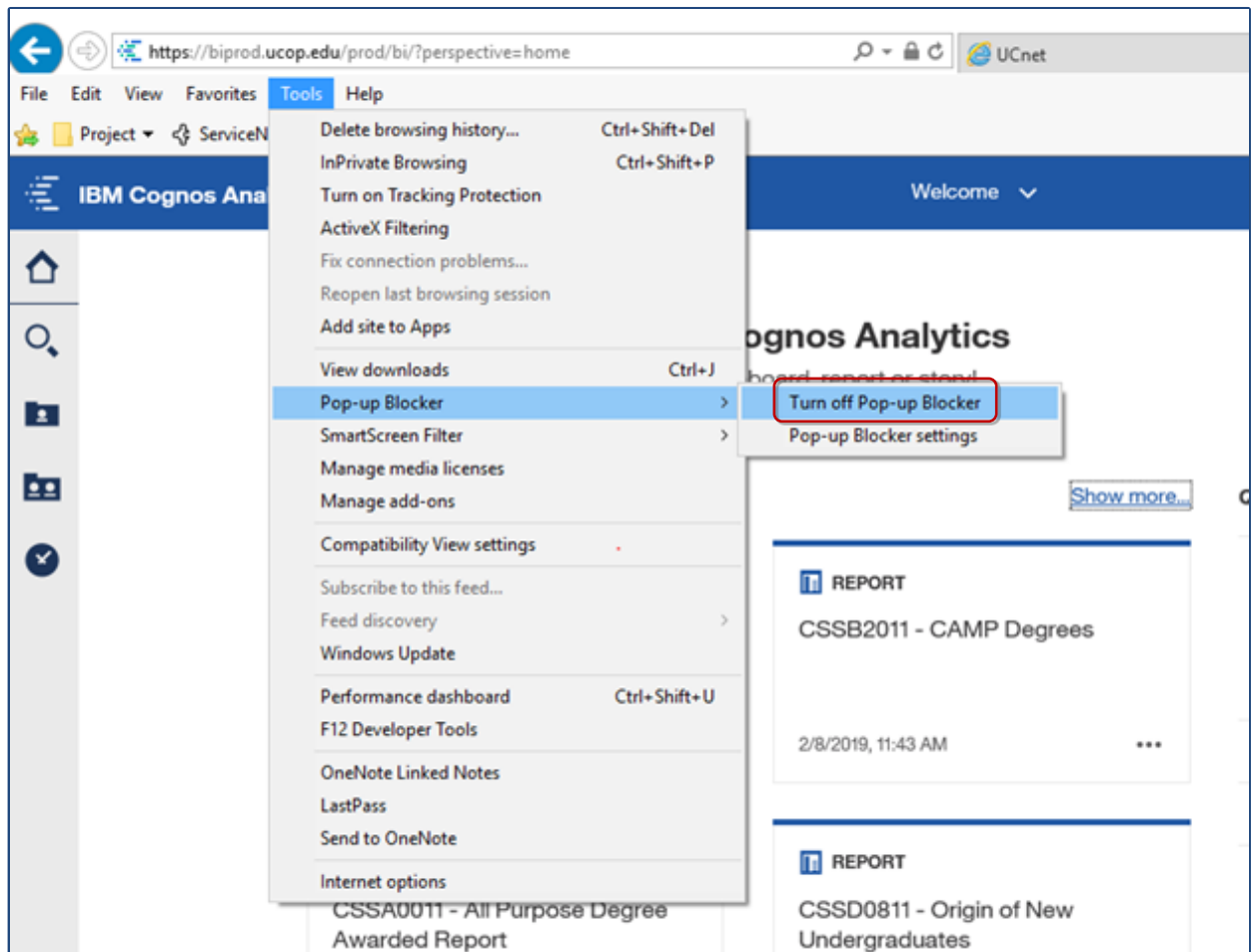
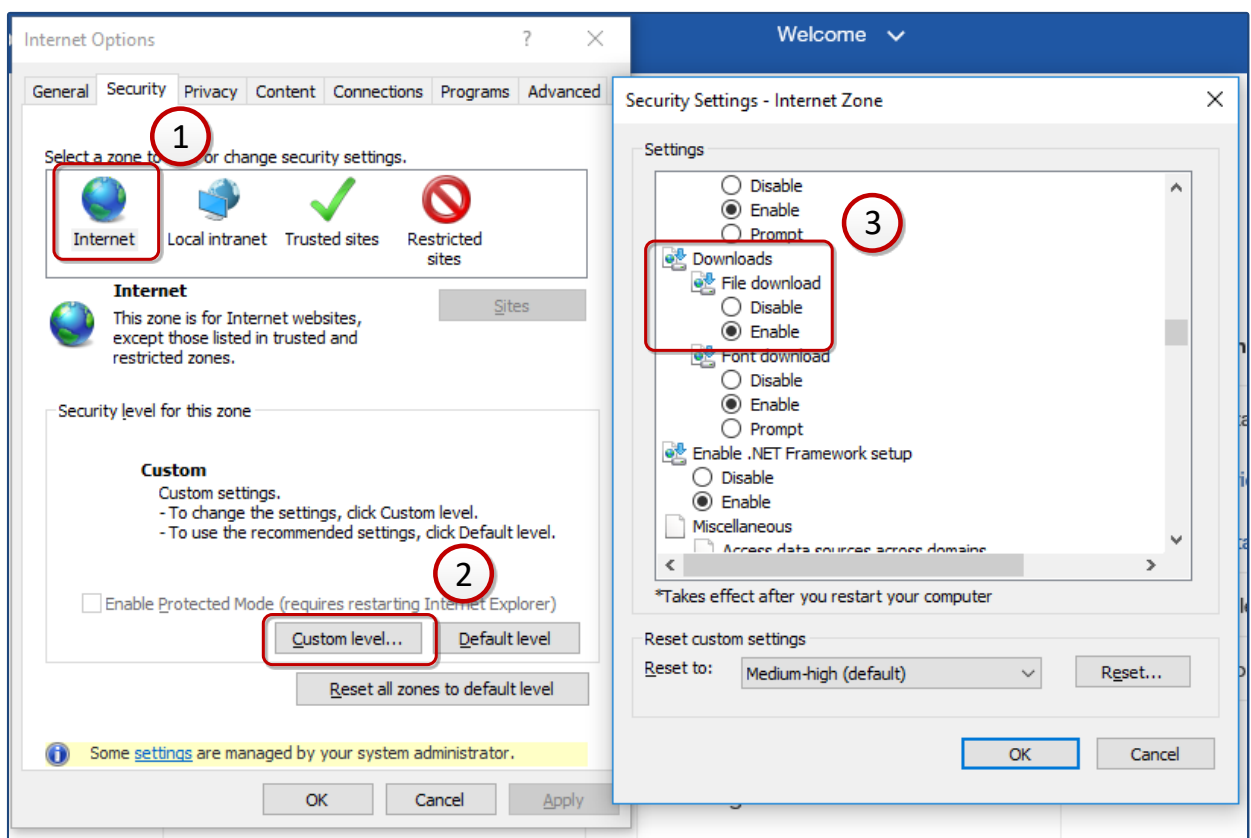


In some cases, your browser or local security policies may prevent excel files from downloading in Cognos. Here are some suggestions for troubleshooting this issue:

1. Ensure Popup blockers are not enabled
  - a. On IE browser go to Tools > Pop-up Blocker > Turn off Pop-up Blocker



2. Ensure Automatic prompting for file downloads is enabled
  - a. On IE browser go to Tools > Internet Options > Security
  - b. Select Internet
  - c. Click on Custom Level
  - d. Scroll to Downloads section and ensure Automatic prompting for file downloads is enabled
  - e. Repeat for Local intranet and Trusted sites



3. Add Cognos web server to trusted sites
  - a. On IE browser go to Tools > Internet Options > Security > Trusted Sites > Sites
  - b. Add Cognos Web server: biprod.ucop.edu
  - c. May need to clear the Require server verification checkbox

