Internet Explorer 8.0 and Cognos 8.3

Internet Explorer 8.0 (IE8) and Cognos 8.3 are not compatible at this time. The recommended browser for Cognos is Internet Explorer 7.0 (IE7).

Cognos users are getting the following error messages when attempting to login to Cognos 8.3 if they have IE8 installed:

If you encounter this error, you will need to uninstall IE8.

Steps for Windows Vista or for Windows Server 2008

To uninstall Internet Explorer 8, follow these steps:

1. Close all programs.
2. Click **Start**, and then click **Control Panel**. (Some computers are configured so that you will have to go to **Settings** then to **Control Panel**.)
3. Click **Uninstall a Program** under the **Programs** category.
4. In the Tasks pane, click **View installed updates**.
5. In the list of installed updates, double-click **Windows Internet Explorer 8**.
   
   **Note:** If Windows Internet Explorer 8 does not appear in the list of installed updates, try the alternative steps for Windows Vista or for Windows Server 2008.

6. In the **Uninstall an update** dialog box, click **Yes**.
   
   **Note:** If you are prompted for an administrator password or for confirmation, type the password, or click **Continue**.

7. Follow the instructions to uninstall Internet Explorer 8.

8. When the uninstall program is finished, restart your computer.

### Steps for Windows XP or for Windows Server 2003

To uninstall Internet Explorer 8, follow these steps:

1. Close all programs.
2. Click **Start**, and then click **Control Panel**. (Some computers are configured so that you will have to go to **Settings** then to **Control Panel**.)
3. Click **Add or Remove Programs**.
4. In the list of currently installed programs, click **Windows Internet Explorer 8**, and then click **Remove**.
   
   **Note:** If Windows Internet Explorer 8 does not appear in the list of installed updates, try the alternative steps for Windows XP or for Windows Server 2003.

5. Follow the instructions to uninstall Internet Explorer 8.
6. When the uninstall program is finished, restart your computer.

Please send any questions you may have to **OnePurdueCognosStudent@exchange.purdue.edu**.