

IPAC QUERY TROUBLESHOOTING

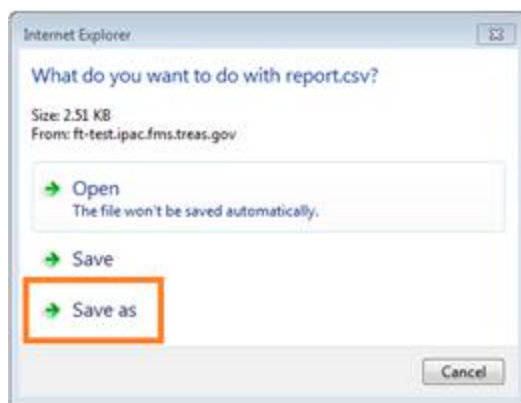
Downloading reports into .csv file format



We are aware of an issue in which some IPAC users are experiencing a 'Certificate Error Message' when opening an IPAC Query (e.g. IPAC Transaction Report Download) into a .csv file format. The error message is associated with a recent security change implemented during the Treasury Web Application Infrastructure (TWAII) IHS upgrade. Some users may experience intermittent issues depending on their agency's local Microsoft Office Excel settings.

The steps below should allow IPAC users to review .csv reports as needed.

1. After selecting the 'Download' button in the application, select 'Save as' in the prompt



2. Designate a location to save the file (re-name if desired)



3. Select 'Open'



Please contact the Treasury Support Center with additional questions. They may be reached at: IPAC@stls.frb.org, or by calling **877-440-9476**.