

Cognos v11 Settings Help

Turn Off Your Browser's Pop-up Blocker

The Cognos v11 user interface uses pop-ups. Therefore to run reports, your browser's pop-up blocker must be turned **OFF**.

If your pop-up blocker is on/engaged, you will get this error in Cognos:




Here are directions for turning the pop-up blocker off in various web browsers.


Internet Explorer

- Go to Tools > Pop-up Blocker > Turn off Pop-up Blocker


Chrome

- Click on the menu icon (top right) 
- Settings
- Advanced
- Privacy and Security > Content Settings > Pop-ups and Redirects
- Toggle the switch to **Allowed**

Firefox

- Click on the "hamburger" menu icon (top right) 
- Options
- Privacy & Security
- Permissions > Block pop-up windows - uncheck this box

Microsoft Edge

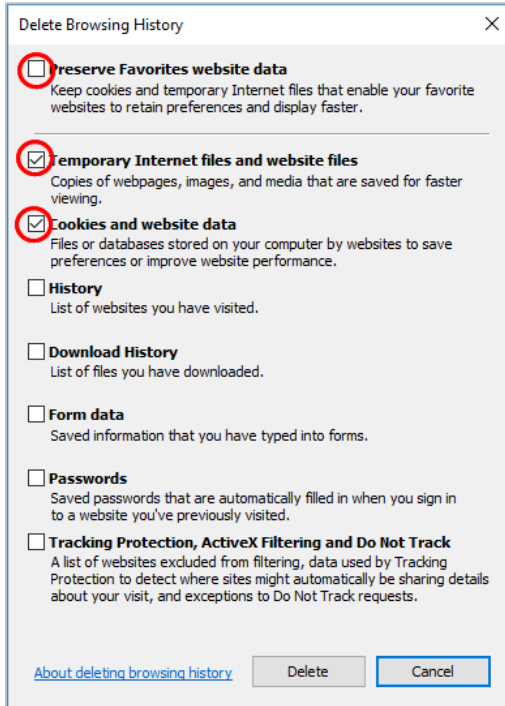
- Click the More button (top right) 
- Settings > View Advanced Settings
- Block pop-ups – toggle this Off

Clearing Your Browser's Cache and Cookies


Internet Explorer

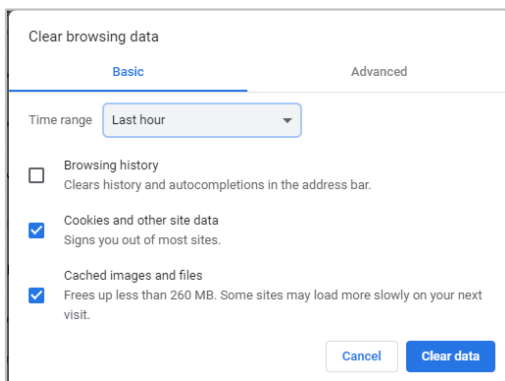
- Go to Tools > Delete Browsing History...

- OR Go to the gear icon > Safety > Delete Browsing History...
- OR ctrl-shift-delete
- Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies**, then click **Delete**.




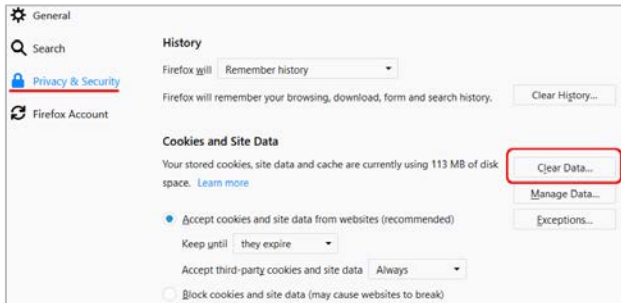
Chrome

- Click on the More icon (top right) 
- More tools > Clear browsing data
- At the top, choose a time range. To delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.




Firefox

- Click on the “hamburger” menu icon (top right) 
- Options
- Privacy & Security > Cookies and Site Data > Clear Data



Microsoft Edge

- Click the More button (top right) 
- Settings
- Clear Browsing Data > Choose what to clear

