FAM Cognos v11 Settings Help
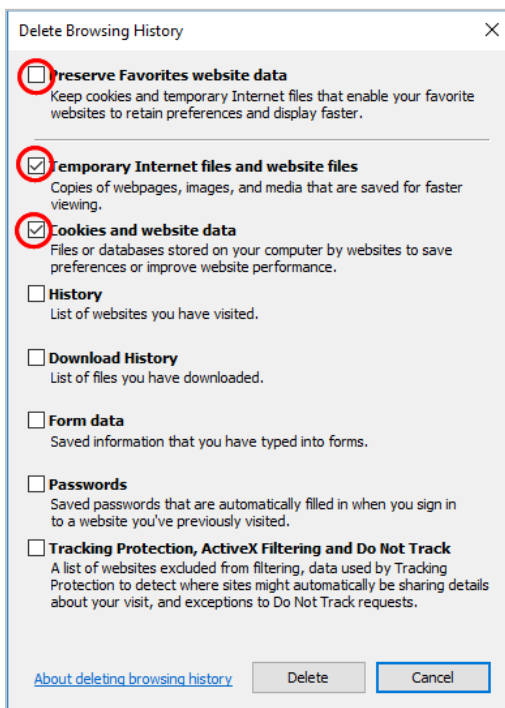
Clearing Your Browser's Cache and Cookies

If you see any of errors that says below, its because your browser has cache and cookies that needs to be cleared, it is very important to clear both cache and cookies
- Unable to open specified folder
- Request headers large or similar
- Unable to view any folders

Please use below steps on how to clear your browser's cache and cookies
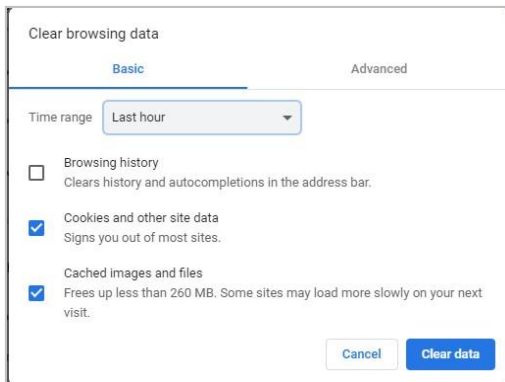
Internet Explorer

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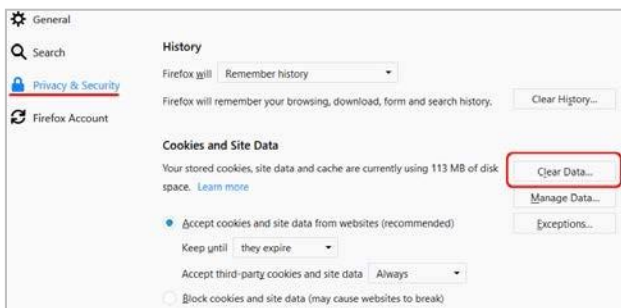

Chrome

- 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.
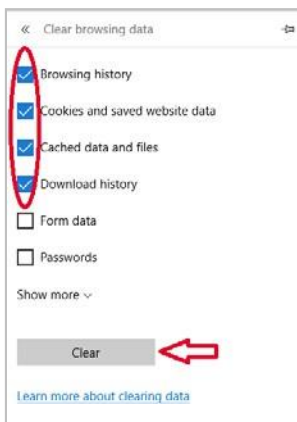- Click Clear data.

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

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