Resolving Cognos Compatibility Issues - *for Internet Explorer*

This Quick Reference Card explains how to resolve compatibility view issues between ROSS Reports and Internet Explorer. If displays next to the Address bar when accessing ROSS Reports, you will need to turn on Compatibility View for nwcg.gov!

To resolve compatibility issues when using IE and Cognos

1 Start Internet Explorer.

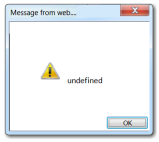
2 On the **Command** bar, click the **Tools** button, and then point to **Compatibility View Settings**.

3 On the **Compatibility View Settings** dialog box, type **nwcg.gov** in the **Add this website** text box, and then click Add

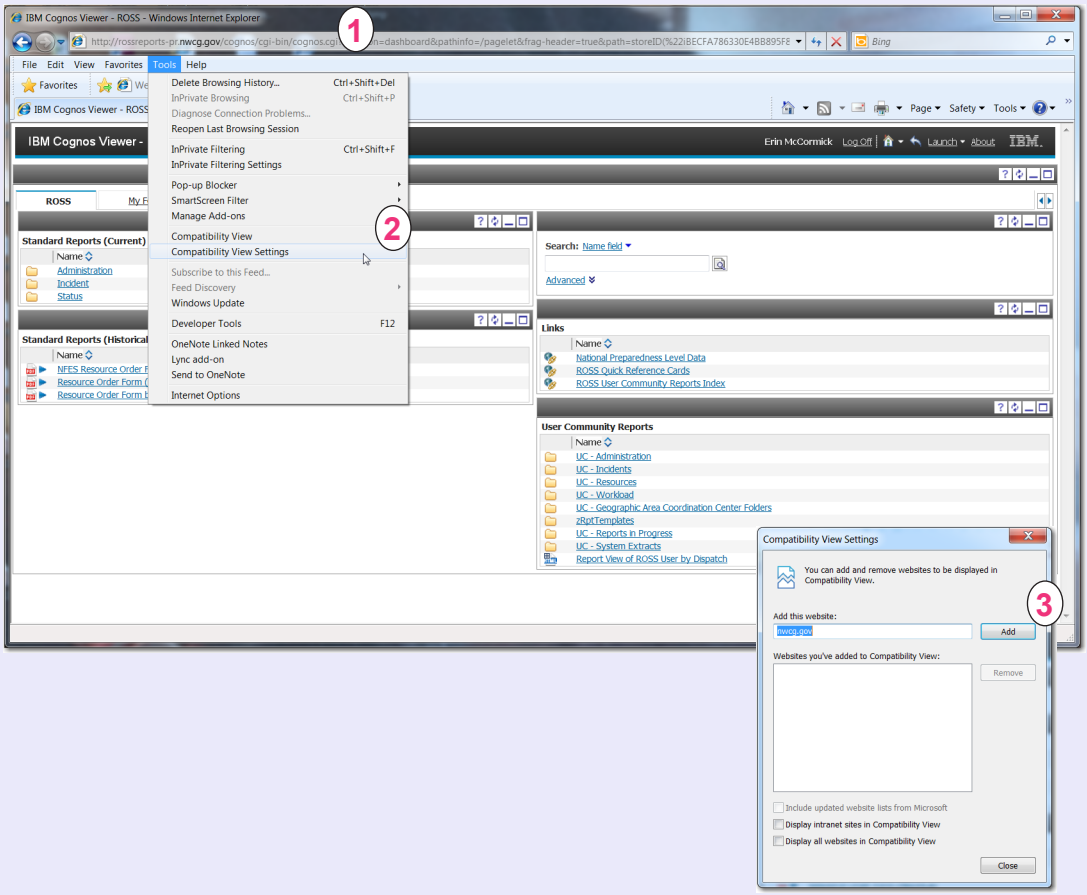
If you are logged into ROSS Reports, nwcg.gov will already be entered into the Add this website text box. Just click Add

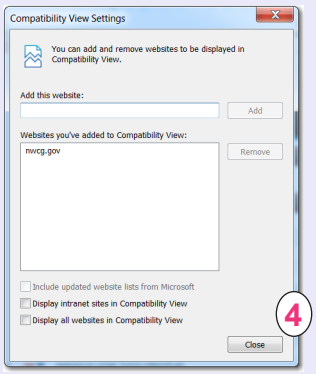
4 Click Close

When finished, Internet Explorer refreshes the page and you can navigate through the report folders as expected.



This "Message from webpage" dialog box may display when you open the portal page and navigate through folders in ROSS Reports. This Quick Reference Card resolves this issue. However, if you are still experiencing this error, close all Internet browser windows and then start Internet Explorer again!





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