

New Mexico State University

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:

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



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.



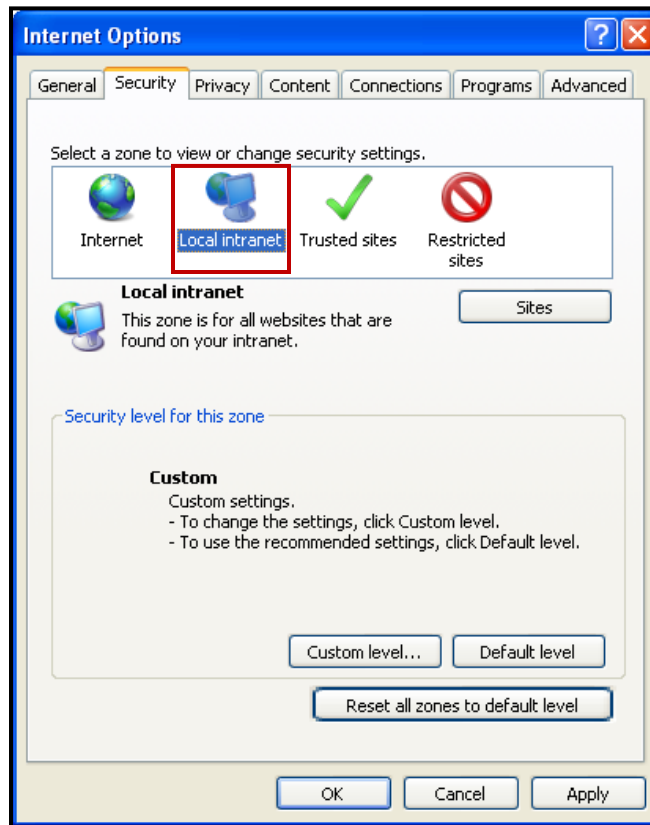
Make sure that all your pop-up blockers are turned off; this includes the Google toolbar pop-up blocker.

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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**.