

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If you have saved Cognos to your favorites, delete the link as it may be outdated.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 (<u>http://cognos.texastech.edu</u>) 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:

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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.

Compatibility View Settings	X
Change Compatibility View Settings	Select Add
Add this website:	+
texastech.edu	Add
Websites you've added to Compatibility View:	Remove
Display intranet sites in Compatibility View Use Microsoft compatibility lists	Select Close
Learn more by reading the <u>Internet Explorer pri</u>	vacy statement Close

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.

Trusted sites	×
You can add and remove websites from this zon this zone will use the zone's security settings.	ne. All websites in
Add this website to the zone:	↓
*.texastech.edu	Add
Websites:	
http://www.depts.ttu.edu	Remove
https://cognos.texastech.edu	
https://cognostest.tosm.ttu.edu	
https://www.disabilityrightstx.org	
Require server verification (https:) for all sites in this	close

Select OK

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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

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
http://www.ttu.edu/
-
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Search
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

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

Temporary Internet Files and History Settings				
Temporary Internet Files Internet Explorer stores copies of webpages, images, and media for faster viewing later.				
Check for newer versions of stored pages: Every time I visit the webpage Every time I start Internet Explorer 				
 Automatically Never 				
Disk space to use (8-1024MB) (Recommended: 50-250MB)				
Current location: C: \Users\jbotros\AppData\Local\Microsoft\Windows\Temporary Internet Files\				
Move folder View objects View files				
History				
Specify how many days Internet Explorer should save the list of websites you have visited.				
Days to keep pages in history: 20 🚔				
OK Cancel				

**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.