



## SOUTH CAROLINA COMMISSION ON HIGHER EDUCATION

### How to Set Up Internet Explorer to Access Cognos Reports

If you encounter a problem with Cognos where Excel output seems to process and then disappear, you may need to adjust the following settings in Internet Explorer:

Allow 'info.che.sc.gov' in your Pop-up Blocker:

1. In IE, click on Tools, then Internet options, then Privacy Tab, then Site Settings
2. Enter 'info.che.sc.gov' in the box entitled 'Address of Website to Allow' and then click on 'Add' and then click on 'Apply', then the 'OK' button

Now Add 'info.che.sc.gov' to the trusted sites:

1. Click on Tools, then Internet Options. then click on the Security tab
2. Click on 'Trusted Sites'
3. Click on 'Sites'
4. Uncheck the 'Require server verification...' box
5. In 'Add this site to the zone', enter 'info.che.sc.gov'
6. Click on 'Add' and then click on 'Close', then 'OK' button

Enable the download options:

1. Click on the Security Tab, then click on the 'Custom level...' button
2. Find the setting for Downloads 'Automatic prompting for file downloads'
3. Make sure that 'File download' is also 'Enabled'
4. Click on 'OK' (stay in the Security tab)
5. **Click on 'Local Intranet' and repeat steps 1 through 4**
6. Click on 'OK' to close the Internet Options box

**For Report Studio users:** Make sure that the 'Enable XSS Filter' option in the Intranet Zone of Internet Options is set to "Disable". Note that this is only applicable if you are using Report Studio to develop reports.