

**What is InfoView? What is ZABO?**

InfoView is the web gateway to the Business Objects repository (aka corporate documents) and launching point for installing the latest version of the Business Objects client software. Zero-Admin Business Objects (ZABO) is the name for the Business Objects client software you download and launch from the InfoView web page. ZABO is version 5.1.4 of the Business Objects client software, which runs over https (rather than Oracle middleware).

**What desktop user rights do I need to use this version?**

You can access the InfoView welcome page, and view corporate documents in Adobe Acrobat (.pdf) format with simple User rights. To install the InfoView reader software, or Business Objects (ZABO) itself, you'll need to be a Power User at the time of the installation. Once the software is installed, you may use it as a simple User.

Note: If you see a message like "Applet/ActiveX could not be downloaded. Contact your Administrator" or "Business Objects is opening ""...." (with a blank white screen), you probably only have User rights, and can't install the reader or client software until you are a Power User.

**How do I remove the software from my desktop?**

You can de-install the Business Objects client by choosing the Remove option from the Business Objects SetUp program (in the Business Objects program group), or by using Windows' Add/Remove programs feature. The InfoView Reader and Business Objects installer also put files (RptViewerAX Class and ZABOClientControl Class, respectively) in C:\Windows\Downloaded Program Files. You can simply delete these files - no other de-installation is needed. (Note: you may also see a file called Update Class - this is a Microsoft component, and should probably not be removed.)

**Are my password and the data I view secure?**

InfoView and your Business Objects 5.1.4 session run over an SSL-encrypted web session, so that both your id/password and the data you retrieve are protected.

**Do I have to convert from version 5.0 to 5.1? If so, how soon do I have to do it?**

We'll be upgrading to 5.1.4 gradually, but you'll want to do it as soon as possible to take advantage of using it via InfoView, and new features such as saving a report in .pdf (Adobe Acrobat format). Note that you *can not* have 5.1.4 and 5.0 coexisting on the same machine.

**Does Business Objects version 5.1 work on a Macintosh?**

The new version of Business Objects works on Windows platforms, with Internet Explorer 5.x or 6.0 browsers (Netscape 4.7 is also supported). Macintosh users with Virtual PC may experiment with using the software as well, although performance in that environment is not officially supported.

**Do I have to pay for the upgrade?**

For each Business Objects license that your department has paid for, you are entitled to one upgrade to version 5.1 at no additional charge. However, due to increased size and cost of the Business Objects manuals, you may need to pay an additional fee for the hard-copy manual. (The manuals are included in Adobe Acrobat electronic format as part of the software. In fact, users may download the latest version of the manuals -- even more up-to-date than the printed and bound version.

**I already sent my staff to Business Objects training. Do they have to be re-trained?**

The basic features of the Business Objects client software are carried through from version 5.0 to version 5.1, with the addition of access via the web using InfoView, and saving documents as .pdf. Re-training should not be necessary.

**What about all my old queries? Do I have to re-create them all in 5.0?**

All version 5.0 queries, including report variables or formulae and user objects, should convert seamlessly to version 5.1. No additional steps are required - once you open a report with the version 5.1 software, it will be converted automatically. When you save it, it becomes a version 5.1 report. 5.0 users can use 5.1 reports as well.

**Do I have to use Business Objects to access the data in the Data Warehouse?**

No, you can access the data if you know how to install, configure and use another query tool. However, Data Administration can currently only support users who are either using Business Objects or SQL or PL\*SQL (SQL is the query language that Business Objects uses). If you go another route, we might not be able to help you if you run into problems.

**Why don't we have Broadcast Agent? Why don't we use "drill down"?**

Broadcast Agent (formerly called Document Agent Server) is a report scheduling tool available from Business Objects, but here at Penn we have not implemented it: it will require serious maintenance on ISC's part, and the interest from the user community (so far) just hasn't materialized. Drill down is a feature available in Business Objects that Penn has not yet purchased. If you are interested in the ability to schedule regular runs of canned queries (Broadcast Agent) or the ability to drill down through layers of data from general summary data to specifics, please get in touch with [Data Administration](#) to discuss what you would like to do. Our ability to purchase the software's "add-ons" will depend on the need/demands of Penn's users.