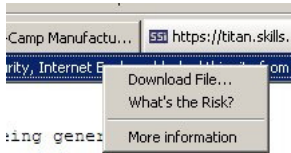
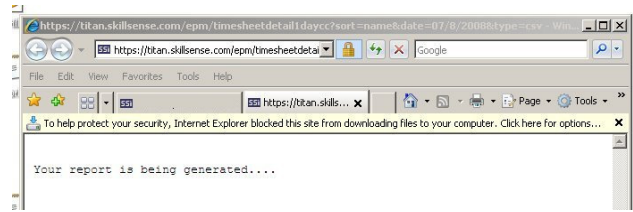


Internet Explorer continually blocks CSV Format Report download

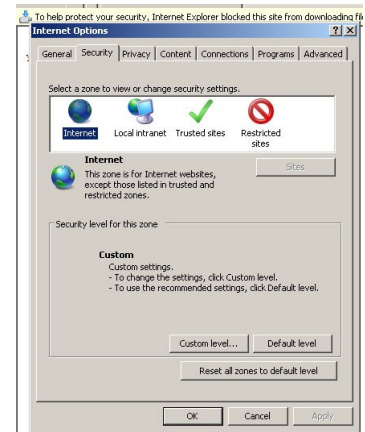
The default security settings for Internet Explorer mean that it will block a CSV report file download, as shown on the right:



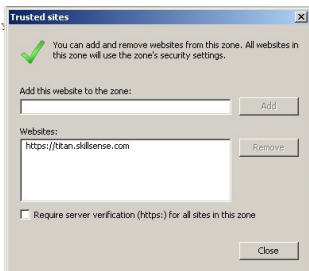
Clicking on the yellow bar displays a prompt to download the file, but unfortunately this requires the file to be re-loaded from the server popping up the yellow bar again, as shown at left. In order to download the report file it is

necessary to change the Security settings for Internet Explorer, as follows:

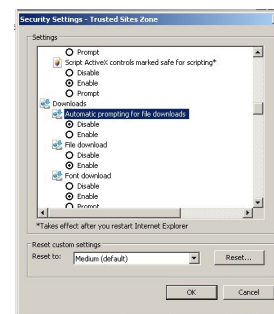
First add the production server (typically <https://titan.skillsense.com>) to the trusted zone. Click on Tools – Internet Options and then select the Security tab:



Click on the Trusted icon, and then click on the [Sites] button. The following popup will appear. Click on [Add] to transfer the current website address (SkillSense production server) to the list, and click [Close].



Now click on [Custom Level...] at the bottom of the Internet Options screen, and a scrollable list will appear as shown here. Scroll down through this list



to find the entry labeled 'Downloads' – 'Automatic Prompting for Downloads' and click on the 'Enabled' radio button.

Finally click [OK], and then in the Internet Options screen [Apply] (if necessary), and finally [OK] again. It is not usually necessary to restart Internet Explorer for the change to take effect.

The next time you request a CSV format report you will be prompted to [Save] or [Open] the file as usual:

