DOCUMENT HISTORY

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Introduction

The Data Warehouse is a collection of historical student data sourced from BANNER which can be accessed by authorized University Executives, Faculty, Staff, Administrators, and Researchers at http://utsa.edu/ir/datawarehouse/.

This document provides the steps necessary for users to quickly configure their desktop browser to access the Data Warehouse Enterprise Reporting application. The Enterprise Reporting application requires Microsoft Internet Explorer (IE) with the installation of Microsoft Office Web Components and the adjustment of several browser settings for proper operation.

![Enterprise Reports Login Screen](image1)

**Figure 1 - Enterprise Reports Login Screen**

**Special Note**

_The Data Warehouse Enterprise Reporting interface requires Microsoft Internet Explorer, 32-bit, version 11 (IE11). Please contact OIT Connect, ext: 5555, for additional assistance installing the proper version._

**OWC Installation**

First time users and those with recently upgraded Windows computers may need to install Microsoft’s Office Web Components (OWC). The warning found in Figure 2 indicates that the OWC needs to be installed.

![OWC Install Warning Message](image2)

**Figure 2 - OWC Install Warning Message**
1. Begin the OWC installation process by accessing the Microsoft System Center > Software Center application found under the desktop “Start Button”.

1. Click-on Software Center to find the Microsoft Office Web (OWC) browser plugin.
   1.1. Click once on the “Find additional applications from the Application Catalog” link located just below the search box.
NOTE FOR WINDOWS 10 USERS

Depending on desktop settings, users may be prompted to select the browser when clicking the “Find additional applications from the Application Catalog” link. Always select Internet Explorer. The catalog will fail to load using any other browser.

2. Once the Additional Application Catalog opens, find the “Open Web Components” package under the Plugin category—see Figure 6.
   2.1. Select the OWC package by clicking once on the package title.
   2.2. Click on the “Install” button.
   2.3. Click “YES” when prompted to confirm installation.
Figure 6 - Applications Catalog Select OWC

Figure 7 - Confirm OWC Installation
Internet Explorer Settings

1. After installing the OWC, users should set the Data Warehouse website address as a trusted site by adding https://datawarehouse.utsa.edu/ to Internet Explorer’s trusted website zone security setting. Trusted sites are added under the Security tab of Internet Options located on the Tools drop-down of the browser’s “Menu Bar” or “Command Bar”. Once the Data Warehouse address is added, click the Close button to save the change, Figure 6. The Data Warehouse reporting application will notify users when the browser settings require attention, Figure 5. Use the process in Steps #2 and #3 below to configure Internet Explorer.

Figure 8 - Explorer Security Setting Customization Required

Figure 9 - Identify Data Warehouse as a Trusted Site
2. With the *Internet Options* window open, click on the **Customize level** button located near the bottom of the window in the *Security Level for this Zone* section.

![Figure 10 - Set Custom Levels for Trusted Sites](image)

3. Three settings need to be customized in the *Security Settings – Trusted Sites Zone* window.
   3.1. Select **Enable** for “Access data sources across domains” under the “Miscellaneous” category.
   3.2. Find *User Authentication > Logon* and then select “Automatic logon with current user name and password”.
   3.3. Under “ActiveX controls and plug-ins” select **Enable** “Initialize and script ActiveX controls not marked as safe for scripting”.
   3.4. Click on **OK** and then **OK**.
Figure 11 - Access Data Sources Across Domains

Figure 12 - Automatic Logon Current User Name and Password

Figure 13 - ActiveX Controls and Plug-ins
Verify IE Settings Are Correct

3. Upon completion of the Internet Explorer configuration, users will be able to access their personal reporting workspace and all of the available reports and templates.

See Appendix A for troubleshooting tips.

Figure 14 - Configuration Complete
Appendix A – Troubleshooting Tips

*How to Verify OWC Installation*

There are several ways for users to verify the installation of the OWC ActiveX plugin.

1. Access the *Microsoft System Center > Software Center* application found under the desktop “Start Button”. **Click on Software Center** to find the Microsoft Office Web (OWC) browser plugin.

   1.1. Under the *Installation Status* tab, the OWC status should be listed as installed.

2. Access *Programs and Features* under the *Control Panel*. “Microsoft Office 2003 Web Components” should be listed as installed.
3. The Data Warehouse Enterprise Reporting application is functioning correctly, as seen below.

**Disable ActiveX Filtering**

On occasion, users may find that after successfully completing the steps to configure Internet Explorer (IE) and install Microsoft Office Web Components (OWC), they continue to receive a message requesting that the OWC be installed. If the OWC is installed, this issue can be resolved by turning off ActiveX Filtering.
ActiveX is a technology that allows web developers to create interactive content on their sites, but it can also pose a security risk. When browsing the Web, some webpages do not work properly unless an ActiveX control is installed. ActiveX controls are powerful browser plugins that enable many rich web experiences. However, many of these controls are written by third parties and Microsoft cannot guarantee their quality or safety.

In the case of the Data Warehouse, we are using ActiveX OWC control from Microsoft who is assumed to be a trusted developer. This tutorial will show users how to turn ActiveX Filtering on or off in Internet Explorer 11 (IE11) as necessary for using the Data Warehouse Enterprise Reporting application.

1. In IE11, there are several way to access ActiveX filtering:
   1.1. **Click on Tools** on the Menu bar—see image below.
   1.2. **Click once on** the ActiveX Filtering label to clear the checkmark to turn filtering “off”.

![ActiveX Filtering](image.png)

2. **Optionally, click on the gear icon** at the top right of the browser:
   2.1. **Click on Safety**
   2.2. **Click once on the ActiveX Filtering** label to clear the checkmark and turn ActiveX filtering “off”.

![ActiveX Filtering](image.png)
Disable ActiveX Case-by-Case

Users can temporarily turn ActiveX filtering on/off on a site-by-site basis.

1. When visiting a webpage that contains ActiveX content that users want to view, simply turn off filtering for that website.
   1.1. Click on the icon in the browser address bar to display the fly-out window.
   1.2. Click on the “Turn off ActiveX Filtering” button to temporarily disable the control.
SQL_AS_OLEDB Missing or Wrong Version

In very rare cases, the SQL_AS_OLEDB library may be missing from a user’s computer. If Microsoft Office has not been installed or the latest Microsoft Office updates are not installed, the "Microsoft Analysis Services OLE DB Provider for Microsoft SQL Server" may need to be installed.

NOTE:
The following solution requires local administrator permission.
Contact OIT Connect at ext. 5555, or oitconnect@utsa.edu.

Symptom:
Error message:

- “No Details: The query could not be processed”, or
- “Editing this report requires a connection to Analysis Services. It is possible something is blocking the connection, you don’t have access to this cube, or this could be an unverified computer”.

Solution:
The correct library depends on the version of SQL Server being used for Estudias Enterprise Reporting. UTSA is currently running SQL Server 2014 R2. Here are the links:

On the download page, look for the string "SQL_AS_OLEDB". This string will take users to the specific file they need to download and install. Make sure to pick the correct version (32 or 64 bit) depending on the desktop operating system.

**Internet Explorer 32-bit Only**

Internet Explorer 64-bit is not compatible with the Data Warehouse Enterprise Reporting application because the Microsoft Office Web Components (OWC) is a 32-bit ActiveX plug-in. If all of the IE security settings were set correctly but there continues to be a red “X” in the reporting field, users should make sure that the 64-bit version was not mistakenly configured.
Disable 64-bit Windows 8.1 and Windows 10 IE11

Microsoft Windows Operating Systems include a 32-bit IE version as well as a 64-bit version. This has been the case since the Windows XP Professional x64 edition came out. The reason that both editions are included is for compatibility with add-ons.

If Enhanced Protected Mode is enabled, then IE enables 64-bit tab processes and the Data Warehouse Enterprise Reporting app may fail to function properly. To fix this, users must go to Internet Options -> Advanced tab and deselect (remove the checkmark) the "Enable Enhanced Protected Mode" and "Enable 64-bit processes for Enhanced Protected Mode" boxes under the Security section. Thereafter, close all IE processes and restart the browser to make sure 64-bit processing is disabled.

If All Else Fails

There may be instances when installing or reinstalling the Microsoft Office Web Components (OWC) and configuring the explorer settings will not work, especially after upgrading from an earlier version of Internet Explorer. In this case, try resetting the Internet options to the default.

1. How to reset settings in Internet Explorer.
   1.1. Start Internet Explorer.
   1.2. Click the tools icon, and then click Internet options.
1.3. **Choose** the *Advanced* tab and then **click on** the Reset button.

1.4. In the *Reset Internet Explorer Settings* dialog box:
   
   1.4.1. **Click** the “Reset” button to confirm.

   **NOTE**: Leave the “Delete personal settings” box unchecked at this time.

1.5. **Click Close** and then **exit all** Internet Explorer windows, to ensure the browser settings take effect.
Internet Explorer Settings Affected

The following table describes what will happen to various settings when Internet Explorer is reset.

<table>
<thead>
<tr>
<th>Settings categories</th>
<th>Items affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings that are deleted</td>
<td>• Browser history, temporary Internet files, cookies, form data, and stored passwords</td>
</tr>
<tr>
<td></td>
<td>• Typed URL information, offline webpages, menu extensions</td>
</tr>
<tr>
<td></td>
<td>• Websites added to intranet, trusted, or restricted zones</td>
</tr>
<tr>
<td></td>
<td>• Websites added for special cookie handling under the Privacy tab</td>
</tr>
<tr>
<td></td>
<td>• Websites allowed to use pop-ups under Pop-up Blocker settings</td>
</tr>
<tr>
<td></td>
<td>• Explorer most recently used list</td>
</tr>
<tr>
<td>Settings that are reset to Windows or manufacturer defaults</td>
<td>• Home page (for information about backing up your home page tabs, see <a href="#">Back up your home page or home page tabs</a>)</td>
</tr>
<tr>
<td></td>
<td>• Search providers, tabbed browsing settings</td>
</tr>
<tr>
<td></td>
<td>• Colors, languages, fonts and accessibility settings (General tab)</td>
</tr>
<tr>
<td></td>
<td>• Security settings for all zones (Security tab)</td>
</tr>
<tr>
<td></td>
<td>• Advanced tab settings</td>
</tr>
<tr>
<td></td>
<td>• Privacy tab settings</td>
</tr>
<tr>
<td></td>
<td>• Pop-up blocker, AutoComplete, Phishing Filter, and Zoom settings</td>
</tr>
<tr>
<td></td>
<td>• Page setup, toolbar, and text size settings</td>
</tr>
<tr>
<td></td>
<td>• Feeds settings (sync and notification, not feeds themselves)</td>
</tr>
<tr>
<td></td>
<td>• ActiveX controls that are not on the pre-approved list (reset to opt-in state)</td>
</tr>
<tr>
<td></td>
<td>• Toolbars, browser helper objects, and browser extensions are disabled</td>
</tr>
<tr>
<td>Settings and items that are maintained</td>
<td>• Favorites</td>
</tr>
<tr>
<td></td>
<td>• Feeds</td>
</tr>
<tr>
<td></td>
<td>• Content Advisor settings</td>
</tr>
<tr>
<td></td>
<td>• Pre-approved ActiveX controls</td>
</tr>
<tr>
<td></td>
<td>• Temporary Internet file (cache) path settings</td>
</tr>
<tr>
<td></td>
<td>• Certificate information</td>
</tr>
<tr>
<td></td>
<td>• Internet Programs (e-mail, instant messenger, and other programs associated with Internet use)</td>
</tr>
<tr>
<td></td>
<td>• Internet connection, proxy, and VPN settings</td>
</tr>
<tr>
<td></td>
<td>• Default web browser setting</td>
</tr>
<tr>
<td></td>
<td>• Toolbars are not restored</td>
</tr>
</tbody>
</table>