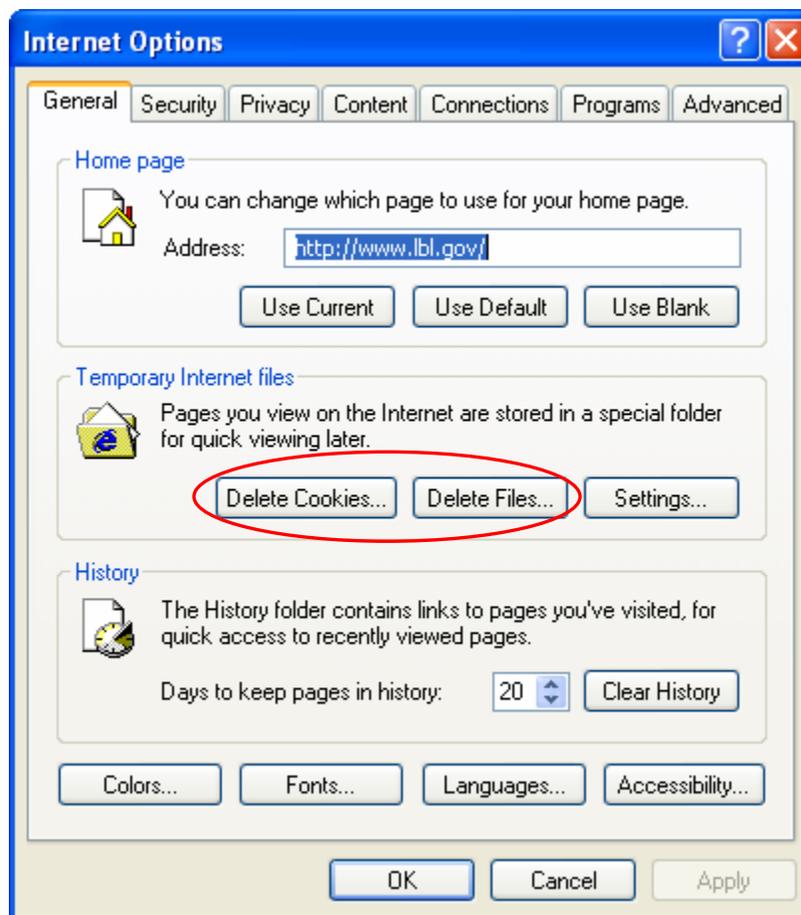


FMS Tip # 11

Troubleshooting Query to Excel Download Problems

If you are downloading Query results to Excel and get error messages indicating the file is unable to be opened you can check several areas to try to solve the problem.

1. In the Internet Explorer (IE) browser choose Tools → Internet Options.
 - On the General tab, clear your cache by clicking on the *Delete Cookies* and *Delete Files* buttons.



- After clicking on each of the buttons, click **OK**.

2. Next, choose the **Security** tab

- Click on the **Trusted Sites** icon and then on the **Sites . . .** button.
- Add the following web address (URL) to the zone: **https://fmssrv2.lbl.gov**
- Click the **Add** button. Then click **OK** in the next two windows.

