Before any troubleshooting, please ensure:

- 1, You are using Internet Explorer and your SecureID has been setup by IT Support Centre
- 2, Pop-up blocker is deactivated for Cognos site
- 3, Clear the cache on your web browser
- 4, You are using the right link for Cognos reports

https://ereports2.ucalgary.ca/cognoscas/login.aspx

https://ereports2.ucalgary.ca/cognosUNcas/login.aspx

If you cannot review reports in Cognos or you cannot view the report in specific formats, please follow the instructions to setup your Internet Explorer

1. Select Internet Options from Tools menu in Internet Explorer.



ables you to change settings.

2. Click tab Security, choose Local Intranet item and click on Sites button



3. Press Advanced button in popped up screen form

Local intranet	×
Use the settings below to define which websites are included in the local intranet zone.	
Automatically detect intranet network	
☑ Include all local (intranet) sites not listed in other zones	
🔽 Include all sites that bypass the proxy server	
Include all <u>p</u> etwork paths (UNCs)	
What are intranet settings? Advanced OK Cancel	

4. Type <u>https://ereports.ucalgary.ca</u>, <u>https://ereports2.ucalgary.ca</u>, <u>https://eplanning.ucalgary.ca</u> in the empty line and press **Add** button

dd this we https://er	ebsite to the z eports.ucalga	ione: arv.ca/		 Add
https://er https://er https://er https://er https://er https://er	eports.ucalga eports.ucalga eports.ucalga eports.ucalga eports.ucalga eports.ucalga eports.ucalga	iry.ca/ iry.ca/cogno: iry.ca/cogno: iry.ca/cogno: iry.ca/cogno: iry.ca/cogno: iry.ca/cogno:	s8 s8/cgi-bin/cog s8/cgi-bin/cog sUN8/cgi-bin/ sXN8 sXN8/cgi-bin/c	<u>R</u> emove

5. Press Close button



6. Press OK button



7. Press OK button

ternet Opti	ons	?
General Se	curity Privacy Content Connections	Programs Advanced
Select a zor	ne to view or change security settings.	
Interne	t Local intranet Trusted sites Res	Y tricted ites
	ocal intranet his zone is for all websites that are und on your intranet.	Sites
Security (evel for this zone levels for this zone: All	
	Medium-low - Appropriate for websites on your loc- (intranet) - Most content will be run without pron - Unsigned ActiveX controls will not be - Same as Medium level without promp	al network npting you downloaded ts
	<u>C</u> ustom level	Default level
	Reset all zones	to default level
	OK Ca	ncel <u>A</u> pply

8. Close browser, then log back in and validate that report works

If you are <u>already</u> setup on IE as the above but it still won't work, please try the following:

1. Reset the IE to default level, restart IE then add Cognos sites to Local Intranet, and try again;

Internet Options ?	x			
General Security Privacy Content Connections Programs Advance	d			
Select a zone to view or change security settings.				
🖉 🔍 🗸 🚫				
Internet Local intranet Trusted sites Restricted sites				
Internet				
This zone is for Internet websites, except those listed in trusted and restricted zones.				
Security level for this zone	ן ן			
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.				
Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level				
Reset all zones to default level				
Some <u>settings</u> are managed by your system administrator.				
OK Cancel Apply				

2. Open IE properties, go to **Manage add-ons**, right click each name, then delete or disable all add-ons here:

Manage Add-ons				
View and manage your Internet E	xplorer add-ons			
Add on Turner	Name	Publicher	Status	Architecture
Add-on Types	Adobe Systems Incorporated	T donsiter	Status	Architecture
Stepsis and Extensions	Adobe Systems, incorporated			22.1.2
Search Providers	Adobe Acrobat Sharepoint Ope	Adobe Systems, Incorpo	Enabled	32-bit
	Adobe PDF Reader	Adobe Systems, Incorpo	Enabled	32-bit
Accelerators	Adobe Acrobat Create PDF Too	Adobe Systems, Incorpo	Disabled	32-bit and
STracking Protection	Adobe Acrobat Create PDF Hel	Adobe Systems, Incorpo	Disabled	32-bit and
Spelling Correction	Adobe Acrobat Create PDF fro	Adobe Systems, Incorpo	Disabled	32-bit and
	Microsoft Corporation			

3. Open IE properties, go to Compatibility View Settings, add ucalgary.ca if you didn't do already

Compatib	ility View Settings		×
	Change Compatibility View Settings		
Add this	website:		
		Ad	d
Website	s you've added to Compatibility View:		
ucalga	ry.ca	Remo	ve