

eReports 11 Interactive Reporting Web Client

Installation Guide for IT Professionals

Overview

This document provides installation instructions and other technical information on the Interactive Reporting (IR) Web Client (formerly called the Insight Plug-in or Intelligence Client) required for use in eReports 11. The IR Web Client is used to access and analyze data from various systems across campus.

The eReports IR Web Client must be installed by a local IT Professional according to the following instructions.

The eReports 11 IR Web Client is supported on **Internet Explorer 11** (32-bit edition only) running on Windows. Mac users must access the IR Web Client reports using RDP or by running a Windows virtual machine on the Mac.

Installation Prerequisites

The Windows account used to install the IR Web Client has to have software installation privileges.

The pop-up blocker software used with the browser must be set to allow pop-ups from the following web sites:

- Internet Explorer: <https://ereportsprd.osu.edu>

The following address needs to be added to Internet Explorer's trusted sites list:

- <https://ereportsprd.osu.edu>

Prior to starting the installation process, it is recommended that you close down all other applications that are running.

Administrator IR Web Client Installation Instructions

The process outlined below allows an administrator to install the IR Web Client on a user's workstation without being connected to eReports. **You must have administrator access to the workstation to install the IR Web Client correctly.** Not sure you have administrator access? See "Administrative Access" below for more information.

Installation Steps:

1. Download the IR_Web_Client_Installer.zip from http://ereports.osu.edu/plugin/IR_Web_Client_Installer.zip
2. Extract the IR_Web_Client_Installer.zip file to the user's desktop. This will create a folder on the desktop called "Insight".
3. Open a command prompt on the user's machine as Administrator (see page "Administrative Access" below for more instructions, if needed) and change directories to the Insight folder on the user's desktop. Run **setupie.bat**.
4. Once the plugin is installed you can safely delete the IR_Web_Client_Installer.zip file and the Insight folder.

Installation Troubleshooting Information

The most common causes of installation problems are:

Issue	Resolution
Restrictions on the user being able to install applications	Install the IR Web Client using an account that has the ability to install applications or contact your departmental network administrator to assist with the installation.
Interference from pop-up blockers on the install process via eReports	Configure pop-up blocker to allow pop-up windows from https://ereportsprd.osu.edu .
IR Web Client installation process displays error message	The Windows %temp% folder might need to be cleared out to correct errors associated with the setup utility.
For Vista Users Only: The IR Web Client install displays error message during the install process via eReports	Vista may have "User Account Control" (UAC) turned on. Use the Administrator installation instructions that don't require turning UAC off.
Even after successful installation, the user continues to get prompted to install the IR Web Client when using Internet Explorer	Configure the user's Internet Explorer trusted sites security settings to include the following site domain: https://ereportsprd.osu.edu
Not using compatible browser.	Internet Explorer 11 (32-bit edition) is the OSU supported browser.

If a user encounters any of these issues, the installation will fail and the user will need administrator assistance to install the IR Web Client. Users have been directed to contact their local computer support specialist before contacting the IT Service Desk.

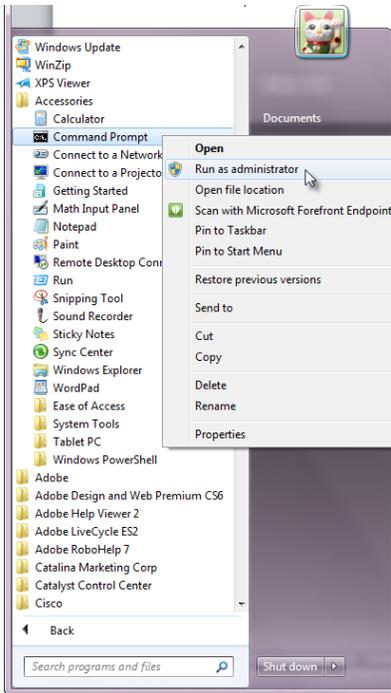
If problems persist, contact the IT Service Desk via [Self Service](#), e-mail at 8help@osu.edu, or by phone at 614-688-HELP (4357) and indicate that you have an IR Web Client installation problem. The incident will be forwarded to the eReports Team and someone will contact you to resolve the issue.

Administrator Access

Use the following steps to determine if you have the appropriate access to install the IR Web Client:

1. Open the **Start – All Programs – Accessories** menu.
2. Right click "**Command Prompt**".

If you see the option "Run as administrator" as shown below, you have the appropriate access to install the IR Web Client.

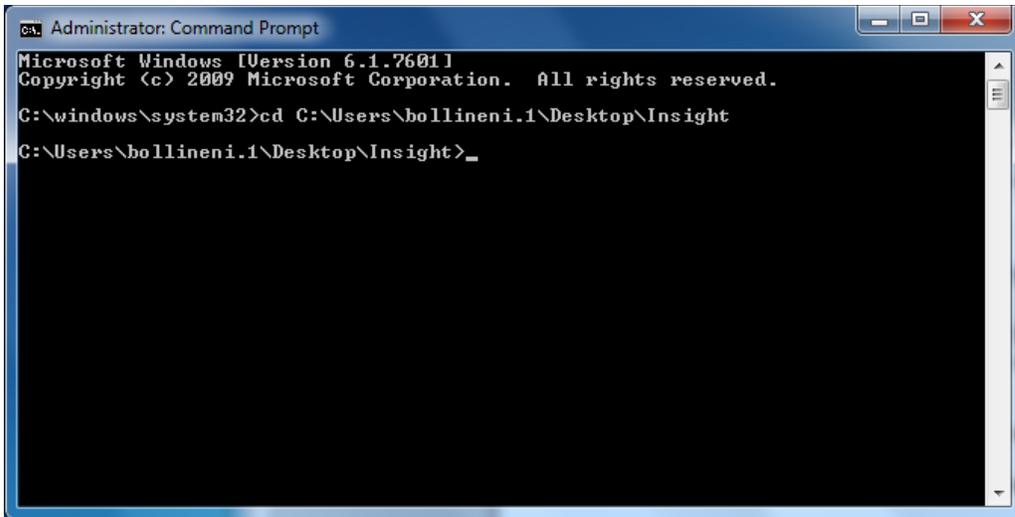


Don't know how to open a command prompt to complete Step 3 of the Installation Steps above? The following information may be helpful or **you can contact your local IT professional or desktop support for assistance.**

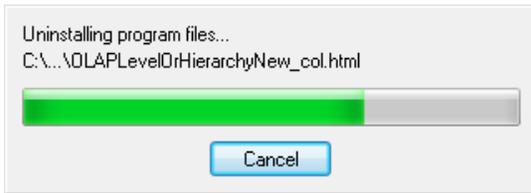
1. Open the **Start – All Programs – Accessories** menu.
2. Right click **“Command Prompt”** and select **“Run as administrator”** to open an Administrator: Command Prompt window.



3. Use the **“cd”** command to change the prompt to the folder that was extracted to your desktop and press the **“Enter”** key. For example, **“cd C:\Users\.**



4. Type **"setupie"** and press the **"Enter"** key to run the script.



5. Click the **"OK"** button to close the successful run dialog box.

