

Help for common problems encountered with COSMOS

Here's what to do if COSMOS isn't working...

This document has a section for each of three problems that you may encounter with COSMOS, including:

- (1) a red "x" appears in a field in COSMOS where data should display instead
- (2) you are having problems with your password – for instance, you have forgotten your password, or your password doesn't work
- (3) there are general malfunctions in COSMOS – for instance, the application hangs up, crashes, doesn't allow you to save data, or otherwise doesn't behave like you know it should.

This document will provide you with some steps you can take that may help you resolve the problem quickly. Before you contact someone to ask for technical support, please refer to the section of this document that most closely describes the problem that you are having, and try the steps that are provided.

Please jot down the results as you try each step. If the steps listed here do not fix the problem, you will need your notes when you contact your department's network administrator.

A list of frequently asked questions, including hardware and software requirements can be found at <http://www.em.arizona.edu/training/FAQs.htm> .

(1) A red 'x' appears in a field in COSMOS, where data should display instead.

Instead of displaying data as it should, COSMOS might display a red x, or part of a red x. Here is one example, but your screen may look somewhat different:



This may mean that some software referred to as an "ActiveX control" or a "Num Edit control" has to be re-installed on your computer. This is not something that you can do for yourself. Contact the person within your department who provides your computer support. He or she will find additional information at <http://www.em.arizona.edu/training/FAQs.htm#15> .

(2) If your password doesn't work, or you have forgotten your password, follow the instructions given below.

Remember that your COSMOS password is the same as your NetID password. If you find that you are the only person in your office that cannot sign in, you may need to reset your NetID password at <https://netid.arizona.edu>

If no one can sign in, there is probably a problem with the server – the computer that sends information to everyone’s individual computers. Make sure that your department representative, as listed in Section 4 of this document, is aware of the problem, and then wait for the problem to be resolved. Problems with the server are usually resolved within an hour or so.

(3) If COSMOS just doesn’t seem to be working as it should, try the steps listed in this section. If these steps do not correct the problem, contact the person who provides computer support for your department.

First, find out whether other people in your office are having problems. If they are, there is probably a problem with the server (the main computer that sends information to everyone’s desktop computer). If other people are having trouble, contact the UITS 24/7 Help Center (contact information listed in Section 4 of this document). Most, but not all, problems with the server are resolved within an hour.

If other people in your office are not having problems, try restarting your computer. If restarting your computer did not solve the problem, please contact your local IT staff, and have them follow the recommended settings listed below.

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Software Requirement

Microsoft Internet Explorer 6.0 with Service Pack 2

Browser Settings

Section	Property	Value
Security Settings		
ActiveX controls and plug-ins	Binary and script behaviors*	Enable
	Download signed ActiveX controls	Enable
	Download unsigned ActiveX controls	Enable
	Run ActiveX controls and plug-ins	Enable
	Script ActiveX controls marked safe for scripting	Enable
Downloads	Automatic prompting for file downloads*	Enable
	File downloads	Enable
Miscellaneous	Allow script-initiated windows without size or position	Enable

	constraints*	
	Launching programs or files in an IFRAME	Enable
	Software channel permissions	Medium Safety
	Submit non encrypted form data	Enable
	Use Pop-up Blocker*	Disable
	Userdata persistence	Enable
Scripting	Active Scripting	Enable
User Authentication	Logon	Prompt for user name and password / Automatically logon to the intranet zone.
Advanced Settings		
Browsing	Disable script debugging	Checked
	Display a notification about every script error	Checked
	Enable Install On Demand (Internet Explorer)	Checked
	Enable Install On Demand (Other)	Checked
	Notify when downloads complete	Checked
	Show friendly HTTP error messages	Checked
HTTP 1.1 Settings	Use HTTP 1.1	Checked
Security	Enable integrated windows authentication	Checked
	Empty Temporary Internet Files folder when browser is closed	Checked
Privacy Settings		
Settings	Privacy Setting for the Zone	Medium
Pop-up Blocker	Block pop-ups*	Unchecked

* These settings are applicable for Internet Explorer 6.0 SP 2

After making these changes, close Internet Explorer and try using COSMOS again. If the problem persists, the next step is to contact the UITS 24/7 Help Center (see Section 4, below).

(4) Contact Information:

Go to the COSMOS On Call website page on this site and follow the instructions for contacting the UITS 24/7 Support Center, at:

<http://www.em.arizona.edu/training/4CosmosOnCall.htm>

(5) Resources.

If you are interested in COSMOS training, visit the Training section on this website at:

<http://www.em.arizona.edu/training/training.htm> .