

Banner Data Extract Problems: To resolve data extract problems, follow these steps. Depending on the particular issue, you may need to implement all three resolutions.

Resolution 1:

1. Turn pop up blocker off (Tools, Pop Up Blocker, Turn Off Pop Up Blocker).
2. Close Banner and Internet Explorer.
3. Double click the Banner Data Extract Registry icon in the Novell Application Launcher.

Resolution 2:

1. Open Internet Explorer
2. On your desktop, click Start, Run, and type: Explorer in the box and click OK.
3. Once the Explorer window opens, select Tools, Folder Options, then click the File Types tab.
4. Once the file types load, scroll to XLS and select it, then click the Advanced button.
5. Unselect "Browse in the same window", click OK, then click Close.
6. In the Novell Application Launcher, double click Banner Data Extract Registry Key (in the Banner folder).
7. In Internet Explorer, make sure your pop up blocker is turned off (Tools, Pop Up Blocker)

Resolution 3:

1. Open an Internet Explorer session (not your Banner one).
2. From the menu, select Tools, Internet Options
3. Click the Security Tab
4. Click Custom Level
5. Scroll down until you come to the Downloads section.
6. Click "Enable" for "Automatic prompting for file downloads".
7. Click OK and exit all dialog boxes.

