Preparing Your Browser Settings

Users should utilize one of the approved browsers to use Cognos successfully. Although the user probably could log on to Cognos with any browser, there could be a point where certain features might not work.

It becomes very obvious that something is wrong when buttons don’t work, or features won’t load. The first step in troubleshooting any Cognos problems will be to verify the browser is supported.

Browsers fall into three categories:
- **Active**: The browser has been tested extensively.
- **Compatible**: The browser has been through limited testing, or support is based in Cognos partners and/or third party vendor’s compatibility statements.
- **Unsupported**: The browser is known to have significant issues in operation with Cognos, or has not been tested.

The following lists the web browsers supported by Cognos:

<table>
<thead>
<tr>
<th>COGNOS CONNECTION / REPORT VIEWER / QUERY STUDIO / METRIC STUDIO</th>
<th>OPERATING SYSTEM</th>
<th>COGNOS 8 SERVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 7.0</td>
<td>Windows 2000/2003/ XP</td>
<td>Active</td>
</tr>
<tr>
<td>Internet Explorer 6 SP1</td>
<td>Windows 2000/2003</td>
<td>Compatible</td>
</tr>
<tr>
<td>Internet Explorer 6 SP2</td>
<td>Windows XP</td>
<td>Compatible</td>
</tr>
<tr>
<td>Netscape 7.2</td>
<td>Windows</td>
<td>Active</td>
</tr>
<tr>
<td>Firefox 1.5</td>
<td>Windows</td>
<td>Active</td>
</tr>
<tr>
<td>Firefox 1.5</td>
<td>Macintosh</td>
<td>Compatible</td>
</tr>
<tr>
<td>Firefox 1.5.02</td>
<td>Linux/UNIX</td>
<td>Compatible</td>
</tr>
<tr>
<td>Firefox 1.0.4+</td>
<td>Windows</td>
<td>Compatible</td>
</tr>
<tr>
<td>Firefox 1.0.4+</td>
<td>Macintosh/Linux/UNIX</td>
<td>Compatible</td>
</tr>
</tbody>
</table>

**MS Office integration is only supported on Windows platforms (i.e. export to Excel).**

If you have any questions or problems with your browser, please contact:
- Student Information Management at 646-PETE or ss_requests@nmsu.edu
- Training and Development at 646-7444 or hrtrain@nmsu.edu

There are a few settings that need to be changed in Internet Explorer to ensure that your reports open correctly.

*Make sure that all your pop-up blockers are turned off; this includes the Google toolbar pop-up blocker.*
Preparing Your Browser Settings

Local Intranet
1. Open your Internet browser.
2. Select Internet Options from the tools menu.
3. Click on the Security tab.

   4. Select the Local Intranet icon.
   5. Click the Sites button.
   6. Click the Advanced button.
   7. Type http://*.nmsu.edu.
   8. Click the Add button.
   9. Type https://*.nmsu.edu.
 10. Click the Add button.
 11. Click the Ok button.

Custom Security Level
To have this list of trusted domains accept mixed (both secure and non-secure) content complete the following steps.

   1. Click the Security tab.
   2. Click Custom Level.
   3. From the Miscellaneous section under display mixed content heading, click the Enable radio button.
   4. Click Ok.