

Cognos browser incompatibility issues

Do you have issues with Enterprise Reporting and Cognos reports like any of the following:

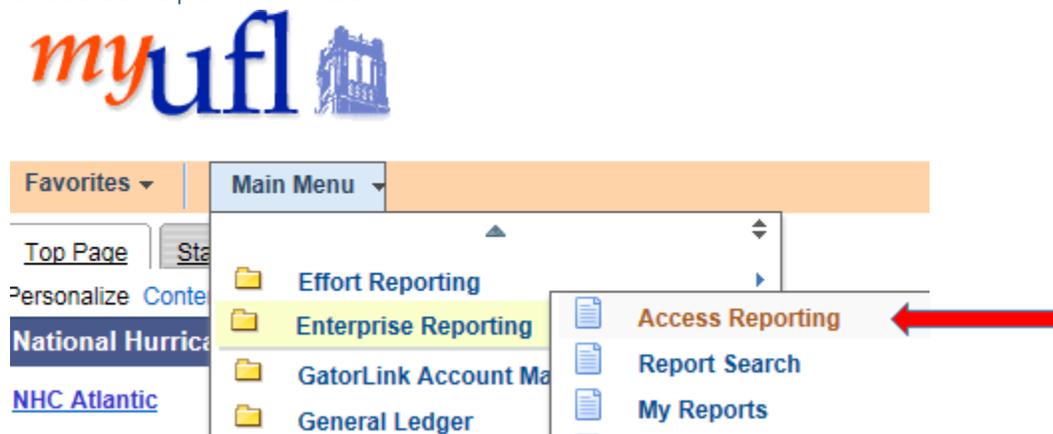
1. The reports take much longer to run than they used to be
2. The report tries to load, then the customer gets an error: adobe acrobat reader could not open PDF because it is not a supported file type
3. After navigation to the report and entering all the pertinent data, the customer got a blank screen
4. Basically same problem as #4, even if tried to save it to the local machine, it can't be enabled editing (not cognos problem, need to contact TSS)

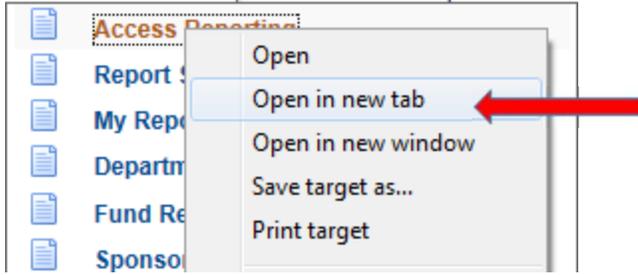
Solutions:

1. First check what browser the customer is using and which version. Make sure they use Internet Explorer, as it is the only browser fully supported by Cognos.
2. Check if they have the Compatibility View on for ufl.edu
3. Find out which report the customer is trying to run, run it on your own machine, make sure it is not the report itself has problem
4. Try the following method to fix the issue:

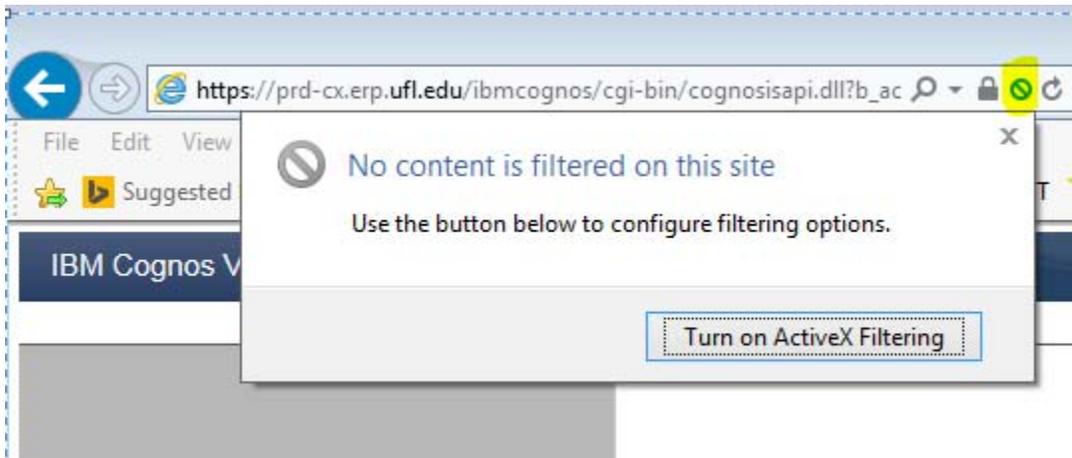
Method 1: Navigate directly to Enterprise Reporting in a new browser: <https://prd-cx.erp.ufl.edu/ibmcognos>

Method 2: Navigate to 'Enterprise Reporting > Access Reporting'. Right click 'Access Reporting' and select 'Open in new tab'

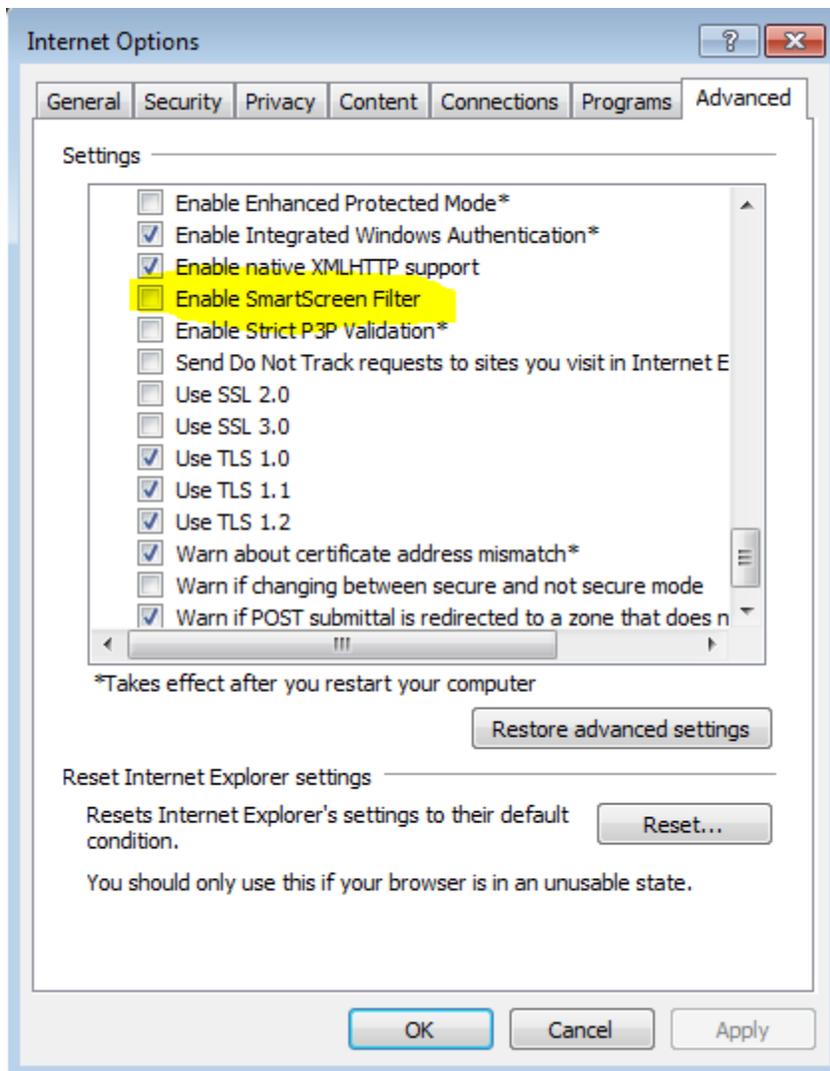




Method 3: If there is a “prohibit” sign (highlighted yellow), click on it and click on “Turn on ActiveX Filtering”.

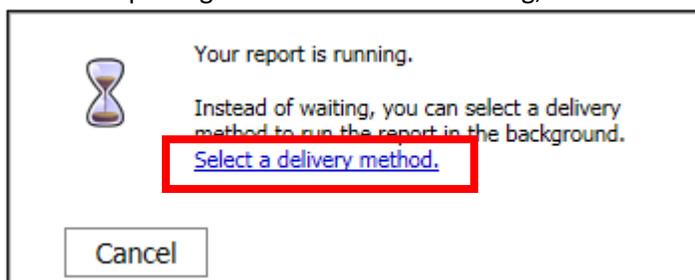


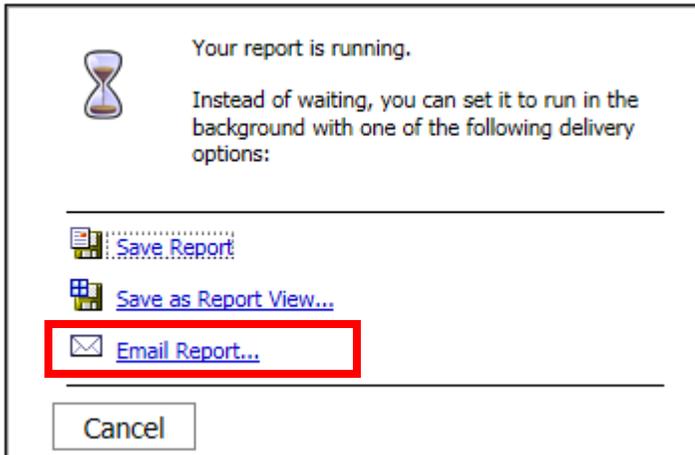
Method 4: When there is no “prohibit” sign when rendering the file: Unchecked the “Enable SmartScreen Filter”, close IE and reopen again.



Method 5: When the report runs, but returns a blank page after done loading

a) Run the report again. When it is still running, set it to send to you





Set the email options - CYFWD 739500 & 785000 Txn Detail Help

Specify the recipients and contents of the email. To add recipients, click Select the recipients or type the email addresses separated by semi-colons. To include an HTML report as the message body, leave the Body box empty and select the report as the only attachment.

To: Put your email address here

Cc:

[Select the recipients...](#) [Show Bcc](#)

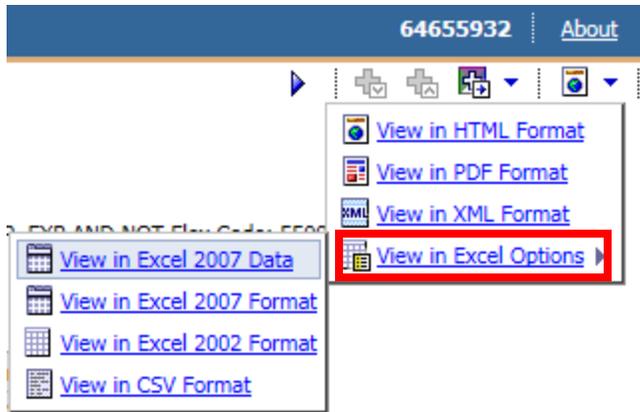
Subject:

Body: [Change to plain text >>](#)

Attach the report

- b) Open the report in Excel and save it to the local machine
At right up corner of the blank page:





For more browser configuration issue, please check:

<https://connect.ufl.edu/it/wiki/Pages/Forms/DispForm.aspx?!ID=369>