

Internet Explorer Upgrades and Cognos

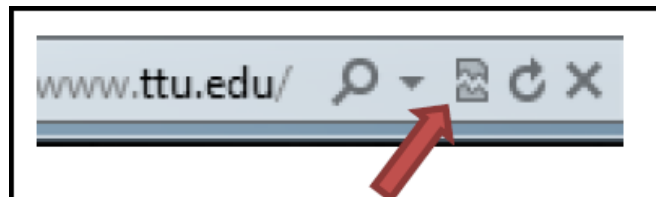
Currently Cognos only supports IE 9 and below. For users with IE versions 10 or 11, your browser needs to be in “compatibility mode” in order to use the Cognos Reporting Tool.

IF you upgraded to IE10 or IE11, you may have experienced a blank page rather than a parameter page or notice that the parameters have shifted to the left side of the parameter page. To correct this you need to switch your browser into compatibility mode.

Follow the instructions below based upon the version of IE that you are using.

For Internet Explorer 10 Users:

Open your browser to the Cognos home screen and click on the icon in the toolbar that looks like a torn piece of paper (next to the refresh icon). When you click on the piece of paper, this icon will turn blue and you are in compatibility mode. Cognos should be functional now.



For Internet Explorer 11 Users:

Open your browser to the Cognos home screen and click on the gear icon in the upper right corner of the browser.



Once you click on the gear icon, a “Compatibility View Settings” box will appear. You will see the address of the website you are on in the “Add this website” field. If it does not appear, type it in the box, click “Add” and then select “Close”. Cognos will now be compatible with IE 11.

*It is suggested to add texastech.edu to the list following these steps. This will correct many of the reported issues with other applications and web apps from the Texas Tech domain.

