# Oracle® Crystal Ball Installation and Licensing Guide





Oracle Crystal Ball Installation and Licensing Guide, Release 11.1.2.4.900

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## Introduction

### **Related Topics**

- Before You Begin
- System Requirements
- International Support for Crystal Ball
- Notes for Users of Earlier Versions of Crystal Ball
- Additional Resources

## Before You Begin

This guide describes how to install and license the following Oracle products and related Crystal Ball products:

- Crystal Ball (including Classroom Faculty and Student Editions)
- Oracle Crystal Ball Decision Optimizer

Be sure your computer meets the software and hardware requirements outlined in System Requirements before you begin the installation process described in Installing and Licensing Crystal Ball.



The information in this Guide applies to Crystal Ball 11.1.2.4.850 and .900 unless otherwise noted.

## System Requirements

The current release of Crystal Ball can run on supported 32-bit (x86) or 64-bit (x64) versions of Microsoft Windows and Microsoft Excel.

The following bit-level compatibilities apply:

- 32-bit levels of Crystal Ball products must be used with 32-bit Microsoft Excel and Windows on 32-bit computers.
- 32-bit Oracle Crystal Ball can be used in emulation mode with 32-bit Microsoft Excel on 64-bit computers using all of the 64-bit Crystal Ball platforms.
  - When running in 32-bit emulation mode, Crystal Ball has the same 1–1.5 GB memory limitations encountered when running on 32-bit Microsoft Windows operating systems. Other 32-bit limitations also apply.
- 64-bit Crystal Ball is compatible with 64-bit versions of Microsoft Excel and Windows.

The computer where you are installing Crystal Ball 11.1.2.4.850 or .900 products should meet these system requirements:

- A compatible version of Microsoft Windows
- A compatible version of Microsoft Excel
- Microsoft Internet Explorer that is compatible with the installed version of Microsoft Windows.



You can use other browsers, such as Firefox, to install and work with Crystal Ball. However, other browsers can have compatibility issues caused by security handling and other features.

- Microsoft .NET Framework 4.x (installed with Windows)
- Sufficient speed and RAM to run complex business software using the installed version of Microsoft Windows
- Approximately 160 MB of free hard disk space to install Crystal Ball.

### A Compatible Version of Microsoft Windows

32-bit Microsoft Windows (for 32-bit Oracle Crystal Ball):

- Microsoft Windows Server 2012
- Microsoft Windows Server 2016 (with CB 11.1.2.4.900 only)
- Microsoft Windows 8.1
- Microsoft Windows 10

**64-bit Microsoft Windows** (for 32-bit Crystal Ball in emulation mode or 64-bit Crystal Ball):

- Microsoft Windows Server 2012 (64-bit)
- Microsoft Windows Server 2016 (64-bit) (with CB 11.1.2.4.900 only)
- Microsoft Windows 8.1 (64-bit)
- Microsoft Windows 10 (64-bit)

## A Compatible Version of Microsoft Excel (Office)

32-bit Microsoft Excel (for 32-bit Oracle Crystal Ball):

- Microsoft Excel 2010
- Microsoft Excel 2013
- Microsoft Excel 2016
- Microsoft Excel 2019 (with CB 11.1.2.4.900 only)

**64-bit Microsoft Excel** (for 32-bit Crystal Ball in emulation mode or 64-bit Crystal Ball):



- Microsoft Excel 2010 (64-bit)
- Microsoft Excel 2013 (64-bit)
- Microsoft Excel 2016 (64-bit)
- Microsoft Excel 2019 (64-bit) (with CB 11.1.2.4.900 only)

### **Microsoft Office 365**



Microsoft Office 365 is a subscription-based online office and software plus services suite which offers access to various services and software built around the Microsoft Office platform. Other services include Lync web conferencing, Exchange online, Sharepoint, SkyDrive and Skype. The licensing determines what component or service is included as part of a bundle.

Crystal Ball 11.1.2.4.900 is *only* supported for Desktop versions of Microsoft Excel included in any Office 365 plan and which are locally installed on any supported Microsoft Windows version.

### **Enterprise Performance Management Software Integration**

This version of Oracle Crystal Ball has been tested with compatible versions of Oracle Smart View for Office.

## International Support for Crystal Ball

This version of Oracle Crystal Ball is supported on non-English versions of Microsoft Windows with Microsoft Office in the same language. Currently, this latest release of the Crystal Ball software is available in English plus Arabic, Danish, Finnish, French, German, Italian, Japanese, Korean, Dutch, Norwegian, Polish, Portuguese (Brazilian) ,Russian, Spanish, Swedish, Turkish, Simplified Chinese, and Traditional Chinese. Crystal Ball, Microsoft Windows, and Microsoft Excel should all be installed in the same language.

### Note:

By default, you can access help in a subset of those languages using the Internet. If you are unable to access help over the Internet, English help is available from a local installation. Select **Resources**, and then **General Preferences** on the Crystal Ball ribbon.

If you are using this version on an English operating system with non-English regional settings, Oracle recommends that you install the Microsoft Language Pack for your version of Microsoft Office. If you do not install the Microsoft Language Pack, Microsoft Excel is displayed with the regional formatting and Crystal Ball is displayed with English formatting. For more information about Language Packs, see <a href="http://www.microsoft.com">http://www.microsoft.com</a> and search for Language Pack on the Microsoft Web site.



### Note:

If you are using Crystal Ball on a non-English version of Microsoft Excel and you save a Crystal Ball model in .xls format to one of the current Microsoft Excel formats (.xlsx, .xlsb, or .xlsm), a warning message is displayed. This message explains that the scripts in the workbook are an unsupported feature. Please ignore this message. The Crystal Ball data will be saved. For best results, Crystal Ball should be open when the model is saved.



### Tip:

If you switch back and forth between English and translated versions of Crystal Ball, preference strings—including folder names in the Distribution Gallery—may be displayed in the language that was previously installed. If this occurs, delete the localized preferences folder. The next time you start Crystal Ball, preferences will be displayed with strings in the current language. To delete the preferences folder, see Finding Preferences Files.

## Notes for Users of Earlier Versions of Crystal Ball

**Important!** When you install this version of Oracle Crystal Ball on the same computer where an earlier released version of Crystal Ball is installed, it is automatically replaced by this version without prompting.



Under some circumstances, you may see a message about repairing the Crystal Ball installation. This is expected behavior.

If you have modified Crystal Ball example models and saved them under the same name, they will be replaced by unmodified models. Be sure to rename them before you install this version of Crystal Ball.

### Additional Resources

Oracle offers technical support, training, and additional resources to increase the effectiveness with which you can use Oracle Crystal Ball products.

For more information about all of these resources, see the Crystal Ball Web site at:

http://www.oracle.com/crystalball



## Installing and Licensing Crystal Ball

### **Related Topics**

- · Guidelines for Installing and Licensing Crystal Ball
- Installing Crystal Ball
- Licensing Crystal Ball
- Installing and Licensing Crystal Ball with a Script

## Guidelines for Installing and Licensing Crystal Ball

Follow these steps to install and license Oracle Crystal Ball. The basic process is the same whether you are installing Crystal Ball with a permanent, textbook, classroom, or trial license:

- Confirm that you have the required hardware and software (see System Requirements).
- Confirm that you have downloaded the correct Crystal Ball installation file, 32-bit or 64-bit. Notice that as you install and use Crystal Ball, some dialogs specify the bit level and some do not. Illustrations in this document show 32-bit dialogs.
- 3. Follow the instructions in the next section, Installing Crystal Ball, to install Crystal Ball.
- 4. Follow the instructions in Licensing Crystal Ball to obtain a username and serial number, and then activate a Crystal Ball license.



If installation problems occur, see Troubleshooting.

## **Installing Crystal Ball**



Installation is similar for 32-bit and 64-bit versions of Oracle Crystal Ball products. Figures in this section show screens for 32-bit installation.

To install Crystal Ball products:

1. Log in to the computer that will run the Crystal Ball software.

- 2. Download the correct installation file, 32-bit or 64-bit, as recommended in System Requirements.
- Click the file that you downloaded. The file uncompresses its compressed contents.

The CD or the folder where you unzipped a downloaded Crystal Ball installation file (the installation source folder) contains these files:

- Crystal Ball Installation Guide.pdf—The Oracle Crystal Ball Installation and Licensing Guide in Adobe Acrobat .pdf format; if you need this file in .html format before installing Crystal Ball, you can download it from the Deployment page of the EPM Documentation Library on Oracle Technology Network. To display that page, see Checking the README File.
- License Key Request Process.html—The Oracle Crystal Ball License Key Request Process, which describes how to obtain and activate a Crystal Ball license code for use after the initial time-limited trial license expires
- README.htm—An overview document that introduces Crystal Ball, describes how to display the latest Crystal Ball README (release notes) file on Oracle Technology Network, and lists third party license and copyright information
- A bit-specific setup executable file—The setup launcher for Crystal Ball
- If the installation does not start automatically, double-click the setup executable file in the folder where the installation files are located.

### Note:

If the installation fails or you see a warning message, there may be a 32-bit/64-bit incompatibility. See Software and Hardware 32- and 64-Bit Compatibility Issues.

If installation stops and a message about another Crystal Ball version is displayed, see Uninstalling Crystal Ball Manually and follow the instructions there. This message could be triggered by the previous installation of other Oracle products, such as the Predictive Planning feature of Oracle Hyperion Planning, and you need to uninstall Oracle Crystal Ball when you find it in the Add/Remove Programs or Programs and Features list.

Under some circumstances, you may see a message about repairing the Crystal Ball installation. This is expected behavior.

5. When requested, select a setup language. The default is English (United States) except in cases where the language selection in Regional and Language Options on the Control Panel corresponds to one of the other installable Crystal Ball language versions.

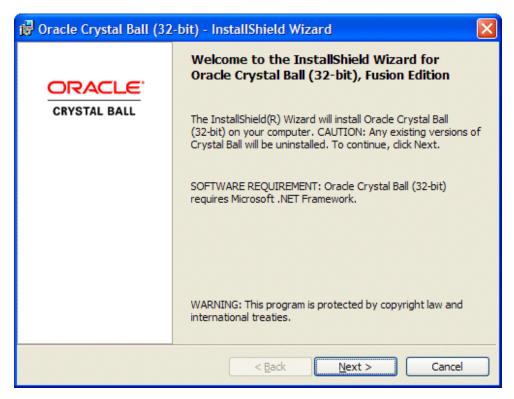
A message states that the installation .msi file is being extracted. This can take several minutes. When extraction is complete, the Crystal Ball installer launches (Figure 1).





In rare cases, antivirus programs can slow down the installation and cause other unexpected results including the disappearance of installation dialogs or the display of dialogs with only the Cancel button available. In these cases, the installation is still active and should proceed as usual within 10 minutes.

Figure 2-1 The Crystal Ball installation Welcome Dialog



In the installation wizard Welcome dialog, notice that any existing versions of Crystal Ball will be uninstalled and that Microsoft .NET Framework is required.

### Note:

If you do not have a supported version of Microsoft .NET Framework, or if you are not sure, click **Next**. The installer will look for the required Microsoft .NET Framework components. If a required version of Microsoft .NET Framework is not installed, a dialog opens and enables you to access the Microsoft Web site to download it.

7. Click Next to continue.

The installer checks for previous versions of Crystal Ball.

 If you are prompted to uninstall a previous version of Crystal Ball, click Yes both to uninstall and to confirm the uninstallation.



If you are prompted to uninstall shared files, select **No To All**. When the uninstallation has successfully completed, click **OK**.

- 9. In the **Customer Information** dialog, enter your name and organization (such as company or school) and click **Next**.
- 10. In the Setup Type dialog, select either Complete (Typical) or Custom setup.
  - Complete (Typical) installs the Crystal Ball product package plus HTML files
    of product documentation in the default installation folder.

### Note:

Oracle strongly recommends that you select **Complete (Typical)** and install to the default installation folder. If you are installing a 32-bit version of Crystal Ball on a 64-bit version of Microsoft Windows, the default installation folder is under C:\Program Files(x86).

- **Custom** enables you to select a different installation folder.
- 11. Click Next.
- **12.** In the **Ready to Install the Program** dialog, review the settings you have selected, and then click **Install**.
- **13.** When the InstallShield Wizard Completed dialog opens, click **Finish**. Crystal Ball is ready to use.

You can use Crystal Ball for up to 15 days without a license. At that time, you must enter a username and serial number to continue. You can enter the username and serial number when you start Crystal Ball, or you can select **Resources**, and then **Licensing** in the Crystal Ball ribbon in Microsoft Excel. See the following section, Licensing Crystal Ball.

## **Licensing Crystal Ball**

You can use Oracle Crystal Ball for 15 days without activating a license. During this time, Crystal Ball runs with a trial license. All features are available during the trial. The Crystal Ball Welcome screen is displayed each time you start Crystal Ball and indicates how many days remain on the trial license before it expires.



These conditions are also true for Crystal Ball textbook licenses, except they are valid for longer than 15 days, usually 140 days, and must be activated as described in the following text.

To activate a purchased Crystal Ball license, you must obtain an Oracle license code and enter the code into Crystal Ball.



### Note:

You need local administrator privileges to license Crystal Ball for all users on a computer. However, you can license for a single user without administrator privileges.

#### To obtain a license code:

 Contact Oracle at licensecodes\_ww@oracle.com to request a Crystal Ball license code.

In your e-mail, include your name, e-mail address, organization, Oracle Customer Support Identifier (CSI), or other unique identifier such as your Oracle customer ID number. If you are eligible for a license, you will receive a user name and serial number (the Crystal Ball license code).

Describe the environment where you will be installing Crystal Ball (desktop only or a multiuser computer). Also, if your corporation has a generic username, indicate this in the e-mail.

2. Check your e-mail for mail from Oracle with your Crystal Ball license code.

The e-mail from licensecodes\_ww@oracle.com will include your Crystal Ball user name and serial number.

### Note:

The following steps assume that you have already downloaded and installed Crystal Ball and a supported version of Microsoft Excel on the same computer.

When you receive your Crystal Ball license code, follow these steps to license Crystal Ball:

- Locate the username and serial number you received from Oracle and start Crystal Ball.
- 2. In the Crystal Ball Welcome screen, click Activate License.
- 3. In the **Username** box of the Activate a License dialog, enter the username provided by Oracle. This is usually the e-mail address you provided when you downloaded Crystal Ball.
- **4.** In the **Serial Number** boxes, enter the serial number provided by Oracle.

The easiest way to do this is to copy the serial number from an e-mail and paste it into the first Serial Number box (at the left). It automatically pastes correctly into the other boxes.

5. Click OK.

If you entered the serial number correctly, the license is activated instantly and a confirmation message is displayed. When you click OK in the confirmation message, the Crystal Ball Welcome screen is displayed. You can click **Use Crystal Ball** to start using Crystal Ball, or click another link. The *Oracle Crystal Ball User's Guide* describes



the other links. Notice that you can click **View Existing Licenses** in the Activate a License dialog to review feature and expiration information for your license.



If you license Crystal Ball more than once, any previous licenses are removed (although they are archived for display in the Existing Licenses dialog in case a previous license must be restored).

If you need to open the **Activate a License** dialog after you have either started Crystal Ball or activated your license, select **Resources**, and then **Licensing** in the **Help** group at the end of the Crystal Ball ribbon (following the Tools group).

To perform a silent install, see Installing and Licensing Crystal Ball with a Script.

## Installing and Licensing Crystal Ball with a Script

When installing Oracle Crystal Ball on a number of computers, it can be helpful to install and license using a script.

If you have access to a Crystal Ball .msi installation file, you can use msiexec to run the installation by entering the following statement on one line:

msiexec /i "Oracle Crystal Ball.msi filename" CBUSERNAME="cbusername" CBSERIALNUMBER=cbserialnumber /qn

- Oracle Crystal Ball.msi filename can be Oracle Crystal Ball (32-bit).msi or Oracle Crystal Ball (64-bit).msi, depending on whether you are installing 32-bit or 64-bit Crystal Ball.
- cbusername and cbserialnumber are the user name and Crystal Ball serial number for the particular individual whose product is being installed and licensed.



Enclose *username* in quotation marks. Do not add spaces within the serial number.

If you only have access to the Crystal Ball setup executable file, possibly through a download from the Web, you can perform a silent installation and license at the same time with this statement:

setupfilename /s /v"CBUSERNAME=\"cbusername\" CBSERIALNUMBER=cbserialnumber /qn"

setupfilename includes the bit level (32-bit or 64-bit).

### Related topics:

 To extract the Crystal Ball msi file from the setup executable file, see Performing an Administrative Installation.



- To automatically license Crystal Ball after Installation, see Automatically Licensing Crystal Ball After Installation.
- To uninstall Crystal Ball manually or using a script, see Uninstalling Crystal Ball.

### Performing an Administrative Installation

The Oracle Crystal Ball installer is currently supplied as a setup executable file instead of an .msi file, required for some scripted installation processes. If you need to use the Crystal Ball .msi file, you can perform an administrative installation and store the extracted .msi file in a specified folder.

To perform an administrative installation and store the extracted installation files:

- 1. In Microsoft Windows, open a command prompt window.
- Use cd and dir to move to the folder where the Crystal Ball setup executable file is located.
- 3. Enter the following at the command prompt: setup\_filename /a
- 4. When prompted for a file location, enter an existing or new folder such as C:\temp.

  The contents of the setup executable file, including the Crystal Ball .msi file, are extracted to the folder for review and further use.

### Automatically Licensing Crystal Ball After Installation

You can use command line code to call CBLicenseActivator.exe and activate a user name and serial number combination.

To automatically license Oracle Crystal Ball:

- 1. In Microsoft Windows, open a command prompt window.
- 2. Use the cd command to browse to the bin folder beneath the Crystal Ball installation folder. By default, this is C:\Program Files\Oracle\Crystal Ball\bin.
- 3. At the prompt symbol, enter the following text:

```
CBLicenseActivator.exe "username" serialnumber
```

where *username* is the user name for the provided serial number.



Enclose *username* in quotation marks and do not add spaces within the serial number.

If the license is activated successfully, a message is displayed beneath the command line. It indicates that the license was successfully activated and is displayed the username, serial number, version, and other information contained in the license, including licensed product features.

If a failure occurs, an exception message is displayed and the exit code for the command line is set to a non-zero value.



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## Post-Installation Steps and Troubleshooting

This chapter discusses post-installation steps along with issues you may encounter related to installation, licensing, and startup, and how to handle them.

### **Related Topics**

- Starting Crystal Ball
- Working with the Crystal Ball Application Manager
- Uninstalling Crystal Ball
- Troubleshooting
- Learning More About Crystal Ball

## Starting Crystal Ball

To start Oracle Crystal Ball, in the list of installed applications to start, select **Oracle Crystal Ball**, then **Crystal Ball**.

The following sections describe how to use the Crystal Ball Welcome screen and how to start Crystal Ball automatically with Microsoft Excel:

- Welcome Screen
- Starting Automatically with Microsoft Excel

### Welcome Screen

When you start Oracle Crystal Ball, the Welcome screen is displayed. For information

about the application type settings, click the button. If you select the Accessibility setting, it activates Accessibility mode for those who need assistive screen-reading technology. The Resources hyperlinks access information about Crystal Ball. Finally, you can click one of the icons to use Crystal Ball, open a Microsoft Excel workbook, or open the Crystal Ball Examples Guide. Click Use Crystal Ball to close the Welcome screen and move immediately to Microsoft Excel.

If you are using a trial version or other time-limited version of Crystal Ball, you can learn how many days remain before your license expires. If you already have a username and serial number for a permanent license but have not yet entered it, you can click a button to activate the license for your copy of Crystal Ball.

### Starting Automatically with Microsoft Excel

The following topics describe how to set Oracle Crystal Ball so it starts automatically with Microsoft Excel:

Using the Application Manager

- Using the COM Add-Ins Manager
- Using the Crystal Ball Developer Kit

### Using the Application Manager

You can set Oracle Crystal Ball to start automatically with Microsoft Excel using the Crystal Ball Application Manager. For instructions, see Working with the Crystal Ball Application Manager and ensure that the first setting, to automatically launch Crystal Ball with Microsoft Excel, is selected.

### Using the COM Add-Ins Manager

You can start Microsoft Excel and then load or unload Oracle Crystal Ball using the COM Add-Ins Manager. You can also use this Microsoft Excel tool to set Crystal Ball to start whenever you start Microsoft Excel.



### **Caution:**

To avoid unexpected results, do not unload Crystal Ball while other COM add-ins are loaded in Microsoft Excel.

To load Crystal Ball within Microsoft Excel:

- Click File, and then select Options.
- 2. In the **Manage** list at the bottom of the Add-Ins dialog, select **COM Add-Ins** and then click **Go**.
- 3. In the COM Add-Ins dialog, select Crystal Ball.
- 4. Click **OK** to close the dialog and open Crystal Ball within Microsoft Excel.

To unload Crystal Ball from within Microsoft Excel, follow steps 1 through 3 and then clear Crystal Ball in step 4.

### Using the Crystal Ball Developer Kit

If you are familiar with VBA programming, you can use the Oracle Crystal Ball Developer Kit to load and unload Crystal Ball from within Microsoft Excel. For more information, open the *Oracle Crystal Ball Developer's Guide* and look up the calls listed in the "Opening and Closing Crystal Ball" section of Chapter 2.



See Working with the Crystal Ball Application Manager for information about enabling the Developer Kit.





### **Caution:**

To avoid unexpected results, do not unload Crystal Ball while other COM add-ins are loaded in Microsoft Excel.

## Working with the Crystal Ball Application Manager

Use the Oracle Crystal Ball Application Manager for several purposes:

- To start Crystal Ball every time you start Microsoft Excel
- To start a specific version of Microsoft Excel
- To restore all global preference defaults

Crystal Ball has separate 32-bit and 64-bit versions of the Application Manager.

To use the Application Manager:

- In the list of programs to start, select Oracle Crystal Ball, and then Application Manager.
- 2. In the Application Manager, make appropriate launch and Microsoft Excel settings:

Figure 3-1 The Crystal Ball Application Manager



- To start Crystal Ball each time you start Microsoft Excel, select When starting Microsoft Excel, automatically launch Crystal Ball.
- If multiple versions of Microsoft Excel are installed, select which version of Microsoft Excel should start with Crystal Ball.
- To restore all default Crystal Ball global preferences, select Reset Application.
- 3. When settings are complete, click OK.



### Note:

If you have set Crystal Ball to automatically start each time you open Microsoft Excel and then Crystal Ball fails to load successfully, the first checkbox in the Crystal Ball Application Manager is cleared. You must select the setting again to start Crystal Ball automatically with Microsoft Excel again.

## **Uninstalling Crystal Ball**

If you are replacing a released version of Crystal Ball, it is automatically uninstalled before this version of Oracle Crystal Ball is installed. However, you may need to uninstall Crystal Ball manually in the following cases:

- If you have a beta or other unreleased version of Crystal Ball
- If you want to uninstall without running the installer
- If you are removing the current version of Crystal Ball and changing to an earlier version
- If installation stops and a message is displayed that states you already have a version of Crystal Ball installed

### Note:

Notice of an existing Crystal Ball version can occur unexpectedly, triggered by the previous installation of other Oracle products, such as the Predictive Planning feature of Oracle Hyperion Planning. Follow the steps in Uninstalling Crystal Ball Manually and uninstall Oracle Crystal Ball when you find it in the list of applications installed on your computer.

The following topics describe how to uninstall Crystal Ball:

- Uninstalling Crystal Ball Manually
- Uninstalling Crystal Ball with a Script

### Uninstalling Crystal Ball Manually

To uninstall Oracle Crystal Ball manually:

- Log in to the computer that is running the Crystal Ball client software.
   You must have local administrator privileges.
- Open the list of applications installed on that computer.
   If you have Windows Control Panel, look there. In Microsoft Windows 2010, open Windows Settings, and then select Apps.
- 3. Select any Oracle Crystal Ball product from the list of programs.
- 4. Click **Change/Remove** or similar available command to delete the program.



- In the confirmation dialog, click Yes to proceed with the uninstallation of the Crystal Ball product.
- If you are prompted to remove shared files during the uninstallation process, select No To All. Uninstallation continues.
- 7. When the uninstallation completes, click **OK**.

### Uninstalling Crystal Ball with a Script

To perform a silent uninstall using the msiexec command:

- 1. In Microsoft Windows, select **Start**, and then **Run**.
- 2. In the edit box, enter cmd.
- 3. At the command prompt, type an msiexec uninstall command in this form: msiexec /x product.msi | {product GUID}> /qn

Use the name of the Crystal Ball msi, in place of *product.msi* or use the product GUID for the installed version of Oracle Crystal Ball. For more information on msiexec, visit <a href="http://www.microsoft.com">http://www.microsoft.com</a> or type <a href="mailto:msiexec">msiexec</a>? at the command prompt.

For more information about the Crystal Ball msi, see Installing and Licensing Crystal Ball with a Script.

## Troubleshooting

### **Related Topics**

- Overview
- Disabled Add-ins Message
- Antivirus Warning Is Displayed During Installation
- Software and Hardware 32- and 64-Bit Compatibility Issues
- Other Compatibility Issues
- Running Crystal Ball from the Start Menu
- Checking the README File
- Viewing the Installation Log File and Other Log Files
- Finding Preferences Files

### Overview

The following sections describe some error messages and other problems you may discover while you are installing or uninstalling Oracle Crystal Ball. Check here first for help with troubleshooting, then contact Technical Support if your question is not answered.

### Disabled Add-ins Message

If Microsoft Excel closes unexpectedly when you are trying to start Oracle Crystal Ball, it is possible that Microsoft Excel has disabled the Crystal Ball add-in so that Crystal Ball will not start when you try again. The Crystal Ball toolbar may display in Microsoft Excel, but Crystal Ball is not loaded.



If you think the Crystal Ball add-in has been disabled, start the Crystal Ball Application Manager (see Working with the Crystal Ball Application Manager). Then, close the Application Manager. If Microsoft Excel disabled Crystal Ball, a warning message may be displayed.

To re-enable Crystal Ball as a Microsoft Excel add-in:

- Select File.
- 2. In the menu window, click Microsoft Excel Options or Options.
- 3. In the Microsoft Excel Options dialog, select Add-ins.
- 4. In the **Manage** dropdown list at the bottom of the Add-Ins window, select **Disabled Items** and click **Go**.
- 5. In the **Disabled Items** dialog, select **crystal ball** and click **Enable**.

### Antivirus Warning Is Displayed During Installation

Oracle Crystal Ball uses the Microsoft installer, msiexec.exe, during the installation process. According to knowledgebase articles available on Microsoft's Web site, certain antivirus applications identify the Microsoft installer as a malicious script.

If a message is displayed, warning that a malicious script is detected, you can select "allow this time only".

### Software and Hardware 32- and 64-Bit Compatibility Issues

The current release of Oracle Crystal Ball products can run on 32-bit or 64-bit computers with separate installers for each bit level. See System Requirements for a discussion of compatible bit levels of Crystal Ball, Microsoft Excel, and Microsoft Windows.

If the bit levels of these applications and your computer are not compatible, silent failures and warning messages can occur. These errors are more likely if you have a 64-bit computer, but can also occur if you attempt to use the 64-bit installer on a 32-bit computer. Possible errors are as follows:

 32-bit computer—The installation fails with this message: "This installation package is not supported by this processor type. Contact your product vendor."

Cause: You have probably attempted to use the 64-bit Crystal Ball installer.

Solution: Install again using the 32-bit Crystal Ball installer.

 64-bit computer—An "Undetected Excel" warning occurs and installation continues but Crystal Ball does not start.

**Cause 1:** You have used the 32-bit Crystal Ball installer with 64-bit Microsoft Excel and Windows.

**Solution 1:** Uninstall Crystal Ball and install again using the 64-bit installer.

**Cause 2:** You have used the 64-bit Crystal Ball installer but have installed a 32-bit version of Microsoft Excel.

**Solution 2:** Uninstall Crystal Ball and install again using the 32-bit installer.



### Other Compatibility Issues

Most of the compatibility issues in this section occur when models created in previous versions of Oracle Crystal Ball are used with the current version.

### **Data Conversion**

If you load a model from an earlier version of Crystal Ball, every effort is made to convert data into the current form if conversion is necessary. Where this is not possible, an error message is displayed stating that data in the specified worksheet could not be converted. An error log is written to the same folder where the model is stored. The log is named worksheet <code>name.xls.CB.txt</code>. For example, if a conversion error occurs in Model2.xls, the log file is <code>named Model2.xls.CB.txt</code> and can be opened in a text editor for review.

### Crystal Ball Microsoft Excel Functions

To view Crystal Ball distributions and macros implemented as Microsoft Excel functions in this version of Oracle Crystal Ball, select **Insert**, then **Functions**. Then, open the Crystal Ball function category. The currently-implemented functions display, starting with CB. The probability distribution functions are described in Appendix A of the *Oracle Crystal Ball User's Guide* and the Crystal Ball online help. The remaining functions, beginning with CB. and ending in FN, such as CB.GetAssumPercentFN, are described in the current *Oracle Crystal Ball Developer's Guide*.



Displaying Crystal Ball functions in Microsoft Excel 2010 or later works somewhat differently. For more information, see Working with the Crystal Ball Application Manager.

### Backward Compatibility in Microsoft Excel

If a file supports features that are not available in previous versions of Crystal Ball, those features will be ignored in the earlier version, but the file will still open and run using available features.

### Running Crystal Ball from the Start Menu

If you have more than one version of Microsoft Excel on your computer and are having trouble starting Oracle Crystal Ball with the version of Microsoft Excel you want to use, set the preferred version with the Crystal Ball Application Manager. For instructions, see Working with the Crystal Ball Application Manager.

### Checking the README File

For information about other known issues and their solutions, check the README (release notes) file, supplied with Oracle Crystal Ball.



### Viewing the Installation Log File and Other Log Files

When you install Oracle Crystal Ball, a log of all of the settings and commands run during the installation of Crystal Ball is written to the %temp% folder of the computer with the file name **cbmsiinstall.txt**. If you have trouble installing Crystal Ball or receive Microsoft errors when using Crystal Ball, send this file to Crystal Ball Technical Support when you request assistance. To open the file, open a command prompt window and then type the following into it:

%temp%\cbmsiinstall.txt

The log file opens in Notepad. You can save it to the Desktop or My Documents to make it easier to attach to your e-mail.

To find other log files, set hidden folders and files to be visible in Microsoft Windows and then browse to C:\Documents and Settings\<*your name*>\Application Data\Oracle \Crystal Ball\11.0. If you want to navigate quickly, enter the following location into Windows Explorer: <code>%appdata%\Oracle\Crystal Ball\11.0</code>. Then, open the **Logs** folder to find the files.

### Finding Preferences Files

When you set global preferences, such as run preferences and user-defined folder names in the Distribution Gallery, the settings are stored in preferences files. To locate preferences files, set hidden folders and files to be visible in Microsoft Windows and then browse to C:\Documents and Settings\<your name>\Application Data\Oracle\Crystal Ball\11.0. If you want to navigate quickly, enter the following location into Windows Explorer: %appdata%\Oracle\Crystal Ball\11.0. Then, open the **Store** folder to find the files.

To delete all global preferences, start the Application Manager and select **Reset Preferences** (Working with the Crystal Ball Application Manager).

## **Learning More About Crystal Ball**

If you have questions or concerns about Oracle Crystal Ball products, visit the Crystal Ball Web site for current news and contact information:

http://www.oracle.com/crystalball

