

***Network
Crystal Ball User
Manual***



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Overview

A Crystal Ball network license sets a maximum number of users that can run Crystal Ball concurrently. For users with a large number of Crystal Ball licenses at one site, installation of Crystal Ball on many computers can be a daunting task. Network Crystal Ball allows easy installation of the network software while incorporating software that monitors usage of the product.

Network Crystal Ball works as follows. First, the user (usually a network administrator) installs Crystal Ball on a network server. The registration number identifies the number of licenses as well as the fact that this is a networked version of Crystal Ball. The server installation installs Crystal Ball files and the Crystal Ball License Server (which monitors usage of Crystal Ball) on the server.

Once the user installs Crystal Ball and the License Server, the user then installs the Crystal Ball Workstation component (including a few shortcuts and critical system files) on each of the individual users' computers. This Workstation installation identifies the location of Crystal Ball on the server. The user simply starts the Workstation from the start menu icon to run Crystal Ball – it will appear to the user that they are running Crystal Ball locally, but in fact they are running the software from the network server. If the License Server determines that there are enough available licenses, the users can run Crystal Ball.

This document covers the following:

- System Requirements
- Network Crystal Ball Installation Procedure
- Contacting Decisioneering
- Running Network Crystal Ball
- Troubleshooting

System Requirements

There are different system requirements for different components of Network Crystal Ball. The different components are:

- Network
- License Server
- Workstations

Network

To run Network Crystal Ball, the individual workstations must be connected to a network file system for installation and operation. The server and workstations must be running TCP/IP protocol to run Crystal Ball simulations. In addition, all users must have an account on the server computer to access the Crystal Ball files. For best performance, the most up-to-date network hardware should be used.

License Server

To run the Network Crystal Ball license server you will need the following:

- Personal computer with Pentium microprocessor and at least 64 MB RAM
- VGA or 256-color graphics adapter and monitor
- Hard disk drive with at least 25 MB free
- Windows NT 4.0 Server, Windows 2000 Server or later
- CD-ROM drive – 4X or faster
- Microsoft Excel 95 or later

Recommended system requirements are:

- Pentium II, 200 MHz or faster
- 128 MB RAM or more

Workstations

To run a Crystal Ball Workstation you will need the following on each computer:

- Personal computer with Pentium microprocessor and at least 32 MB RAM
- VGA or 256-color graphics adapter and monitor
- Hard disk drive with at least 10 MB free
- Windows 95 or later
- CD-ROM drive – 4X or faster
- Microsoft Excel 95 or later

Recommended system requirements are:

- Pentium II, 200 MHz or faster
- 64 MB RAM or more

Network Crystal Ball Installation Procedure

Installing the Network Crystal Ball Server Components

1. Insert the CD into your CD-ROM drive.

The CD Browser starts automatically. If it does not start automatically, you can start the CD Browser manually by running the Setup.exe file on your CD.

2. In the Main Menu, select Install Products.

The Install Decisioneering Products menu appears.

3. Click on either Crystal Ball 2000 Professional or Crystal Ball 2000 Standard.

The Welcome dialog appears.

4. Click on Next.

For all Crystal Ball 2000 installations, the installer checks for previous versions of Crystal Ball.

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

Since the default location of Network Crystal Ball is different from that of stand-alone versions of the product, it is important to uninstall previous versions. If you are prompted to uninstall shared files, you can say No To All.

6. Enter your:

- Name
- Company Name
- Registration Number

Unlike stand-alone Crystal Ball, you must enter a registration number for the networked version of the software to operate correctly.

7. Click on Next.

You should be prompted with a message indicating that you are installing a networked version of Crystal Ball. This message reminds you that you are installing network software, and that you will need network administrator privileges.

8. Either:

- If you do not have network administrator privileges, click on No, log in as an administrator, and restart the installation.
- If you have network administrator privileges, click on Yes.

The Configure Start Option dialog appears.

9. In the Configure Start Option dialog, select either:

- Yes to have the product load automatically when you start Excel on the Server.
- No to manually load the product in Excel.

This option is only important if you are using the server as a workstation. In most cases only the Workstation computers will run Crystal Ball.

10. Click on Next.

The Locate Microsoft Excel dialog appears.

11. Either:

- If the Excel location is correct, click on Next
- If the location of Excel is incorrect, browse to the correct location and then click on Next

The Choose Destination dialog appears.

12. Either:

- If the default location is fine, click on Next
- To change the installation, browse to the correct location and then click on Next

Generally, you should not change the default location. The default location cannot include spaces and must be a path that is shared on the network.

The Select Components dialog appears.

13. Select the components to install.

Brief descriptions of each component appear when you highlight the component.

14. Click on Next.

The Enter Workstation Setup Package Network Path dialog appears.

15. Review the network path.

This path is the location of the Workstation setup installer. It must be a public folder and must contain no spaces. In addition, it must be in the form
\\COMPUTER1\CB\WSETUP.

16. Click on Next.

If a warning dialog appears, make sure that your Workstation setup path contains no spaces and that the folder is shared properly.

If the path is an acceptable network path, a prompt for a floppy disk appears.

17. Click on either:

- Yes to create a floppy with a shortcut to the Workstation setup on the server

- No to manually start the workstation setup from the location on the server

18. Either:

- Insert an empty floppy disk in drive A: to create the shortcuts
- Write down the location of the workstation setup

19. Click on OK.

The Setup Complete dialog appears.

20. Click on Finish to return to the Install Decisioneering Products menu.

21. Either:

- Exit the CD Browser by clicking on Exit or the Escape key
- Install another product by returning to step 3
- Return to the Main Menu by clicking on Main Menu

22. Register your new product.

Installing the Network Crystal Ball Workstation Components

To install the Workstation component on individual computers:

1. Uninstall any old versions of Crystal Ball.

You can uninstall any version by selecting Start > Settings > Control Panel > Add/Remove Programs and selecting Crystal Ball.

2. If you created a floppy disk during the server installation, place the floppy into the workstation floppy drive.

3. Select Start > Run.

4. Either:

- If you have a setup floppy, type A:\Wsetup.
- Type the network path to the workstation setup. For example, the network path might look like the following:

\\COMPUTER1\CB\WSETUP\SETUP.EXE

5. Click on Finish.

Running Network Crystal Ball

To run Network Crystal Ball, you only need to know how to:

- Maintain the “License Server”
- Run Crystal Ball from a “Workstation”

License Server

Once the installation procedure is completed, no further effort is necessary. The License Server will run as a service on the Windows NT Server or Windows 2000 Server computer. A set of utilities has been included to monitor the server usage. To access these utilities simply select License Administrator from the Windows Start > Programs > Crystal Ball (Network) menu.

Workstation

To run Crystal Ball from the workstation, simply select the Crystal Ball shortcut icon from the Windows Start > Programs > Crystal Ball menu. Crystal Ball and Excel will open simultaneously, and the user can begin running Crystal Ball.

Contacting Decisioneering

You might need to contact someone at Decisioneering if you need technical support or if you need to purchase additional network licenses. You can contact Decisioneering in a number of ways:

Phone

Sales inside the United States: 800.289.2550

Technical support inside the United States: 800.373.5885

Sales or technical support outside the United States:
303.534.1515

FAX

303.534.4818

Web site

www.decisioneering.com

E-mail

To purchase more network licenses: sales@decisioneering.com
Technical support: helpdesk@ecisioneering.com

Troubleshooting

You can troubleshoot either “Workstation” problems or server problems.

Workstation

- ““There are no more Crystal Ball licenses currently available...””
- ““An error occurred when Crystal Ball tried to obtain a license...””
- “Invalid shortcuts...”

“There are no more Crystal Ball licenses currently available...”

Error message

There are no more Crystal Ball licenses currently available.
Please contact your network administrator.

Reason

This error message results when all the current licenses are in use.

Solution

You may purchase more licenses by contacting Decisioneering, Inc. Upon purchase you will be issued a new Network Crystal Ball registration number. Reinstall Crystal Ball on the file server using the new registration number.

“An error occurred when Crystal Ball tried to obtain a license...”

Error message

An error occurred when Crystal Ball tried to obtain a license from the License Server. Contact your network administrator.

Reason

This message results when the server computer is shut off or the DI License Server service has been shut down.

Solution

Verify that the service is started (Start > Settings > Control Panel > Services) and that the computer is running properly.

Invalid shortcuts...**Error message**

The user might see a message such as “The name '\\COMPUTER1\CB\CB.XLA' specified in the target field is not valid.”

Reason

This error message results when the user does not have an account on the file server or the maximum number of users allowed has been reached.

Solution

Check that the user has an account on the file server and that the Crystal Ball folder is shared with the maximum number of users (right click on the Crystal Ball folder in Windows Explorer and select Properties > Sharing).

