

Resolving Problems by Configuring Internet Explorer to Work with Cognos 8

1. Ensure Popup blockers are not enabled
2. Ensure Automatic prompting for file downloads is enabled
 - a. On IE browser go to Tools > [Internet](#) Options > Security
 - b. Select Local intranet
 - c. Click on Custom Level
 - d. Scroll to Downloads section and ensure Automatic prompting for file downloads is enabled
 - e. Repeat for Internet and Trusted sites
3. Add Cognos web [server](#) to trusted sites
 - a. IE > Tools > Internet Options > Security (tab) > Trusted Sites > Sites
 - b. Add Cognos [Web server](#)
 - c. May need to clear the Require server verification checkbox
4. Do not save encrypted pages to disk should NOT be checked
 - a. IE > Tools > Internet Options > Advanced (tab) > Security (section)
5. Ensure that xls files are associated with Excel
 - a. Windows explorer > Tools > Folder Options > File types
6. Ensure Rely on CSS for font formatting is checked in Excel
 - a. Excel > Tools > Options > General > Web Options (button) > Browser (tab)
7. Clear temporary internet files
 - a. IE > Tools > Internet Options > General (tab) > Delete files.
8. Check to see if any add-ons are causing problem
 - a. IE > Tools > Manage Add-ons.
 - b. Disable all the add-ons (hopefully there aren't many)
 - c. Check to see if this fixes problem
 - d. If problem is fixed then start re-enabling add-ons one at a time to see which caused problem
 - e. If problem not fixed re-enable all that were disabled

Problem Scenarios and Solutions

PROBLEM: Output in Excel 2003 with Cognos 8.1 the window just disappears

SOLUTION: Alter/set the following conditions in Internet Explorer

1. Open Internet Explorer
2. Click 'Tools' -> 'Internet Options..'
3. Click the 'Security' tab
4. Click on 'Internet'
5. Click 'Custom Level...'
6. Ensure the 'Automatic prompting for file downloads' and 'File download' are enabled.
7. Click 'OK'
8. Repeat for 'Intranet' and 'Trusted Sites'

PROBLEM: Pop Up Blockers from extra toolbars. In trying to get to Report Studio, the user could click on Report Studio and select a package. But a blank screen appeared.

SOLUTION: She had adjusted her Tools > Internet Options to set Cognos as a trusted site as well as allowing pop ups from this site as directed. However, in addition to Tools > Internet Options settings for Pop Up Blockers, the user also had an additional Yahoo Tool Bar which had Pop Up Blocker settings that were over riding the IE settings. Changed the settings on any additional toolbars such as Yahoo to allow Pop Ups from Purdue sites to correct the problem.

PROBLEM: Report/Query Results Not Extracting to CSV and Excel

SOLUTION: In order to extract the data and export to another application, using MS Internet Explorer, you must first place the Cognos server address in the Trusted Sites. If you need to work from both the Cognos QA and the Cognos Production environments, then both URL's will need to be included as Trusted Sites.

Open the MS Internet Explorer browser and go to Tools > Internet Options > Security and click on the Trusted Sites icon. Click the Sites button and then add the URL and click Add and then OK. This should resolve the problem of other applications not opening when you click on the Cognos "View in CSV Format", "View in Excel Format", etc.