

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.

The following lists the web browsers supported by Cognos:

COGNOS CONNECTION / REPORT VIEWER / QUERY STUDIO / METRIC STUDIO	Minimum Version
Apple Safari	5.0
Internet Explorer	7.0
Mozilla Firefox	24

If you have any questions or problems with your browser, please contact:

- Student Information Management at 646-PETE or ss_requests@nmsu.edu
- Center for Learning & Professional Development at 646-7444 or training@nmsu.edu



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



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

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

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**.

