Oracle® Crystal Ball

Oracle® Crystal Ball Decision Optimizer
Oracle® Crystal Ball Enterprise Performance Management
Oracle® Crystal Ball Classroom Student Edition
Oracle® Crystal Ball Classroom Faculty Edition
Oracle® Crystal Ball Enterprise Performance Management for Oracle Hyperion
Enterprise Planning Suite
Oracle® Crystal Ball Suite

Installation and Licensing Guide

Release 11.1.2.4

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ORACLE®

Crystal Ball Installation and Licensing Guide, 11.1.2.4

Contents

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Introduction

Before You Begin

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

● Oracle Crystal Ball (including Classroom Faculty and Student Editions)

● Oracle Crystal Ball Decision Optimizer

● Oracle Crystal Ball Enterprise Performance Management

Be sure your computer meets the software and hardware requirements outlined in "System Requirements" on page 9 before you begin the installation process described in Chapter 2, "Installing and Licensing Crystal Ball."

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 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 products should meet these system requirements:

- A compatible version of Microsoft Windows:
  - **32-bit Microsoft Windows** (for 32-bit Crystal Ball)—Microsoft Windows Vista with Service Pack 2, Microsoft Windows Server 2008 with Service Pack 2, Microsoft Windows 7, Microsoft Windows 8.1, Microsoft Windows Server 2012, or Microsoft Windows 10
  - **64-bit Microsoft Windows** (for 32-bit Crystal Ball in emulation mode or 64-bit Crystal Ball)—64-bit versions of Microsoft Windows Vista with Service Pack 2, Microsoft Windows Server 2008 with Service Pack 2, Microsoft Windows 7, Microsoft Windows 8.1, Microsoft Windows Server 2012, or Microsoft Windows 10

- A compatible version of Microsoft Excel:
  - **32-bit Microsoft Excel** (for 32-bit Crystal Ball)—Microsoft Excel 2007 with Service Pack 3, the 32-bit version of Microsoft Excel 2010 with Service Pack 1, Microsoft Excel 2013, or Microsoft Excel 2016
  - **64-bit Microsoft Excel** (for 64-bit Crystal Ball)—64-bit version of Microsoft Excel 2010, Microsoft Excel 2013, or Microsoft Excel 2016

  Note: Microsoft Windows 10 and Microsoft Excel 2016 are supported starting with Crystal Ball release 11.1.2.4.600.

- A compatible version of Microsoft Internet Explorer (10 or 11)

  Note: Other browsers, such as Firefox, can be used 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*

- Personal computer with Pentium-equivalent microprocessor (800 MHz or faster)

- At least 512 MB of RAM

- Free hard disk space for Microsoft .NET Framework if not already installed plus approximately 160 MB for Crystal Ball.

Note: Crystal Ball is designed to meet Federal Desktop Core Configuration (FDCC) configuration requirements according to the standards specified on the National Institute of Standards and Technology FDCC Web site, nvd.nist.gov/fdcc/index.cfm. For more information, search the Web for NIST FDCC.

International Support for Crystal Ball

This version of Crystal Ball is supported on non-English versions of Microsoft Windows with Microsoft Office in the same language. 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 `http://www.microsoft.com` 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 Microsoft Excel 2007 or later 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" on page 29.

Microsoft .NET Framework

The Microsoft .NET Framework is technology from Microsoft for developing secure and advanced Windows applications. Currently, Microsoft .NET Framework 4.*x* must be installed on your computer before you can install and license this version of Crystal Ball. Crystal Ball must be locked to a supported versions of Microsoft .NET Framework to run properly. See "Using the Application Manager" on page 22.

You can review the list of Microsoft products in Add/Remove Programs on the Windows Control Panel to determine whether the Microsoft .NET Framework is installed on your computer and, if so, which version is installed.

If you do not have a supported version of Microsoft .NET Framework, you can download one from http://www.microsoft.com.

Crystal Ball and Microsoft Windows Vista

Files installed in the Windows Vista Program Files folder are opened as read-only files in Microsoft Excel, even though that property is not set. If you want to modify the Crystal Ball Examples files, save them under another name before attempting to run a simulation on them.

If you are using Windows Vista, familiarize yourself with the locations of folders mentioned in this guide, such as My Documents and Application Data. For example, My Documents is under `C:\Users` instead of `C:\Documents and Settings` as in earlier versions of Windows.

Notes for Users of Earlier Versions of Crystal Ball

Important! When you install this version of Crystal Ball on the same computer where an earlier released version of Crystal Ball 7.*x* or 11.*x* is installed, it will automatically be replaced by this version without prompting.

Note: 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.

Notes for Users of Crystal Ball Decision Optimizer

If you have Crystal Ball Decision Optimizer, the Extreme Speed feature is activated by default. Certain models created in earlier versions of Crystal Ball may not run in Extreme speed. In this case, a warning message is displayed with information about the problem. You can downshift into Normal speed and continue with the simulation. For details, see the Extreme Speed information in the *Oracle Crystal Ball Reference and Examples Guide*.

Additional Resources

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

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

`http://www.oracle.com/crystalball`

2 Installing and Licensing Crystal Ball

Guidelines for Installing and Licensing Crystal Ball

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

1. Confirm that you have the required hardware and software, listed in "System Requirements" on page 9.

2. Read the information in "Microsoft .NET Framework" on page 11 and verify that a supported version of Microsoft .NET Framework is installed on your computer.

3. 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.

4. Follow the instructions in the next section, "Installing Crystal Ball" on page 13 to install Crystal Ball.

5. Follow the instructions in "Licensing Crystal Ball" on page 16 to obtain a username and serial number, and then activate a Crystal Ball license.

Note: If installation problems occur, see "Troubleshooting" on page 25.

Installing Crystal Ball

Note: Installation is similar for 32-bit and 64-bit versions of 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 .

3   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 .

- **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

4   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 .
>
> If installation stops and a message about another Crystal Ball version is displayed, see 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).

> **Note:** 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 1   The Crystal Ball installation Welcome Dialog
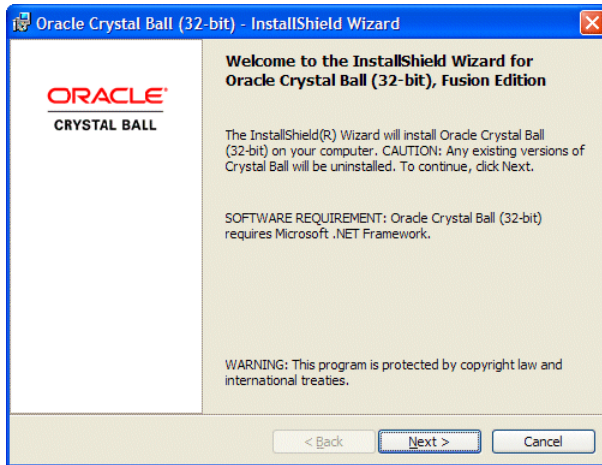
6   In the installation wizard Welcome dialog, notice that any existing versions of Crystal Ball will be uninstalled and that Microsoft .NET Framework is required.

> **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.

8   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   Figure 2 shows the InstallShield Wizard Completed dialog. When it opens, click **Finish**.

Crystal Ball is ready to use.

Figure 2   The InstallShield Wizard Completed Dialog
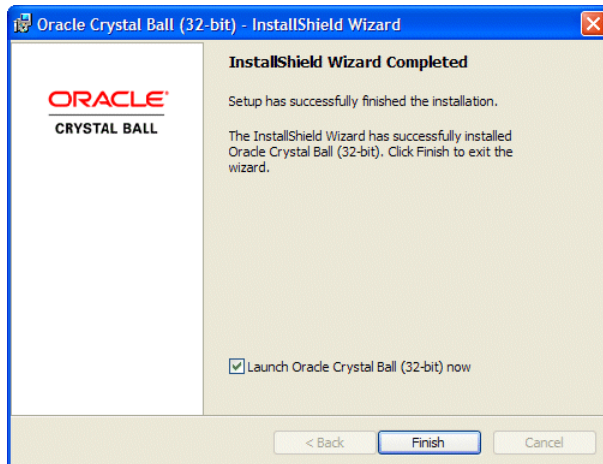
You can use Crystal Ball for up to 15 days without a license. At that time, you must enter a username and serial number to continue. You can enter the username and serial number when you start Crystal Ball, or you can select **Resources**, and then **Licensing** in the Crystal Ball ribbon in Microsoft Excel. See the following section, "Licensing Crystal Ball" on page 16.

Licensing Crystal Ball

You can use 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.

Note: 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:

1   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.

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

1   **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.

Note: If you license Crystal Ball more than once, any previous licenses for version 11.1.1 or later 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

When installing 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.

  Note: 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” on page 18.

- To automatically license Crystal Ball after Installation, see “Automatically Licensing Crystal Ball After Installation” on page 19.

- To uninstall Crystal Ball manually or using a script, see “Uninstalling Crystal Ball” on page 24.

Performing an Administrative Installation

The 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, select **Start**, and then **Run**.

2   Enter `cmd` in the edit box to open a command prompt window.

3   Use `cd` and `dir` to move to the folder where the Crystal Ball setup executable file is located.

4   Enter the following at the command prompt: `setup_filename /a`

5   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 Crystal Ball:

1   In Microsoft Windows, select **Start**, and then **Run**.

2   Enter `cmd` in the edit box to open a command prompt window.

3   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`.

4   At the prompt symbol, enter the following text:

`CBLicenseActivator.exe "username" serialnumber`

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

Note: 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.

3

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.

Starting Crystal Ball

➤ To start Crystal Ball, select **Start**, then **All Programs**, then **Oracle Crystal Ball**, then **Crystal Ball** in the Windows taskbar.

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

- "Welcome Screen" on page 21

- "Starting Automatically with Microsoft Excel" on page 22

Welcome Screen

When you start Crystal Ball, the Welcome screen is displayed. For information about the application type settings, click the 🄌 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 Crystal Ball so it starts automatically with Microsoft Excel:

- "Using the Application Manager" on page 22
- "Using the COM Add-Ins Manager" on page 22
- "Using the Crystal Ball Developer Kit" on page 22

Using the Application Manager

You can set Crystal Ball to start automatically with Microsoft Excel using the Crystal Ball Application Manager. For instructions, see "Working with the Crystal Ball Application Manager" on page 23 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 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:

1 Click the **Office** button, or select the **File** ribbon.

2 Click the **Microsoft Excel Options** button, and then click the **Add-Ins** link.

3 In the Manage list at the bottom of the Add-Ins dialog, select **COM Add-Ins** and click **Go**.

4 In the **COM Add-Ins** dialog, select **Crystal Ball**.

5 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 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.

Note: See "Working with the Crystal Ball Application Manager" on page 23 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 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:

1 Select **Start**, then **All Programs**, then **Oracle Crystal Ball**, and then **Application Manager**.

2 In the Application Manager (Figure 3), make appropriate launch and Microsoft Excel settings:

Figure 3   The Crystal Ball Application Manager
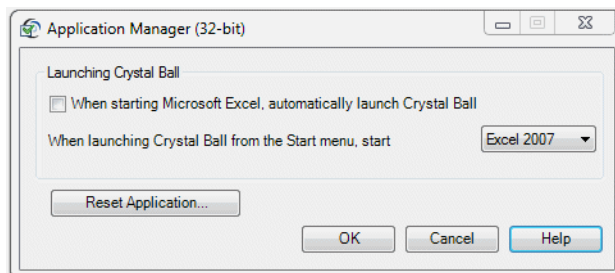
● To start Crystal Ball each time you start Microsoft Excel, select **When starting Microsoft Excel, automatically launch Crystal Ball**.

● 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 7.*x* or 11.*x*, it is automatically uninstalled before this version of 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" on page 24 and uninstall **Oracle Crystal Ball** when you find it in the **Add/Remove Programs** or **Programs and Features** list.

The following topics describe how to uninstall Crystal Ball:

- "Uninstalling Crystal Ball Manually" on page 24
- "Uninstalling Crystal Ball with a Script" on page 25

Uninstalling Crystal Ball Manually

➤ To uninstall Crystal Ball manually:

1   Log in to the computer that is running the Crystal Ball client software.

    You must have local administrator privileges.

2   Select **Start**, then **Settings**, then **Control Panel**, then **Add or Remove Programs** or **Programs and Features**.

3   Select any **Oracle Crystal Ball** product from the list of programs.

4   Click **Change/Remove**.

5   In the confirmation dialog, click **Yes** to proceed with the uninstallation of the Crystal Ball product.

6   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 Crystal Ball. For more information on msiexec, visit http://
   www.microsoft.com or type `msiexec ?` at the command prompt.

For more information about the Crystal Ball msi, see .

Troubleshooting

Subtopics

- 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
- Problems with Crystal Ball Tools
- Checking the README File
- Viewing the Installation Log File and Other Log Files
- Finding Preferences Files

The following sections describe some error messages and other problems you may discover while
you are installing or uninstalling 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 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, select **Start**, then **All Programs**, then **Oracle
Crystal Ball**, and then **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:

1   Click the **Office** button or select the **File** ribbon.

2   In the menu window, click **Microsoft Excel Options** at the bottom of the window.

3   In the **Microsoft Excel Options** dialog, select **Add-Ins**.

4   In the **Manage** dropdown list at the bottom of the Add-Ins panel, select **Disabled Items** and click **Go**.

5   In the **Disabled Items** dialog, select **crystal ball** and click **Enable**.

Antivirus Warning Is Displayed During Installation

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 Crystal Ball products can run on 32-bit or 64-bit computers with separate installers for each bit level. See 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

Subtopics

- Extreme Speed
- Data Conversion
- Distribution Fitting
- Crystal Ball Microsoft Excel Functions
- Converting Models with CB.Get... Functions Defined as Forecasts
- Backward Compatibility in Microsoft Excel

Most of the compatibility issues in this section occur when models created in previous versions of Crystal Ball are used with the current version. For information about compatibility among Crystal Ball files created in different versions of Microsoft Excel, see Appendix A, "Microsoft Excel Compatibility and Conversion Issues."

Extreme Speed

If you have Crystal Ball Decision Optimizer with Extreme Speed, this feature is activated by default. Certain models created in earlier versions of Crystal Ball may not run in Extreme speed. If so, a warning message is displayed with information about the problem. You can downshift into Normal speed and continue with the simulation. For details, see the Extreme Speed appendix of the latest *Oracle Crystal Ball User's Guide*.

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 `name.xls.CB.txt`. For example, if a conversion error occurs in Model2.xls, the log file is named `Model2.xls.CB.txt` and can be opened in a text editor for review.

Distribution Fitting

If a model created in a version of Crystal Ball earlier than 11.1.1.0.00 is loaded into Crystal Ball version 11.1.1.0.00 or later, previous default settings (All Continuous and Anderson-Darling) are converted into current default settings (AutoSelect and AutoSelect).

Crystal Ball Microsoft Excel Functions

To view Crystal Ball distributions and macros implemented as Microsoft Excel functions in this version of 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.*

Note: Displaying Crystal Ball functions in Microsoft Excel 2010 or later works somewhat differently. For more information, see "Working with the Crystal Ball Application Manager" on page 23.

Converting Models with CB.Get... Functions Defined as Forecasts

Users of Crystal Ball 7.0 or earlier versions occasionally used the CB.Get... functions in forecast cells to include current data, for example, in an optimization. If you try to use one of these models in Oracle Crystal Ball Decision Optimizer with Extreme Speed, the model generates compatibility errors.

To change these models so they are compatible with Extreme Speed, remove the CB.Get... functions from forecast cells. Instead, use the Auto Extract tab in the expanded Define Forecast dialog or Forecast Preferences dialog to automatically extract forecast data to another cell following a simulation. Then you can reference that cell in a forecast formula to retain compatibility while using current data.

If you do not want to make these changes but still want to run the model in Normal Speed, you will need to clear **Stop On Calculation Errors** in the Run Preferences dialog to continue running despite the calculation errors (#VALUE's) that will occur for many of the returned statistics in the first 5 to 10 trials of the simulation.

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 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" on page 23.

Problems with Crystal Ball Tools

"Working with the Crystal Ball Application Manager" on page 23 describes how you can disable the Crystal Ball Developer Kit to remove its functions from the AutoComplete list in Microsoft Excel 2010 or later. If you have disabled the Crystal Ball Developer Kit and are having problems with some of the Crystal Ball tools, use the Application Manager to enable the Developer Kit again.

Checking the README File

For information about other known issues and their solutions, check the Crystal Ball README (release notes) file, available for download from the Enterprise Performance Management Documentation Library, posted on Oracle Technology Network (OTN).

➤ To open or download this file:

1 **Go to:**

   http://www.oracle.com/technetwork/middleware/epm/documentation/
   index.html

2 **Select a documentation library.**

3 **On the READMES tab, locate *Oracle Crystal Ball Readme*, and then click the link.**

Viewing the Installation Log File and Other Log Files

When you install 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, select **Start**, then **Run** and enter the following text into the Open dialog:

%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 are using Windows Vista or later, or just want to navigate quickly, enter the following location in My Computer or Windows Explorer: %appdata%\Oracle\Crystal Ball\11.0. 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 are using Windows Vista or just want to navigate quickly, enter the following location in My Computer or 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" on page 23).

Learning More About Crystal Ball

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

`http://www.oracle.com/crystalball`

A Microsoft Excel Compatibility and Conversion Issues

File Types in Microsoft Excel 2007 or Later

Starting with version 2007, Microsoft Excel supports three main new XML-based file formats:

- XLSX—Office Open XML format without support for VBA or macros
- XLSM—Office Open XML format including support for VBA or macros
- XLSB—Office Open binary format (in an XML structure that contains binary data instead of XML data)

By default, any new workbooks created in Microsoft Excel 2007 or later are created in one of these file formats.

You can also open older Microsoft Excel 97-2003 workbooks with file extension XLS in Microsoft Excel 2007 or later. These older workbooks are opened in a special compatibility mode (identified by "[Compatibility Mode]" after the filename in the window title) so you can operate on them in much the same manner as with newer file formats. You cannot, however, use any of the new Microsoft Excel 2007 or later features such as the expanded grid size, new chart types, and so on.

You can use the Save As command in Microsoft Excel 2007 or later to convert your older XLS files to one of the new file formats or, optionally, to convert the new formats to XLS.

New Crystal Ball Data Format

Beginning with Crystal Ball 7.3.*x*, Crystal Ball stores its data in a new format within Microsoft Excel 2007 or later files. Older Crystal Ball data formats are converted to the new format the first time you perform a Save or Save As command in Microsoft Excel 2007 or later. Crystal Ball must be loaded when you save the file.

Before converting older XLS files to one of the new Microsoft Excel 2007 or later formats, Oracle recommends that you keep backup copies of your older workbooks for safekeeping.

Converting to Microsoft Excel 2007 or Later

➤ To convert your XLS workbooks to one of the new file formats, Oracle recommends that you first create a backup copy of the XLS workbook and then follow these steps:

1   Run Microsoft Excel 2007 or later with Crystal Ball loaded.

> **Note:** If Oracle Crystal Ball is not loaded, a warning message about script objects may be displayed. Click **OK** to continue.

2   Open an XLS workbook.

3   Select **Save As** from the Office button. The Save As command has a submenu where you can select a different file format, or you can use the Save As dialog to select the file format.

After you save the file to one of the new file formats, the Crystal Ball data is converted to the Microsoft Excel 2007 or later format.

Using the Microsoft Excel 2007 or Later Convert Command

You can also convert XLS workbooks to the new Microsoft Excel 2007 or later formats using the Convert command under the Office button in Microsoft Excel 2007 or later. Crystal Ball data is converted to the current format as soon as the workbook is saved.

The Convert command, however, has a side effect of removing the older XLS file in the process. Oracle recommends that you use the Save As command to maintain a backup copy of the XLS file.

Rare Data Loss Scenarios

In a few rare cases, Crystal Ball data can be lost during a series of conversion processes.

To avoid virtually all problems, have Crystal Ball 7.3.*x* or later open whenever files with Crystal Ball data are opened and saved.

If you do this, you will probably never experience these difficulties. However, you should be aware of the following cases so you can avoid them.

Forward, Then Backward Save

➤ **Avoid this situation** because data loss could occur if you :

1   Run Microsoft Excel 2007 or later *without* Crystal Ball 7.3.*x* or later loaded.

2   Save an XLS workbook to one of the Microsoft Excel 2007 or later file formats.

3   In a separate session, run Microsoft Excel 2007 or later *without* Crystal Ball 7.3.*x* or later loaded again.

4   Open the workbook that was created in step 2 and resave it back to the XLS format.