

Internet Explorer 7 Troubleshooting for OCFS Data Warehouse Users

The following changes may need to be made if you were recently upgraded to Internet Explorer 7. You do not have to be logged into Cognos 8 when making these modifications. If you are unable to make them yourself, please contact your LAN Administrator for assistance. After the changes are made, you may have to close and then re-open Internet Explorer in order for them to take effect.

Problem: The pop-up login box appears when I try to login to Cognos 8.

Solution: Add Cognos 8 as a trusted site and set automatic logon.

1. From Internet Explorer, go to **Tools > Internet Options > Security** tab.
2. Click once on the **Trusted sites** icon, if it's not already selected.
3. Click on the **Sites** button.
4. Make sure there is no check mark in the **Require server verification** box.
5. In the "Add this website to the zone" area, type **cognos.dfa.state.nyenet** or **10.64.152.9**.
6. Click on the **Add** button and the site should appear in the "Websites" area.
7. Click on the **Close** button to return to the Security tab.
8. With the Trusted Sites icon still highlighted, click on the **Custom level** button.
9. Scroll to the **User Authentication** section at the very bottom.
10. Make sure the Logon option is set to **Automatic logon with current user name and password**.
11. Click on the **OK** button to return to the Security tab.
12. Click on the **OK** button to close the Internet Options window.
13. If you get a pop-up login box again, login using your HSEN ID (e.g., **HSEN**ab1234) and HSEN password, and place a check in the **Remember my password** box.

Problem: When I click on a report name to run it, nothing happens.

Solution: Lower the privacy setting and disable pop-up blockers.

1. From Internet Explorer, go to **Tools > Internet Options > Privacy** tab.
 2. Make sure the Settings area is set to **Medium** or lower.
 3. Make sure the **Pop-up Blocker** section does not have a check mark.
 4. Click on the **OK** button to close the Internet Options window.
- Note: If this doesn't work, try holding down the Ctrl key on your keyboard, while you click on the report name.

Problem: When I try to save a report in Excel or PDF format, the output window doesn't open.

Solution: Enable downloads, lower the privacy setting, and disable pop-up blockers.

1. From Internet Explorer, go to **Tools > Internet Options > Security** tab.
2. Click once on the **Trusted sites** icon, if it's not already selected.
3. Click on the **Sites** button, and make sure the web address for Cognos is listed. If it is not, follow the instructions in the first section of this document to add Cognos 8 as a trusted site.
4. Click on the **Close** button to return to the Security tab.
5. With the **Trusted sites** icon still selected, click on the **Custom level** button.
6. Scroll to the section on **Downloads**, which is less than halfway down the list.
7. Make sure everything in the Downloads section is set to **Enable**.
8. Click on the **OK** button to return to the Security tab.
9. Click on the **Privacy** tab.
10. Make sure the Settings area is set to **Medium** or lower.
11. Make sure the **Pop-up Blocker** section does not have a check mark.
12. Click on the **OK** button to close the Internet Options window.

Note: If this doesn't work, try holding down the Ctrl key on your keyboard, while you click on the View in PDF or View in Excel button.