

Tips and Workarounds for Downloading to Excel from Core-CT Applications

A number of users have experienced problems downloading files to Excel. Here are suggestions to resolve some of these problems.

1. Change the settings for your internet browser.
Internet Tool Bar > Tools > Internet Options > Security > Internet > Custom Level >

Downloads > File Downloads:
Enable

Miscellaneous > Use Pop-Up Blockers:
Disable

(not available after Internet Explorer 9)
Downloads > Automatic Prompting for File Downloads:
Enable
2. Change the Protected View settings in Excel
Excel 2010 and later: File > Options > Trust Center > Trust Center Settings > Protected View

Uncheck
Enable Protected View for files originating from the Internet

Uncheck
Enable Protected View for files located in potentially unsafe locations
3. Make the Core-CT home page a trusted site.
Navigation: Internet tool bar > Tools > Internet Options > Privacy > Sites > enter the URL for the Core-CT home page, <http://www.core-ct.state.ct.us/>, Allow, OK.
4. (This option is unavailable starting with Windows Vista)
Adjust the Folder Options settings for Excel.
My Computer > Tools > Folder Options > File Types > XLS > Advanced

All boxes should be unchecked.

5. If the execution of these steps fails to resolve the problem, use the workaround by holding down the control key <Ctrl> while clicking on [download to excel](#).

Note for Excel 2007 and later users: Occasionally, Excel 2007 and Excel 2010 does not recognize a file that was created in Excel 97-2003. When this happens it will deliver a warning that says, “The file you are trying to open, ‘file_name.xls’, is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?” Clicking Yes will open the file in a read only format. You have the choice to save the file in either the Excel 97-2003 or Excel 2007/2010 format.