

## Troubleshooting Running a Query to Excel – Settings

You can run results from queries to the Microsoft Excel program. The results will appear as an Excel spreadsheet *within* PS.

If you are experiencing problems running queries to Excel, there are two settings you can check that may be hindering the download:

1. **Popup blocker in your browser** – Internet Explorer or Mozilla Firefox. For a query to run to Excel, the popup blocker should be turned off. To find out the status of your popup blocker:
  - a. **Internet Explorer users:** click on Tools > Popup Blocker > Turn on Popup Blocker. **Note with IE:** you may need to hold down the Ctrl key even if your pop-up blocker is turned off when running to EXCEL.
  - b. **Mozilla Firefox users:** click on Tools > Options > Content – remove check mark from the Block Popup Windows check box

Many times Yahoo or Google toolbars are added with their own toolbar. Make sure it's turned off before you run the Query.

### 2. Edit File Type within Windows Explorer

- a. Click on Start. Select Control Panel and then Folder Options



- b. Click on the File Types tab and scroll down until you find XLS Microsoft Office Excel 97-2003 Worksheet.



- c. Click on the Advanced button.
- d. The three options in the lower left should not be checked, as shown here. If they are checked, remove the checks and click OK. DO NOT CHANGE ANYTHING ELSE.

