

BNZ Download not allowing the option to save the csv file

Issue:

When clicking a link to a .csv file on the internet, Excel opens with Internet Explorer and displays the contents of the .csv file.

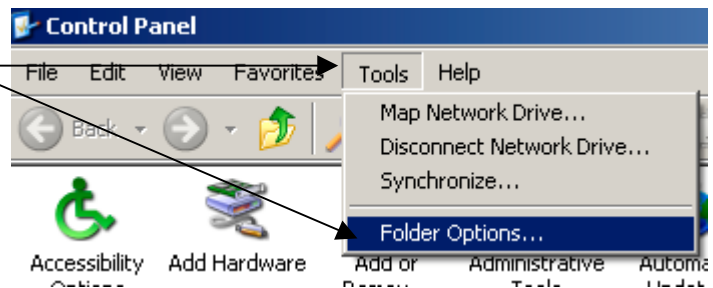
Expected outcome:

When clicking a link to a .csv file on the internet, user expects to be prompted to open or save the file.

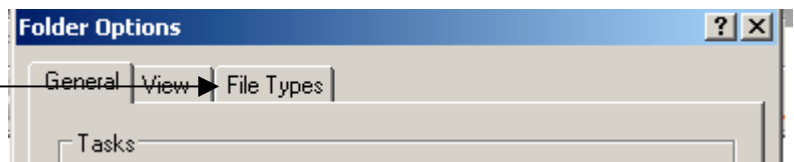
Resolution:

1. Disable any virus checking software
2. Click "**Start**", click "**Control Panel**", (Click 'Switch to classic view' if control panel is in Category view)

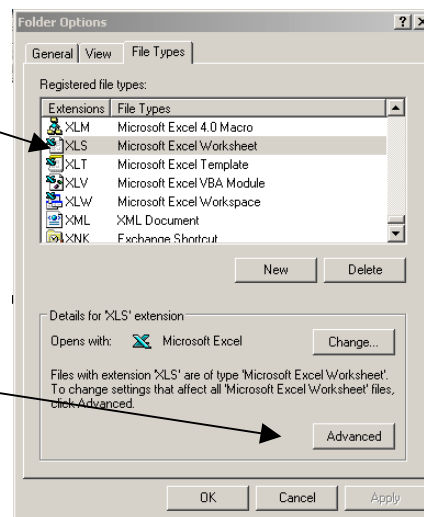
3. Click on Tools - Click "**Folder Options**".



4. Click on the "**File types**" tab.



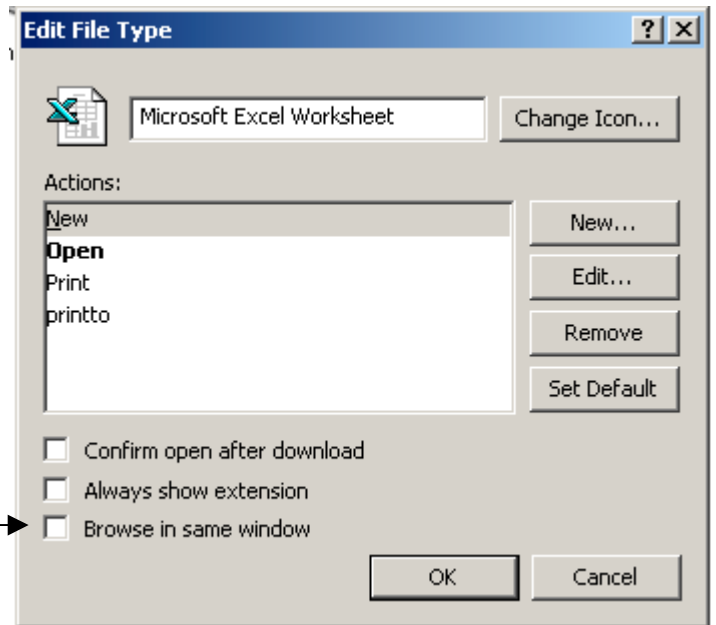
5. Select "**XLS**".



and click "**Advanced**".

Advanced

6. Un-tick **"Browse in same window"** →



7. Click **"OK"** , then **"Close"**

8. Close the **Control Panel**

9. Restart your computer.

Now you should be able to save the csv download file