

Troubleshooting Cognos

This guide will help you to navigate through issues that you may be having with accessing Cognos or running reports. Many of these issues experienced are not a fault with the Cognos system but are caused by system settings and can be resolved by adjusting a few settings in your Internet Explorer browser:

A good check list for proper functioning includes:

- Clear Browser Cache
- Add *.texastech.edu to list of Trusted sites
- Run in Compatibility mode
- Delete older Cognos link from “favorites” and re-save
- Choose to check for new versions of page “Every time I visit page...” in Internet Options.

The pages that follow give instructions on how to complete the checklist above.

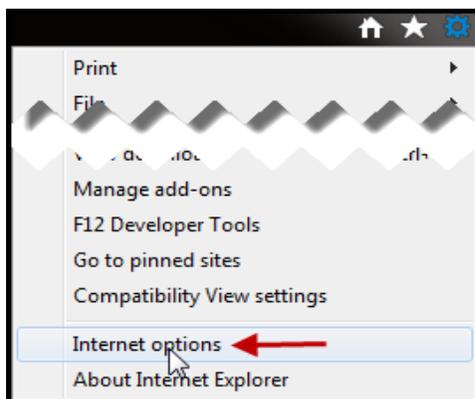
If you have saved Cognos to your favorites, delete the link as it may be outdated. Follow the steps outlined in the document, and then add Cognos (<http://cognos.texastech.edu>) to “favorites” once completed.

Clear Browser Cache

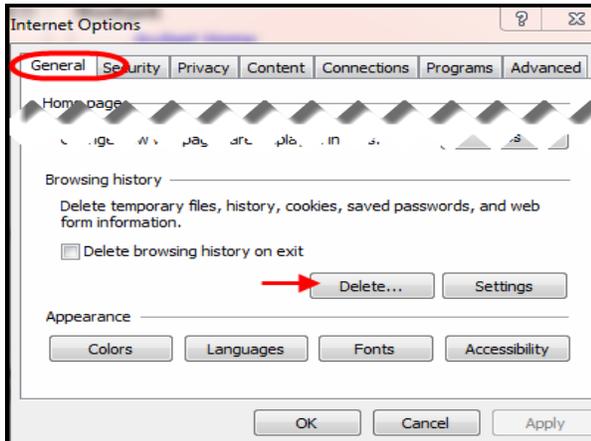
Select the “Gear” icon in upper right of your window



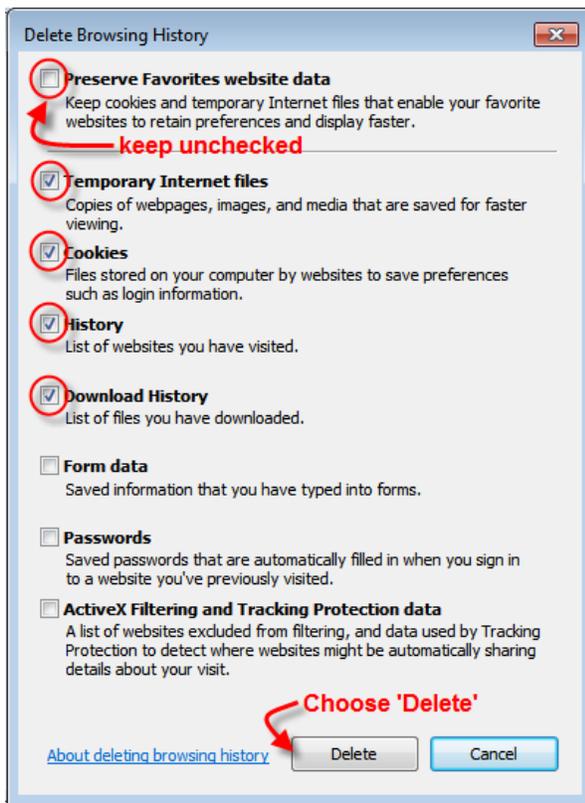
Select “Internet options”:



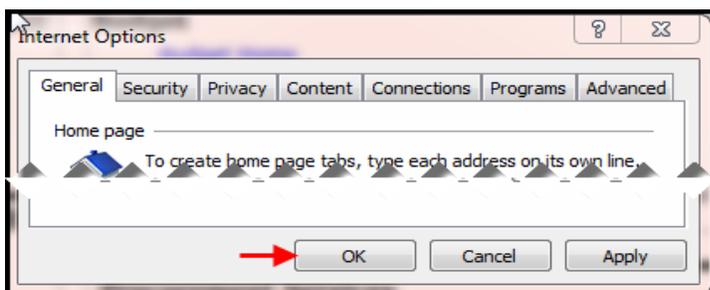
Select "Delete":



Within window that opens, ensure options underlined in screenshot below are selected, Choose Delete:



Select OK in the next window:

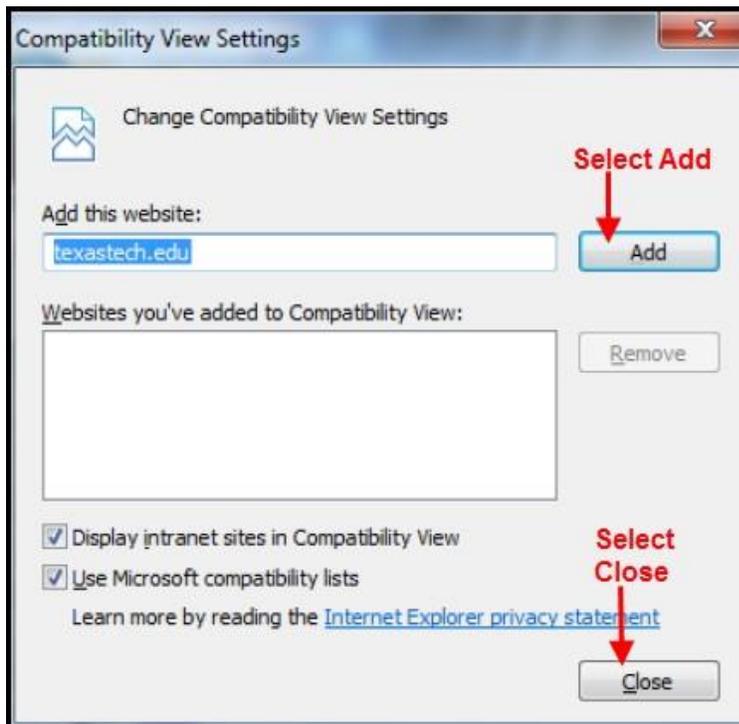


Ensure Compatibility for Internet Explorer

Internet Explorer 11:

Open your browser to Cognos, and in the top right corner of the browser screen click on the gear icon. (Alternately from within the browser press the 'Alt' key and the menu bar will appear. From here got to 'Tools.')

Select "Compatibility View Settings" and you will see a new window with the address of the website you are on in the "Add this website" bar, if not type it in the box, click "Add" and then "Close" and you are finished.



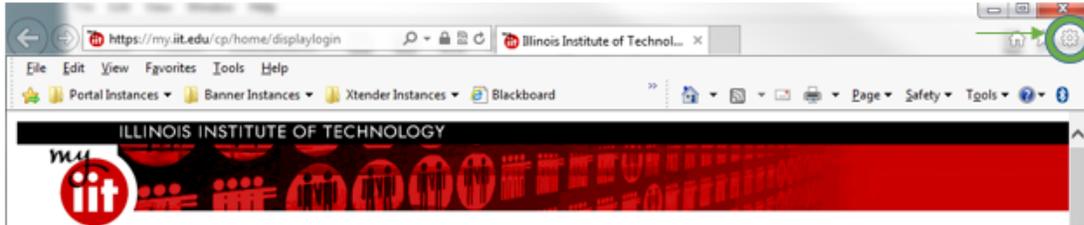
Internet Explorer 10:

Open your browser to the Cognos home screen and click on the icon that looks like a torn piece of paper (next to refresh, homes, etc). The icon will turn blue and you are in "Compatibility Mode". You should now be able to access all of Cognos

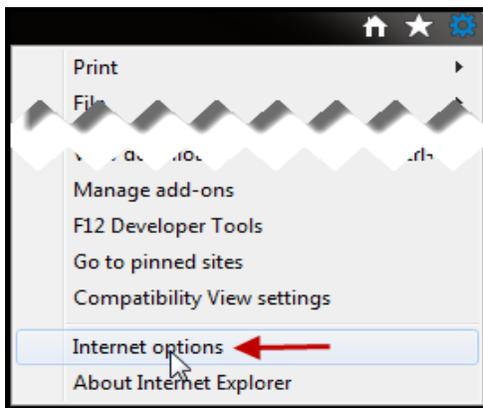


Add *.texastech.edu to list of Trusted sites

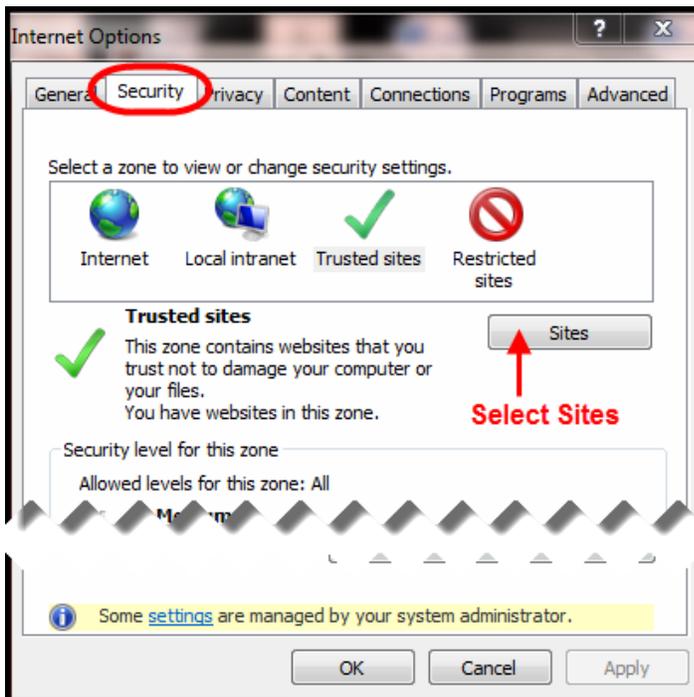
Select the “Gear” icon in upper right of your window



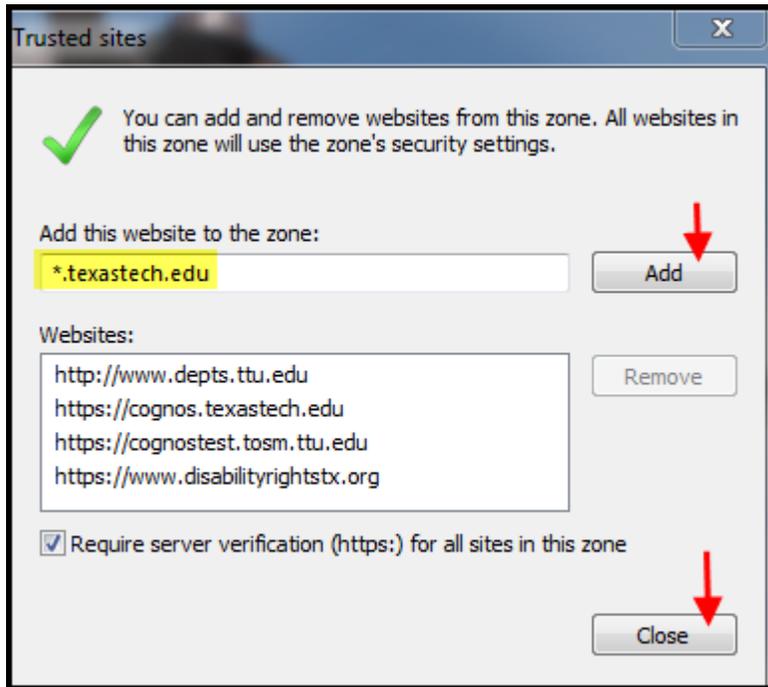
Select “Internet options”:



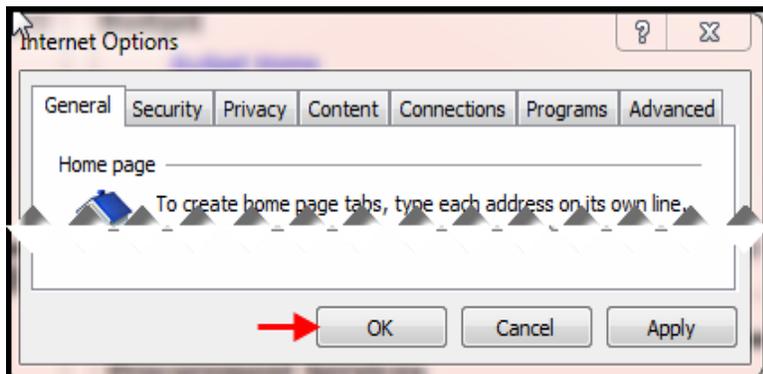
Select the Security tab, and then Sites



In the “Add this website to the zone” field, enter *.texastech.edu (in IE11, you will need to use the https:// prefix). Close this window.

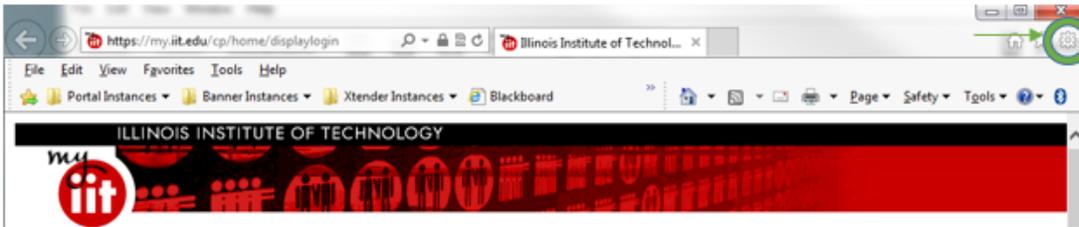


Select OK

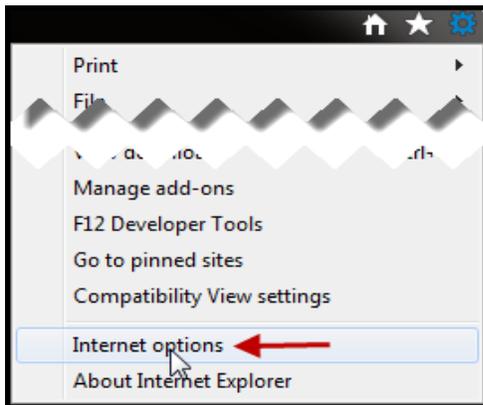


Check For New Versions of Page “Every Time I Visit Page...”

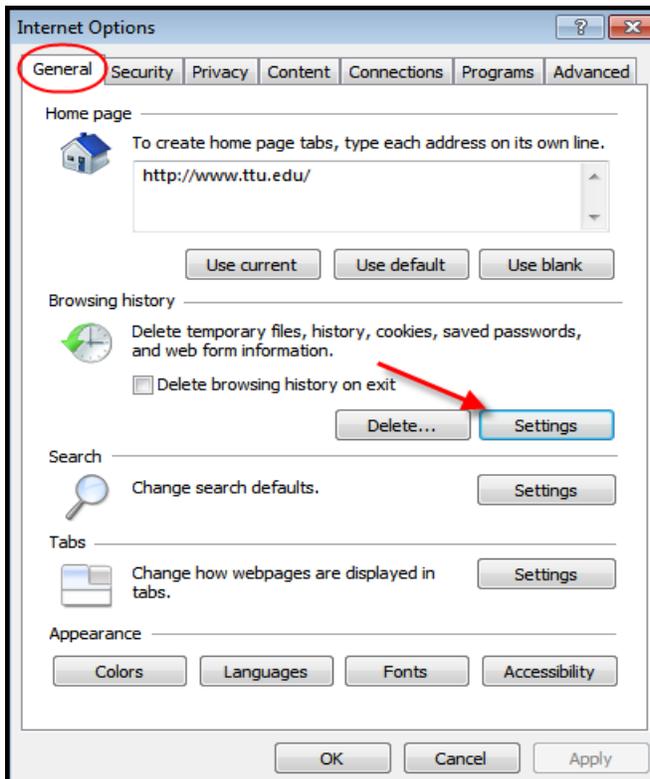
Select the “Gear” icon in upper right of your window



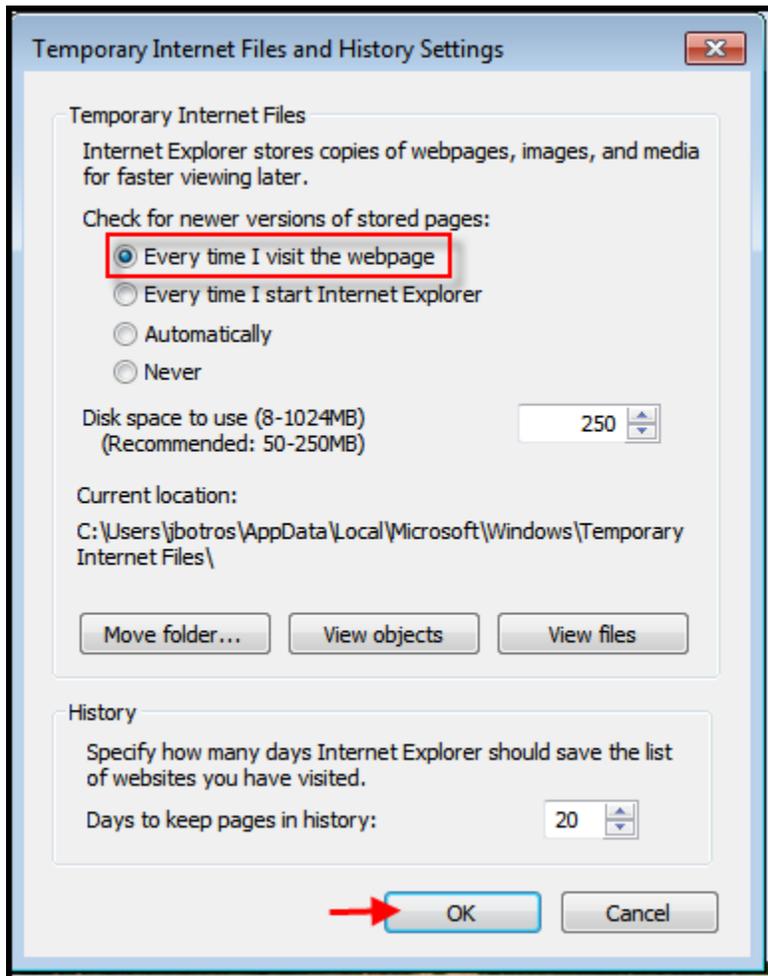
Select “Internet options”:



In the window that opens, within the “General” tab, select Settings



In the window that opens, select the radio button “Every time I visit the webpage, and then choose OK



**Note: After your access to Cognos has been restored by following these steps, you can revert the final step above to 'Automatically' option, to allow loading of each page occur more quickly while browsing.