



TM1 Technical Bulletin

Reconfiguring Applix Web After Uninstalling a TM1 9.1 SP2 Hotfix

Date: May 22, 2007

Relevant TM1 Versions: TM1 9.1 SP2

Overview

If you are running TM1 9.1 SP2 and uninstall a hotfix for this version, the web folder permissions for Applix Web can change and cause Applix Web to not run correctly. To correct this issue, you must reconfigure the web folder permissions for Applix Web.

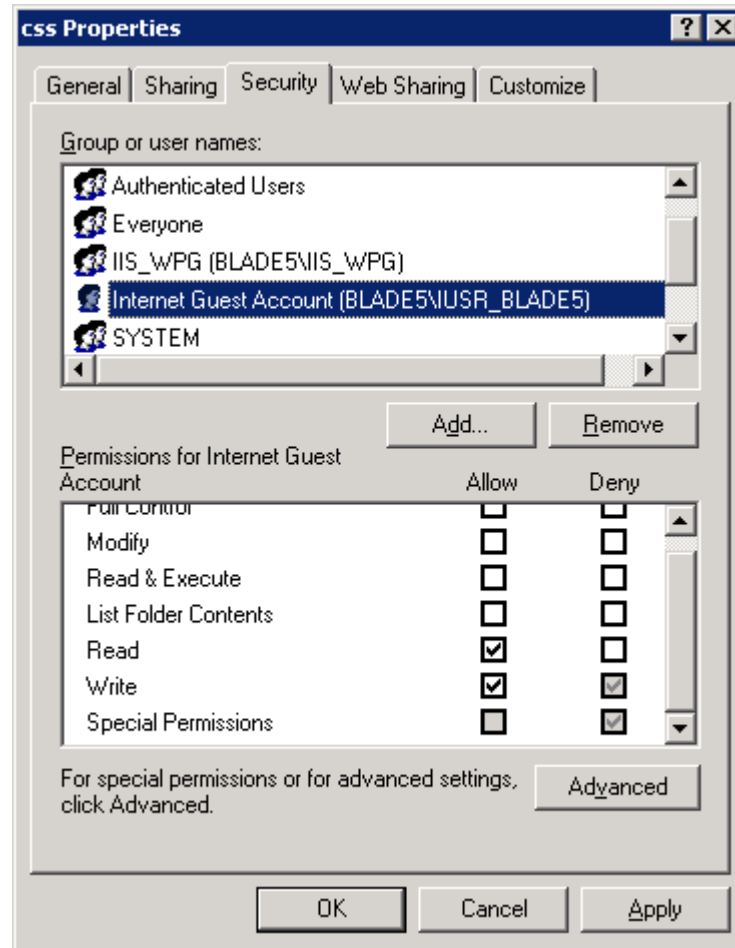
Reconfiguring Applix Web after Uninstalling a Hotfix

If you experience problems running Applix Web after removing a hotfix only, reconfigure the permissions for each of the following Applix Web folders:

- css
- ExcelSheet
- scripts
- TempCharts
- UserTempDir

Perform the following steps to reconfigure Applix Web folder permissions:

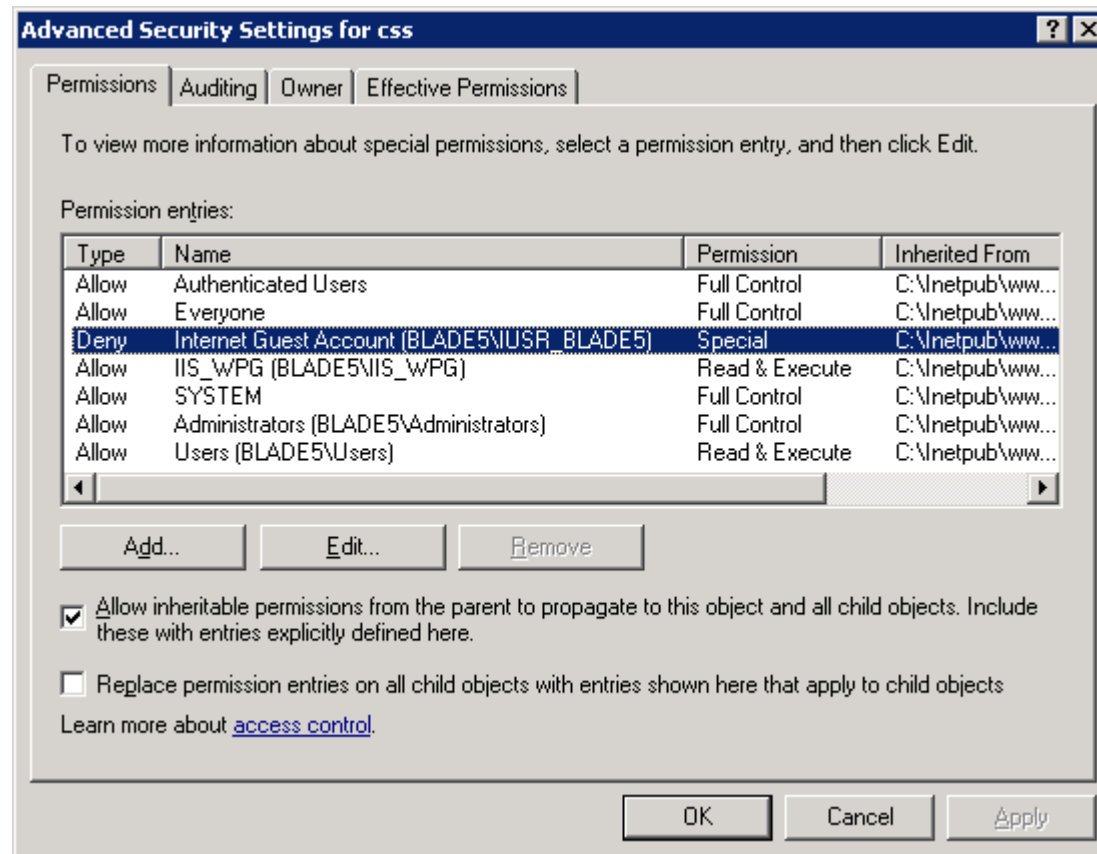
1. In Windows Explorer, navigate to the Applix Web directory.
The default path is: C:\inetpub\wwwroot\TM1Web
2. Right click on the css folder and click **Properties**.
The Properties dialog appears.
3. Click the **Security** tab.



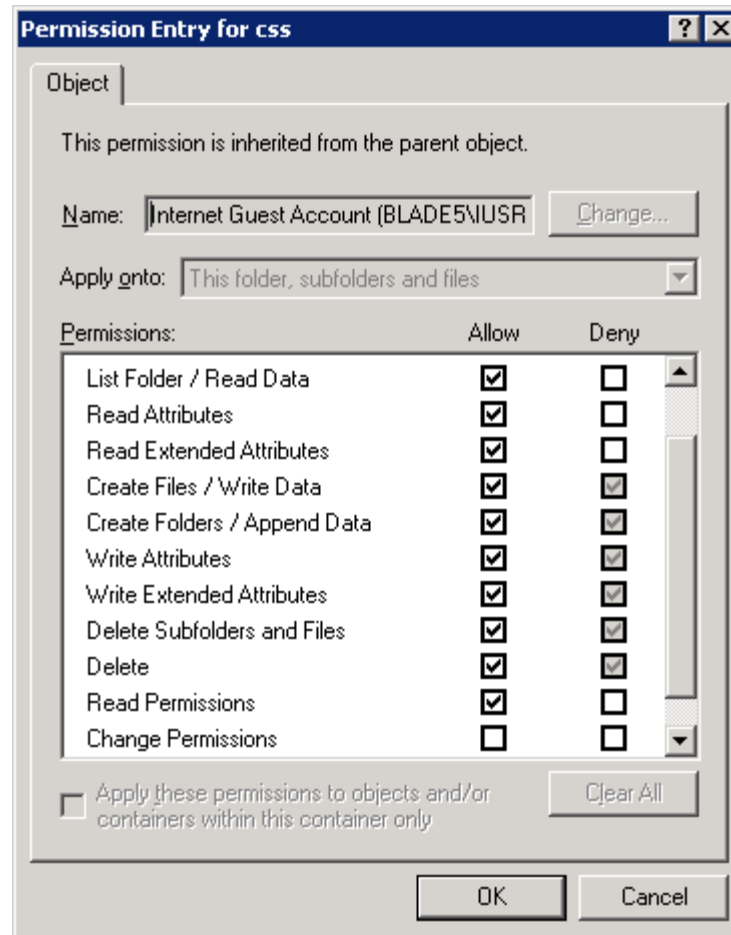
4. Make sure the following two users exist; NETWORK SERVICE and Internet Guest Account (*system name\username*).

NOTE: To find the user for the Internet Guest Account, check the settings in Internet Information Services (IIS) for the anonymous access account.

5. Select each of these two users separately and make sure Read and Write are checked in the Allow column of the Permissions list.
6. Click the **Advanced** button to open the Advanced Security Settings dialog.




7. Double click on the Internet Guest Account entry to open the Permission Entry dialog.



Make sure the following settings are checked in the Allow column of the Permissions list:

- List Folder/ Read Data
- Read Attributes

-
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- Read Extended Attributes
 - Create Files/ Write Data
 - Create Folders/ Append Data
 - Write Attributes
 - Write Extended Attributes
 - Delete Subfolders and Files
 - Delete
 - Read Permissions
8. Click **OK** and repeat the previous step for the **NETWORK SERVICE** account by double clicking on that entry in the Advanced Security Settings dialog.
 9. Repeat all of the above steps for the other Applix Web folders mentioned in this technical bulletin (ExcelSheet, scripts, TempCharts, UserTempDir).
 10. Recycle IIS by stopping and restarting the service.