

Cognos Financial Planning - Solution for Issues Reporting into Excel

There are some settings in Internet Explorer which may prevent you from being able to run Cognos reports into MS Excel. If you are experiencing any problem running Cognos reports into Excel then please follow the guidance below. If this still does not help then please contact the IT Helpdesk (helpdesk@exter.ac.uk)

Cognos Reporting window closes when attempting to view Excel reports

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First, hold down the CTRL key upon attempting to run or export a report in Excel form. If this does not work then please check or do the following:

- Remove Google Toolbar: Right click the IE tool bar and turn off Google toolbar
- Check size of report: Large Excel reports take too long and if they exceed 63,000 rows, they will not open.
- Disable ALL popup blockers. There could be a popup blocker built into your browser or you may have 3rd party popup blockers installed. To disable the built in popup blocker:-
 - Internet Explorer: Click Tools > Popup blocker > Turn off pop-up blocker
 - Mozilla Firefox: Click Tools > Options > Content > Uncheck 'Block Pop-up Windows'

Furthermore, for Internet Explorer users only, please take the following steps to resolve a possible issue in Internet Explorer's configuration settings:

1. Open Internet Explorer
2. Click 'Tools' -> 'Internet Options'
3. Click the 'Security' tab
4. Click on 'Internet'
5. Click 'Custom Level...'
6. Ensure the 'Automatic prompting for file downloads' and 'File Download' are enabled.
7. Click 'OK'

** Speed: Large excel reports need lots of bandwidth in order to run before the server times out. 1.5Mb/sec often will not be fast enough to run a large excel report **