View a Recent Report

1. If not already on the Home page, Click on the ☰ Open Menu icon in the upper left-hand corner on the black application bar and click ⌂ **Home**. The Recents table will be displayed.
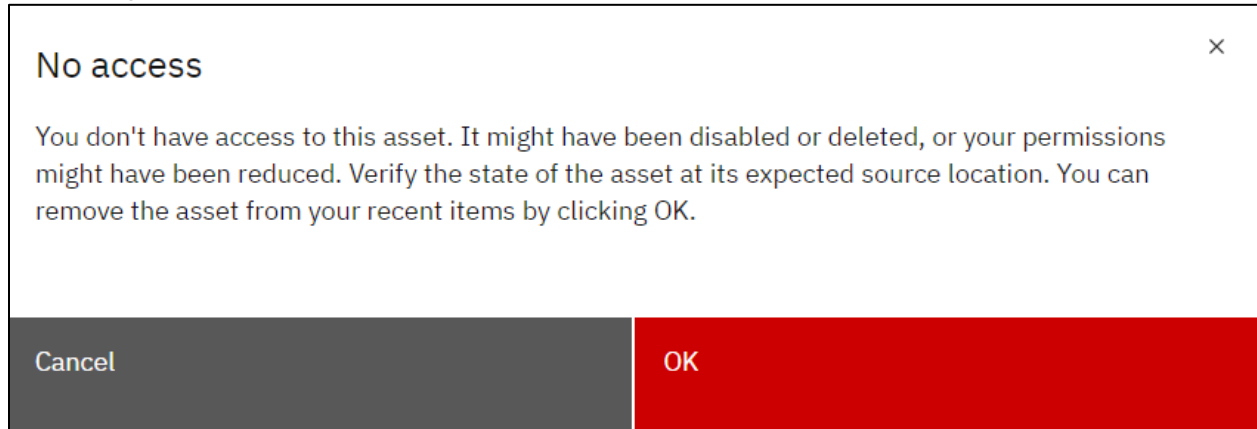
2. Find the report by scrolling down if needed. If the report is not displayed, follow the View a Report procedure.

3. To run the report in a web page, which is the default, click on the name of the report.

4. To run the report in a format other than a web page (HTML format), do the following:

   a. If in row view, click on the ⋮ Action Menu icon at the end of the row and select Run As from the dropdown.

   b. If in tile view, click in the upper right-hand corner of the tile and the ⋮ Action Menu icon will display. Select Run As from the dropdown.

   c. Select the format, such as Excel or Excel data format. See the Definitions section for more information about these formats.

5. If the report has prompts, a prompt page is displayed. Enter the prompts to filter the report. Do this for all prompt pages.

6. A spinning circle will display while the report processes. Be patient.

7. If selecting to display the report on a web page, the report will display when it is completed.

8. If selecting to display the report in another format, when the report is done, it will display "Downloading this report in X format" where X is the format that was selected. It will download the report to a file at the bottom left of the screen. Double-click on the report to open it.

9. To see the report with different filters, click the ▷ Run icon at the top left of the report and enter the prompts to filter the report. Do this for all prompt pages.

10. See the Report Page Overview for options that can be performed if the HTML format was selected.

Troubleshooting

There are times when the error message below may display when trying to run a report. This can happen for a couple of reasons.

a. If the user has not been active in the Cognos application for a while, the system will automatically log the user out. In that case, the user no longer has access to the report they are trying to run.

b. Occasionally, a newer version of the report replaces the existing report. When this happens, the old link in the recent page will not be able to find the old version of the report.

No access   ×

You don't have access to this asset. It might have been disabled or deleted, or your permissions might have been reduced. Verify the state of the asset at its expected source location. You can remove the asset from your recent items by clicking OK.

Cancel	OK

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1. Click the OK button to close the error message.

2. On the web browser, click the refresh icon (arrow going in a circle on the upper left.)

3. If the user has been logged out of Cognos, and it has not been a long time, Cognos will automatically log the user back in without the user having to re-enter their username and password.

4. If the user has been logged out of Cognos for a while, the Central Login page will be displayed. The user will need to re-enter their username and password and click the Log In button to get back into Cognos.

5. Try to click on the report name again to see if the report will run without getting the above error message.

6. If still getting the error message, click OK to close the message and follow the View a Report procedure. It will direct the user to the Content page and have them follow the file path to the report.

7. If still having trouble, follow the Log Out procedure and the Log In procedure and try to run the report again.

8. If still receiving the no access error message from the Content page, send an email to the Technology Support Center at supportcenter@ilstu.edu. In the email provide the file path of the report and what was tried to get the report to run. Someone from Enterprise Data & Analytics will respond.

View a Report

1. Click on the ☰ Open Menu icon in the upper left-hand corner on the black application bar and click ☐ **Content**.

2. To select a report created by the Enterprise Data & Analytics team created for multiple users, click on **Team Content** if it is not already underlined.

3. To select a report the user created, click on My Content if it is not already underlined.

4. Click on folders to navigate through the file hierarchy to get to the report desired. It may be necessary to scroll to find the folder or report. For Team Content reports, select the package name such as Student Records or Admissions, and then click Reports. Most reports for this package are displayed in this folder. Occasionally there will be additional folders in the Reports folder that lead to more reports such as Restricted or Self-Service. Explore these folders to find the report if the report is not in the main Reports folder. See the Find/Search for a Report procedure if the report cannot be found.

5. To run the report in a web page, which is the default, click on the name of the report.

6. To run the report in a format other than a web page (HTML format), do the following:

    a. If in row view, click on the ⋮ Action Menu icon at the end of the row and select Run As from the dropdown.

    b. If in tile view, click in the upper right-hand corner of the tile and the ⋮ Action Menu icon will display. Select Run As from the dropdown.

    c. Select the format, such as Excel or Excel data format. See the Definitions section for more information about these formats.

7. If the report has prompts, a prompt page is displayed. Enter the prompts to filter the report. Do this for all prompt pages.

8. A spinning circle will display while the report processes. Be patient.

9. If displaying the report on a web page, the report will display when it is completed.

10. If the report has links in it, the user can click on a link, and it will drill down on that cell and provide more details. Only some reports are designed this way.

Course Catalog ID - Course Name (Class Component)	No Grade Count	Total Enroll Count
AGR 201 - Resources, Food & Society: A Global Perspective - Lecture	30	30
Total Enroll Count	30	30

11. If displaying the report in another format, when the report is done, it will display "Downloading this report in X format" where X is the format selected. it will download the report to a file at the bottom left of the screen. Double-click on the report to open it.

12. To see the report with different filters, click the ▷ Run icon at the top left of the report and enter the prompts to filter the report. Do this for all prompt pages.

13. If displaying the report in the default HTML format, see the Modify an Interactive Report procedure to learn how to make changes to an open report.

14. If a no access error message is displayed, as shown in the View a Recent Report procedure, and the report will not run, follow the Troubleshooting section there.

Export a Report

This procedure explains how to export a report that has been opened and export a report that has not yet been opened. It also explains the export options available to the user.

1. **If a report has not been opened,**

   a. Navigate to the report to be exported. See the Navigating Cognos or the View a Report procedures for details.

   b. If in row view, click on the ⋮ Action Menu icon at the end of the row and select Run As from the dropdown.

   c. If in tile view, click in the upper right-hand corner of the tile and the ⋮ Action Menu icon will display. Select Run As from the dropdown.

   d. Select the report format, such as Excel or Excel data format. See below for detail about all format options.

   e. If the report has prompts, a prompt page is displayed. Enter the prompts to filter the report. Do this for all prompt pages.

   f. A spinning circle will display while the report processes. Be patient.

   g. When the report is done, it will display "Downloading this report in X format" where X is the format selected. it will download the report to a file at the bottom left of the screen. Double-click on the report to open it.

2. **If a report is open,**

   a. If the report displayed does not have the filters desired, for example it displays undergraduate data, but graduate data is desired, re-run the report with the desired filters. See View a Report procedure.

b. Click the down arrow ▷ ⌄ next to the triangle on the edit toolbar in the upper left-hand corner of the screen. Don't click the triangle!

c. Select the report format, such as Excel or Excel data format. See below for detail about all format options.

d. A spinning circle will display while the report processes. Be patient.

e. When the report is done, it will display "Downloading this report in X format" where X is the format selected. it will download the report to a file at the bottom left of the screen. Double-click on the report to open it.

- **Report Format Options**

  a. **HTML:** This is the default format and will display the report on a web page.

  b. **PDF:** This format will export the report in PDF format which will create a static view of the report with all formatting intact. It may have to display a row on multiple pages depending on the width of the report. For that reason, many of ISU's reports do not display well in PDF format.

  c. **Excel:** This format will export the report as an .xlsx document with all the images, color, and extra formatting displayed such as in the HTML format (web page). Sometimes a report must be exported in Excel format instead of Excel data format so all the report data will display due to how the report was designed. The column widths of these reports sometimes are too wide and may need to be adjusted after the report is opened in Excel.

  d. **Excel data:** This format will export the report as an .xlsx document with only the tabular data. It will have no extra formatting, images, color, or prompt data that may be on the HTML format (web page) or the Excel format. If the report has any totals or count summaries at the bottom of the report, they are displayed at the end of the columns, each in its own column. Any additional header information other than column names are not exported. If the report is designed to group multiple fields in one cell, this format will put each field in its own column.

  e. **CSV:** This format will export the report in a .csv (comma separated value) document with only tabular data. This is most commonly selected when using a program other than Excel. It will have no extra formatting, images, color, or prompt data that may be on the HTML format (web page) or the Excel format. Each row in the report is a row in the output with each column separated by a comma. The first row has all the header titles comma separated. Any additional header information other than column names are not exported.

f. **XML:** This format will export the report as an .xml document.