Not Able to Download a File or Report?

If you are using Microsoft® Internet Explorer® and file download does not work, you need to enable downloads for the *Trusted Sites* zone. We recommend that you check these settings for both the *Internet* and *Trusted Sites* zones.

> **Note**: Periodically, Microsoft issues updates to Internet Explorer. When this occurs, your file download settings may be reset to their default values. If you run a report and it appears that nothing has happened, you may need to configure these settings again.

To configure file download for Internet Explorer

1. Click the **Tools** menu.
2. Click **Internet options** in the menu. The options window opens.
3. Click the **Security** tab.
4. In the zone section, click **Internet** or **Trusted sites**.
5. In the *Security level for this zone* section, click **Custom level**. The *Security Settings* window opens.
6. Scroll down to the download section and select **Enable for File download**.
7. Click **OK**. The *Security Settings* window closes.
8. Repeat steps 4 - 7 for the other zone.
9. Click **OK**. The *Internet Options* window closes.

Helpful Links

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Announcements

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