

BusinessObjects for DSS version XIR2 – User Download for PC (Windows XP/7)

Updated (Dec, 2012)

These are instructions to install Business Objects version XIR2. These instructions are only for a PC, please note that BusinessObjects is *not* available for the Macintosh platform. You will need to go through our Citrix server, please let us know if this is the case. You can NOT install Business Objects for DSS unless you are a licensed DSS user. You will need to make sure you are an administrator for your computer or you will not be able to install the software. If you know you are not an administrator for your computer have your computer support person do this install for you. The installation must be done using a login with administrative privileges. In addition, you must login to Business Objects (done through Reportmart3) with the same user login or give that login the rights to run the software.

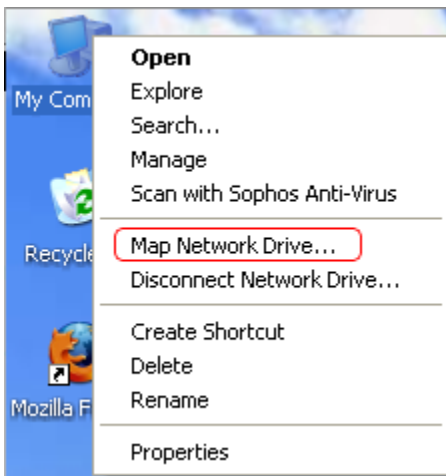
Please note that this installation may take up to one hour, so allow enough time for the process. You will need a little over 3GB of disc space, make sure your computer has ample room for the application. Please contact DSS-Support@lists.stanford.edu if you have any questions.

Install and run VPN if you are off campus (such as from home) and not using the Stanford DSL line (ex: SLAC personnel). VPN install instructions are located: <https://www.stanford.edu/services/vpn/>. VPN needs to be running before you can start or install Business Objects from off-campus, because our server requires you to have a Stanford IP address.

General INSTALLATION INSTRUCTIONS: (VALID BEGINING 1/11/2010)

- 1. Map a network drive. You will need to map a drive on your computer to the server with the installation files.**

Right-click on the My Computer icon on the desktop to reveal this contextual menu:



If you don't have the My Computer icon on your desktop, click on the Start button on the bottom lower left corner of your desktop, then click Programs, then Accessories, Windows Explorer, and you should now see My Computer. Now right click on My Computer.

Select any available Map Network Drive from the drop-down menu or use the default that shows up. In the Map Network Drive window that opens, you must select a letter from the drop-down Drive: menu or just accept the default drive that is in the window. You must type in the server and share folders in this format in the Folder box:

```
\\files.stanford.edu\dmr_installers$\BOWrapper
```

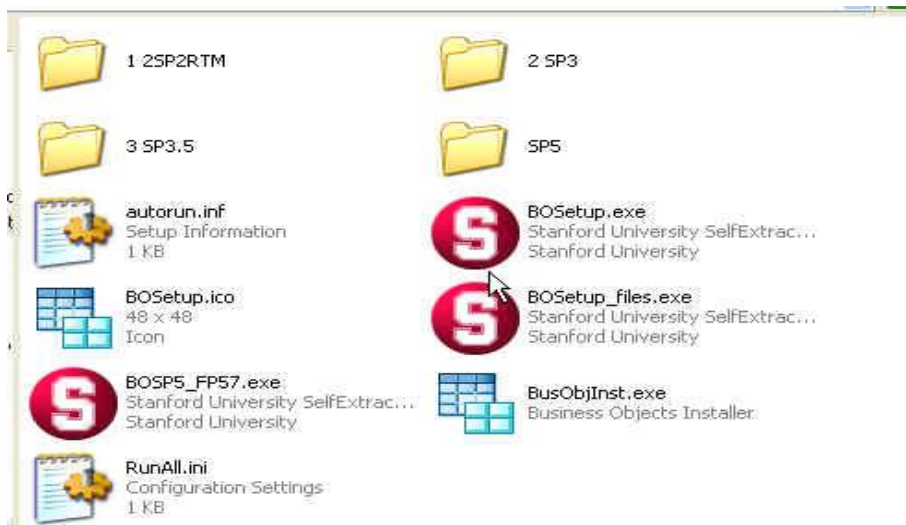


Make sure the Reconnect at logon box is not checked. Click on 'Connect using a different user name' or check 'Connect using different credentials'. The next window is your login screen. Under User Name please enter your sunet id and under Password please enter your sunet id password. Your sunet id needs to be entered in this format (win\your sunetid). You need 'win\' in front of your sunet id.



Click on OK and now you will get back to the Map Network Drive screen. Click on the Finish button on the bottom of the window to connect to the server you have specified. There is a possibility that you get another screen asking for your username and password again. You will need to repeat the step for your sunet id (same format as before) and password if this happens. This has happened to some users under Windows 7. Make sure that your administrator login to your computer is the same as your sunet id because that is what is used to map the drive.

You should see the installation files on the next screen.

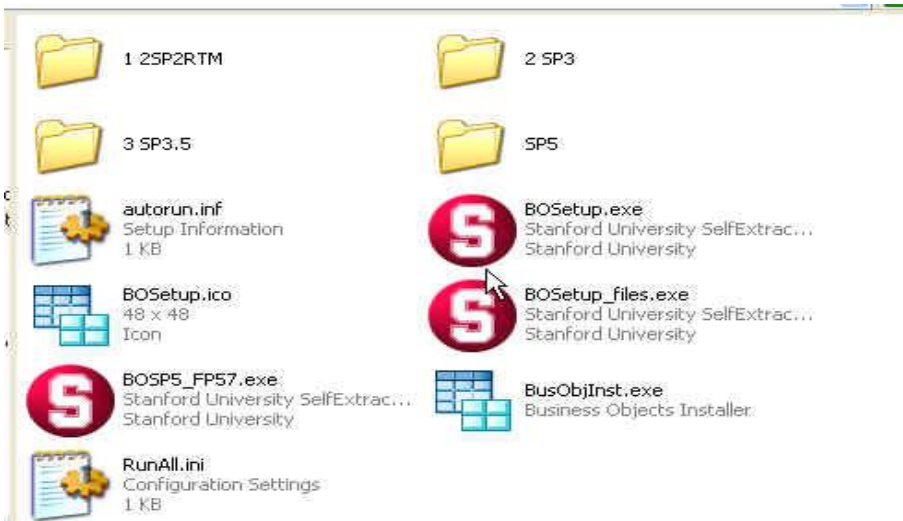


There is a possibility that the install process will start up immediately after the login and you won't see the above screen. If you don't get a login screen proceed to next step because your drive may have mapped automatically. If the install process has not started and the above screen does not pop up, go to your folders and find the mapped drive you have just created.

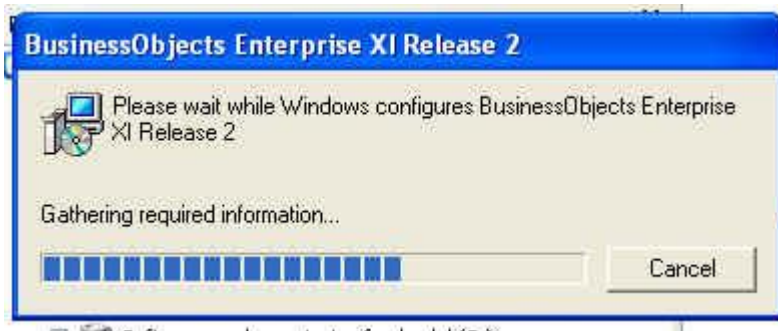


2. Installing Business Objects

If you are on campus double click on the BOSetup.exe icon to start the installation. If you are off campus double click on BusObjInst.exe. Click “Yes” to install Business Objects, and keep in mind that this install could take up to 1 hour or longer if you are off campus. If you get an error during installation and you are on campus, you should quit and try clicking on BusObjInst.exe instead. During installation you should see the installer messages below.



This window cannot be moved



This window may not show up.

There may be various other pop-up windows that show up from time to time. Do not be alarmed.

When the install is done you will get this window:



Click OK and go back to your mapped drive (see previous page screen shots).

3. Applying Business Objects Service Pack 5 and Fix Pack 5.7

If you are on campus double click on the BOSP5_FP57.exe icon to start the installation. If you are off campus open the SP5 folder and double click on the BusObjInst.exe icon. Click “Run” to install Business Objects SP5, and keep in mind that this install could take up to 1/2 hour or a lot longer if you off campus. You will now see the following install messages:



There may be various other pop-up windows that show up from time to time. Do not be alarmed. Ignore the green SHARING box in these screen shots, it will not show up in your installation.

When the install is done you will get this window:



Click ok and restart computer.

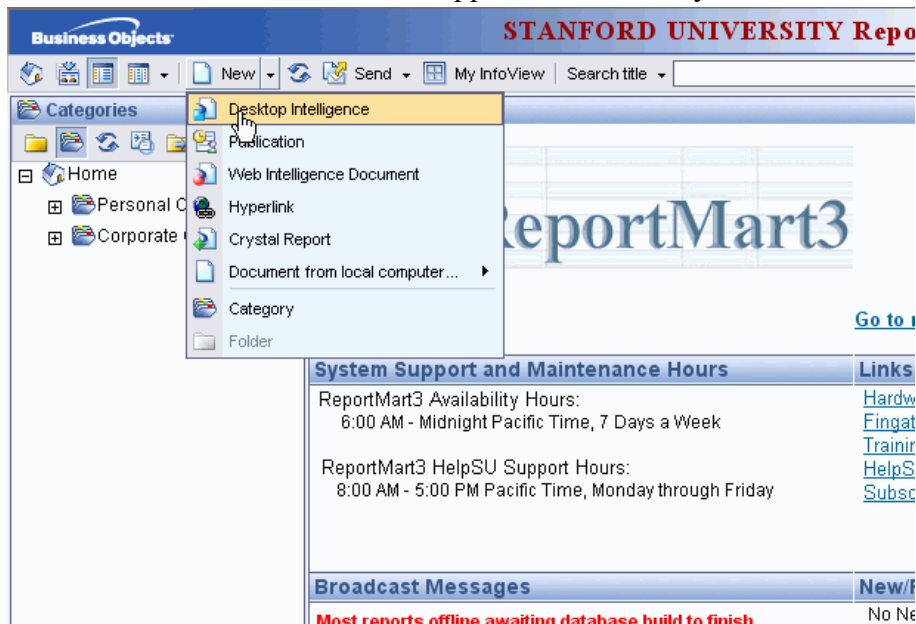
4. Testing Business Objects (new procedure for starting Business Objects)

After you have restarted your computer please start Business Objects by going on to this web site (double click on hyperlink below). Turn on allow pop-ups for this web site if it is not already on. Please make sure your browser is Java enabled.

[BOXI Hyperlink](#)

[\(https://reportmart3.stanford.edu /\)](https://reportmart3.stanford.edu/)

Click on the “New” button in the upper left corner of your screen. Next click Desktop Intelligence.

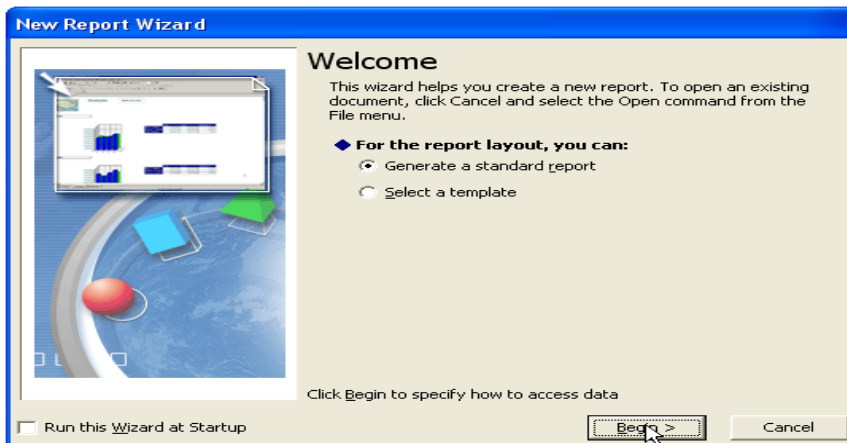


Business Objects will take a few minutes to start up. It will look like nothing is happening. **Please be patient.** Do NOT restart the process. If it never starts up, try holding down the control key (for a few seconds) when clicking on Desktop Intelligence. This is a bug with Internet Explorer and your pop up blocker is causing this problem. Make sure your pop up blocker is turned off, although you may still have to hold down the control key. To avoid holding down the control key you can also try adding <https://reportmart3.stanford.edu> to your trusted sites in the Tools, Internet Options, Security section of Internet Explorer. You should also change the security level for your trusted sites to ‘medium low’.

You might get a window that will ask you if you want to register now. **Do Not Register;** click the **Don't Register button**).



You should now have the Business Objects new Report Wizard screen.

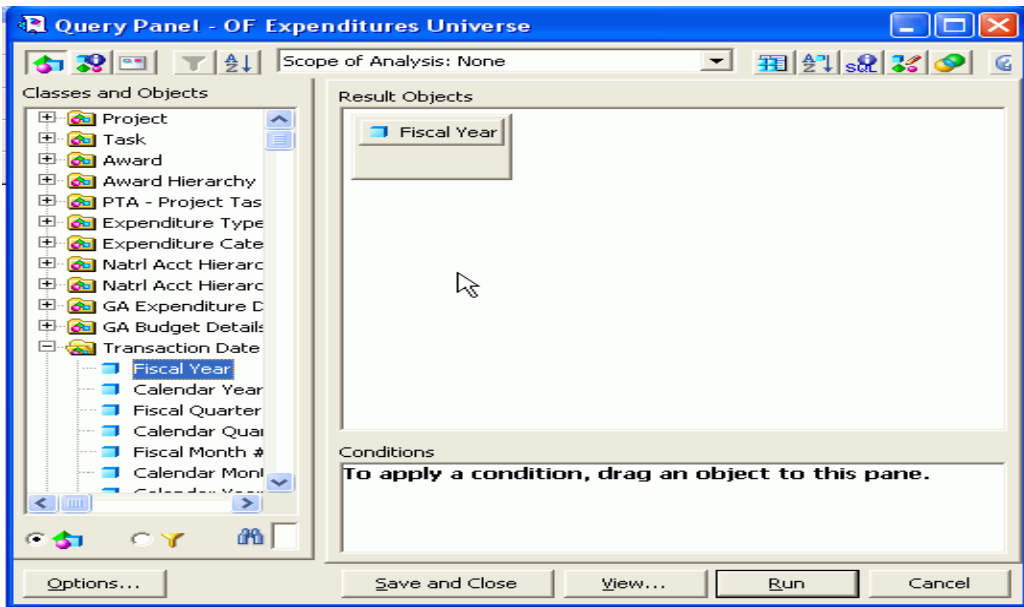


Click the Begin button, then click next and now choose a universe.

There will be a lot more Universes in the list than you are accustomed to, and this is because we are using the Reportmart 3 server. The other universes are from Reportmart 3. Please do not choose the other universes as they will not work on your desktop. The DSS universes you can use are:

DMT
FIN_EZ
FIN_CB
FIN_FundAcct
FIN_Summary
SPON_FIN
SPO_DATA
OF Expenditures
OF GL Data
OF Transfers Detail
OF Variance
OF Valid PTA

Click on OF Expenditures and click next to create a test report to make sure you are connected to the DSS database. Create a quick test report by clicking the plus sign on the Transaction Date Folder on your left side. Double click on Fiscal Year, and then click Run on the lower right corner. This should produce a report of all fiscal years.



Report Title	
Fiscal Year	
1950	
1951	
1952	
1953	
1954	
1955	
1956	
1957	
1958	
1959	
1960	
1961	
1962	
1963	

You can ONLY open Business Objects by going into the above web site and clicking New Desktop Intelligence. Opening a previous report also requires the same steps as above. Opening an old report will open up Business Objects but you will get an error when you run the report. Please keep the web site opened when running any Business Objects reports. You may want to create a shortcut for the above web site on your desktop.

If you have questions please send them to dss-support@lists.stanford.edu.

Problems that may occur:

We have found that if you have the Google Search Toolbar in your internet browser you will get an error when you go to close Business Objects. You will get a Microsoft Visual C – Runtime Error. The error does not cause a problem but it does look intimidating. You will have to uninstall the Google Search Toolbar if you want to avoid this error.

If you have Internet Explorer 7, 8 or something higher you will get the following error when running a report:

Error during SQL execution: (DA0003) or
Exception: CS, Job already in use

You need to have your computer support person or if you have admin rights do the following because of a time out error in IE:

1. Backup your registry as you will be changing it (optional)
2. Click the **Start Button**, click **Run**, type **regedit**, and then click **OK**.
3. If you are on Windows 7 click the **Start Button**, type **regedit** in the 'Search programs and files box', hit enter key.
4. Locate and then click the following key in the registry:

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings

5. On the **Edit** menu, point to **New**, and then click **DWORD Value**.
6. Type ReceiveTimeout, and then press ENTER.
7. On the **Edit** menu, click **Modify**.
8. Type the 5400000 in decimal, and then click **OK**. This sets the value to 90 minutes timeout.
9. Restart computer

If you get a request to save or open the file '**doc.Zabo_fc**' you should do the following:

1. Open the file
2. If it ask you to find the program to use goto (c:\program files(x86)\Business Objects\BusinessObjects Enterprise11.5\win32_x86\zabolaunch.exe)
3. This should now open Business Objects

If you get an error 'Internet Explorer cannot download headerPlus.do' this means you have to unchecked an IE option.

1. Go to Internet Explorer window
2. Click on Tools, Internet Options, Advanced
3. Goto Security section, uncheck 'Do not save encrypted pages to disk'

If you are having trouble mapping the drive to install the application, then you may try changing the following settings:

1. Select the "Start Menu" and then select "Control Panel"
2. In the Windows Control Panel pick "System and Security" then "Administrative Tools"
3. Select "Local Security Policy"
4. In the left hand window, drill down to "Security Settings\Local Policies\Security Options". In the right hand window, double-click the "Network security: LAN Manager Authentication level" setting
5. You will be presented with a dialog box. Make sure it has "Send NTLMv2 response only". If it does not this might be why your login is being rejected. You need to change your settings to "Send NTLMv2 response only. Refuse LM & NTLM". If you can't change this setting, you will have to have your computer person do it.