Knowledge Base Article: Article 244

Click&DECiDE and HTML Cubes under I.E. 11

Date: December 18th, 2013

Problem:

How to get the Click&DECiDE HTML Cubes working with I.E. 11?

Explanation:

With any version from DataSet Report 2009 (V6) to Click&DECiDE version 13, the Web Portal will not display the HTML output format for the Cubes when using Internet Explorer 11.
This is due to changes in I.E. 11 that modifies the way it is identified by the Server. You have to update your Server with the fixes from Microsoft and enable compatibility in I.E. 11.
Microsoft has released patches for IIS including the supported following systems:

- Windows Server 2003 (*)
- Windows Server 2008
- Windows Server 2008 R2 Service Pack 1 (SP1)

(*) Notice that HTML is not supported by the Web Portal of Click&DECiDE Version 2013 and greater under Windows Server 2003.
(See also our KBA239 about the use of I.E. 10)

Symptom:

For example, through the Web Portal under **I.E. 11**, you cannot see the HTML output format for a Cube, as if you was using the Google Chrome or Mozilla Firefox browsers.

Solution:

Step 1: Updating your IIS Server

Here are the hotfix to be installed on the Server depending on your Windows version: (the first one has to be installed only if .NET4 is installed)
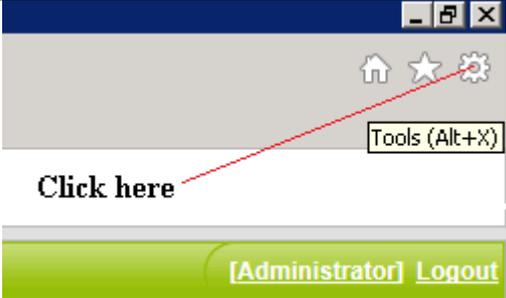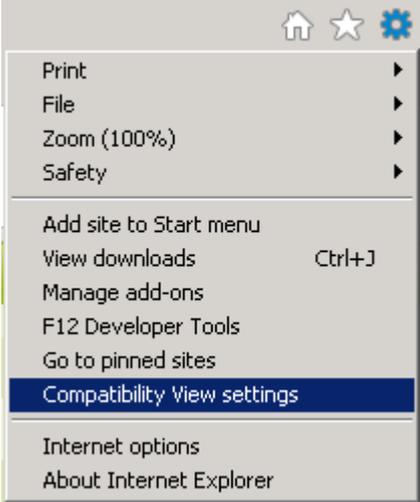
- 2836939 .NET 4 - Win7SP1/Win2K3SP2/Win2K8R2SP1/Win2K8SP2/VistaSP2/WinXPSP3
- 2836940 .NET 3.5 SP1 - Win2K3SP2/Win2K8SP2/VistaSP2/WinXPSP3
- 2836942 .NET 3.5 SP1 - Win7SP1/Win2K8R2SP1
- 2836943 .NET 2.0 SP2 - Win7SP1/Win2K8R2SP1
- 2836945 .NET 2.0 SP2 - Win2K8SP2/VistaSP2

If the above hotfix do not solve the problem, you can run a **Windows Update** and reboot the Server.

Step 2: Modifying the I.E. Compatibility View Settings

After applying the Step1, if the HTML still not appears in the Web Portal for a Cube:

You can apply the following modification in the Internet Explorer Compatibility View Settings:

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Click the **Tools Icon** (or press Alt+X)	Tools (Alt+X) **Click here** [Administrator] Logout
Select the **"Compatibility View Settings"**	Print File Zoom (100%) Safety Add site to Start menu View downloads Ctrl+J Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings Internet options About Internet Explorer
Add the ServerName (or localhost or Server IP Address) Click **Close.** **Refresh** the Web Portal page. Now the HTML output format should appear r the Cubes.	**Compatibility View Settings** Change Compatibility View Settings Add this website: servername [Add] Websites you've added to Compatibility View: 192.168.0.94 localhost servername [Remove] ☑ Display intranet sites in Compatibility View ☑ Use Microsoft compatibility lists Learn more by reading the Internet Explorer privacy statement [Close]

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