Enterprise Analytics
(Also known as Pyramid Analytics or BI Office)
Supported Operating Systems and Internet Browsers
Client Specific Settings

For full application functionality, some settings will need to be configured locally on each machine.

List Enterprise Analytics as a Trusted Site

For users using any version of IE, Enterprise Analytics must be added as a trusted site for full application functionality.

   a. If the Menu bar is not visible, right-click in the upper bank space. Check the Menu bar option
   b. Alternatively, click on the gear symbol located in the upper right-hand corner.
2. Select Internet Options
3. Click on the **Security** tab
4. Select **Trusted Sites**
5. Click the **Sites** button
   a. The Trusted Sites dialog box will appear
6. In the “Add this website to the zone” text field,
   a. Enter [https://enterpriseanalytics.nau.edu](https://enterpriseanalytics.nau.edu)
   b. Click the **Add** button
7. Click the **Close** button
8. Click the **OK** button to exit the Internet Options menu
9. Login to the [Enterprise Analytics](https://enterpriseanalytics.nau.edu) homepage
Microsoft Silverlight Storage Limit Increase

For each individual machine a user accesses Enterprise Analytics on, Microsoft Silverlight requires local storage allocation to fully function. The default storage allocation setting must be updated incrementally each time the storage allocation limit is reached. The default storage allocation limit is 1.0 MG.

As a user navigates through the Enterprise Analytics Dashboards, the prompt below may appear. This is not an error. If a user is accessing Enterprise Analytics via multiple computers, the individual may receive this prompt on each computer they chose to work from.

Click the OK button to increase the default storage allocation limit local Silverlight setting.
**Supported Operating Systems and Internet Browsers**

Enterprise Analytics supported operating systems include Windows 7, Windows 8 and Macintosh OSX.

Windows operating systems can be used with the most recent internet browser versions of:
- Internet Explorer
- Firefox
- Firefox ESR
- Chrome

Macintosh OS X may be used with the most recent internet browser versions of:
- Safari
- Firefox
- Firefox ESR

Please use one of the supported operating system and internet browser combinations listed for optimal performance and to maximize user experience.

*Business Object Users Note:* Please be aware that Enterprise Analytics supports the most recent browser versions, but Business Objects does not. There are restrictions on which browser and browser version can be used. Please refer to the Business Objects Supported Browsers document.
**Windows 7 and Windows 8**

Windows 7 and Windows 8 operating systems are supported in conjunction with the most recent versions of Internet Explorer, Firefox, Firefox ESR and Chrome internet browsers.

While users may access Enterprise Analytics through Firefox, Firefox ESR and Chrome browsers, random functionality issues may occur. For this reason Internet Explorer is the preferred internet browser. Additionally, all browsers may require your pop-up blocker to be turned off to allow full functionality of the application.

**Internet Explorer**
- IE Version 10 or 11 are recommended for the best functionality and security
- The pop-up blocker must be disabled to allow full functionality and ensure other application functions are able to work properly.

**Chrome**
- The pop-up blocker must be disabled to allow full functionality and ensure other application functions are able to work properly.
Firefox and Firefox ESR

- Windows Firefox and Firefox ESR releases 26+ are supported
- The pop-up blocker must be disabled to allow full functionality and ensure other application functions are able to work properly.
- Allow Silverlight activation for full application functionality
  1. Navigate to the Enterprise Analytics homepage and login
     - A blank page with a prompt to activate Silverlight will appear
  2. Click Activate Silverlight
  3. The prompt ‘Allow enterpriseanalytics.nau.edu to run “Silverlight”?’ will appear
  4. Click Allow and Remember
  5. Refresh the Enterprise Analytics webpage
Macintosh OS X

Macintosh OS X may be used in conjunction with the most recent versions of Safari, Firefox and Firefox ESR internet browsers to access Enterprise Analytics.

While users may access Enterprise Analytics through Firefox, Firefox ESR and Safari browsers, random functionality issues may occur. For this reason, the most recent version of Safari or Firefox ESR is the preferred internet browser.

Additionally, all browsers may require your pop-up blocker to be turned off to allow full functionality of the application. Macintosh users may have to make additional changes including installing and allowing Silverlight.

*Note:* Microsoft Silverlight must be installed on the Macintosh OS X prior to logging in to Enterprise Analytics regardless of browser. For download instructions, please see the [Microsoft Silverlight](https://www.microsoft.com) webpage.
Firefox and Firefox ESR
- Macintosh OS X Firefox and Firefox ESR releases 26+ are supported
- The pop-up blocker must be disabled to allow full functionality and ensure other application functions are able to work properly.
- Microsoft Silverlight must be installed prior to launching Enterprise Analytics.
- Allow Silverlight activation for full application functionality
  1. Navigate to Enterprise Analytics homepage and login.
     - A blank page with a prompt to activate Silverlight will appear.
  2. Click Activate Silverlight
  3. The prompt ‘Allow enterpriseanalytics.nau.edu to run “Silverlight”? will appear.
  4. Click Allow and Remember
  5. Refresh the Enterprise Analytics webpage
**Safari 5 – Safari 7**

- Safari versions 5 or later are supported
- Microsoft Silverlight must be installed prior to launching Enterprise Analytics.
- The pop-up blocker must be disabled to allow full Silverlight functionality and ensure other application functions are able to work properly.
- Allow Silverlight activation for full application functionality
  1. Navigate to Enterprise Analytics homepage and login.
     - A blank page with a prompt to activate Silverlight will appear.
  2. Click *Activate Silverlight*
  3. The prompt ‘Allow enterpriseanalytics.nau.edu to run “Silverlight”?’ will appear.
  4. Click Allow and Remember
  5. Refresh the Enterprise Analytics webpage
**Data Security**

Be aware that you can unknowingly jeopardize Northern Arizona University and risk losing your job by misusing student information, either intentionally or unintentionally. Maintaining confidentiality of specific records is extremely important from both ethical and legal standpoints. Student information is sensitive data and should be treated as such.

For more information regarding NAU Information Technology Services Policies, please visit the ITS policy page.
- [https://www.nau.edu/its/policies/](https://www.nau.edu/its/policies/)

**Enterprise Analytics Technical Support**

For technical support with Enterprise Analytics or general questions about NAU’s Data Warehouse:
- E-Mail Enterprise Analytics at Analytics@nau.edu

For immediate assistance, please contact:
- the Solution Center at 523-1511

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