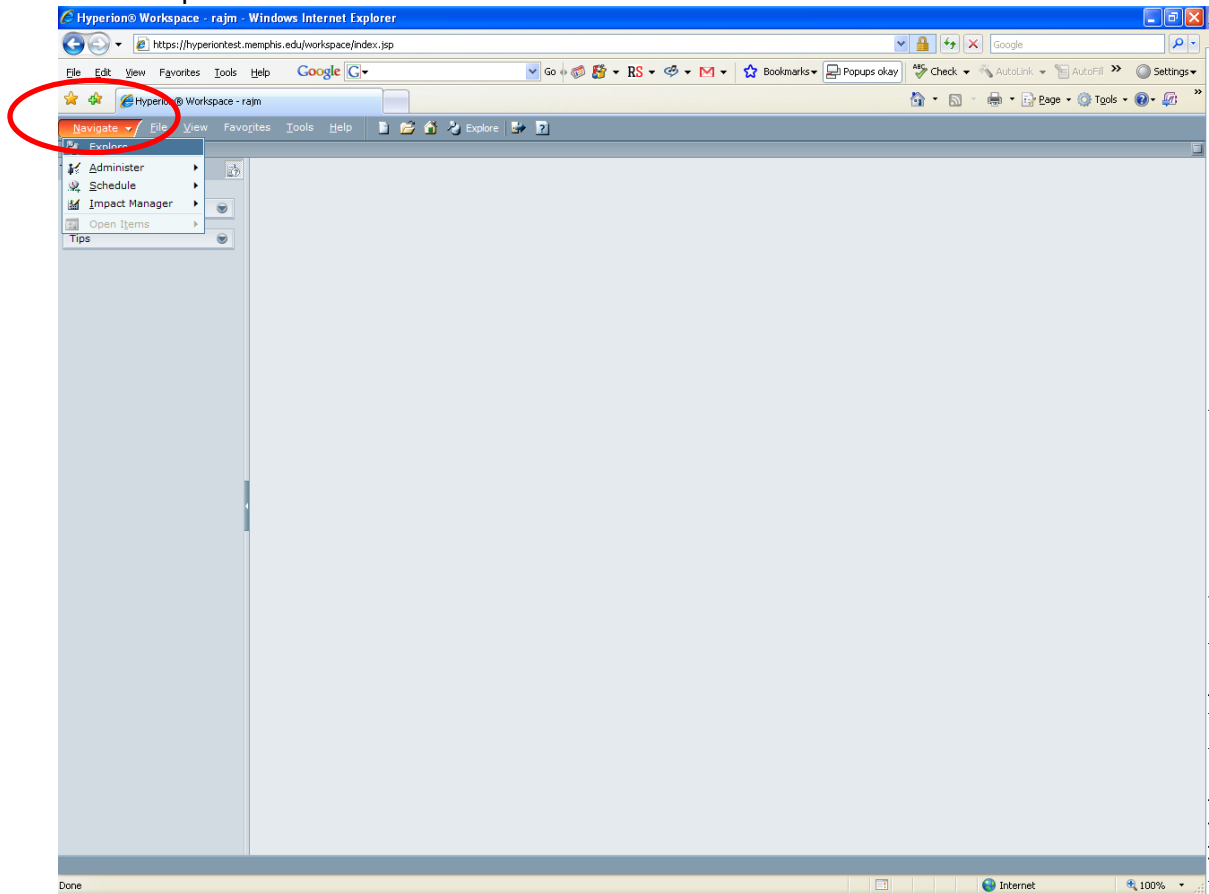
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## Minimum Requirements:

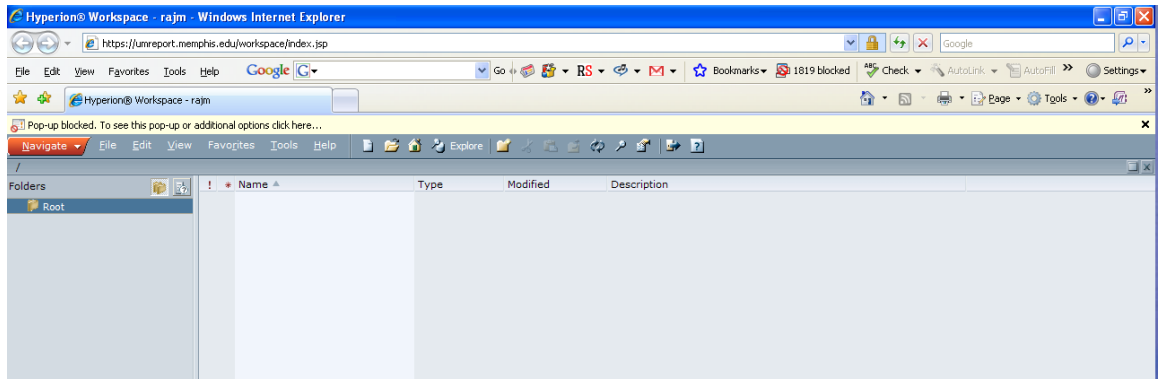
- 1) Windows 2000 and above.
- 2) IE 6 or higher.
- 3) Pop-up blockers must be turned off for installing the plug-in or use CTRL-ALT to override when clicking on a document.
  - a. Go to Tools/Pop-up Blocker/Pop-up Blocker Settings
  - b. Add umreport.memphis.edu
- 4) You must be logged into your PC with administrator rights to install. You do not need administrator rights to use the plug-in.
- 5) If the login page appears blank, then please follow the directions at <http://asktom.memphis.edu/2099>

## Steps to Install:

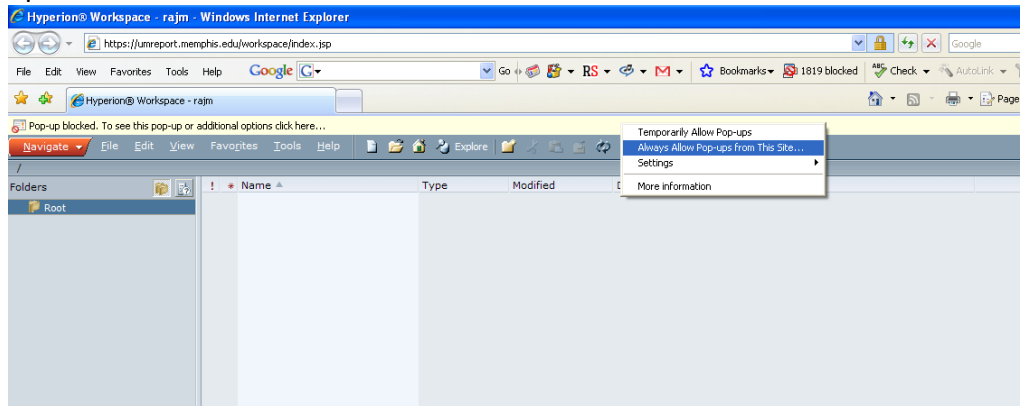
- 1) Please allow 20 – 30 minutes for this installation. Please contact your LSP if you have trouble with this installation. Please provide your LSP this guide.
- 2) Login to <http://www.memphis.edu/dwlogin>
- 3) After logging in, if you are not already in the 'Explore' module (tab at the bottom will read Explore) please use the red Navigate button on the top left to navigate to the 'Explore' module.



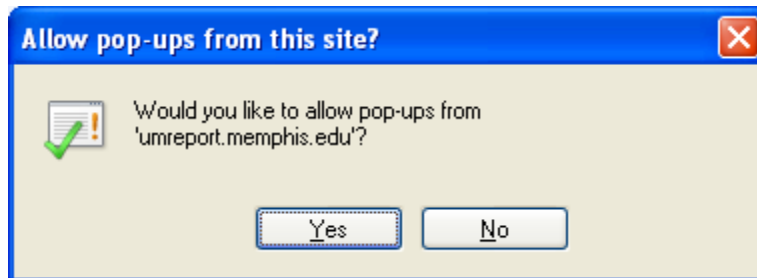
- 4) The Interactive Reporting Web Client installation can be started by one of the methods below:
  - a. From the Tools menu select 'Install' and then 'Interactive Reporting Web Client' **OR**
  - b. Open any Hyperion document by right clicking on it and selecting 'Open As' and then selecting 'Interactive Reporting Web Client'. This action will install this client if it is not already installed.
- 5) If IE's Pop-up blocker has not been turned off you may receive a yellow information bar such as the one below. (You may have installed additional pop-up blockers from sites such as Yahoo and Google. You will have to allow the site [umreport.memphis.edu](http://umreport.memphis.edu) in these Pop-up blockers.)



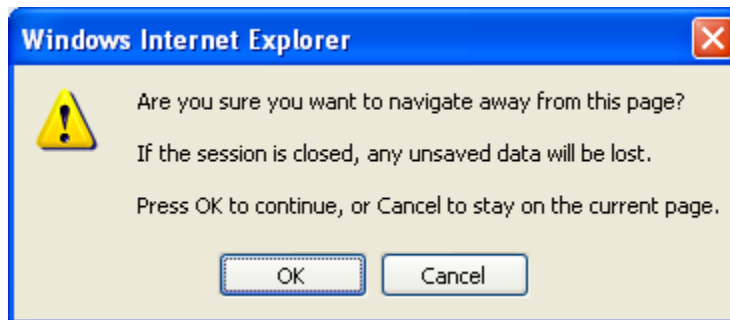
- a. Right click on this yellow information bar and select 'Always allow Pop-ups from this site'



- b. Click Yes

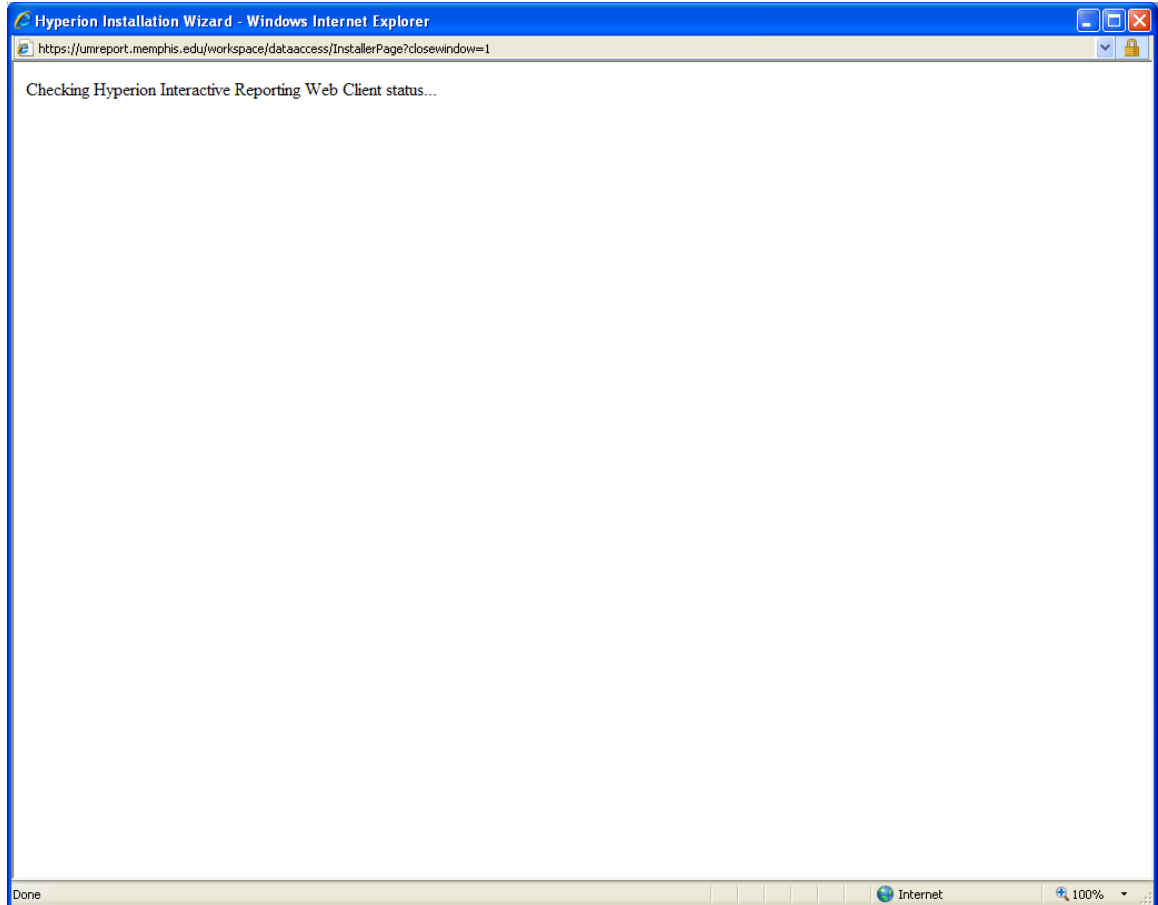


- c. Click Cancel



- d. Restart the installation using one of the methods in Step 4.

- 6) If Pop-up blockers have been turned off for this web site, you should see this screen. Please be patient.



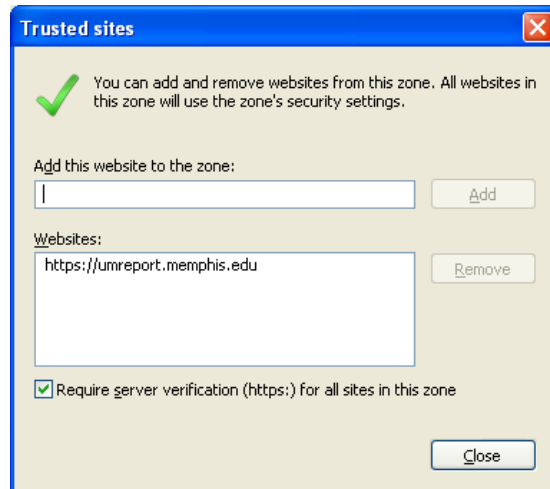
- a. Depending on your browser security settings you may get another yellow information bar as shown below.
- b. If you receive an error saying Windows has blocked this download, please follow these steps:



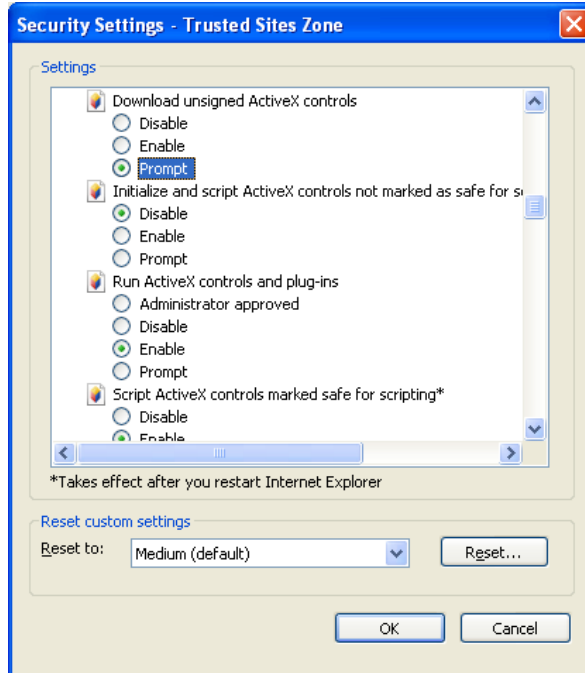
- i. Go to your browser's menu Tools/Internet Options, then security tab and click on Trusted Sites.



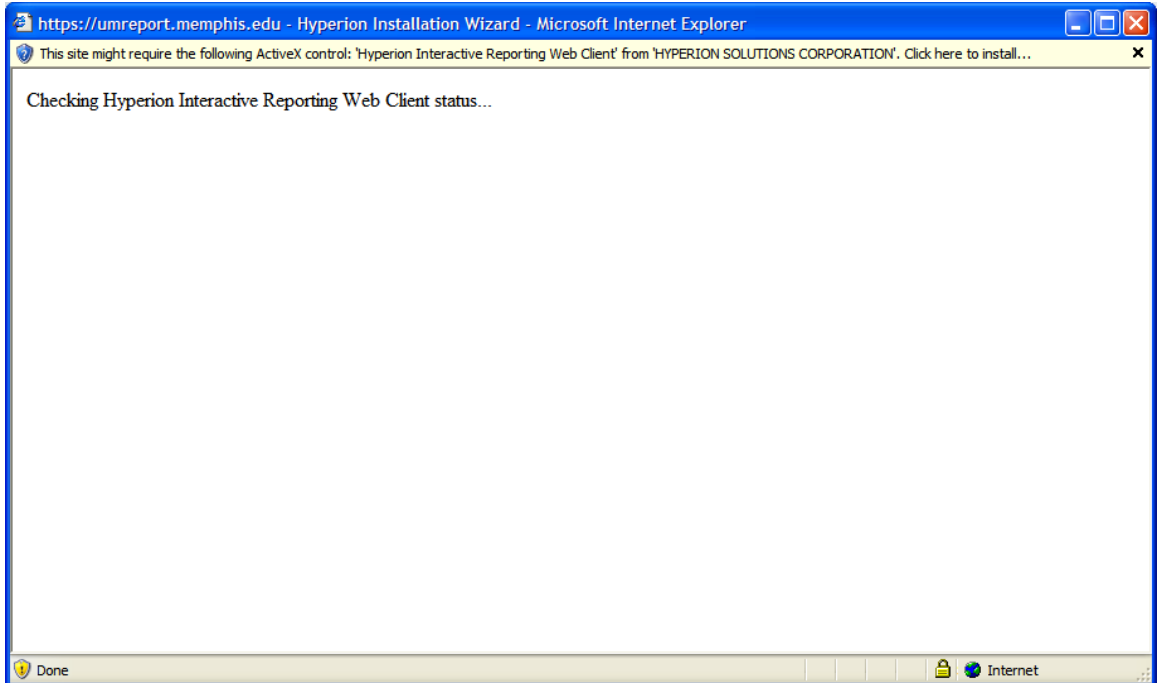
- ii. Using the Sites button add <https://umreport.memphis.edu> to trusted Web Sites and click Close



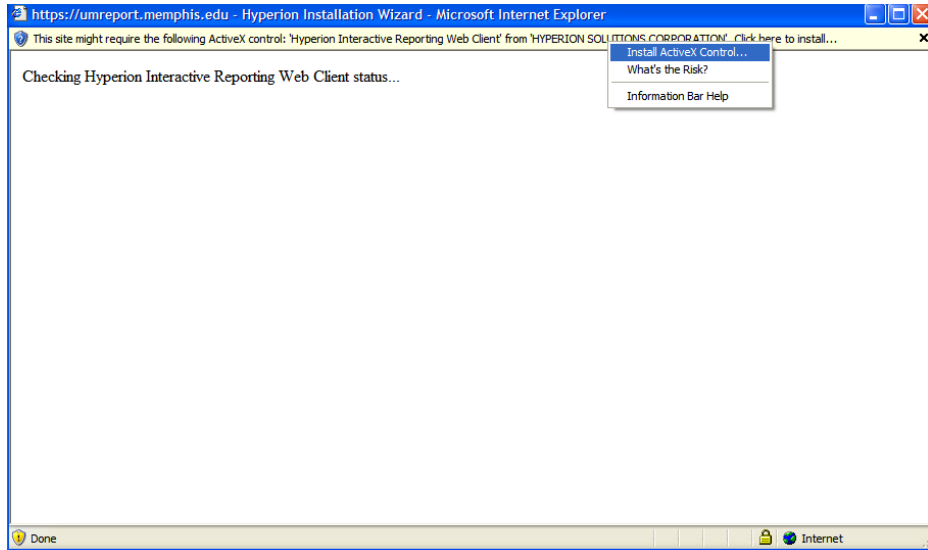
- iii. Click on Custom Level and change the 'Download unsigned Active X controls' option to Prompt and click Ok.



- iv. Click Ok again to return to the Hyperion web page.
  - v. Exit Hyperion from the File menu and then login again.
- c. If you do not get this yellow bar, proceed to step 7.



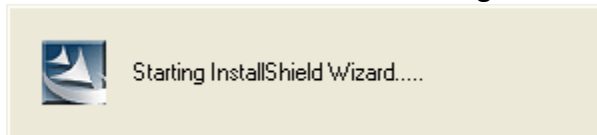
- d. If you do get this yellow information bar, then right click on the yellow information bar and select Install ActiveX Control



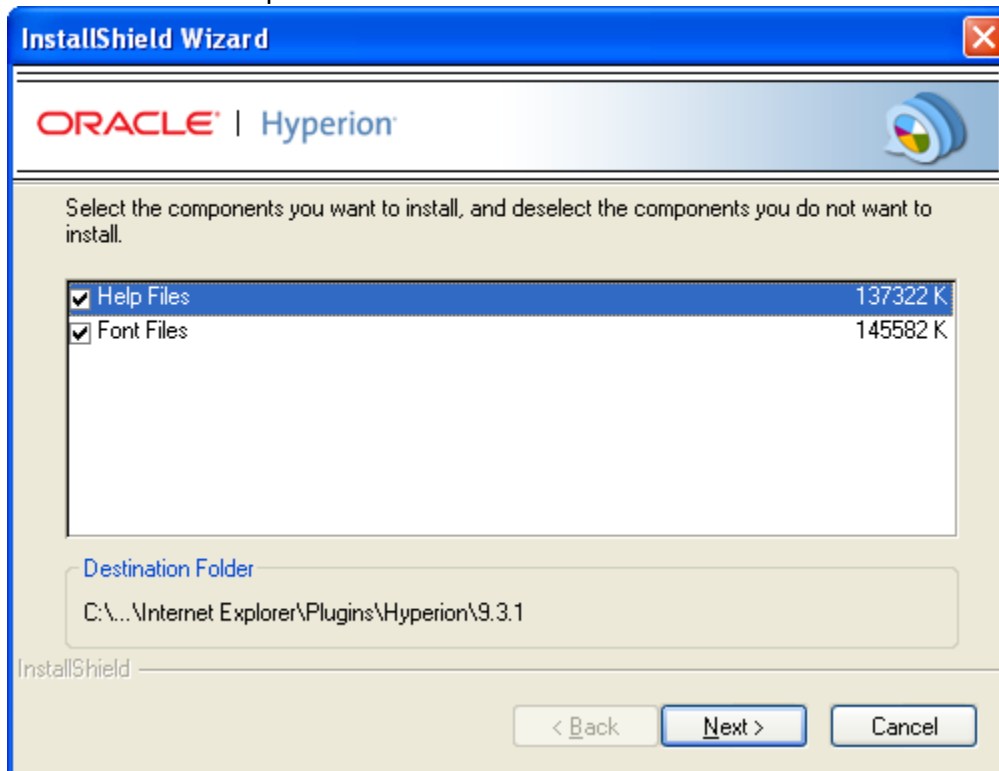
- e. Click Install or Yes on this screen



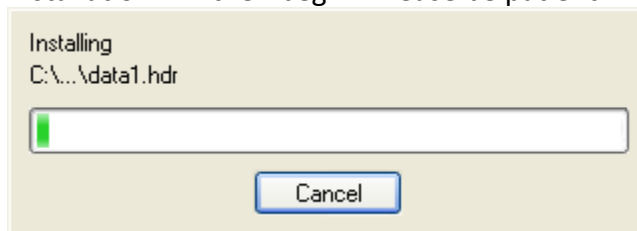
- 7) The InstallShield Wizard will then begin. Please be patient.



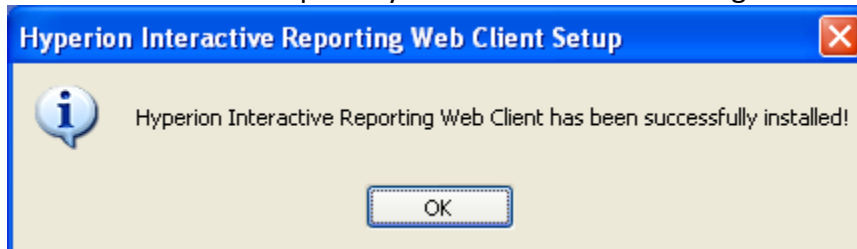
8) Retain the default options on this screen



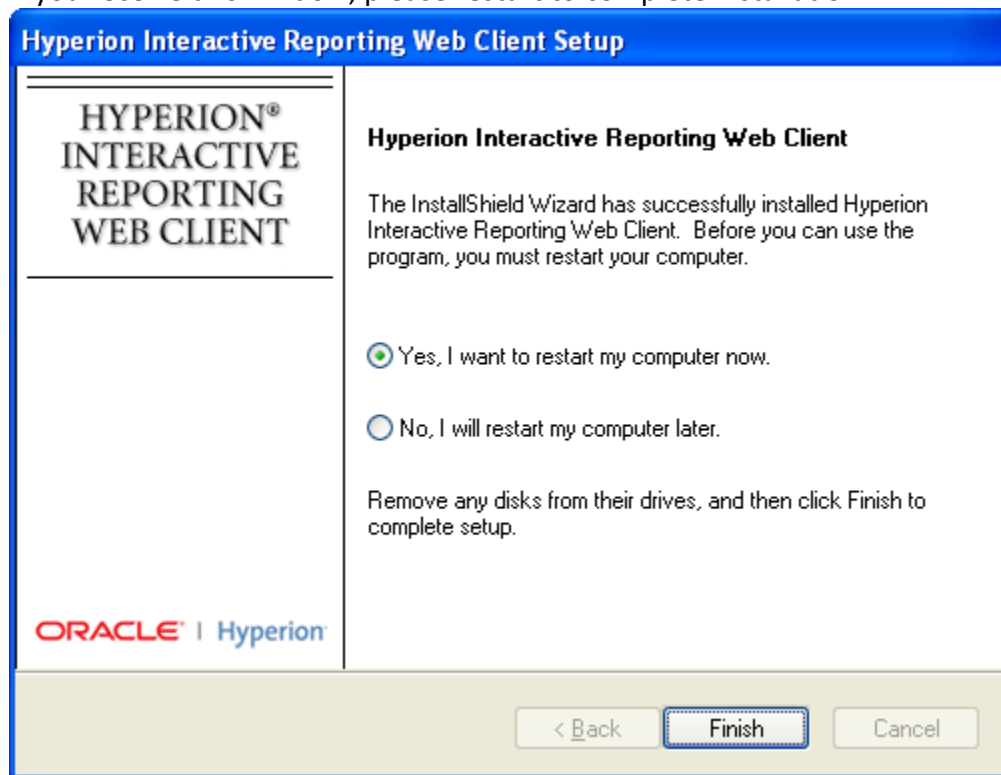
9) Installation will then begin. Please be patient.



10) When installation completes you will receive this message.

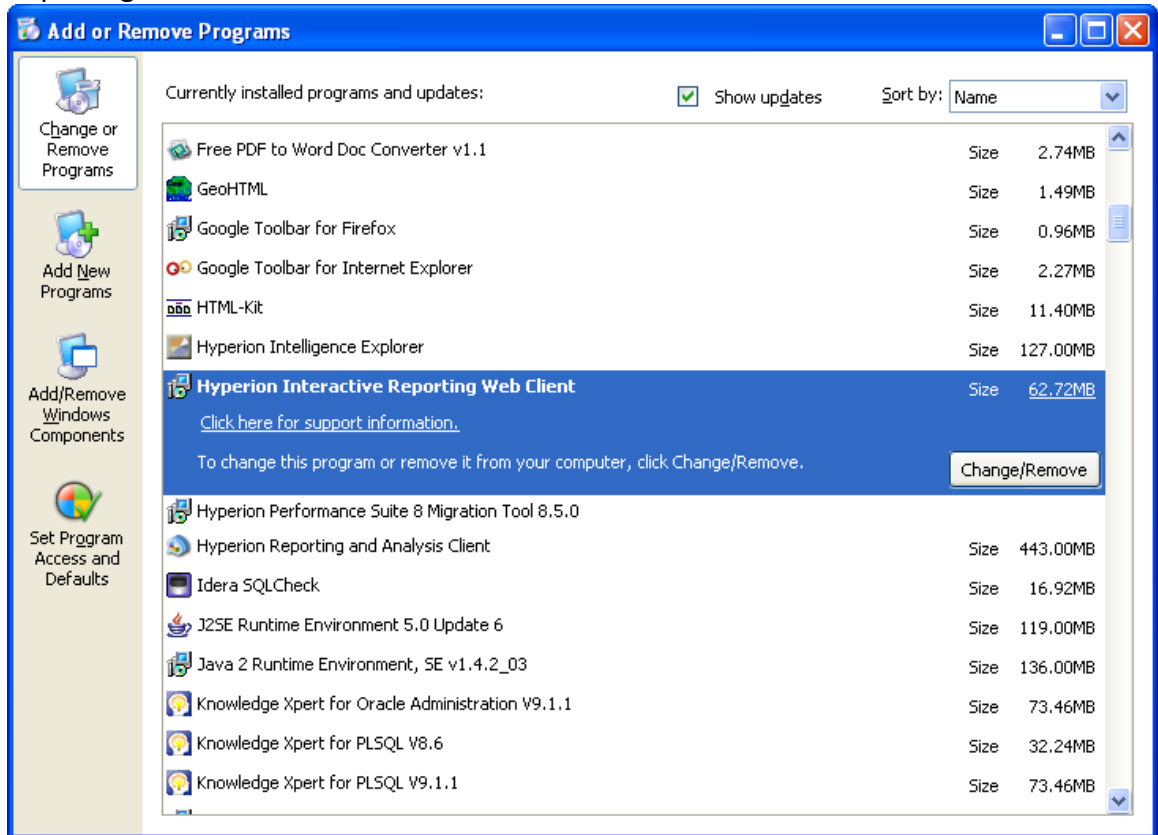


11) If you receive this window, please restart to complete installation.



## Steps to Remove or Uninstall:

- 1) Click on Start and navigate to your Control Panel
- 2) Open the 'Add or Remove Programs' tool
- 3) Scroll down in the list of installed programs to locate 'Hyperion Interactive Reporting Web Client' and click on it



- 4) Click on the Change/Remove button to remove the software. Follow the prompts to complete the removal.
- 5) If you are prompted to restart your computer, please do so.