

# External Reports Not Displayed in Internet Explorer on Windows Vista

## Problem

External Helix ALM reports are not displayed in Internet Explorer 7 and later on Windows Vista. After a report output type is selected, the File Download dialog box does not open and the browser window closes without displaying the report.

## Cause

Automatic prompting for downloads is disabled in Internet Explorer, which prevents the browser from downloading the report from Helix ALM.

## Solution

Enable automatic prompting for file downloads in the Internet Explorer settings.

1. In Internet Explorer, choose Tools > Internet Options.
2. Click the Security tab and click Internet.
3. Click Custom level in the Security zone for this zone area.
4. Select Enable under Automatic prompting for file downloads.
5. Click OK to save the changes.
6. Click OK to close the Internet Options dialog box.
7. Close and restart Internet Explorer.

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