Grant & Loan Bulletin 1607B

Subject

EAGL Reports and Excel Export Functionality with Internet Explorer

Applies to

EAGL users who access the system with Internet Explorer and download Excel reports.

Action required

Additional steps are temporarily required to open Excel reports from the EAGL system. Microsoft recently released a security patch to the Microsoft Office Suite, which has caused some compatibility issues. You may be unable to open Excel reports from the system without first saving the report to your local computer. In some cases, additional steps may be required. This issue appears to only affect users with Internet Explorer.

A follow-up system message will be sent when a permanent solution is in place.

Workaround

You must save the report to your local computer instead of opening the file directly from your web browser. For Internet Explorer users, follow these steps to save the report to your computer:

1. Generate your Excel report.
2. When Internet Explorer prompts you to open or save the file, select the Save As option.
3. Browse to the location where you wish to save the file and save.
4. Browse to the location where you previously saved the file and open it.

If you are unable to open the exported report after following the steps above, please proceed to the advanced workarounds in this publication. on the following pages.
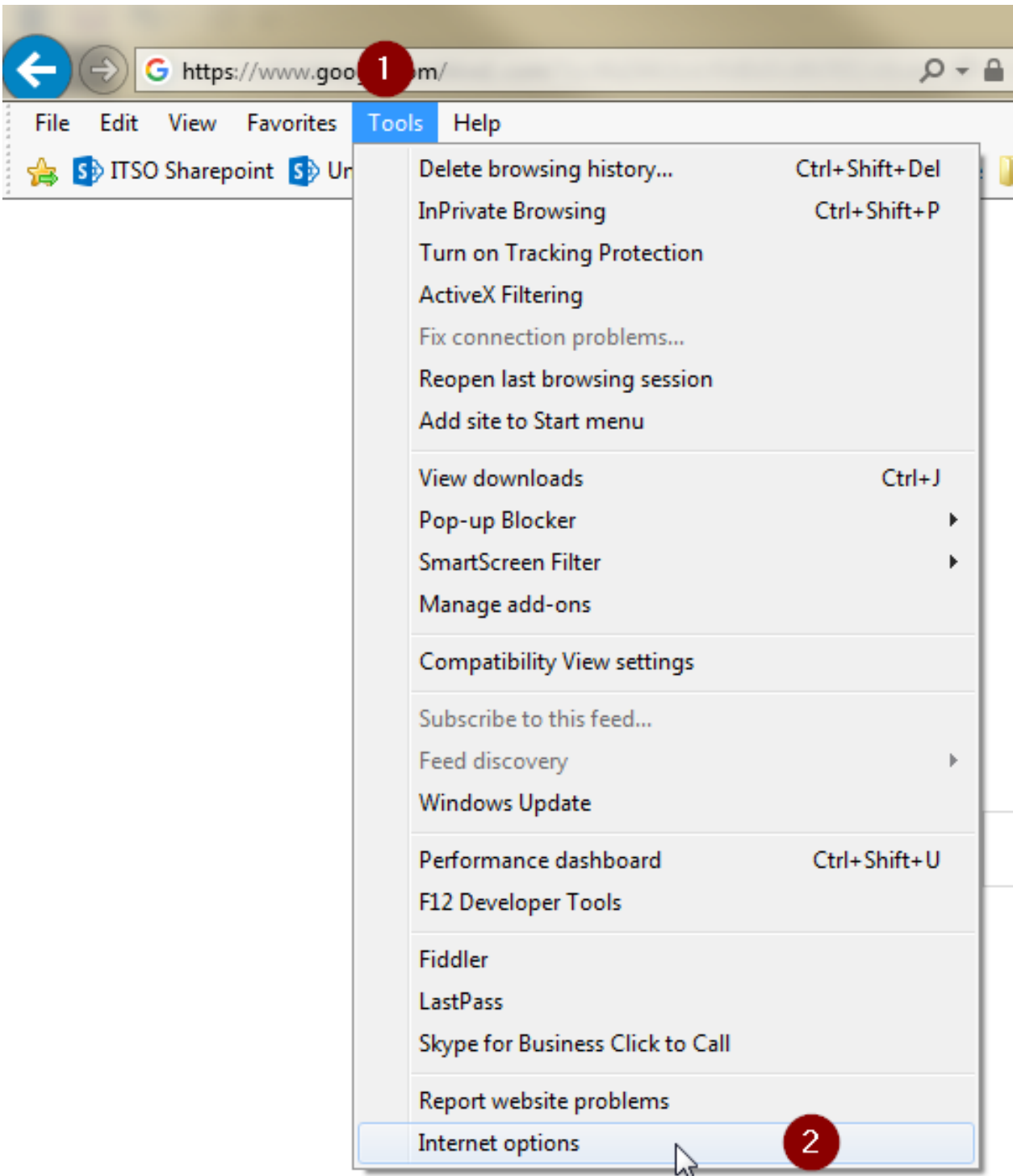
Special accommodations

To request ADA accommodation for disabilities, or printed materials in a format for the visually impaired, call Ecology at 360-407-6386 or visit http://www.ecy.wa.gov/accessibility.html. Persons with impaired hearing may call Washington Relay Service at 711. Persons with speech disability may call TTY at 877-833-6341.
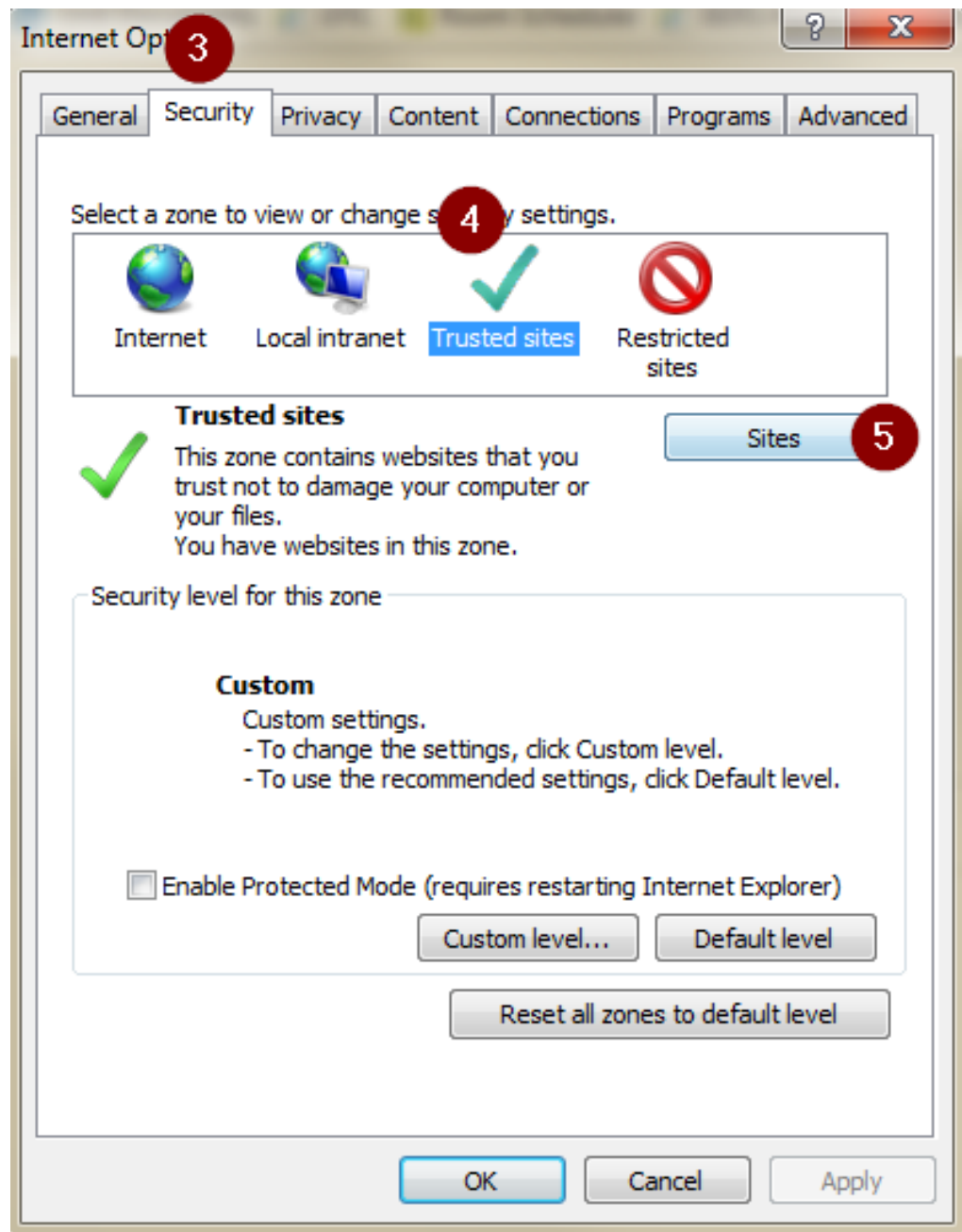
Advanced Workaround 1—Add EAGL to Trusted Sites in your Web Browser

In Internet Explorer, follow these instructions to add EAGL as a trusted site. (Note: The steps below are pro-vided for Internet Explorer 11.)
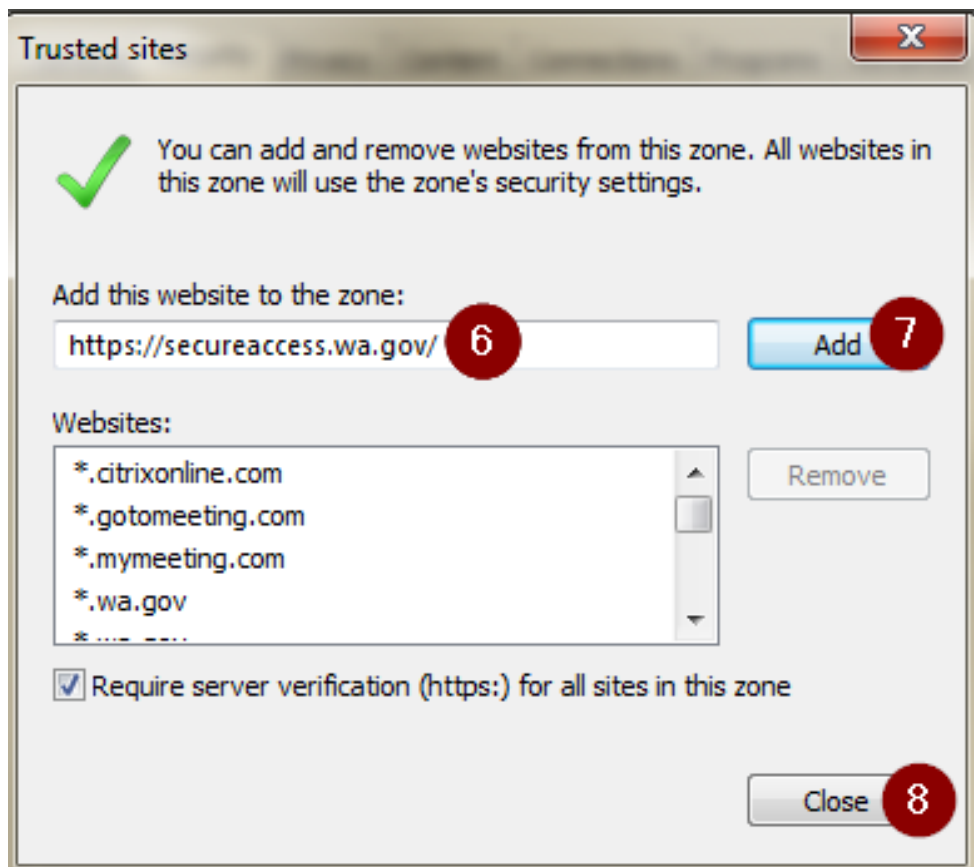
1. Click Tools in the top menu bar (you may have to press ALT on your keyboard for the menu bar to appear).
2. Select Internet Options.

3. Click the 2nd tab, Security.

4. Select the Trusted Sites Green Check icon.
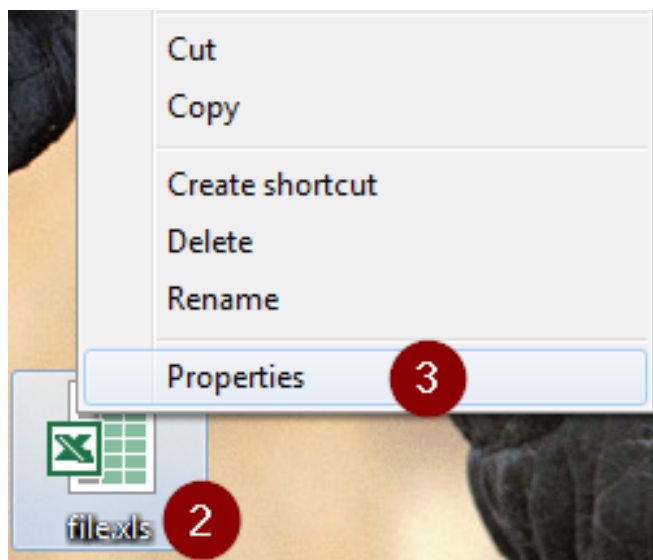
5. Click the sites button.

6. Enter "https://secureaccess.wa.gov/" into the textbox.

7. Click the Add button.

8. Click Close and then close the Internet Options window.

9. Generate your Excel report and save locally as described on page 1 of this publication.

Advanced Workaround 2—Update File Properties of Exported Report

If Advanced Workaround 1 did not work for you, you may need to perform the following steps for each Excel export you download and save.

1. Generate your Excel report and save locally as described in Workaround on page 1 in this publication.

2. Browse to the location of your saved file and right-click the file.

3. On the menu that appears, select Properties.

4. On the Properties window that appears, check the "Unblock" checkbox at the bottom of the window.

    Note: If the security section does not appear within the properties of your downloaded file, this workaround is not necessary due to how your computer is configured. Follow the steps in Advanced Workaround 1 if you are unable to open the file using the instructions on page 1 of this publication.

5. Click OK.

6. Open the file.

If you are still unable to open Excel reports after following the workarounds in this publication, please contact EAGL Technical Support Staff for assistance.