Data Warehouse – IT Support Document

Browser Settings - Web Intelligence Report - Save as PDF or Excel Problem

Symptom:

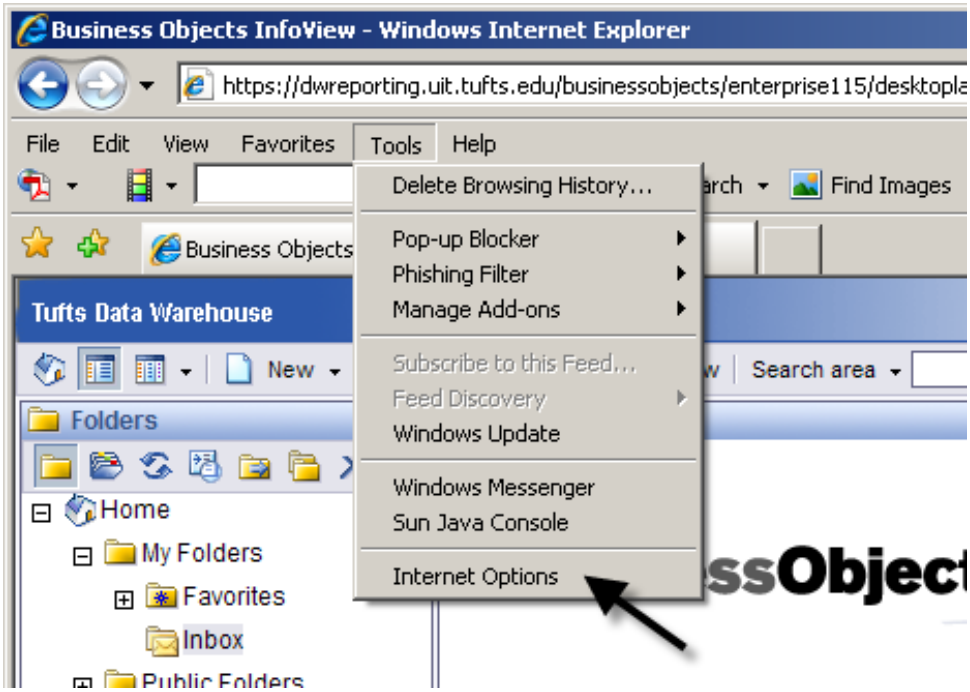
When saving a Web Intelligence report using save as Excel or PDF the dialog window pops up and then disappears.

Cause:

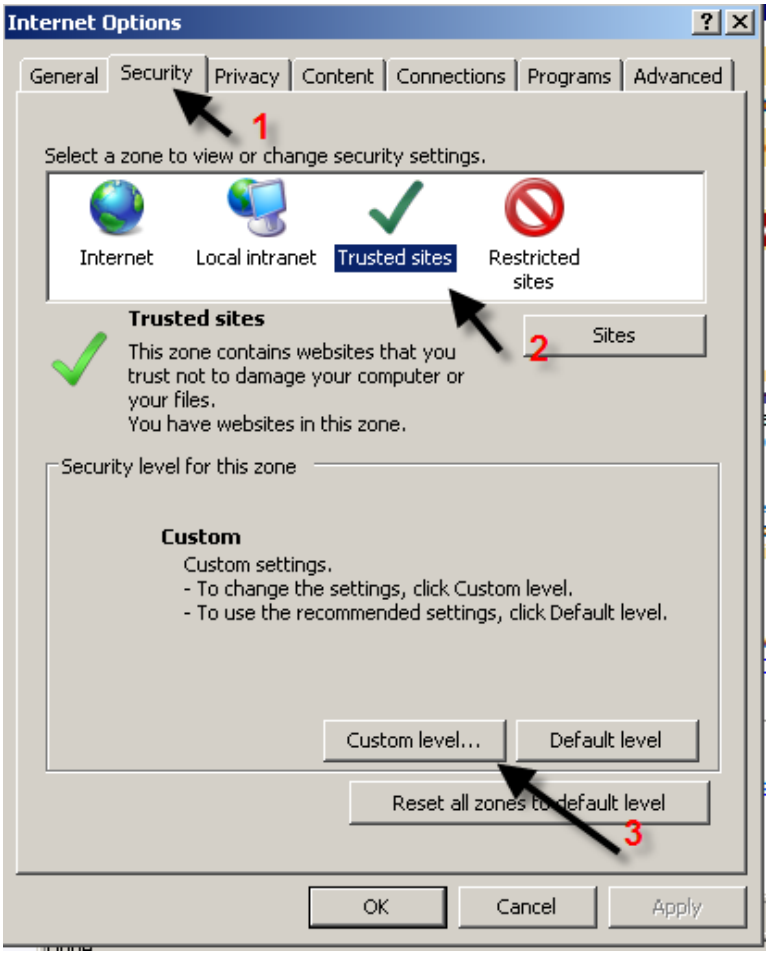
Internet Explorer is not allowing the download of a file.

Resolution:

1. Using Internet Explorer the following must be set to enable file downloads. Please follow the next steps to configure your Internet Explorer.

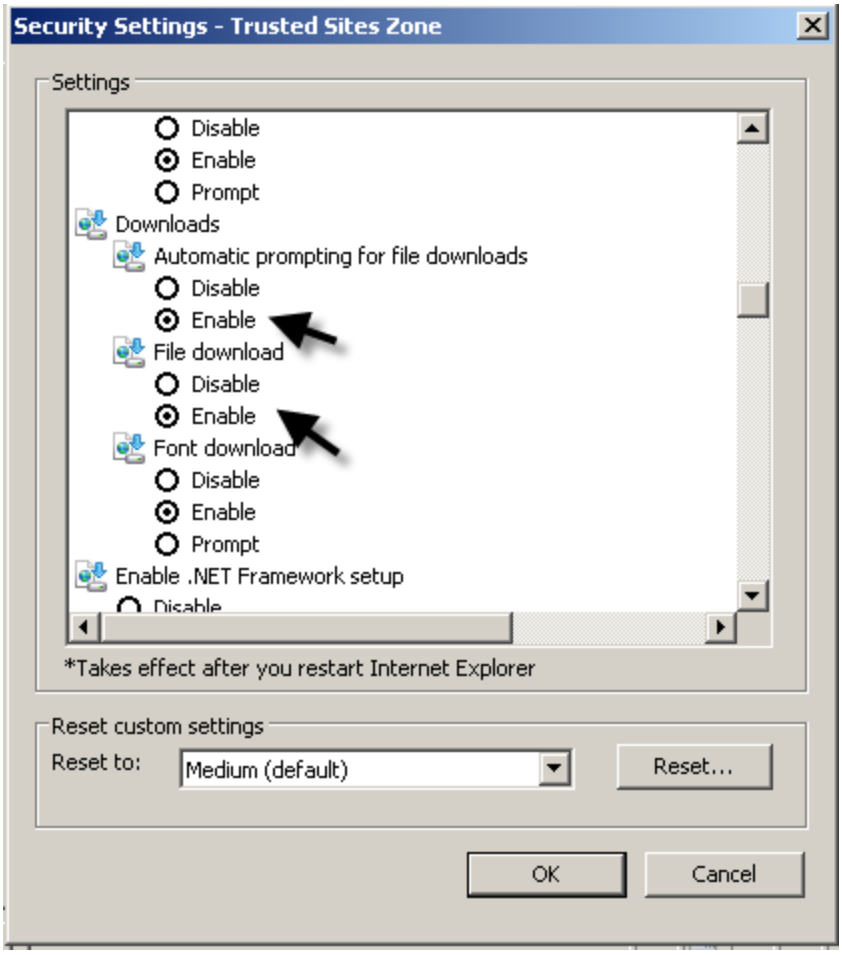


2. Open Internet Explorer, select “Tools”, “Internet Options”:



3. Setting of Internet Options:
   - Select “Security” tab
   - Click “Sites” button and make sure that the following is listed as a trusted site: https://dwbi.uit.tufts.edu
   - If not, type it in and click “Add” button, followed by “Close” button.

4. AFTER “TRUSTED SITE” has been added:
   - Select “Trusted Sites”
   - Select “Custom Level…”
   - A separate screen will display as followed:



5. Scroll the window down to “Download” session.
   - Click “Enable” for Automatic prompting for file downloads
   - Click “Enable” for File download
   - Click “OK” to accept and exit.
   - Click “OK” to accept and exit the previous screen.

Browser Options

NOTE: RECOMMENDED is Internet Explorer 9 running Windows.

Browser OS	Browser	JVM	Status
Apple Mac OS X	Firefox 3.0	Apple 1.5.0_xx	√
		Apple 1.6.0_xx	√
	Firefox 3.5	Apple 1.5.0_xx	√
		Apple 1.6.0_xx	√
	Safari 3.2.x	Apple 1.5.0_xx	√
		Apple 1.6.0_xx	√
	Safari 4.0.3+	Apple 1.5.0_xx	√
		Apple 1.6.0_xx	√
Windows	Firefox 3.0 - 3.6		√
	Firefox 3.6		√ - recommended version for Firefox
	Firefox 7.0		√ with workaround *
	Firefox 8.0		√ with workaround *
	Firefox 9.0		√ with workaround *
	Firefox 10.0		X
	Firefox 11.0		X
	IE 6.0		√
	IE 7.0		√
	IE 8.0		√
	IE 9.0		√

**** If running Windows on a Mac using Parallels, the following settings changes may be required:**

- In Parallels change video memory setting from 256 Mb to 128 Mb
- in Parallels de-select “3D acceleration”, and de-select “Vertical synchronization”

Java Settings for Business Objects

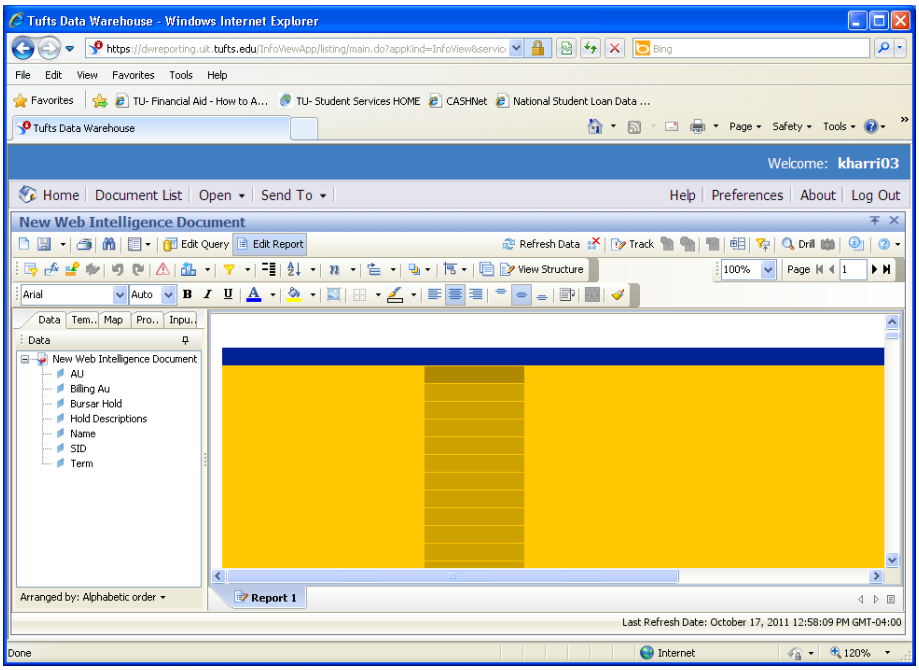
In order to **write reports using Business Objects** (report developer), the Java Runtime Environment (JRE) must be installed on your local machine.

Any version of Java in the 1.5.x or 1.6.x series should work, but it is recommended that you use the latest version if at all possible.

The latest version in the 1.6.x series will work as long as the following workaround is followed. Without this workaround, most features will work but any new report will likely be unusable with hidden text and bright yellow and blue colors.

Symptom:

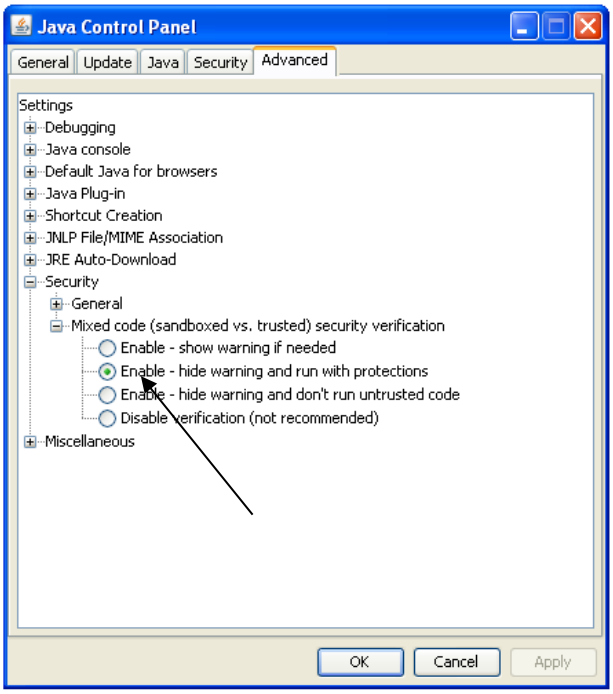
Here is a screen shot showing the issue when a new report is created:



Resolution:

In the Java control panel "Advanced" tab, expand "Security" and "Mixed Code" and select the second choice (Enable - hide warnings and run with protection).

If there are more than one Windows users of the machine, it must be done for each. Administrator privileges are not needed to make this change.


Java Control Panel
General
Update
Java
Security
Advanced
Settings
Debugging
Java console
Default Java for browsers
Java Plug-in
Shortcut Creation
JNLP File/MIME Association
JRE Auto-Download
Security
General
Mixed code (sandboxed vs. trusted) security verification
Enable - show warning if needed
Enable - hide warning and run with protections
Enable - hide warning and don't run untrusted code
Disable verification (not recommended)
Miscellaneous
OK
Cancel
Apply