Insight
Reporting

IE 11 “Reports Undefined” Resolution Document

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Resolve “Reports Undefined” issue in IE 11

1. Open Internet Explorer (IE)
2. In IE Menu bar, click Tools -> Compatibility View Settings. If IE menu is not visible click “Alt” and the menu will be visible.
3. In “Add this website:” text box type: odu.edu
4. Click Add
5. Output should look like

![Compatibility View Settings]

6. Click close.
7. Close Internet Explorer and start IE again and access https://insight.odu.edu/Cognos