

Resolve Exported Report Download Issues in IE11 Due to Cookie Authentication

Contents

Introduction

This document describes how to resolve exported report download failures in Internet Explorer 11 (IE11) caused by a cookie authentication issue.

Overview

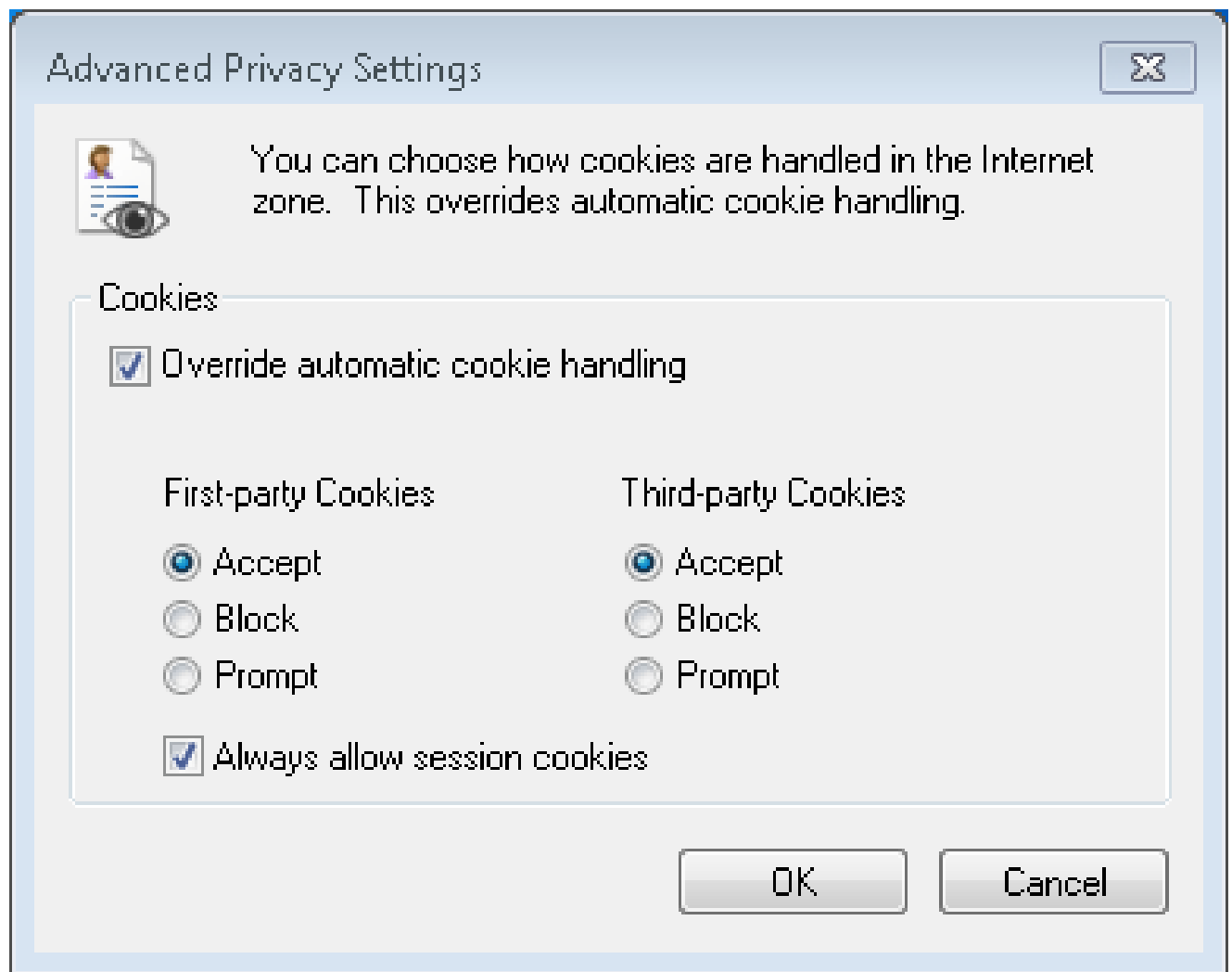
When you download exported reports, IE11 may fail to complete the download due to a cookie authentication issue. This issue occurs because of the transition between the *.opendns.com and *.umbrella.com domains. While the dashboard uses an umbrella.com address, the underlying API uses an opendns.com address.

This issue affects IE11 browsers with moderate or stricter cookie privacy validation settings. Microsoft has officially deprecated this type of cookie check for all future updates. The download error appears when you use IE11 under these conditions.

Resolution

You can resolve the export download issue in IE11 using any of these methods:

- Use another modern browser, such as Firefox, Chrome, Safari, or Edge.
- Start your login to the dashboard at <https://dashboard.opendns.com> instead of <https://dashboard.umbrella.com>.
 - You will end up in the same dashboard, but this method works around the problem.
- Adjust IE11 **Advanced Privacy Settings** to align with Windows 10 defaults:
 - Go to **Internet Options > Privacy > Advanced** in IE11.
 - Select "Override automatic cookie handling".
 - Select the "Accept" option under "First-party Cookies" and "Third-party Cookies".
 - Select "Always allow session cookies".



- Add both **pendns.com** and **umbrella.com** to the allowed sites in IE11:
 - Go to **Internet Options > Privacy > Sites**.
 - Add both domains to exempt them from IE's specific cookie handling.

Manage Sites



You can specify which websites are always or never allowed to use cookies, regardless of their privacy policy.

Type the exact address of the website you want to manage, and then click *Allow* or *Block*.

To remove a site from the list of managed sites, select the name of the website and click the *Remove* button.

Address of website:

Block

Allow

Managed websites:

Domain	Setting
opendns.com	Always Allow
umbrella.com	Always Allow

Remove

Remove all

OK