



## **Instructions for installing and troubleshooting the Hyperion plug-in**

### **1. Installation**

These are the steps for installing the Hyperion plug-in. The plug-in installation has been tested and should work with the following system/browser configurations:

Windows XP: IE6, IE7, Firefox 2.x, Firefox 3.x

Windows Vista: IE7, Firefox 2.x, Firefox 3.x

If you are a Mac user, the Web Front End will only work as a "thin"/html client -- no plug-in is involved. The thin/html client offers less functionality than the plug-in client.

### **Instructions**

1. For all browsers on both operating systems:

- a) Open a browser and navigate to <http://www.mit.edu/~jscanlon>
- b) Download the file called "aaude\_plugin.zip" to your desktop and then close your browser
- c) Unzip the file your desktop
- d) Open the aaude\_plugin folder, and double-click on the file called 'setupie.bat' (to install the plug-in for Internet Explorer) and/or setupff.bat (to install the plug-in for Firefox).
- e) The installer should start. When you get to the "Components" screen, unclick the "Font Files" checkbox.
- f) Installation takes less than a minute.

2. For Internet Explorer on XP

- a) Open Internet Explorer.
- b) Select Tools->Internet Options.
- c) Select the "Security" tab, and then select "Trusted Sites." Click the "Sites" button. Add "<https://brioware.mit.edu>" to your list of trusted sites. Click Close.
- d) Select the "Privacy" tab. If your pop-up blocker is turned on, click "Settings." Add "[brioware.mit.edu](https://brioware.mit.edu)" to your list of allowed sites. Click Close. Click OK.
- e) Navigate to the MIT certificates page (<http://web.mit.edu/ist/topics/certificates/>). Click the "Get MIT CA (Certificate Authority)" link. When asked whether you want to open or save the file, click "Open." At the next window, click "Install Certificate..." The Certificate Import Wizard will start. Continue to click "Next" through the import process, and click "Finish" when the wizard has completed.
- f) Navigate to the AAUDE website (<http://www.aaude.org>), log into the members pages, and navigate to the Web Front End page. Or navigate directly to <https://brioware.mit.edu/aaude/browse>, and proceed to step i.

- g) Choose one of the Exchange Item Interfaces, and click on the "bqy" link (not the "html" link).
- h) You may get the following security warning: "The current Web page is trying to open a site in your Trusted sites list. Do you want to allow this?" If so, click "Yes."
- i) You will arrive at the Hyperion Performance Suite login page. Enter your data warehouse username and password, and click "Login"
- j) The XI you selected in step (g) will open. Log in with your warehouse username and password. You may get a message asking you to "Choose the Document Sort Order Language." Choose English, click "Use this choice by default," and click "OK."

### 3. For Internet Explorer on Vista

- a) Open Internet Explorer.
- b) Select Tools->Internet Options.
- c) Select the "Security" tab, and then select "Trusted Sites." Click the "Sites" button. Add "https://brioware.mit.edu" to your list of trusted sites. Click Close.
- d) Select the "Privacy" tab. If your pop-up blocker is turned on, click "Settings." Add "brioware.mit.edu" to your list of allowed sites. Click Close. Click OK.
- e) Navigate to the MIT software download page (<http://web.mit.edu/software/win.html>). Click the "Certificate Tool" link, and save the tool to your desktop. Close out of Internet Explorer. Double-click on the Certificate Tool you downloaded. You may get a security warning; if so, click "Run." Proceed through the installation, clicking "Next" or "Install" when prompted. When the installation is complete, click "Finish."
- f) Re-start your computer.
- g) Open Internet Explorer, and navigate to the AAUDE website (<http://www.aaude.org>), log into the members pages, and navigate to the Web Front End page. Or navigate directly to <https://brioware.mit.edu/aaude/browse>, and proceed to step i.
- h) Choose one of the Exchange Item Interfaces, and click on the "bqy" link (not the "html" link).
- i) You may get the following security warning: "The current Web page is trying to open a site in your Trusted sites list. Do you want to allow this?" If so, click "Yes."
- j) You will arrive at the Hyperion Performance Suite login page. Enter your data warehouse username and password, and click "Login."
- k) The XI you selected in step (h) will open. Log in with your warehouse username and password. You may get a message asking you to "Choose the Document Sort Order Language." Choose English, click "Use this choice by default," and click "OK."

### 4. For Firefox on Vista/XP

- a) Open Firefox.
- b) Navigate to the MIT Certificate Site (<http://web.mit.edu/ist/topics/certificates/>). Click the "Get MIT CA (Certificate Authority)" link. Click the "Trust this CA to identify web sites" checkbox. Click "OK."



- c) Select Tools->Options->Content. If you have "Block pop-up windows checked," click "Exceptions" and add "brioware.mit.edu" to your list of exceptions.
- d) Navigate to the AAUDE website (<http://www.aude.org>), log into the members pages, and navigate to the Web Front End pages.
- e) Choose one of the Exchange Item Interfaces (XI), and click on the "bqy" link (not the "html" link)
- f) Log into the Hyperion Performance Suite with your warehouse username and password.
- g) The XI you selected in step e. will open. Log in with your warehouse username and password. You may get a message asking you to "Choose the Document Sort Order Language." Choose English, click "Use this choice by default," and click "OK."



## 2. Troubleshooting the Hyperion plug-in in Internet Explorer.

### Notes

- these instructions should be implemented in one of two situations: a) you are unable to install the Hyperion plug-in; or b) you have installed the plug-in, but every time you log into the web front end you are asked to install it again.

### Instructions

#### 1. *Ensure that you have administrative access to your computer.*

If you normally do not have this level of access, the best thing to do is have your IT support person give you temporary administrative access to allow you to perform these steps under your own account. Performing these steps when logged in as a generic "Admin" user won't work.

#### 2. *Clear out your Internet Explorer history, cookies, and temporary files*

- open Internet Explorer
- click Tools→Internet Options
- under "Browsing history," click "Delete..."
- click "Delete all..."
- you may get a message asking if you want to confirm the browsing history. If so, click "Yes"
- when the browser history deletion process has finished, click "OK"

#### 3. *Add the MIT Hyperion site to Internet Explorer's list of trusted sites*

- click Tools→Internet Options
- click the "Security" tab
- click "Trusted sites"
- click "Sites"
- add the following URL to the list of trusted sites: <https://brioware.mit.edu>
- click "Close"
- click "OK"
- quit out of Internet Explorer

#### 4. *Clear out your computer's temporary files*

- click Start->Run
- type "%Temp%"
- delete all files and folders with a ".tmp" extension

#### 5. *Uninstall Hyperion plug-in (only necessary if you already have the plug-in)*

- click Start→Control Panel
- double-click on "Add or Remove Programs"
- select "Hyperion Intelligence Client"



- d. click "Change/Remove"
- e. when asked "Do you want to completely remove the selected application and all of its components," click "Yes"
- f. you'll get a message that the plug-in has been uninstalled. Click "OK"

*6. Restart your computer*

*7. Install the Hyperion plug-in again*

If you have difficulties, or these steps do not resolve your problem with the Hyperion plug-in, please email [aaude-warehouse@mit.edu](mailto:aaude-warehouse@mit.edu).