

**Problem:**

When attempting to download .CSV files from EDW, users click the link to download the .CSV report at which point the download window appears and then disappears without ever allowing the user to save the report file.

**Resolution:**

Open Internet Explorer and click on:

1. "Tools" then, "Internet Options"
2. Click on the "Security" tab.
3. Click the globe labeled "Internet"
4. Click "Custom Level"
5. When the "Security Settings" box opens, scroll down and look for the "Downloads" heading.
6. Check the "Enable" button for "Automatic prompting for file downloads"
7. Check the "Enable" button for "File Download"
8. Click "OK" to close the security setting dialog box.
9. Repeat steps 1-7 for "Local Intranet" and for "Trusted Sites"
10. Click "OK" to close the security settings.
11. Close IE.
12. Open IE and try downloading the file again.

