Troubleshooting Excel or CSV file Output

Depending on how Internet Explorer options are set, the selected file type may not open automatically. It may be necessary to change your Internet Explorer settings for Downloads and Pop-up Blockers.

Internet Explorer Settings for Downloads
- Open an Internet Explorer window
- Click the **Tools** menu, select **Internet Options**
- Click the **Security** tab
- Click on **Internet,** click **Custom Level…**
- Scroll down to the section labeled **Downloads**
- Make sure *all* sub options under **Downloads** are **Enabled**
- Click **OK** on the **Security Settings** window
- Click **Yes** when it asks if you are sure you would like to change your security settings
- Click on **Local intranet**, click **Custom Level…**
- Scroll down to the section labeled **Downloads**
- Make sure *all* sub options under **Downloads** are **Enabled**
- Click **OK** on the **Security Settings** window
- Click **Yes** when it asks if you are sure you would like to change your security settings
- Click on **Trusted sites**, click **Custom Level…**
- Scroll down to the section labeled **Downloads**
- Make sure *all* sub options under **Downloads** are **Enabled**
- Click **OK** on the **Security Settings** window
- Click **Yes** when it asks if you are sure you would like to change your security settings
- Click **OK** again on the **Internet Options** window
- Run the report and see if the file opens in the selected format

You may need to check a security setting as well
- Open an Internet Explorer window
- Click the **Tools** menu, select **Internet Options**
- Click the **Advanced** tab
- Scroll down to the **Security** section and verify the **Do not save encrypted pages to disk** is *NOT* checked.
- Click **OK**

Pop-up Blocker Settings
- Open an Internet Explorer window
- Click the **Tools** menu, select **Internet Options**
- Click **Privacy**
- Under Pop-up Blocker, click **Settings**
- Type ***.ipfw.edu** in the field labeled **Address of website to allow:**
- Click **Add** to add the website
- Click **Close**