

IBM Cognos Business Intelligence
Version 10.1.1

Troubleshooting Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 173.

Product Information

This document applies to IBM Cognos Software Version 10.1.1 and may also apply to subsequent releases. To check for newer versions of this document, visit the IBM Cognos Information Centers (<http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>).

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Introduction

This information is intended for use with IBM® Cognos® software.

This information is intended for use with IBM Cognos Business Intelligence software.

This information contains troubleshooting information to help resolve problems with IBM Cognos software.

Audience

To use this information, you should be familiar with concepts, such as installation, configuration, server administration, reporting, and security.

Finding information

To find IBM Cognos product documentation on the web, including all translated documentation, access one of the IBM Cognos Information Centers. Updates to Release Notes are published directly to Information Centers.

You can also read PDF versions of the product release notes and installation guides directly from IBM Cognos product disks.

Forward-looking statements

This documentation describes the current functionality of the product. References to items that are not currently available may be included. No implication of any future availability should be inferred. Any such references are not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of features or functionality remain at the sole discretion of IBM.

Samples disclaimer

The Great Outdoors Company, GO Sales, any variation of the Great Outdoors name, and Planning Sample depict fictitious business operations with sample data used to develop sample applications for IBM and IBM customers. These fictitious records include sample data for sales transactions, product distribution, finance, and human resources. Any resemblance to actual names, addresses, contact numbers, or transaction values is coincidental. Other sample files may contain fictional data manually or machine generated, factual data compiled from academic or public sources, or data used with permission of the copyright holder, for use as sample data to develop sample applications. Product names referenced may be the trademarks of their respective owners. Unauthorized duplication is prohibited.

Accessibility Features

Accessibility features help users who have a physical disability, such as restricted mobility or limited vision, to use information technology products. Many IBM Cognos Software products and components have accessibility features. For

information on these features, see the documentation for the product or component.

Chapter 1. Troubleshooting a problem

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and how to resolve the problem.

The first step in the troubleshooting process is to describe the problem completely. Problem descriptions help you and the IBM technical-support representative know where to start to find the cause of the problem. This step includes asking yourself basic questions:

- What are the symptoms of the problem?
- Where does the problem occur?
- When does the problem occur?
- Under which conditions does the problem occur?
- Can the problem be reproduced?

The answers to these questions typically lead to a good description of the problem, which can then lead to a resolution of the problem.

What are the symptoms of the problem?

When starting to describe a problem, the most obvious question is “What is the problem?” This question might seem straightforward; however, you can break it down into several focused questions that create a more descriptive picture of the problem. These questions can include:

- Who, or what, is reporting the problem?
- What are the error codes and messages?
- How does the system fail? For example, is the problem a loop, hang, crash, performance degradation, or incorrect result?

Where does the problem occur?

Determining where the problem originates is not always easy, but it is one of the most important steps in resolving a problem. Many layers of technology can exist between the reporting and failing components. Networks, disks, and drivers are only a few of the components to consider when you are investigating problems.

The following questions help you to isolate the problem layer:

- Is the problem specific to one platform or operating system, or is it common across multiple platforms or operating systems?
- Is the current environment and configuration supported?

If one layer reports the problem, the problem does not necessarily originate in that layer. Part of identifying where a problem originates is understanding the environment in which it exists. Take some time to completely describe the problem environment, including the operating system and version, all corresponding software and versions, and the hardware. Confirm that you are running within an environment that is supported; many problems can be traced back to incompatible levels of software that are not intended to run together or have not been fully tested together.

When does the problem occur?

Develop a detailed timeline of events leading up to a failure, especially for cases that are one-time occurrences. You can most easily develop a timeline by working backward: Start at the time an error was reported (as precisely as possible, even down to the millisecond), and work backward through the available logs and information. Typically, you need to look only as far as the first suspicious event that you find in a diagnostic log.

To develop a detailed timeline of events, answer these questions:

- Does the problem happen only at a certain time of day or night?
- How often does the problem happen?
- What sequence of events leads up to the time that the problem is reported?
- Does the problem happen after an environment change, such as an upgrade or an installation of software or hardware?

Under which conditions does the problem occur?

Knowing which systems and applications are running at the time that a problem occurs is an important part of troubleshooting. These questions about your environment can help you to identify the cause of the problem:

- Does the problem always occur when the same task is being performed?
- Does a certain sequence of events need to occur for the problem to occur?
- Do any other applications fail at the same time?

Answering these types of questions can help you explain the environment in which the problem occurs and correlate any dependencies. Remember that just because multiple problems might have occurred around the same time, the problems are not necessarily related.

Can the problem be reproduced?

Problems that you can reproduce are often easier to solve. However, problems that you can reproduce can have a disadvantage. If the problem has a significant business impact, you do not want it to recur. If possible, re-create the problem in a test or development environment, which typically offers you more flexibility and control during your investigation. Answer the following questions:

- Can the problem be re-created on a test system?
- Are multiple users or applications encountering the same type of problem?
- Can the problem be re-created by running a single command, a set of commands, or a particular application?

“Searching knowledge bases”

You can often find solutions to problems by searching IBM knowledge bases. You can optimize your results by using available resources, support tools, and search methods.

Searching knowledge bases

You can often find solutions to problems by searching IBM knowledge bases. You can optimize your results by using available resources, support tools, and search methods.

About this task

You can find useful information by searching the information center for IBM Cognos, but sometimes you need to look beyond the information center to resolve problems.

Procedure

To search knowledge bases for information that you need, use one or more of the following approaches:

- Find the content that you need by using the IBM Support Portal (IBM Cognos Business Intelligence Support Portal).
The IBM Support Portal is a unified, centralized view of all technical support tools and information for all IBM systems, software, and services. The IBM Support Portal lets you access the IBM electronic support portfolio from one place. You can tailor the pages to focus on the information and resources that you need for problem prevention and faster problem resolution. Familiarize yourself with the IBM Support Portal by viewing the demo videos (https://www.ibm.com/blogs/SPNA/entry/the_ibm_support_portal_videos) about this tool. These videos introduce you to the IBM Support Portal, explore troubleshooting and other resources, and demonstrate how you can tailor the page by moving, adding, and deleting portlets.
- Search for content about IBM Cognos by using one of the following additional technical resources:
 - IBM Cognos BI APARs (problem reports)
 - Searching technotes.
 - IBM Cognos forums and communities.
 - Cognos Customer Center
- Search for content by using the IBM masthead search. You can use the IBM masthead search by typing your search string into the Search field at the top of any [ibm.com](https://www.ibm.com)® page.
- Search for content by using any external search engine, such as Google, Yahoo, or Bing. If you use an external search engine, your results are more likely to include information that is outside the [ibm.com](https://www.ibm.com) domain. However, sometimes you can find useful problem-solving information about IBM products in newsgroups, forums, and blogs that are not on [ibm.com](https://www.ibm.com).

Tip: Include “IBM” and the name of the product in your search if you are looking for information about an IBM product.

Getting fixes

A product fix might be available to resolve your problem.

Procedure

To find and install fixes:

1. Determine which fix you need (Fix Central)
2. Download the fix. Open the download document and follow the link in the “Download package” section.
3. Apply the fix by following the instructions in the “Installation Instructions” section of the download document.

4. Subscribe to receive weekly email notifications about fixes and other IBM Support information.

Contacting IBM Support

IBM Support provides access to a variety of IBM resources for help with software questions.

Before you begin

After trying to find your answer or solution by using other self-help options such as technotes, you can contact IBM Support. Before contacting IBM Support, your company must have an active IBM maintenance contract, and you must be authorized to submit problems to IBM. You should also have the following information at hand:

- Your customer identification number
- Your service request number, if it is an ongoing service request
- The phone number where you can be reached
- The version of the software you use
- The version of the operating environment you use
- A description of what you were doing when the problem occurred
- The exact wording of any error messages that display
- Any steps you took to attempt to solve the problem

For information about the types of available support, see the Support portfolio topic in the *Software Support Handbook*.

Procedure

Complete the following steps to contact IBM Support with a problem:

1. Define the problem, gather background information, and determine the severity of the problem. For more information, see the Getting IBM support topic in the *Software Support Handbook*.
2. Gather diagnostic information.
3. Submit the problem to IBM Support in one of the following ways:
 - Using IBM Support Assistant (ISA): Use this feature to open, update, and view an Electronic Service Request with IBM. Any data that has been collected can be attached to the service request. This expedites the analysis and reduces the time to resolution.
 - Online through the IBM Support Portal: You can open, update, and view all your Service Requests from the Service Request portlet on the Service Request page.
 - By phone: For the phone number to call, see the Directory of worldwide contacts web page.

Results

If the problem that you submit is for a software defect or for missing or inaccurate documentation, IBM Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM Support

Web site daily, so that other users who experience the same problem can benefit from the same resolution.

Exchanging information with IBM

To diagnose or identify a problem, you might need to provide IBM Support with data and information from your system.

In other cases, IBM Support might provide you with tools or utilities to use for problem determination.

Sending information to IBM Support

To reduce the time that it takes to resolve your problem, you can send trace and diagnostic information to IBM Support.

Procedure

To submit diagnostic information to IBM Support:

1. Open a problem management record (PMR). You can use the IBM Support Assistant or the IBM Service Request tool.
2. Collect the diagnostic data that you need. Diagnostic data helps reduce the time that it takes to resolve your PMR. You can collect the diagnostic data manually or automatically.
3. Compress the files by using the TRSMAIN or AMATERSE program. Download the free utility from the IBM to the IBM Cognos BI system and then install the utility using the TSO RECEIVE command.
4. Transfer the files to IBM. You can use one of the following methods to transfer the files to IBM:
 - The Service Request tool
 - Standard data upload methods: FTP, HTTP
 - Secure data upload methods: FTPS, SFTP, HTTPS
 - Email

If you are using an IBM Cognos product and you use ServiceLink / IBMLink to submit PMRs, you can send diagnostic data to IBM Support in an email or by using FTP.

All of these data exchange methods are explained on the IBM Support site.

Receiving information from IBM Support

Occasionally an IBM technical-support representative might ask you to download diagnostic tools or other files. You can use FTP to download these files.

Before you begin

Ensure that your IBM technical-support representative provided you with the preferred server to use for downloading the files and the exact directory and file names to access.

Procedure

To download files from IBM Support:

1. Use FTP to connect to the site that your IBM technical-support representative provided and log in as anonymous. Use your email address as the password.

2. Change to the appropriate directory:
 - a. Change to the `/fromibm` directory.
`cd fromibm`
 - b. Change to the directory that your IBM technical-support representative provided.
`cd nameofdirectory`
3. Enable binary mode for your session.
`binary`
4. Use the `get` command to download the file that your IBM technical-support representative specified.
`get filename.extension`
5. End your FTP session.
`quit`

Subscribing to Support updates

To stay informed of important information about the IBM products that you use, you can subscribe to updates.

About this task

By subscribing to receive updates, you can receive important technical information and updates for specific Support tools and resources. You can subscribe to updates by using one of two approaches:

RSS feeds and social media subscriptions

The following RSS feeds and social media subscriptions are available for IBM Cognos BI:

- RSS feed for a developerWorks® forum.
- Subscription to Cognos Support notebook blog
- RSS feed for the Support site for IBM Cognos Business Intelligence

For general information about RSS, including steps for getting started and a list of RSS-enabled IBM web pages, visit the IBM Software Support RSS feeds site.

My Notifications

With My Notifications, you can subscribe to Support updates for any IBM product. You can specify that you want to receive daily or weekly email announcements. You can specify what type of information you want to receive, such as publications, hints and tips, product flashes (also known as alerts), downloads, and drivers. My Notifications enables you to customize and categorize the products that you want to be informed about and the delivery methods that best suit your needs.

Procedure

To subscribe to Support updates:

1. Subscribe to the *Product* RSS feeds.
2. To subscribe to My Notifications, begin by going to the IBM Support Portal and clicking **My Notifications** in the **Notifications** portlet.
3. If you have already registered for My support, sign in and skip to the next step. If you have not registered, click **Register now**. Complete the registration form using your email address as your IBM ID and click **Submit**.

4. Click **Edit profile**.
5. Click **Add products** and choose a product category; for example, **Software**.
6. In the second list, select a product segment; for example, **Data & Information Management**.
7. In the third list, select a product subsegment, for example, **Databases**.
8. Select the products that you want to receive updates for.
9. Click **Add products**.
10. After selecting all products that are of interest to you, click **Subscribe to email** on the **Edit profile** tab.
11. Select **Please send these documents by weekly email**.
12. Update your email address as needed.
13. In the **Documents list**, select the product category; for example, **Software**.
14. Select the types of documents that you want to receive information for.
15. Click **Update**.

Results

Until you modify your RSS feeds and My Notifications preferences, you receive notifications of updates that you have requested. You can modify your preferences when needed (for example, if you stop using one product and begin using another product).

Troubleshooting checklist for *IBM Cognos Business Intelligence*

By answering a set of questions that are structured into a checklist, you can sometimes identify the cause of a problem and find a resolution to the problem on your own.

Answering the following questions can help you to identify the source of a problem that is occurring with *IBM Cognos Business Intelligence*:

1. Is the configuration supported?
2. What are you doing when the problem occurs?
 - Planning
 - Installing the product
 - Upgrading or migrating the product
 - Doing system administration or configuration tasks
 - Developing applications
 - Launching or deploying the product
 - Running the product
 - Installing or making changes to related hardware or software products
 - Recovering or restarting the product or system
 - Diagnosing a problem or running diagnostic aids
3. Is the problem related to IBM Cognos software? If so, what, if any, error messages or error codes were issued?
4. Can you reproduce the problem to ensure that it is not just a simple error?
5. Did you check file locations, directories, paths, and access?
6. Have you reviewed all relevant documentation, including release notes and technotes?

7. Did you check to see if any recent changes in your computing environment may be responsible for the problem.
8. If the checklist does not guide you to a resolution, collect additional diagnostic data. This data is necessary for an IBM technical-support representative to effectively troubleshoot and assist you in resolving the problem.

Troubleshooting Resources

Troubleshooting resources are sources of information that can help you resolve a problem that you are having with a product.

Generally, sources of troubleshooting information include logs, debugging modes, documentation, and technical support. In addition to this document, the following troubleshooting resources are available when you work with IBM Cognos Business Intelligence:

- Error messages
- Log files
- Core dump files
- Metric dump file
- Windows Event Viewer
- Samples
- Report Definition in Query Studio
- IBM Cognos Customer Center
- IBM Cognos diagnostic tool

By learning what troubleshooting resources are available, you are better able to resolve problems while using IBM Cognos BI.

Error Messages

The first indication of a problem is often an error message. Error messages contain information that can be helpful in determining the cause of a problem.

You can click the Details link to see the full error message. The administrator can use this information, as well as other information about what product you are using and what you did before the error message displayed, to resolve an issue.

If you click OK in response to the error message, IBM Cognos BI undoes the last action and returns to the previous state.

Log Files

Log files can help you troubleshoot problems by recording the activities that take place when you work with a product.

Operations performed in IBM Cognos BI are recorded in various log files for tracking purposes. For example, if you experienced problems installing IBM Cognos BI, consult the transfer log file to learn what activities the installation wizard performed while transferring files.

Before you begin viewing log files, ensure that they contain the information that you need. The number of log files and the information they contain are set by parameters in IBM Cognos Connection and in IBM Cognos Configuration.

Use IBM Cognos Administration to learn about logging categories and how to set the level of detail to log for each category.

Use IBM Cognos Configuration to specify the size, number, and location of log files, and to configure the properties of the log server.

When troubleshooting, the following files can assist you:

The Transfer Log File

This file records the activities that the installation wizard performed while transferring files.

The transfer log file is located in the *c10_location\instlog* directory. The file name identifies the product name, version, and build number, and includes a time stamp. The following is an example of the file name format:

tl-BISRV-8.1-0.0-20080901_1122.txt

The Transfer Summary-Error Log File

This file records the components you installed, disk space information, the selections you made in the transfer dialogs, and any errors the installation wizard encountered while transferring components.

The transfer summary-error log file is located in the *c10_location/instlog* directory. The file name identifies the product name, version, and build number, and includes a time stamp. The following is an example of the file name format:

tl-BISRV-8.1-0.0-20080901_1122_summary_error.txt

The Startup Configuration File

This file records your configuration choices each time you save your property settings. The file name is *cogstartup.xml*.

If you are unable to save your configuration, or are having problems you can revert to a previously saved configuration file. The backup configuration files are located in the *c10_location/configuration* directory. The following is an example of the file name format for backup configuration files:

cogstartup_200811231540.xml

The Startup Configuration Lock File

This file is created each time you open IBM Cognos Configuration. It prevents you from opening more than one IBM Cognos Configuration window.

If you experience problems opening IBM Cognos Configuration, you can check the *c10_location/configuration* directory for the *cogstartup.lock* file. If the file exists and IBM Cognos Configuration is not open, it means that IBM Cognos Configuration did not shut down properly the last time you used it. You can delete the lock file and then open IBM Cognos Configuration.

The Locale Configuration File

This file records the configuration choices you make in IBM Cognos Configuration for product and content locales, locale mapping, and currency support.

If you experience problems with language support in the user interface or in reports, use these files to track your changes. The backup configuration files are located in the *c10_location*/configuration directory. The following is an example of the file name format:

coglocale_200811231540.xml

The Runtime Log File

The default IBM Cognos log file, named cogserver.log file, or other log files that you configure to receive log messages from the log server, record information after you start the IBM Cognos BI service. They are located in the *c10_location*/logs directory. If you configured another destination for log messages, check the appropriate file or database.

Some log messages indicate problems. Most messages provide information only, but others can help you to diagnose problems in your runtime environment.

The Gateway Log File

The gateways record errors in the gateway log file, which is located in the *c10_location*/logs directory.

You can use the gateway log file to troubleshoot problems that prevent the gateway from processing requests or from using encryption. Symptoms of these problems are as follows:

- User IDs and passwords do not work
- Single signon does not work
- The dispatcher is running but users receives an error message advising that the IBM Cognos BI server is not available

The gateway log file uses the following naming format, where *gateway_interface* is cgi, mod (Apache 1.3 module), mod2 (Apache 2.0 module), or isapi.

gw*gateway_interface*.log (for example, gwcgi.log)

The Uninstallation Log File

This file records the activities that the Uninstall wizard performed while uninstalling files. The log file is named cognos_uninst_log.htm and is located in the Temp directory. You can use the log file to troubleshoot problems related to uninstalling IBM Cognos BI components.

The Silent Mode Log File

This file records the activities that IBM Cognos Configuration performed while running in silent mode. This log file is named cogconfig_response.csv and is located in the *c10_location*/logs directory.

The ReportNet to IBM Cognos BI Upgrade File

This file contains a summary of the results of an upgrade from ReportNet® to IBM Cognos BI. The log file is named `upgradeLog.xml` and is located in the `c10_location/logs` directory. The file is in xml format and references an xslt style sheet. You can double-click the file to have it display in your browser.

Core Dump Files

If you receive an error message about the report server not responding, IBM Cognos BI wrote a core dump (.dmp) file to the file system.

Core dump files indicate a serious problem with the program, such as an unhandled exception or an IBM Cognos BI process that terminated abnormally. Core dump files create a complete memory dump of the current state of the program when the problem occurs. The core file usually indicates a bug that requires a software fix

If you see the report server not responding message, immediately check the `\bin` directory of the IBM Cognos BI server installation for any core dump files. On Windows, these files are named *processID.dmp*, such as `BIBusTKServerMain_seh_3524_3208.dmp`. On UNIX, the files are named `core`. On Linux, the files are named `core.processID`. These binary files must be viewed with a debugging program such as `dbx`, GNU debugger, or the WinDbg debugger for Windows.

If your server administrator cannot solve the problem, contact IBM Cognos Customer Center and provide them with a test case, if possible, and the core files.

Core files can be 300 MB or more, and a new one of the same size is created each time that the problem occurs. In Windows, the files should be checked and cleaned regularly, during regular server maintenance. In UNIX and Linux, system settings can control how and when the core file is written to the file system when a process abnormally terminates.

In Windows, you can use a configuration file to turn off the creation of .dmp files. In a production environment, you can then enable core dumps when you encounter problems. Because not all problems are easy to reproduce, core file creation should be enabled in your testing and development environment so that you can use them.

With some IBM Cognos BI hot site builds, core dump files are automatically created. The configuration file that controls this setting is different for IBM Cognos BI 8.1 MR1, see "Turn Off Core File Creation for IBM Cognos BI MR1." For later versions of the product, see "Turn Off Core File Creation for IBM Cognos BI MR2 and Later Versions" on page 12. During an upgrade, configuration settings are not overwritten.

Turn Off Core File Creation for IBM Cognos BI MR1

The procedure to turn off core file creation for IBM Cognos BI MR1 is as follows.

Procedure

1. On the server where IBM Cognos BI is installed, open the `rsvpproperties.xml` file from the `c10_location\configuration` directory.
2. Change the `Win32StructuredExceptionHandling` property to 0 (zero) so that it reads

```
<property>Win32StructuredExceptionHandling</property>
<value type="long">0</value>
```

3. Save the file.

Turn Off Core File Creation for IBM Cognos BI MR2 and Later Versions

The procedure to turn off core file creation for IBM Cognos BI MR2 and Later Versions is as follows.

Procedure

1. On the server where IBM Cognos BI is installed, open the `cclWin32SEHConfig.xml` file from the `c10_location\configuration` directory.
2. In the configuration element, change the value of the environment variable setting to 0 (zero) so that it reads

```
<env_var name="CCL_HWE_ABORT" value="0"/>
```
3. Save the file.

Metric Dump File

You can use the metric dump file to obtain detailed information about the state of the system at a particular time, and to track system trends over a given period of time for historical purposes.

The default name of this file is `metricdump.xml` and it is located in the `c10_location/logs` directory.

The metric dump file records a snapshot of the current system metrics. The file does not appear in the `c10_location/logs` directory until metric dumping is enabled in IBM Cognos Administration. For more information, see “Enable Metric Dumping in IBM Cognos Administration.” By default, metric dumping is disabled.

The process of metric dumping is configured using the `metricdumpconfiguration.xml` file in the `c10_location/configuration` directory. For more information, see “Change the Metricdumpconfiguration.xml File” on page 13. This file is used to specify the resources to be tracked in the metric dump file, and to control the size and location of the metric dump file. After metric dumping is enabled in IBM Cognos Administration, you can keep it inactive by renaming the `metricdumpconfiguration.xml` file. To reactivate metric dumping for a particular event, rename the configuration file back to its original name.

Note: You can rename the `metricdump.xml` file and change its location using the `metricdumpconfiguration.xml` file.

Enable Metric Dumping in IBM Cognos Administration

The procedure to enable metric dumping in IBM Cognos Administration is as follows.

Procedure

1. Log on to IBM Cognos BI, and open IBM Cognos Connection.
Tip: If the **Welcome** page displays, click **IBM Cognos Administration** and go to step 3.
2. In the upper-right corner, click **Launch > IBM Cognos Administration**.
3. On the **Configuration** tab, click **Dispatchers and Services**.

4. From the toolbar in the upper-right corner of the page, click the set properties

button .

The **Set properties - Configuration** page displays.

5. Click the **Settings** tab.
6. For the **Environment** category, next to **Advanced settings**, in the **Value** column, click **Edit**.
7. In the **Set advanced settings** page, in the **Parameter** column, type the following setting:
DISP.MetricDumpEnabled
Note: The setting name is case-sensitive.
8. In the **Value** column, type the URI of the dispatcher.
You can find the dispatcher URI in IBM Cognos Configuration, under **Environment >Dispatcher Settings**. Use only the first part of the URI that ends with **/p2pd**. For example, type `http://c10_server:9300/p2pd`.
Tip: To delete this setting, click the check box next to the setting, click **Delete**, and click **OK** twice.
9. Click **OK** twice.
10. If you have multiple dispatchers, repeat these steps for each dispatcher computer.

Change the Metricdumpconfiguration.xml File

The procedure to change the Metricdumpconfiguration.xml file is as follows.

Procedure

1. Open the file `c10_location\configuration\metricdumpconfiguration.xml` in an editor.
2. To configure the resources for which metrics are to be logged, specify the resource in the following section:

```
<mbeans>
  <mbean>com.cognos:type=Metrics,*</mbean>
  <mbean>com.cognos:type=MetricHealth,*</mbean>
  <mbean>com.cognos:type=ServiceHealth,*</mbean>
  <mbean>com.cognos:type=ServiceOperationalStatus,*</mbean>
</mbeans>
```

For example, to specify a service, type
`<mbean>com.cognos:type=Metrics,service=contentManagerService</mbean>`
3. To rename the metric dump file and change the path, edit the following line:
`<filename>../logs/metricdump.xml</filename>`
4. To change the time interval for dumping, edit the following line:
`<interval>15000</interval>`
The time is specified in milliseconds.
5. To specify whether to reset the MBeans after the values were dumped, edit the following line:
`<resetAfterDump>false</resetAfterDump>`
Changing the value to true resets metric values back to 0 in the user interface. For more information, see the IBM Cognos *Administration and Security Guide*.
6. To change the maximum number of dumps, edit the following line:
`<count>-1</count>`
-1 means unlimited number of dumps.

7. To change the maximum file size before rollover, edit the following line:
`<filesize>10000000</filesize>`
8. To change the number of metric dump files to keep, edit the following line:
`<rollover>1</rollover>`
9. Save the changes.

Windows Event Viewer

Windows Event Viewer provides information about program, security, and system events. For example, if an IBM Cognos BI service fails to start, this fact is recorded in the event log.

Windows Event Viewer does not record information that is specific to operations or tasks performed in IBM Cognos BI. Consult the IBM Cognos BI log files for these problems.

For information about how to use Windows Event Viewer, see the Windows help.

Samples

IBM Cognos BI uses samples to highlight product features and to help you learn how to use the product. You can also use samples to troubleshoot problems.

You can use the samples that come with IBM Cognos BI to determine if various components are working together as expected. For example, if you are having a problem running a report, you can try running a sample report to see if problem persists. You may discover that the problem is related to connecting to a database.

Example - Testing Report Studio

You are a database administrator responsible for troubleshooting problems that report authors encounter when designing reports. Report Studio is now installed, and you want to ensure that it is working properly before the author begins using it.

To test Report Studio, you open and run one of the reports in the Report Samples folder in Report Studio.

If the report opens successfully, it displays in Report Studio, and the GO Sales and Retailers model associated with the report is loaded. When you run the report, IBM Cognos Viewer displays, and the report contains data.

View the Report Definition in Query Studio

You can use the Report Definition command on the Manage File menu or the Query Information command in the Report Definition box to troubleshoot problems with your reports.

The **Report Definition** command shows the expression for each report item. The **Query Information** command shows the query information for each report item.

Note: You cannot change the report properties using these commands.

Procedure

1. In Query Studio, open the report that you want.
2. From the **Manage File** menu, click **Report Definition**.

The **Report Properties** dialog box displays. It contains a table that lists every filter, report item, and corresponding expression in the report.

Tip: Click **Query Information** to bring up a text box containing information about the query.

IBM Cognos diagnostic tools

IBM Cognos Customer Center provides diagnostic tools.

These tools can help you:

- Verify your environment
- Identify and troubleshoot issues
- Supply the details and systems information needed to log a case with IBM Cognos Customer Center

The diagnostic tools were developed in Java. Each contains a JAR file, a batch file, and a PDF that explains what the diagnostic tool does and the results you can expect. IBM Cognos diagnostic tools are read-only and do not make changes to your environment or to your IBM Cognos products.

New diagnostic tools are continually being developed. To check for the most recent updates, as well as for more information about IBM Cognos diagnostic tools, see the IBM Cognos Customer Center Web site (http://www.ibm.com/software/data/support/cognos_diagnostictools.html).

Chapter 2. Problems Using Documentation

The topics in this section provide solutions for problems you may encounter when using the IBM Cognos documentation.

Problems When Printing a PDF Manual

You print a document in PDF format, but the print job is incomplete. For example, the job stops printing when it reaches a particular graphic. This is an Adobe Acrobat Reader issue that can occur when printing some PDFs using some versions of Acrobat Reader and some printer models. The same PDF may print correctly under one or both of the following conditions:

- using a different version of Acrobat Reader
- using a different printer

If you print from an Acrobat 4.0 or later product, you can try the following solution.

Procedure

1. In Acrobat Reader, from the **File** menu, click **Print**.
2. In the **Printer** section, select the **Print as image** check box.
Because files print more slowly using this option, make sure you specify only the nonprinting page.
3. In the **Print Range** section, click **Pages from** and **Pages to**, type only the page number of the nonprinting page, and then click **OK**.
You can print the rest of the PDF by resending the job starting on the next page.
4. Clear the **Print as image** check box.
5. In the **Print Range** section, click **Pages from** and **Pages to**, type the page range for the remaining pages, and then click **OK**.
Although you can use the **Print as image** option to print the file, this setting does not resolve the original printing problem. For more information, see the Adobe Web site.

Unable to Launch a Web Browser When Accessing Help

You are running IBM Cognos Connection on a Linux computer. You click Help and the following message appears:

Unable to launch a web browser

Attempting to execute netscape-remote openURL

Ensure that the web browser is defined in the path

This error occurs if the Netscape browser is not installed on the computer or the browser path is not set correctly.

The solution is to either install Netscape if it is not installed, or add a BrowserPath entry to the file cogconfig.prefs. The entry must specify the full path for the browser.

Text Does Not Appear Properly in Quick Tours

If your computer uses large fonts, you may not see all the text or text may not wrap properly in the IBM Cognos quick tours.

To fix this problem, do one of the following:

- Use small fonts for your computer.
- Use the smallest font setting in your Web browser.

Problem Viewing Double-byte Character Sets in Internet Explorer

You may encounter problems when viewing text in languages that use double-byte character sets in Internet Explorer Web browser version 6. For example, you open online help and the page is blank.

To ensure that double-byte characters appear properly in your Internet Explorer Web browser, do the following.

Procedure

In Internet Explorer, on the **View** menu, select **Encoding**, **Auto Encoding**, and ensure that **Auto-Select** is selected.

Chapter 3. Installation and configuration problems

You may encounter problems during installation and configuration, or when setting up IBM Cognos BI to run within an application server.

Problems starting IBM Cognos Business Intelligence

You can perform the following tasks when encountering problems starting IBM Cognos Business Intelligence.

You may encounter problems when you try

- to start the IBM Cognos BI service
- to open the Welcome page for the IBM Cognos BI portal for the first time
- to start an application server, such as WebLogic or WebSphere®

The following table shows some common symptoms and their solutions.

Symptoms	Solution
You do not see the splash screen for the IBM Cognos BI portal when you start IBM Cognos BI.	Check your Web server configuration.
The service starts, but no tables are created in the content store database.	Check your content store configuration.
The service does not start.	Ensure that you wait a few moments before submitting a request.
The application server does not start.	Check the file permissions and directory names of the application server installation location.

Ensure that you use other software that is supported by IBM Cognos components. You can view an up-to-date list of environments, such as operating systems, patches, browsers, Web servers, directory servers, and database servers on the IBM Cognos Customer Center (<http://www.ibm.com/software/data/cognos/customercenter/>).

CFG-ERR-0106 error when starting the IBM Cognos service in IBM Cognos Configuration

When you start the IBM Cognos Business Intelligence service, you may receive the following error message:

CFG-ERR-0106 IBM Cognos Configuration received no response from the IBM Cognos service in the allotted time. Check that IBM Cognos service is available and properly configured.

There are two possible causes for this problem:

- The IBM Cognos service needs more time to start.

- A standby Content Manager computer may be configured incorrectly.

The IBM Cognos service needs more time

By default, IBM Cognos Configuration checks the progress of the start request every half second for three minutes. If IBM Cognos Configuration does not receive a response within this time, the error message displays.

The amount of time that IBM Cognos Configuration waits to receive a response from the IBM Cognos service is controlled by the `ServiceWaitInterval` and `ServiceMaxTries` properties.

The `ServiceWaitInterval` property represents the time interval, in milliseconds, at which IBM Cognos Configuration checks the progress of the start request. By default, its value is 500, which is equivalent to half a second.

The `ServiceMaxTries` property represents the number of times that IBM Cognos Configuration checks the progress of the start request. By default, its value is 360.

Content Manager Is configured incorrectly

If the error message displays on a standby Content Manager computer, the setting for storing the symmetric keys may be incorrect.

Changing the wait time for the IBM Cognos service

If you received the CFG-ERR-0106 error because the IBM Cognos service needs more time to start, change the amount of time that IBM Cognos Configuration waits to receive a response from the IBM Cognos service.

Procedure

1. Using IBM Cognos Configuration, stop the IBM Cognos service.
2. Open the `c10_location/configuration/cogconfig.prefs` file in an editor.
This file is created automatically the first time you open IBM Cognos Configuration.
3. Add the following code to the file:
`ServiceWaitInterval=number of milliseconds`
`ServiceMaxTries=number of times`

Tip: Add the numeric values that correspond to your configuration needs.

4. Save the file.
5. Using IBM Cognos Configuration, start the IBM Cognos service.

Changing the location where symmetric keys are stored

If you received the CFG-ERR-0106 error on a standby Content Manager computer, configure the computer to store the symmetric keys locally.

Procedure

1. On the standby Content Manager computer, start IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, click **Cryptography**.
3. In the **Properties** window, under **CSK settings**, set **Store symmetric key locally** to **True**.
4. From the **File** menu, click **Save**.
5. From the **Actions** menu, click **Start**.

This action starts all installed services that are not running. If you want to start a particular service, select the service node in the **Explorer** window and then click **Start** from the **Actions** menu.

Cryptographic error when starting IBM Cognos Business Intelligence

If the following error occurs when you try to start the IBM Cognos Business Intelligence service after installing server or client components, then your Java Runtime Environment (JRE) is missing the encryption and decryption routines.

If you receive this error, then you must copy the Java Archive (.jar) file that is provided to your JRE director since it is required by IBM Cognos BI.

[Cryptography]

1. [ERROR] java.lang.NoClassDefFoundError:

javax/net/ServerSocketFactory:

Your Java Runtime Environment (JRE) is missing the encryption and decryption routines that are required by IBM Cognos BI. You must copy the Java Archive (.jar) file that is provided to your JRE directory.

Procedure

Copy the bcprov-jdknn-*nnn*.jar file from the *c10_location/bin/jre/version/lib/ext* directory to the *Java_location/jre/lib/ext* directory.

If you are using 64-bit components, copy the file from *c10_location/bin64* rather than *c10_location/bin*.

Unable to start the IBM Cognos service because the port is used by another process

You may not be able to start the IBM Cognos Business Intelligence service or process if one of the default ports is used by another process.

Tip: To view the current network TCP/IP network connections, use the netstat command.

Use IBM Cognos Configuration to change the default port that IBM Cognos BI uses.

When you change the port used by the local dispatcher, you must change the value of the Dispatcher URI properties. Because the change affects all the URIs that are based on the local dispatcher, you must change the URIs of all local components. By default, local components contain localhost in the URI.

For example, if you install all components on one computer and you want to change the dispatcher port, replace 9300 in all dispatcher and Content Manager URIs with the new port number.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click the appropriate group or component:

- To access the port number in the dispatcher and Content Manager URIs, click **Environment**.
 - To access the port number for the local log server, under **Environment**, click **Logging**.
 - To access the shutdown port number, under **Environment**, click **IBM Cognos services > IBM Cognos BI**.
 - To access the port number for the location of the applications.xml file used by Portal Services, under **Environment**, click **Portal Services**.
3. In the **Properties** window, click the **Value** box next to the property that you want to change.
 4. Change the value from 9300 to the new value.
Ensure that you change the ports in all URIs that contain localhost:9300.
 5. From the **File** menu, click **Save**.
 6. From the **Action** menu, click **Start**.

IBM Cognos service does not start or fails after starting

You start the IBM Cognos BI service but services either do not start correctly or are very slow to start. After services start, the system fails a short time afterwards. While services are starting, Java uses 100 percent of the CPU time.

You may also receive multiple occurrences of error messages such as the following:

- *DPR-DPR-1035 Dispatcher detected an error.*
- *CAM-CRP-1157 Unable to synchronize the local common symmetric key store with Content Manager.*

Procedure

If you use a DB2® database for the content store, ensure that the database version and Java version are compatible.

For DB2 version 8.2, Java 1.5 is not supported. For DB2 version 9, Java 1.5 is supported on all operating systems except HP-UX and Solaris.

Results

To review an up-to-date list of environments supported by IBM Cognos products, such as operating systems, patches, browsers, Web servers, directory servers, database servers, and application servers, visit the IBM Cognos Customer Center (<http://www.ibm.com/software/data/cognos/customercenter/>).

IBM Cognos Business Intelligence server fails to start and gives no error message

An IBM Cognos BI server may fail to start after an upgrade or new installation, but no error message displays. This may occur when a previously running or new IBM Cognos BI server is configured to use a large amount of memory.

If the server on which IBM Cognos BI is installed contains version 1.0 of Microsoft security update 921883, there may be an issue when a lot of contiguous memory is requested by an application.

This is a known issue with version 1.0 of Microsoft security patch 921883. Microsoft distributed a second version of the patch to fix the problem. As a

workaround, uninstall the first security patch, or install version 2.0 of the patch. Alternatively, you can configure the IBM Cognos BI server to use less memory.

For more information, see the Microsoft knowledge base article about programs using a lot of contiguous memory failing, at the Microsoft support Web site.

IBM Cognos Business Intelligence server not available when starting IBM Cognos BI

After you configure IBM Cognos components and start the IBM Cognos services, when you connect to the IBM Cognos Business Intelligence portal, the following error message may display:

The Cognos Gateway is unable to connect to the Cognos BI server.

The server may be unavailable, or the gateway may not be correctly configured.

Check the IBM Cognos server log file for more information. By default, the `cogserver.log` file is located in the `c10_location/logs` directory. If you configured another destination for log messages, check the appropriate file or database.

Content Manager may not be able to connect to the content store if the content store is not configured properly. This may occur if

- the content store uses an unsupported character encoding
- the content store uses a database collation sequence that is case sensitive
- the configuration settings you specified in IBM Cognos Configuration are not valid

Unsupported character encoding

If the following messages display in the log file, the database you created for the content store does not use a supported character encoding:

- For Oracle:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

CM-SYS-5126 The content store database server uses the character set US7ASCII.

CM-SYS-5125 The content store database client uses the character set US7ASCII.

- For DB2 UDB:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

CM-SYS-5124 The content store database server uses the code page 1252.

- For Sybase:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

For Content Manager to connect to the content store, the content store must use the appropriate character encoding, as listed in the following table.

Database	Character encoding
Oracle 9i	AL32UTF8
	AL32UTF16
DB2 UDB	Codeset UTF-8
Sybase ASE	UTF-8
Microsoft SQL Server	UTF8
	UTF16

To resolve this problem, you must recreate the content store database using the correct character encoding, or convert the character encoding. For more information, see the database documentation.

Case-sensitive collation sequence

If the following messages are in the log file, the database you created for the content store uses a database collation sequence that is case sensitive:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5122 The content store database has a default collation that is case-sensitive. Content Manager requires a content store that has a case-insensitive collation.

CM-SYS-5123 The content store database server uses the collation <parameter>.

CM-SYS-5007 Content Manager build @cm_build_version@ failed to start! Review the Content Manager log files and then contact your system administrator or customer support.

To resolve this problem, you must recreate the content store database using a database collation sequence that is not case sensitive. For more information, see the database documentation.

Invalid configuration settings

If the following or similar messages are in the log file, you did not configure the content store correctly in IBM Cognos Configuration.

- For Microsoft SQL Server:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-CFG-5036 Content Manager failed to connect to the content store. The connection string is "jdbc:SQLConnect://localhost:1433/cm".

Failed Logon:com.jnetdirect.sql.x: Cannot open database requested in login 'cm'. Login fails. url:jdbc:SQLConnect://localhost:1433/cm.

- For DB2:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5003 Content Manager is unable to access the content store. Verify your database connection parameters and then contact your database administrator.

[IBM][CLI Driver] SQL1013N The database alias name or database name "CM123" could not be found.

- For Oracle:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-CFG-5036 Content Manager failed to connect to the content store. The connection string is "jdbc:oracle:thin:@localhost:1521:pb1".

ORA-01017: invalid username/password; logon denied.

- For Sybase:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-CFG-5036 Content Manager failed to connect to the content store. The connection string is "jdbc:sybase:Tds:localhost:5000/cm".

JZ006: Caught IOException: java.net.ConnectException: Connection refused: connect.

If you are using an Oracle database, do not use illegal characters, such as an underscore in IBM Cognos Configuration for the Service Name property. If the Service Name includes illegal characters, tables are not created in the content store database when the IBM Cognos service is started.

Configuring a Microsoft SQL Server, Oracle, DB2, Informix, or Sybase content store in IBM Cognos Configuration

If you received a CM-CFG-5036 or CM-CFG-5063 error code, the content store might not be configured correctly. To resolve the issue, reconfigure the content store.

Procedure

1. In the **Explorer** window, under **Data Access > Content Manager**, right-click **Content Store** and click **Delete**.

This deletes the default resource. Content Manager must be configured to access only one content store.

2. Right-click **Content Manager**, and then click **New resource > Database**.
3. In the **Name** box, type a name for the resource.
4. In the **Type** box, select the type of database and click **OK**.

Tip: If you want to use Oracle Net8 keyword-value pair to manage the database connection, select **Oracle database (Advanced)**.

5. In the **Properties** window, provide values depending on your database type:
 - If you use a Microsoft SQL Server database, type the appropriate values for the **Database server with port number or instance name** and **Database name** properties.

For the **Database server with port number or instance name** property, include the port number if you use nondefault ports. Include the instance name if there are multiple instances of Microsoft SQL Server.

To connect to a named instance, you must specify the instance name as a JDBC URL property or a data source property. For example, you can type **localhost\instance1**. If no instance name property is specified, a connection to the default instance is created.

Note that the properties specified for the named instance, along with the user ID and password, and database name, are used to create a JDBC URL. Here is an example:

```
jdbc:JSQLConnect://localhost\instance1/user=sa/more properties as required
```

- If you use a DB2 database, for the **Database name** property, type the database alias.
- If you use an Oracle database, type the appropriate values for the **Database server and port number** and **Service name** properties.
- If you use an advanced Oracle database, for the **Database specifier** property, type the Oracle Net8 keyword-value pair for the connection.

Here is an example:

```
(description=(address=(host=myhost)(protocol=tcp)(port=1521)
(connect_data=(sid=(orcl)))))
```

- If you use a Sybase database, type the appropriate values for the **Database server and port number** and **Database name** properties.
6. If you want to change the logon credentials, specify a user ID and password:
 - Click the **Value** box next to the **User ID and password** property and then click the edit button when it displays.
 - Type the appropriate values and click **OK**.
 7. From the **File** menu, click **Save**.

The logon credentials are immediately encrypted.

Cannot log on to a namespace when using IBM Cognos Connection

You open IBM Cognos Business Intelligence through IBM Cognos Connection. However, when you attempt to create a data source and log on to a namespace, the following error messages display:

- *PRS-CSE-1255 Exception error encountered in data decryption.*
- *CAM-CRP-1064 Unable to process the PKCS #7 data because of an internal error. Reason: java.lang.IndexOutOfBoundsException.*

This issue may occur if you do not have the necessary permissions for the following directories:

- *c10_location\configuration*
- *c10_location\configuration\csk*
- *c10_location\configuration\encryptkeypair*
- *c10_location\configuration\signkeypair*

Enable the read and execute permissions on the directories listed above for anyone who must start the IBM Cognos service.

IBM Cognos services fail to restart after a network outage

The IBM Cognos Bootstrap Service restarts IBM Cognos services after a network outage.

For Tomcat installations where a network IP address is specified in the internal dispatcher URI, the IBM Cognos services may not initialize successfully during the restart. This requires a manual restart after the network is restored.

Procedure

To resolve the problem, configure the **Internal dispatcher URI** property in IBM Cognos Configuration to use localhost or the network host name.

No warning that installing a later version of IBM Cognos Business Intelligence will automatically update the earlier version of the content store

You have a version of ReportNet or IBM Cognos BI installed on your computer. You install a later version into a new location. You use the same database for the content store for both versions. After you configure the later version and start the IBM Cognos service, the earlier version of ReportNet or IBM Cognos BI no longer works because all content is automatically upgraded.

If you want to use different versions of ReportNet and IBM Cognos BI after you upgrade, ensure that before you install the later version, you

- back up the database you use for the content store
- restore the backup to a new location

Alternatively, you can choose to use the deployment tool to import the entire content store from an earlier version to the later version. All existing content in the content store database is replaced by the imported content. You receive a warning message about this.

Download of resource fails

If the download resource fails, it may be caused by recent Microsoft XMLHTTP upgrades if you do not have a language preference set in Internet Explorer.

You start Report Studio in Internet Explorer and the following error message displays:

The download of the specified resource has failed.

Procedure

To resolve the problem, specify a language preference in Internet Explorer.

DB2 returns SQL1224N error when connecting from AIX

If your content store is a DB2 database and you receive an SQL1224N error on AIX®, check the db2diag.log file for additional information about the error.

If the error includes reason code 18, you might need to change the DB2 configuration to accept more connections. For more information, see the IBM DB2 support pages for the error SQL1224N.

Content Manager error when starting IBM Cognos Business Intelligence

After starting IBM Cognos BI, no BIBUSTKSERVMA process is started. There are errors listed in the pogo*****.log and cogserver.log files. Users receive errors in the browser when connecting to the IBM Cognos BI portal.

In the pogo*****.log file, an error related to Content Manager displays.

In the cogserver.log file, the following error displays:

An attempt to register the dispatcher in Content Manager was unsuccessful. Will retry periodically.

When connecting to `http://computer name/ibmcognos`, the following error messages display in the browser:

- *DPR-ERR-2058 The dispatcher cannot service the request at this time. The dispatcher is still initializing*
- *SoapSocketException: Connection Refused*

IBM Cognos Configuration uses a user ID to bind to the LDAP database. If this user ID is moved to another group, IBM Cognos Configuration can no longer locate it.

Procedure

To correct the problem, move the user ID back to the original group.

Content Manager fails to start or takes a long time to start

On Microsoft Windows, you try to start the service on the computer where you installed Content Manager. As the service is starting, the details include errors similar to the following:

DPR-CMI-4006 Unable to determine the active Content Manager. Will retry periodically.

CM-SYS-5007 Content Manager build x.x.x.x failed to start!

Details within the error log may also include references to `OutOfMemoryError`.

To resolve this problem, start the service using the `DuseCMLargeResultSet` parameter. You can add the parameter to the bootstrap configuration file and then start the service using IBM Cognos Configuration or you can add the parameter to the startup configuration file and then run the file.

Resolving an out-of-memory error using the bootstrap configuration file

Start the IBM Cognos service by adding the `DuseCMLargeResultSet` parameter to the bootstrap configuration file.

Procedure

1. Go to the `c10_location\bin` directory and open `bootstrap_win32.xml` in an XML editor.
2. Find the section that begins with `<param>"${install_path}`.

3. Add the DuseCMLargeResultSet parameter to that section, in the location shown by the bold text in the following example.

```
<param>"-Dcatalina.base=${install_path}/tomcat"</param>
<param>"-Dcatalina.home=${install_path}/tomcat"</param>
<param>"-Djava.io.tmpdir=${temp}"</param>
<param>"-DuseCMLargeResultSet=true"</param>
```

4. Save and close the file.
5. Start IBM Cognos Configuration and start the service.

Resolving an out-of-memory error using the startup configuration file

Start the IBM Cognos service by adding the DuseCMLargeResultSet parameter to the startup configuration file.

Procedure

1. Go to the *c10_location*\bin directory and open startup.bat in a text editor.
2. Find the following line:

```
set CATALINA_OPTS=-Xmx768m -XX:MaxNewSize=384m -XX:NewSize=192m
-XX:MaxPermSize=128m
%DEBUG_OPTS%
```

3. Append the DuseCMLargeResultSet parameter to the line, as shown by the bold text in the following example:

```
set CATALINA_OPTS=-Xmx768m -XX:MaxNewSize=384m -XX:NewSize=192m
-XX:MaxPermSize=128m
%DEBUG_OPTS%-DuseCMLargeResultSet=true
```

4. Save and close the file.
5. Start the service by running the startup.bat file.

DPR-ERR-2014 error displays in log file on Content Manager computer

If Content Manager is installed on a separate computer and the event management service on the Content Manager computer is disabled.

The following error message may be in the cogserver.log file:

DPR-ERR-2014 Unable to load balance the request because no nodes in the cluster are available, or no nodes are configured for the service: eventManagementService

To correct the problem, turn off the event management service.

Procedure

1. Start IBM Cognos Configuration on the Content Manager computer.
2. In the Explorer pane, go to **Environment > IBM Cognos services**.
3. Set the **Event management service enabled** property to **False**.

Non-ASCII characters in installation directory cause run-time errors

On all operating systems, if you use non-ASCII characters in the installation directory for IBM Cognos Business Intelligence, it causes run-time errors. It also causes some product functions, such as report execution, to fail.

Install IBM Cognos BI in the default directory or use a directory name that contains only ASCII Latin-1 characters.

Cannot Open an MS Cube or PowerCube

You are unable to open an MS Cube or PowerCube, or you can open an MS Cube but only metadata is shown. For an MS Cube, you may receive the following error message:

MO-ERR-0030

"Cannot connect to the datasource. Please set the service to run as a domain user with the correct privileges."

To solve this problem, ensure that the user running the IBM Cognos Business Intelligence service has access rights to the cube.

PowerCubes are accessed through mapped drives or UNC path names.

Assigning access rights to MS cubes

For a user account to open MS cubes, it must be assigned the appropriate privileges in the system administrative tools.

Procedure

1. Add the domain user account that starts the IBM Cognos service to the **Act as part of the operating system** privilege:
 - Under Administrative Tools, select **Local Security Policy**.
 - Expand **Security Settings, Local Policies** and click **User Rights Assignment**.
 - Right-click the **Act as part of the operating system** policy and select **Properties**.
 - Click **Add User or Group** and add the user account that starts the IBM Cognos service.
2. If you use the domain userID and password method of authentication, add the user account that starts the IBM Cognos service to the domain that includes Content Manager, the Application Tier Components, IIS Web server, and the data source server (Microsoft SQL Server or Microsoft Analysis Server).
3. If you use an external namespace, such as Active Directory Server, for authentication, add the user account that starts the IBM Cognos service to the domain that includes the authentication provider.

This domain must also include Content Manager, the Application Tier Components, IIS Web server, and the data source server (Microsoft SQL Server or Microsoft Analysis Server).

For more information about configuring external namespaces for authentication, see the topics about authentication providers in the *Installation and Configuration Guide*.

Assigning access rights to PowerCubes

For a user account to open PowerCubes, it must be assigned the appropriate privileges in IBM Cognos Administration.

Procedure

Ensure that the IBM Cognos user profile has sufficient operating system or domain access rights to open the PowerCube file.

The page cannot be found when starting IBM Cognos Business Intelligence in Windows 2003

Installing IBM Cognos Business Intelligence on Microsoft Windows operating system 2003 may cause an error message when you try to start IBM Cognos BI.

The following error is caused by a security feature in Windows 2003 Internet Information Services (IIS). This security feature does not allow unknown cgi file extensions.

The page cannot be found. The page you are looking for might have been removed, had its name changed, or is temporarily unavailable. HTTP Error 404 - File or Directory not found.

Procedure

To resolve this problem, add a new file extension in IIS for the cognos.cgi file. For more information, see the IIS documentation.

The page is not shown when opening a portal after installing IBM Cognos Business Intelligence

After you install and configure IBM Cognos Business Intelligence, you are unable to connect to the Cognos BI portal.

This may be because the Web server is not properly configured. For example, the virtual directories required for IBM Cognos BI may not exist or they may point to the wrong physical folders.

For information about configuring the Web server, see the *Installation and Configuration Guide*.

DPR-ERR-2058 Error Displays in Web Browser When Starting IBM Cognos Business Intelligence

After you start the services in IBM Cognos Configuration and then try to open the portal, a message similar to one of the following may display:

DPR-ERR-2058 The dispatcher encountered an error while servicing a request. XTS handler must be initialized before being invoked.

DPR-ERR-2058 The dispatcher cannot service the request at this time. The dispatcher is still initializing. Please try again or contact your administrator.

These error messages usually occur when the dispatcher cannot communicate with Content Manager. To help you determine the specific cause, look in the cogserver.log file in the *c10_location/logs* directory. The most common causes are listed below, with solutions.

IBM Cognos Services are Not Done Initializing

After you start the services in IBM Cognos Configuration and the configuration tool shows that the services are running, wait a few minutes for all services to start before you open the portal.

Content Manager is Not Available

In a distributed installation, ensure that Content Manager is installed, configured, and running. Ensure also that the other IBM Cognos computers are configured with the correct Content Manager URI.

The Content Store is Not Available or is Not Configured Properly

Ensure that the content store database was created and that you configured it correctly in IBM Cognos Configuration.

Tables are Not Created in the Content Store

Ensure that you are using a version of DB2, Microsoft SQL Server, Oracle, or Sybase that is supported by IBM Cognos components.

The Logon Credentials for the Content Store Are Incorrect

Check whether the information changed. For example, DB2 reads information from the NT user management. If the password for the NT account changed, you must also change the logon credentials for the content store in IBM Cognos Configuration.

Check for special characters in the logon password. Occasionally, the JDBC driver does not accept characters that are reserved for xml, such as %, !, <, and >.

The User Does not Have Appropriate Permissions

Ensure that the user has the appropriate permissions.

Out of Memory on HP-UX

If you are using Tomcat, you can determine the issue is related to HP-UX server configuration. You may be exceeding the expected maximum number of simultaneously active threads per process.

Increasing the maximum number of threads per process on HP-UX:

If you are exceeding the expected maximum number of simultaneously active threads per process on HP-UX, increase the number of active threads.

Procedure

1. Have your system administrator change the Kernel parameter as follows:
 - max_thread_proc = 512
 - nkthread = 1024
2. Ensure that the ulimit settings are unlimited.

Checking for an HP-UX configuration problem:

If increasing the maximum number of active threads per process does not resolve the out-of-memory error on HP-UX, perform the following steps.

Procedure

1. In the /bin/startup.sh file, find
../tomcat/bin/catalina.sh start "\$@"
2. Change it to the following:
../tomcat/bin/catalina.sh run "\$@"

The run command causes the Tomcat output to display in the console window for IBM Cognos BI.

3. Stop and restart IBM Cognos BI using the `./shutdown.sh` and `./startup.sh` commands.
4. If the following error message displays in the console window for any of the application servers, the issue is an HP-UX configuration problem:
OutOfMemoryException error: Unable to create new native thread on HP-UX.
The problem is that the default values for HP-UX 11.0 and 11i are set too low for most Java applications.

Tip: You can check the number of threads in your process by using the `-eprof` option available in JDK 1.1.8 and by analyzing the `Java.eprof` file using HPjmeter by selecting the threads metric.

Content Manager Cannot Connect to the Content Store on Oracle

If you are using an Oracle database as a content store, the DPR-ERR-2058 error may be generated when logging onto the portal. All tables are created on the database.

You may also receive the following error messages:

- *CM-CFG-5036 Content Manager failed to connect to the content store.*
- *ORA-01017: invalid username/password; logon denied*

Setting the Oracle database server name:

The Content Manager might fail to connect to an Oracle database because of inconsistencies between the Oracle server name in IBM Cognos Configuration and the server name in the `tnsnames.ora` file.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click **Data Access, Content Manager, Content Store**.
3. Change the Oracle database server name to a fully qualified name such as `host_name.companyname:1534` to match the name in the `tnsnames.ora` file.

Report Studio does not start

You may not be able to start Report Studio if you are using pop-up blocking software on your computer.

When you start Report Studio, it opens in a new browser window. In addition, a new browser window opens when you run a report and when an error is detected.

Procedure

To correct the problem, disable any pop-up blocking software when working in Report Studio.

DPR-ERR-2022 error displays in Web browser when starting IBM Cognos Business Intelligence

After you start the services in IBM Cognos Configuration and then try to open the portal, a message similar to the following may display:

DPR-ERR-2022 No response generated. This may be due to an incorrect configuration, a damaged installation, or the dispatcher not having finished initializing.

This problem can occur if

- You try to open the portal before IBM Cognos services are initialized.
- A system.xml file has been edited.

In this case, replace the edited system.xml file in the appropriate subdirectory in *c10_location\templates\ps* with a copy from backup or use an XML editor to edit it.

There are many instances of system.xml in the directories in *c10_location\templates\ps*. Ensure that you replace the correct file.

Corrupt characters while installing in some languages on Linux

When running the installation wizard on Linux in Korean, Chinese (simplified or traditional), or Japanese, you may see corrupted characters in the dialog boxes of the user interface or in messages that display during the installation.

To avoid the problem of corrupt characters in the user interface during installation, you can use one of the following solutions:

- Configure the Asian fonts on the Linux server:
 - Set the locale to utf8.
For example,
ko_KR.utf8, ja_JP.utf8, zh_CN.utf8, or zh_TW.utf8
 - Ensure that Asian language Fontset *medium-r*--14* is available on X server.
- Run an unattended installation using the default response.ats file that is provided with your IBM Cognos BI product. For information about setting up an unattended installation, see the *Installation and Configuration Guide*.

Unable to download the cognos.xts file

After installing IBM Cognos BI, you are prompted to download the cognos.xts file when connecting to the IBM Cognos Business Intelligence portal. The following error message may display:

You have chosen to download a file from this location. cognos.xts from servername

This problem occurs when the permissions on the virtual directories are not set properly. You must provide the cgi-bin virtual directory in the Microsoft Internet Information Service (IIS) with execute permissions.

To resolve this problem, recreate the virtual directories in IIS with the permissions from the following table, where *c10_location* represents the installation location.

Alias	Path	Permissions
ibmcognos	<i>c10_location\</i> webcontent	Read
ibmcognos\ cgi-bin	<i>c10_location\</i> cgi-bin	Read Execute

For example, the default installation location is C:\Program Files\IBM\Cognos\c10.

Application server startup script fails

You may have problems running the startup scripts for an application server to deploy the IBM Cognos application if IBM Cognos Business Intelligence components are installed in a directory with a name that includes spaces.

Procedure

1. Reinstall to a new directory and do not include spaces in the new name.
2. If this solution is not easily handled by the startup scripts, try adding quotation marks around the directory name that includes spaces or use the 8.3 DOS naming convention.

IBM Cognos Business Intelligence running under WebLogic Application Server on AIX fails

The IBM Cognos Business Intelligence server instance may go into a FAILED_NOT_RESTARTABLE state in the WebLogic Administration Console on AIX.

Numerous core files and Java core files are written to the IBM Cognos BI domain directory. IBM Cognos BI terminates and is not accessible via the portal. This behavior occurs only when the IBM Cognos BI Managed Node is started with the WebLogic Administration Console.

Procedure

Start the IBM Cognos BI Managed Node using the WebLogic startup scripts instead.

Deploying IBM Cognos Business Intelligence to an Oracle Application Server or IBM WebSphere Application Server fails

Deploying IBM Cognos BI to an Oracle application server or an IBM WebSphere application server may fail.

These errors can occur because the application file that you are trying to deploy is too large. If a deployment fails, any of the following errors may occur:

- *Browser timeout in administration console*
- *HTTP 500 Internal Error*
- *Deployment failed: Base Exception: java.rmi.RemoteException* (Oracle)
- *Return to application file selection page* (IBM WebSphere)

For more information about deploying IBM Cognos BI to an application server, see the *Installation and Configuration Guide*.

Procedure

1. If you are using the **Build Application Wizard**, clear the **Include static files from the Webcontent folder** check box when you select the application to build.

This will reduce the size of the application file. If static content is required, you can manually copy it to the deployed application location after you have successfully deployed IBM Cognos BI into the application server.

2. If you are deploying the application file manually for an Oracle application server, type the following command:

```
dcmctl deployapplication -f path_and_name_of_ear_file -a application_name  
-co OC4J_instance_name
```

This command is not supported for Oracle Release 3.

Unable to deserialize context attribute error when deploying the p2pd.war file to WebLogic

An error may occur when you deploy the p2pd.war file to WebLogic.

This error does not affect the deployment of the p2pd.war file.

Error [context]Could not deserialize context attribute

java.io.NotSerializableException: com.cognos.logserver.LogService

Procedure

To avoid this problem, add at least one language preference in Internet Explorer.

Error displays after upgrading IBM Cognos Business Intelligence on a WebLogic Application Server

You are using WebLogic and upgrade IBM Cognos BI from an earlier release.

After you deploy the p2pd.war file for the new installation, a message similar to the following may display:

<BEA-101215> <Malformed Request "null". Request parsing failed, Code: -10>

About this task

This can occur if you undeploy IBM Cognos BI from WebLogic and some files from the earlier version are not removed from the system.

To solve the problem, do the following:

Procedure

1. Use the administrative tools for your application server to ensure that IBM Cognos BI has been undeployed.
For information about undeploying applications, see your application server documentation.
2. If the directory to which IBM Cognos BI was originally deployed is not removed during the undeploy process, delete the directory.
Also, remove any IBM Cognos BI .jar files that are cached in your application server environment.
3. After you remove all files from the previous installation, redeploy IBM Cognos BI.

Chinese, Japanese, or Korean characters are different after upgrade

If you use Chinese, Japanese, or Korean characters, you may notice differences in some characters after upgrading from ReportNet to IBM Cognos Business Intelligence.

Examples

- You run an existing report. When you compare the output to the same report in ReportNet, you see that some of the characters are different.
- You do a search that you did in ReportNet and get different results.

The differences occurred because the conversion tables that are used for Chinese, Japanese, and Korean were modified to meet global standards. If your report specifications or search filters contain expressions that use constant values, the results may be affected.

Procedure

If you want to use the same conversion table that you used in ReportNet, run the following script in the `c10_location\bin` directory:

- On UNIX, type
`conv_compat.sh`
- On Linux, type
`conv_compat.sh`
- On Microsoft Windows operating system, type
`conv_compat.cdm`

Accented or double-byte characters may not display correctly when installing IBM Cognos Business Intelligence on Linux

If you are using `issetup` under a UTF-8 locale, accented or double-byte characters may not display correctly.

Procedure

1. To resolve this problem when installing in German or French, use a non-UTF-8 locale and then launch `issetup` to install IBM Cognos BI.
2. To resolve this problem when installing in Japanese, change the encoding setting of X Terminal to Shift-JIS, and then install IBM Cognos BI using an unattended installation. For more information, see the *IBM Cognos Business Intelligence Installation and Configuration Guide*.

RSV-SRV-0066 a soap fault has been returned or RQP-DEF-0114 the user cancelled the request errors display in high user load environments

These errors may be in the IBM Cognos `cogserver.log` if you have a high user load (over 165 users) and interactive reports are running continuously in a distributed installation.

Procedure

1. Increase the `async_wait_timeout_ms` parameter in `webapps/p2pd/WEB-INF/services/reportservice.xml` file.
For more information, see the *IBM Cognos Business Intelligence Installation and Configuration Guide*.
2. Increase the Queue Time Limit setting to 360.
For information, see the *IBM Cognos BI Administration and Security Guide*.

Problems configuring IBM Cognos Business Intelligence

After you install IBM Cognos Business Intelligence components, you may encounter problems when you save changes in IBM Cognos Configuration.

Ensure that you

- configure and start the services on the computer where Content Manager is located before you configure other components
- restart the IBM Cognos service after you make any configuration changes

Configuration Tool `cogconfig.sh` Return Values Are Not Compliant with Conventional UNIX Return Values

On UNIX platforms, the configuration tool command `cogconfig.sh` returns 0 for an unsuccessful execution and 1 for a successful execution. These return values are not compliant with the conventional UNIX return results, where a return value of 0 indicates a successful execution and a non-zero return value indicates an error.

The non-compliant behavior will be corrected in a future release. You may be required to make changes to your customer applications and scripts before making use of the new behavior.

Running Database and Index Cleanup Scripts

In some troubleshooting situations, you may be advised to start with new configuration data.

You can run SQL scripts to delete all the tables in any of the following databases that IBM Cognos BI components use:

- content store for data that IBM Cognos BI needs to operate
- delivery database for report notifications
- metric store for metric package content and Metric Studio user preferences
- database for human tasks and annotations

You can run SQL scripts to delete all the tables and indexes in the following database:

- logging database for log messages

When you delete a table, its structural definition and data are deleted permanently from the database. For the metric store, database objects may also be deleted.

When you delete the indexes from a logging database, they are deleted permanently from the database.

When you restart the IBM Cognos service, a new set of required database tables and indexes are created automatically in the location specified by your configuration settings.

Procedure

1. On each computer where Content Manager is located, stop the IBM Cognos service.
2. Go to the appropriate directory:
 - To delete tables and indexes from the logging database, go to `c10_location\configuration\schemas\logging`.

- To delete tables from the content store, go to *c10_location*\configuration\schemas\content.
 - To delete tables from the notification database, go to *c10_location*\configuration\schemas\delivery.
 - To delete tables from the metric store, go to *c10_location*\configuration\schemas\cmm.
 - To delete tables from the human task and annotation database, go to *c10_location*\configuration\schemas\hts.
3. Go to the appropriate database directory.
 4. Depending on the database and database type, run one of the following scripts in the appropriate database tool to delete the tables.

The following table lists the script names for the content store database.

Table 1. Database type and script name for the content store database

Database type	Script name
DB2	dbClean_db2.sql
DB2 on z/OS [®]	dbClean_db2zOS.sql
Derby	dbClean_derby.sql
Informix [®]	dbClean_informix.sql
Microsoft SQL Server	dbClean_mssqlserver.sql
Oracle	dbClean_oracle.sql
Sybase	dbClean_sybase.sql

The following table lists the script names for the notification database.

Table 2. Database types and script names for the notification database

Database type	Script name
DB2	NC_DROP_DB2.sql
DB2 on z/OS	NC_DROP_DB2.sql
Derby	NC_DROP_Derby.sql
Informix	NC_DROP_IFX.sql
Microsoft SQL Server	NC_DROP_MS.sql
Oracle	NC_DROP_ORA.sql
Sybase	NC_DROP_SYBASE.sql

The following table lists the script names to clean up tables and indexes for the logging database.

For Informix, the index cleanup script must be edited if you host more than one audit logging database on the Informix instance and use them at the same time. See step 5.

Table 3. Script names to cleanup tables and indexes for the logging database.

Database type	Script name
DB2	LS_dbClean_db2.sql LS_dbCleanIndexes_db2.sql
DB2 on z/OS	LS_dbClean_db2zOS.sql LS_dbCleanIndexes_db2zOS.sql
Derby	LS_dbClean_derby.sql LS_dbCleanIndexes_derby.sql
Informix	LS_dbClean_informix.sql LS_dbCleanIndexes_informix.sql
Microsoft SQL Server	LS_dbClean_mssql.sql LS_dbCleanIndexes_mssql.sql
Oracle	LS_dbClean_oracle.sql LS_dbCleanIndexes_oracle.sql
Sybase	LS_dbClean_sybase.sql LS_dbCleanIndexes_sybase.sql

The following table lists the script names for the metric store database.

Table 4. Script names for the metric store database

Database type	Script name
DB2	cmm_uninstall <i>dbalias username password</i> Specify the dbalias only if a database with the same name is already cataloged.
Microsoft SQL	cmm_uninstall <i>metric_store_name database_name Admin_user_name password</i>
Oracle	cmm_uninstall <i>database_name database_user_name password</i> Replace <i>database_name</i> with the name in the tnsnames.ora file that refers to the database SID for Metric Studio

The following table lists the script names for the Human Task and Annotation database.

Table 5. Script names for the Human Task and Annotation database

Database type	Script name
all types	humanTaskService-dropScript.sql

5. If you have host more than one audit logging database on your Informix instance, do the following:
 - Go to *c10_location*\configuration\schemas\logging\informix and open the file *LS_dbCleanIndexes_informix.sql* in a text editor.
 - Replace every instance of *IPFSCRIPTIDX* with the value that you specified when you created the *IPFSCRIPTIDX* property in IBM Cognos Configuration. For more information, see the topic about specifying a log messages repository in the *Installation and Configuration Guide*.
 - Save and close the file.
6. Start the IBM Cognos service.

Error trying to encrypt information when saving your configuration

When you save your configuration using the configuration tool, you may see an error message that the cryptographic information cannot be encrypted. An error occurred when requesting a certificate from the Certificate Authority.

The cryptographic information cannot be encrypted. Do you want to save the configuration in plain text?

Before you can encrypt your configuration settings, the computer where Content Manager is installed must be configured and running. On UNIX operating systems, ensure that you copied the appropriate .jar files to the installation location of your Java Runtime Environment. In addition, ensure that your Java environment is configured correctly, the URIs are correct, and the same certificate authority password is configured for all Content Manager computers.

On Linux operating systems, ensure that you copied the appropriate .jar files to the installation location of your Java Runtime Environment.

Also, an error message similar to the following may display:

java.lang.NoClassDefFoundError: javax/net/ServerSocketFactory.

The cryptographic error usually means the Java environment is not configured correctly. Ensure that the *JAVA_HOME* environment variable is set correctly and the appropriate security providers are installed, such as JSSE for JRE 1.5.

Checking the URI properties and certificate authority password

To ensure that configuration settings can be encrypted, ensure that the URI properties and certificate authority password in IBM Cognos Configuration are correct.

Procedure

1. On the Content Manager computer, start IBM Cognos Configuration.
2. In the **Explorer** window, click **Environment**.
3. In the **Properties** window, verify these properties:

- Under **Gateway Settings** > **Gateway URI**
 - Under **Dispatcher Settings** > **External dispatcher URI** and **Internal dispatcher URI**
 - Under **Other URI Settings** > **Dispatcher URI for external applications** and **Content Manager URIs**
4. In the **Explorer** window, click **Security** > **Cryptography** > **Cognos**.
 5. In the **Properties** window, under **Certificate Authority settings**, click the value for **Password**.
Ensure that the same password is used on all Content Manager computers.
 6. Save the configuration and restart IBM Cognos BI.

Problems generating cryptographic keys in IBM Cognos Configuration

When you uninstall IBM Cognos Business Intelligence, some temporary folders are left behind. Reinstalling the product to the same location without first removing the temporary folders may cause problems while attempting to generate the cryptographic keys in IBM Cognos Configuration.

Procedure

1. Uninstall IBM Cognos BI.
2. Remove the `c10_location/temp/cam` folder.
3. Reinstall IBM Cognos BI.

CAM-CRP-1315 error when saving configuration

When you save your configuration, an error occurs when there has been a change to your environment's trust domain.

The trust domain is managed by the certificate authority associated with the content store. The following error occurs if the content store you originally used was removed or if you modified your configuration to use a Content Manager associated with a different content store after you have saved your original configuration.

CAM-CRP-1315 Current configuration points to a different Trust Domain than originally configured.

To resolve the problem, change your configuration to use the original content store or regenerate the cryptographic keys using the following steps.

Procedure

1. On the Content Manager computer, back up the existing cryptographic keys by saving the following directories to an alternate location that is secure:
 - `c10_location/configuration/csk`
 - `c10_location/configuration/encryptkeypair`
 - `c10_location/configuration/signkeypair`
2. Delete the `csk`, `encryptkeypair`, and `signkeypair` directories.
3. In IBM Cognos Configuration, save the configuration and restart the services.
4. Repeat steps 1 to 3 on all computers that have IBM Cognos BI components installed.

CAM-CRP-0221 error when logging into the portal

After installing IBM Cognos Business Intelligence on Microsoft Windows operating system (either a 32-bit or 64-bit system) and configuring IBM HTTP Server as the gateway, attempts to log in to the IBM Cognos BI portal result in an error message that contains the following:

CAM-CRP-0221 Unable to load the provider 'CAM_Crypto_TOpenSSL.dll' specified in the configuration file.

This error occurs when incompatible versions of OpenSSL libraries are loaded. To resolve the problem, load the OpenSSL libraries that are provided with IBM Cognos BI.

Procedure

1. On the gateway computer, go to *IBM_HTTP_location*\conf directory and open `httpd.conf` in a text editor.
2. Add the following lines to the file:
`LoadFile "c10_location/cgi-bin/ssleay32.dll"`
`LoadFile "c10_location/cgi-bin/libeay32.dll"`
where *c10_location* is the path to the IBM Cognos BI installation directory.

Manually changing the installation directory name affects installations running under an application server

After installing IBM Cognos Business Intelligence using the installation wizard and later renaming the installation directory or manually copying the contents to another directory, you attempted to run IBM Cognos Business Intelligence within an application server.

One of the following problems occurs:

- IBM Cognos BI does not start.
- Log directories are empty.
- Logs contain a linkage error or unsatisfied link error.

When you manually change the installation directory, the information in the IBM Cognos BI root directory becomes invalid. To resolve the problem, you must either update the IBM Cognos BI root directory before you create the IBM Cognos BI application file to deploy to the application server or you must reinstall IBM Cognos BI in the original location. If you reinstall IBM Cognos BI, follow the process for upgrading.

Procedure

1. In the new or renamed installation directory, open `c10_location/webapps/p2pd/WEB-INF/classes/cogroot.link` in a text editor.
2. Replace the path with the new location of the installation directory and save the file.
3. To build the application file to be deployed to the application server, in IBM Cognos Configuration, from the **Actions** menu, select **Build Application Files**.
4. If you built and deployed an application file to the application server before updating the `cogroot.link` file, undo the deployment.
5. Deploy the new application file to the application server.

For more information about configuring IBM Cognos BI for another application server, see the *Installation and Configuration Guide*.

Configuration data is locked by another instance of IBM Cognos Configuration

You may get an error message that the configuration data is locked by another instance of IBM Cognos Configuration.

When you start IBM Cognos Configuration, it checks to see if the `cogstartup.lock` file exists in `c10_location/configuration`. The file may exist if a previous instance did not shut down properly or if another instance of IBM Cognos Configuration is running.

Procedure

1. If another instance of IBM Cognos Configuration is running, exit that instance. Otherwise, any changes you make to the local configuration may result in errors.
2. If no other instance of IBM Cognos Configuration is running, delete the `cogstartup.lock` file in `c10_location/configuration`.
3. If the IBM Cognos service is stopped, click **Start**.

Unable to exit a tab sequence when using keyboard-only navigation in IBM Cognos Configuration

If you use the Tab key to navigate in IBM Cognos Configuration, you may experience problems exiting a tab sequence. For example, in the Properties window, you can press the Tab key to move from one property to another.

However, because IBM Cognos Configuration is a Java application, when you want to close the Properties window, you must press Ctrl+Tab.

Unable to save your configuration

You may be unable to save your configuration because you are missing a resource. For example, you delete a resource such as the Cognos namespace, a cryptographic provider, or the content store. You can specify a different database type for the content store with Oracle, Microsoft SQL Server, Informix, or Sybase. You can also configure a new cryptographic provider. You cannot specify a new Cognos namespace, but you can recreate it. However, you must then recreate your Cognos groups and roles.

Recreating the Cognos namespace

If you deleted the Cognos namespace, you must recreate it and then recreate your Cognos groups and roles.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, right-click **Authentication** and then click **New resource > Namespace**.
3. In the **Name** box, type a name for the resource.
4. In the **Type** box, click **Cognos**, and then click **OK**.
The Cognos namespace displays in the **Explorer** window.
5. From the **File** menu, click **Save**.

6. Recreate the Cognos groups and roles using IBM Cognos Administration.
For more information, see the *Administration and Security Guide*.

Java error when starting IBM Cognos Configuration

When you start IBM Cognos Configuration, you may receive an error message that the Java Runtime Environment (JRE) has changed and that the current cryptographic information is not compatible with the new JRE. You may then be prompted to regenerate the cryptographic information for the new JRE or exit to switch back to the previous JRE.

This error may occur for one of these reasons:

- Your configuration data was encrypted using a different JRE than the one IBM Cognos BI components are currently using.
- The cryptographic information may have been corrupted.

If you click **Regenerate** in the error dialog, the IBM Cognos service is stopped and the cryptographic information is regenerated.

If you click **Exit** in the error dialog, you must set the JAVA_HOME environment variable to point to the JRE that you used to save your configuration.

On Microsoft Windows operating system, if you want IBM Cognos BI components to use the JRE that is installed by default, unset JAVA_HOME or set JAVA_HOME to `c:\0_location\bin\jre`.

Note: If you want to change from one JRE to another, see the topic on changing the version of JVM that IBM Cognos BI components use. For more information, see the *Installation and Configuration Guide*.

Cryptographic error when starting IBM Cognos Configuration

When you start IBM Cognos Configuration, the following error message may display:

The cryptographic information may have been corrupted or the cogstartup.xml file is invalid. You may have to fix this file or remove it from disk. For more information, see the Installation and Configuration Guide.

This error occurs when IBM Cognos BI components detect an error in the cogstartup.xml file. This can occur when the cogstartup.xml file is manually edited and there is an error in the changed text.

To resolve the problem, replace the cogstartup.xml file with a copy from your backup location.

Restarting the IBM Cognos service to apply configuration settings

After changing default property values or adding a resource to your installation in IBM Cognos Configuration and then saving the configuration, you may not see the changes or be able to use the resource in the run-time environment.

To apply the new settings to your computer, you must restart the IBM Cognos service.

Procedure

1. Start IBM Cognos Configuration.
2. From the **Actions** menu, click the appropriate command:
 - If the IBM Cognos service is currently running, click **Restart**.
This action starts all installed services that are not running and restarts services that are running. If you want to restart a particular service, select the service node in the **Explorer** window and then click **Restart** from the **Actions** menu.
 - If the IBM Cognos service is stopped, click **Start**.
This action starts all installed services that are not running. If you want to start a particular service, select the service node in the **Explorer** window and then click **Start** from the **Actions** menu.

CM-CFG-029 error when trying to save a configuration that specifies a Microsoft SQL Server content store

In IBM Cognos Configuration, you try to save a configuration and the following error message is in the cogserver.log file:

CM-CFG-029 Content Manager is unable to determine whether the content store is initialized.

EXECUTE permission is denied on object "sp_tables", database "master", owner "dbo".

This indicates that you do not have the correct permissions to initialize a content store or create a table in the database.

Ensure that the content store user has permissions to use the sp_tables stored procedure in the master database.

DB2 not found error for Linux on System z

You installed IBM Cognos Business Intelligence and after you ran the C8DB2.sh script, an error stating that DB2 cannot be found is displayed or written to the log files.

Procedure

1. Create a profile that sources the sqllib/db2profile from the user's home directory for the user you enter when you run the script.

An example .profile would contain something like the following:

```
if [ -f /home/db2user/sqllib/db2profile ]; then
    ./home/db2user/sqllib/db2profile
fi
```

2. Run the C8DB2.sh script again.

DPR-ERR-2079 when Content Manager configured for failover

You configured multiple computers as standby computers to ensure failover for Content Manager.

However, the following error message displays to the user:

DPR-ERR-2079 Firewall Security Rejection. Your request was rejected by the security firewall

About this task

This error message can occur if you have not configured all the standby computers as valid hosts for the IBM Cognos Application Firewall.

To solve this problem, on each distributed computer, start IBM Cognos Configuration and enter the names of all the computers that you are configuring for failover.

Procedure

1. In the **Explorer** pane, click **Security > IBM Cognos Application Firewall**.
2. In the right pane, click in the **Value** column next to **Valid domains or hosts**.
3. Click the edit button.
4. Enter the names of all the computers that you are configuring for failover.
5. Save and start the configuration.

Importing a large content store in Solaris using JRE 1.5 fails

If you export a content store that is greater than 2 GB when exported, and then attempt to import it in Solaris using JRE 1.5, the import fails with the following error message:

CM-SYS-5001 A Content Manager internal error occurred.

This is due to a bug in JRE 1.5 on Solaris. Use JRE 1.4.2 instead.

Importing a large deployment in Windows crashes the Java virtual machine

The Java virtual machine under Microsoft Windows operating system may crash under the following circumstances.

- The maximum Java memory setting is 1152 MB or higher.
- You are importing a large archive from a previous release of IBM Cognos Business Intelligence.
- The archive contains large models that require upgrading.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer**, under **Environment, IBM Cognos services**, click **IBM Cognos**.
3. Set the **Maximum memory in MB** property to 768.

Users are prompted for Active Directory credentials

The single signon mechanism does not work when IBM Cognos Business Intelligence is configured as follows:

- Microsoft Internet Explorer runs on a Microsoft Windows operating system NT computer.
- The authentication namespace is configured with the Active Directory provider.
- Microsoft Internet Explorer on a Windows 2000 or Windows 2003 server is configured for Integrated Windows Authentication.

As a result, users are prompted for their Active Directory credentials.

This problem occurs because the IBM Cognos BI Active Directory provider uses ADSI protocol and Kerberos delegation for authentication in a single signon environment. When Microsoft Internet Explorer runs on Windows NT, it cannot authenticate to the IIS server using Kerberos delegation.

When your system is configured for Windows Integrated Authentication, for the single signon to work with IIS, you must

- configure IBM Cognos BI to communicate with the Active Directory server using the LDAP provider.
- configure the external identity mapping property to read the REMOTE_USER environment variable.

Font on UNIX not found when starting IBM Cognos Configuration

A common problem occurs on UNIX, when you start IBM Cognos Configuration.

The following error message may display:

Font specified in font.properties not found...

This error occurs if the Java Virtual Machine (JVM) is trying to use one or more fonts that are not installed on your computer. However, the JVM should use the system default, and IBM Cognos Configuration should start and run normally.

Procedure

Add the missing fonts to your Java Runtime Environment by editing the font.properties files.

Several font.properties files, which contain standard font environment information, are installed with your Java Software Development Kit. You can find these files in the *JRE_location/lib* directory.

For more information, see the Java documentation.

ESSBASEPATH cannot be detected

For Windows and UNIX platforms, Oracle Essbase software uses the ESSBASEPATH environment variable to locate the Essbase 11 client software. The Oracle Hyperion Enterprise Performance Management (EPM) System Installer creates ESSBASEPATH as a user environment variable.

If the IBM Cognos service is configured to run or log on as a system account, you must manually add ESSBASEPATH as a system environment variable, if it does not exist. When IBM Cognos software cannot locate the ESSBASEPATH environment variable, you receive the following error:

DB2-ERR-0044 Essbase environment variable "ESSBASEPATH" cannot be detected. Check if Essbase client is installed.

To resolve this issue, do one of the following, and then restart the IBM Cognos service:

- Double-click IBM Cognos service, and on the Log On tab, specify a user account that has access to ESSBASEPATH.
- Add ESSBASEPATH as a system environment variable.

Note that if you are upgrading to Essbase 11 software from Essbase 9 software, you must install the appropriate client and then edit the `qfs_config.xml` file to change the library name.

Changing the library name in the `qfs_config.xml` file

If you are upgrading to Essbase 11 software from Essbase 9 software, then after installing the appropriate client, you must change the library name in the `qfs_config.xml` file.

Procedure

1. In the `c10_location/configuration` directory, open the file named `qfs_config.xml`.
2. Find the line of code `<provider name="DB201ap0DP" libraryName="essodp93" connectionCode="D0"/>` and change the library name from `essodp93` to `essodp111`.
3. Save the changes.

Query fails when using Oracle Essbase Server

You run a query to retrieve metadata or data from an Oracle Essbase server and you receive a message similar to one of the following messages:

- The IBM Cognos gateway is unable to connect to the IBM Cognos BI server. The server may be unavailable or the gateway may not be correctly configured.
- DB2-ERR-0005 An unknown error occurred during the login. Database error code: 1,042,006.
- XQE-DS-0006 Unable to logon to the data source.

These IBM Cognos errors can result from Windows not having enough sockets or ports available on the Microsoft Windows operating system. A lack of sufficient ports can cause data retrieval from Essbase to fail because of network communication errors.

To resolve this problem, increase the number of Windows sockets or ports that are available for program use.

Increasing the number of Windows sockets or ports

To resolve connection errors with an Oracle Essbase Server, increase the number of sockets or ports on the Microsoft Windows operating system that are available for program use by adding two entries in Microsoft Registry Editor.

Important: Use Microsoft Registry Editor at your own risk. Incorrect use may cause problems that require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly.

Procedure

1. From the Windows **Start** menu, run the `regedit` application.
2. In the `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters` directory, create a new **DWORD** value named **MaxUserPort**.
3. Set the properties for **MaxUserPort** to use a value of **65534** and a base of **Decimal**.
The range for value is from 30000 to 65534.
4. In the same directory, add another **DWORD** value named **TcpTimedWaitDelay**.
5. Set the properties for **TcpTimedWaitDelay** to use a value of **50** and a base of **Decimal**.

The range for value is from 30 seconds to 300 seconds, with a default value of 240 seconds (4 minutes).

6. After closing the regedit application, restart the Microsoft CRM server or restart your computer.

Results

For more information, visit the technet2.microsoft.com Web site and search on the terms MaxUserPort and TcpTimedWaitDelay.

Group membership is missing from Active Directory namespace

If an Active Directory namespace is configured for the same forest and a user is authenticated using a credential, the group membership will be missing.

The process identity of IBM Cognos Business Intelligence, when running as a local system account or a domain user, must have one of these privileges:

- impersonate a client after authentication
- act as part of the operating system

If the privilege is missing, there is no group membership for the authenticated user.

Adding group membership for an Active Directory namespace

To add group membership for an Active Directory namespace, you must add the process identity for IBM Cognos Business Intelligence to the local security policy.

Procedure

1. From the **Start** menu, click **Settings, Control Panel**.
2. Click **Administrative Tools**, and then double-click **Local Security Policy**.
3. In the console tree, click **Security Settings, Local Policies**.
4. Click **User Rights Assignment**.
5. Add the process identity of IBM Cognos BI to one of the following policies:

- Impersonate a client after authentication

The default is Administrators, Service.

For more information, see the library article [fe1fb475-4bc8-484b-9828-a096262b54ca1033.msp](#) at the Microsoft Web site.

- Act as part of the operating system

The default is Local system.

For more information, see the library article [ec4fd2bf-8f91-4122-8968-2213f96a95dc1033.msp](#) at the Microsoft Web site.

Both of these privileges give an account the ability to act as another user.

The privilege Impersonate a client after authentication is similar to the Act as part of the operating system privilege except that it will only allow a process to impersonate after authentication, whereas the privilege Act as part of the operating system allows a process to impersonate before authentication.

For more information, see the library article [tkerbdel.msp](#) at the Microsoft Web site.

Errors displayed when deploying to Oracle 10G Application Server

You are deploying IBM Cognos Business Intelligence to an Oracle 10G Application Server.

The following error messages may occur:

CMM-APP-3254 The initialization of the metrics store failed. DIS-ERR-3115 Task execution failed.

MDS-RUN-3213 Unable to locate database bulk load utility. Please install the appropriate database tool for this platform ('bcp' for SQL Server, 'sqlldr' for Oracle)

These errors occur because the bulk loading utilities (SQL Loader on Oracle) are not included in the deployment file created by IBM Cognos Configuration.

Procedure

To install the missing components, use the Oracle client software on the computer where you installed the Oracle 10G Application Server.
Ensure that you install SQL Loader.

Page cannot be found error running reports using IBM Cognos for Microsoft Office

In a Microsoft Office document configured for IBM Cognos for Microsoft Office, you use Run Report but receive a "The page cannot be found" error message.

This can occur if the IBM Cognos BI gateway and dispatcher use "localhost" as the server name values on the IBM Cognos BI server.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer**, click **Environment**.
3. Ensure that the localhost portion of all URI properties is replaced by the computer name.

Error initializing Oracle content store after upgrade from ReportNet

You are creating a content store in Oracle or upgrading a ReportNet content store in Oracle to IBM Cognos BI and you receive an error message.

The following error message displays, and this error occurs if the Oracle database compatibility level is set lower than 9.0.1:

Content Manager can not initialise the content store with the assistance of the initialisation file: dbupgrade2_0021-to-2_0022_oracle.sql ORA-22858 invalid alteration of datatype

Procedure

1. Change the compatibility level to 9.0.1 or higher.
2. Restart the Oracle instance.

CGI timeout error while connected to IBM Cognos Business Intelligence through a Web browser

When performing operations through your Web browser, you receive the following error message:

CGI Timeout, process will be deleted from server.

The error occurs when you use Microsoft Internet Information Services (IIS) as your Web server and the gateway is configured to use CGI. IIS has a default timeout for CGI applications.

To resolve this problem, you can configure the gateway to use ISAPI or increase the CGI timeout in IIS.

IIS does not have a default timeout for ISAPI applications. Or, if you want to keep using a CGI gateway, you can increase the CGI timeout in IIS.

Changing the gateway to ISAPI

To resolve a CGI timeout error in the Web browser, you can change the gateway from CGI to ISAPI.

Procedure

1. On the gateway computer, start IBM Cognos Configuration.
2. Under **Environment**, for the **Gateway URI** property, change the cognos.cgi portion of the URI to
cognosisapi.dll
3. In your Web browser, specify the ISAPI URI:
http://computer_name/ibmcognos/isapi

Increasing the CGI timeout

To resolve a CGI timeout error in the Web browser, you can increase the duration of the CGI timeout in IIS.

Procedure

1. In the administrative tools for Microsoft Windows operating system, open Internet Information Services.
2. Under the local computer node, right-click **Websites** and select **Properties**.
3. In the **Home Directory** tab, click **Configuration**.
4. In the **Process Options** tab, increase the CGI script timeout.

Servlet class fails to load in WebLogic

You may have problems when configuring a distributed server installation and using WebLogic as the application server for IBM Cognos BI.

When deploying the p2pd.war for the Application Tier Components computer, you may receive servlet exceptions and the dispatcher does not start. The cogserver.log is also not created.

The following error messages display in the WebLogic Server console:

```
<Jul 9, 2004 3:47:37 PM EDT> <Error> <HTTP><BEA-101249>  
<[ServletContext(id=19023494,name=p2pd,context-path=/p2pd)]:Servlet class  
com.cognos.pogo.isolation.ServletWrapper for servletcfgss could not be loaded because the
```

requested class was not found in the classpath /host2/bea812/user_projects/domains/c10/applications/p2pd/WEB-INF/classes. java.lang.ClassNotFoundException: com.cognos.pogo.isolation.ServletWrapper.>

<Jul 9, 2004 3:47:37 PM EDT> <Error> <HTTP> <BEA-101216> <Servlet: "cfgss" failed to preload on startup in Web application: "p2pd".

*javax.servlet.ServletException:
[HTTP:101249][ServletContext(id=19023494,name=p2pd,context-path=/p2pd)]: Servlet class com.cognos.pogo.isolation.ServletWrapper for servlet cfgss could not be loaded because the requested class was not found in the classpath /host2/bea812/user_projects/domains/c10/applications/p2pd/WEB-INF/classes.java.lang.ClassNotFoundException: com.cognos.pogo.isolation.ServletWrapper. at weblogic.servlet.internal.ServletStubImpl.prepareServlet (ServletStubImpl.java:799)*

*at weblogic.servlet.internal.WebAppServletContext.preload
Servlet(WebAppServletContext.java:3252)*

To avoid this problem, do not deploy the p2pd application from the WebLogic applications directory. Create the p2pd directory in another location and deploy p2pd from there.

Deploying the p2pd application outside of the WebLogic applications directory

To resolve issues with the servlet class failing to load when deploying IBM Cognos Business Intelligence to WebLogic, deploy the p2pd application to a different directory than the WebLogic applications directory.

Procedure

1. Open IBM Cognos Configuration and configure the Application Tier Components computer.
2. Restart the Content Manager computer.
3. Create a p2pd directory in a location that is accessible by the WebLogic server but is not in the WebLogic applications directory.
For example, create a directory named p2pd in the following location:
WebLogic_location/user_projects/domain_name
4. Create the p2pd.war file.
5. In the p2pd directory, extract the p2pd.war file to the WebLogic installation using the following command:
%JAVA_HOME%/bin/jar xvf "c10_location/p2pd.war" .
6. Start WebLogic.
7. In the WebLogic Server Console, deploy the p2pd application.

Desktop icons or IBM Cognos Configuration window flicker on Windows

When you run IBM Cognos Configuration on Microsoft Windows operating system, you may notice that the desktop icons or the IBM Cognos Configuration window flickers.

Procedure

Start IBM Cognos Configuration using the -noddrawing command line option.

Chapter 4. Security Problems

You may encounter problems when using IBM Cognos Connection to administer security in IBM Cognos components.

For information about using IBM Cognos Connection, see the IBM Cognos Connection *User Guide*.

Problems Setting Up Security

The topics in this section document problems you may encounter when setting up security.

Access to Entries Is Denied During Deployment

If you deploy data using the Reports Administrator role, access to security entries may be denied. By default, the Reports Administrator role does not have write access to the Cognos namespace.

Before you deploy, modify the permissions of this role to ensure that it has read and write permissions to the Cognos namespace.

Prompt to Change Passwords When Logging on to an Active Directory Namespace

When logging on to IBM Cognos components using a Microsoft Active Directory namespace, the submitted password is recognized as expired and you are prompted to change it. This occurs even if the password should still be valid. If the password is successfully changed, the behavior still occurs.

The following error message appears:

Your password has expired. Please change it.

Please type your credentials for authentication.

The solution is to set up the authority for delegated administration for IBM Cognos components. Ensure that the server name or named account for starting the IBM Cognos service is set up in the Active Directory properties as an authority for delegated administration. Without these permissions, IBM Cognos components are unable to read all user properties from the Active Directory server.

For more information, see the Active Directory documentation.

Unable to Log on

If IBM Cognos components use an Active Directory Server as the security provider, you may not be able to log on using only your user ID.

One of the following errors may appear:

Your password has expired. Please change it.

The provided credentials are invalid.

This problem occurs when the Content Manager service runs under the local system account and runs on a computer that is not part of the Active Directory Server domain.

To log on, you must qualify your user ID using the domain name. For example, when you log on, type

domain\user ID

If you still cannot log on, contact your IBM Cognos security administrator.

Certificate Authority Error When Logging on to IBM Cognos Connection

You attempt to log on, entering a valid user ID and Password, to IBM Cognos Connection in an environment that uses the default IBM Cognos Cryptographic Provider settings. However, the following error message appears:

CAM-CRP-1071 Unable to process a remote request for the common symmetric key.

The certificate with the DN 'C=CA,O=Cognos,CN=CAMUSER' issued by the Certificate Authority with the DN 'C=CA,O=Cognos,CN=CA' is not trusted.

Reason: Exception thrown while doing CertPath validation

Cause: certificate expired on yyyyymmddhhmmGMT+00:00

This problem occurs when the certificate issued by the Certificate Authority (CA) has expired. You can renew the certificate by saving the configuration in IBM Cognos Configuration on the computer where Content Manager is installed and then restarting the IBM Cognos service.

HTTPS DRP-ERR-2068 Error in Log File When no Error Is Reported During a Switch to HTTPS

You stopped the services on all computers in a distributed installation and configured the computers to use SSL (HTTPS). You started the services successfully, with no reported errors. However, when you checked the log file, you found an error similar to the following:

HTTPS DPR-ERR-2068 The administration request failed. Cannot connect to dispatcher.

The error occurred because when you restarted the services, the dispatchers were initializing and could not communicate with each other. During the initialization, a normal administration request could not be processed and a fault was generated. The fault was recognized as an initialization fault and so no error was shown during the startup. However, IBM Cognos Application Firewall does not distinguish between a regular fault and an initialization fault. As a security best practice, all messages are sent to the log file.

You can ignore the message in the log file.

Entries Do Not Appear in IBM Cognos Connection for a Member of a Newly Created Group

A user who is a member of a newly created group, which is itself a member of the Query Users group, logs on to IBM Cognos Connection. The user sees that some entries, such as My Folders, are missing. The user name may also be missing from the upper-left corner of the page.

The namespace that the user belongs to must have traverse rights to the Query Users group.

Procedure

1. Log on to IBM Cognos Connection as a system administrator.
2. In the upper-right corner, click **Launch, IBM Cognos Administration**.
3. On the **Security** tab, click **Users, Groups and Roles**.
4. Next to the **Cognos** namespace, click the set properties button.
5. Click the **Permissions** tab.
6. If it is not already there, add the Query Users group to the namespace.
7. Click the check box for Query Users and ensure that **Traverse** permissions are granted.
8. Click **Apply**, and click **OK**.
9. Test with a user.

Problems Logging On to Cognos Portlets

There are several reasons why users with valid portal user IDs and passwords may not be able to log on to Cognos Portlets.

For information about configuring single signon between IBM Cognos components, Portal Services, and your portal, see the IBM Cognos *Installation and Configuration Guide*.

Anonymous Access

If IBM Cognos software is configured to allow anonymous access, all portlet users are logged on as anonymous.

Multiple Namespaces

If IBM Cognos software is configured to use more than one authentication namespace, you must install a separate IBM Cognos gateway and configure it to use the namespace for portal users.

You must also change the CPS connection point in the Cognos portlets:

- For IBM WebSphere, change the CPS Endpoint parameter in the portlet application.
- For SAP EP, change the _cpsserver: CPS Connection Server field in each iView.

SAP Enterprise Portal Using the SAP Logon Ticket Method

If you use the SAP Enterprise Portal and the SAP logon ticket method to enable single signon, ensure that the following is true:

- IBM Cognos software is configured to use an SAP BW authentication namespace.

- A proper trust relationship is established between the SAP portal and the SAP BW back end.

SAP Enterprise Portal Using the User Mapping Method

If you use the SAP Enterprise Portal and use the user mapping method to enable single signon, ensure that the following is true:

- A data source was created in the SAP Enterprise Portal, and it refers to the same IBM Cognos URL as in the iViews.
- The iView generating the error is associated with the IBM Cognos data source in the portal.
- The user entered valid IBM Cognos credentials in the portal.

These settings are located under user mappings in the personalize portal settings.

- The user name and password are registered in the namespace used by IBM Cognos software.
- The IBM Cognos URL entry point is secured in IBM Cognos software.

Create a secure URL to access the dispatcher servlet or servlet gateway.

IBM WebSphere Portal

If you use the IBM WebSphere portal, ensure that the following is true.

- The credentials for the portal user are available in the IBM Cognos authentication namespace.
- The server running the portal and the server running IBM Cognos components are both configured to use the IBM WebSphere Application server.
- Both application servers are configured for single signon using one of the supported Active Credentials objects: HttpBasicAuth, LtpaToken, SiteMinderToken, or WebSealToken.
- The selected Active Credentials method is indicated in the parameters for the Cognos portlet application.
- If using Ltpa token as an Active Credentials object, the IBM Cognos URL entry point is secured in IBM Cognos software.

Create a secure URL to access the dispatcher servlet or servlet gateway.

Existing Passwords May not Work in an SAP Namespace

When you log on to IBM Cognos Connection using an SAP namespace, some previously functional passwords may no longer work.

The following error message may appear:

Unable to authenticate a user. Please contact your security administrator. Please type your credentials for authentication.

This is because of a policy change in SAP software. In previous versions of SAP software, passwords were not case sensitive. All password characters were automatically converted to uppercase. In SAP RFC 6.40, password characters are not automatically converted to uppercase and so passwords are case sensitive.

To address the password policy change, the SAP BAPI interface introduced a new configuration parameter named bapiPasswordConv. Using this parameter, you can

enable or disable the functionality that automatically converts all password characters to uppercase. To ensure that all previously created passwords can still provide successful logon to IBM Cognos Connection, set the value of the bapiPasswordConv parameter to true.

Procedure

1. Open the file bapiint_config.xml.

This file is located in the *c8_location*\configuration directory.

2. Change the value of the bapiPasswordConv parameter to true, as shown in the following fragment of code:

```
<bapiAbapDebug value="false"/>
<bapiTransCall value="false"/>
<bapiCharConv value="true"/>
<bapiCmdRecording value="false"/>
<bapiCacheReset value="false"/>
<bapiCallLocks value="false"/>
<bapiSupportCancel value="true"/>
<bapiMaxSuspendTime value="200"/>
<bapiPasswordConv value="true"/>
```

3. Save the file.
4. Restart the IBM Cognos service.

Results

For more information, see the following SAP Notes:

- 792850 - Preparing ABAP systems to deal with incompatible passwords
- 862989 - New password rules as of Web AS ABAP 7.0/NetWeaver 2004

Users Are Repeatedly Prompted for Credentials When Trying to Log On to an SAP Namespace

When users whose user IDs or passwords contain special characters try to log on to an SAP namespace, they are repeatedly prompted for credentials and may not be granted access.

This is because SAP BW systems, version 3.5 and older, by default use a non-Unicode code page. Newer SAP systems use a Unicode code page. As a result, the default SAP server code page was modified for the SAP authentication provider to use a Unicode code page, which is SAP CP 4110.

To avoid this issue, in IBM Cognos Configuration, modify the default **SAP BW Server Code Page** parameter for the SAP authentication provider to use a non-Unicode code page, such as SAP CP 1100.

Problems Using Authentication Providers

The topics in this section document problems you may encounter when using an authentication provider.

Unauthorized users can run reports

You use Signons for authentication to create a data source connection, which allows users to use the same user name and password. Later, you modify to use an external namespace instead, such as LDAP, and the original signon is still used for authentication. This happens when the original signon was used because the information is subsequently stored in the content store.

About this task

For example, when a report is in development and testing, you create a data source connection using Signons as the method of authentication. When the report goes to production, you change the authentication to an external namespace. You think that the namespace is being used for authentication but instead the original signon username and password are being used. This could create unexpected results due to order of preference.

Procedure

1. Launch IBM Cognos Administration.
2. On the **Configuration** tab, select **Data Source Connections**.
3. Click the data source and then click the data source.
4. On the next page, click the data source again.
5. Select the check box for the sign on, then click Delete.

Results

The signon is deleted.

CAM-AAA-0096 Unable to Authenticate User When Using an IBM Cognos Series 7 Namespace

You receive an error message when you try to log on to IBM Cognos version 10.1 using a user account that is deleted from all user classes in Access Manager.

The scenario is as follows:

- You create a new user in IBM Cognos Series 7 Access Manager and assign the user to a user class.
- You log on to IBM Cognos version 10.1 as an administrator and assign the same Series 7 user to an IBM Cognos version 10.1 role, such as Authors.
- You log off from IBM Cognos version 10.1 and log on again as the new Series 7 user.
- In Access Manager, you remove that user from the user class so that the user is not in any user class.
- In IBM Cognos version 10.1, when you try to log on as the user, you get the following error message:

CAM-AAA-0096 Unable to authenticate because the account can not be accessed.

If you configured an IBM Cognos Series 7 namespace for use with IBM Cognos version 10.1, but a user in that namespace is not a member of at least one Access Manager user class, you cannot log on as that user to IBM Cognos version 10.1.

To correct the problem, add the user to at least one user class in Access Manager.

Expired Password Error Appears When Using Active Directory Server

You use Active Directory Server as an authentication provider. When you log on to IBM Cognos components, you see the following error message:

Your password has expired. Please change it.

Please type your credentials for authentication.

Ensure that you set up the authority for delegated administration for IBM Cognos components. The server name or named account for starting the IBM Cognos service must be set up in the Active Directory Server as an authority for delegated administration. IBM Cognos components can then read all user properties from the Active Directory server. For more information, see the Active Directory Server documentation.

Single Signon Is Not Working When Using Active Directory Server

You use Active Directory Server as an authentication provider and single signon is not working.

To ensure that users are not prompted to log on to IBM Cognos components, the following must be true:

- Active Directory is running in native mode.
- The user does not have the **Account is sensitive and cannot be delegated** attribute selected.
- For each IIS Web server
 - This computer is part of the Active Directory domain.
 - If the process is running as a Local System Account, the **Trust computer for delegation attribute** is selected.
 - If the process is running as a Domain User Account, the **Account is trusted for delegation** attribute is selected.
- For each ReportNet Content Manager server
 - This computer is part of the Active Directory domain
 - If the process is running as a Local System Account, the **Trust computer for delegation** attribute is selected
 - If the process is running as a domain User Account, the **Account is trusted for delegation** attribute is selected.
- Kerberos authentication must be the active WWW-authentication header.

Note: Kerberos will not work in an Internet zone.

Unable to Authenticate User for Cognos Portlets

When you attempt to access Cognos portlets through your portal, you may see the following error message:

Failed to process the request.

CPS-CCM-1200 The WSRP operation "getMarkup" failed.

CPS-WSF-2000 Authentication failed.

CAM-AAA-0055 User input is required. CAM-AAA-0036 Unable to authenticate because the credentials are invalid.

A more detailed description of the error that occurred can be found in the log.

This message indicates that Portal Services is unable to authenticate the current portal user with IBM Cognos software. For information about how to configure

single signon between IBM Cognos software, Portal Services, and your portal, see the IBM Cognos *Installation and Configuration Guide*.

Unable to Identify Required SAP Permissions

You may encounter errors using SAP BW because your SAP user signon does not have sufficient permissions. To identify the permissions needed, use the ST01 transaction.

Procedure

1. In SAP R/3, type /ST01 in the command window.
2. Under **Trace components**, select **Authorization check**.
3. Select **Change trace**.
4. In the **Options for Trace Analysis Field**, under **General Restrictions**, enter the user name of the IBM Cognos account you are tracing.

Unable to Access IBM Cognos Administration When an NTLM Namespace Is Used and Single Signon Is Enabled

When you are logged into IBM Cognos software using an NTLM namespace and single signon is enabled for your system, an IBM Cognos Application Firewall (CAF) error may occur when you try to access IBM Cognos Administration.

To avoid this problem, resolve any possible issues related to the gateway host name. You can either ensure that the gateway host name matches the gateway host or you can add the name of the gateway server to the list of valid domains and hosts.

Match the Gateway Host Name

The procedure to match the gateway host name is as follows.

Procedure

1. Open IBM Cognos Configuration.
2. In the **Explorer** window, click **Environment**.
3. In the **Properties** window, under **Gateway Settings**, ensure that **Gateway URI** specifies the correct server name or IP address and not localhost.
Tip: We recommend specifying a server name or IP address, not localhost, for all URI properties.
4. Save the configuration.

Add the Gateway Server as a Valid Host

The procedure to add the gateway server as a valid host.

Procedure

1. Open IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, click **IBM Cognos Application Firewall**.
3. In the **Properties** window, click the **Value** column for **Valid domains or hosts** and then click the edit button.
4. Click **Add**.
5. Type the name of the gateway server in the blank row and then click **OK**.
For more information about valid domains, see the *Installation and Configuration Guide*.

6. Save the configuration.
7. Restart the IBM Cognos service.

Unable to Automatically Connect to an SAP BW Data Source (by SSO)

You are to connect to an SAP BW data source, by SSO, even though it is configured to use an external SAP namespace for authentication.

This problem occurs if all of the following conditions are met:

- An SAP namespace is configured in IBM Cognos pointing to SAP BW System A.
- IBM Cognos users are logged on to the SAP namespace using credentials (a user name and password), and not through the SAP Portal using single sign-on.
- A data source referring to SAP BW system B is defined and is configured to use an external namespace for data source authentication. The namespace referred to as external is the SAP namespace configured for authenticating users to IBM Cognos components.
- SSO tickets are enabled for the SAP BW server associated with the SAP namespace.

The SAP provider generates and caches SAP logon tickets to be used for authentication with an SAP data source. The provider uses the current user credentials, user name and password, to generate an SAP logon ticket.

If the SAP BW system associated with the data source does not accept logon tickets because of the SAP server configuration, or if the logon ticket presented is not valid because it originates from a system in a different SAP SSO domain, data source authentication will fail.

To solve this problem, you can federate the SAP systems into one SAP SSO domain so that the ticket generated for the user in one system is valid in the other system as well. If this solution is not possible, disable the use of SAP BW SSO tickets for the provider to trigger it to fall back to passing the credentials of the current user instead of a logon ticket. The credentials must be valid for all systems accessed as a data source.

You can disable SAP SSO tickets either on the SAP BW system used as a data source, or by specifying the `bapiSSOSupport` parameter in the `bapiint_config.xml` file installed with IBM Cognos components. As a result, the provider will use the entered credentials of the current user for data source authentication.

To disable the use of SSO tickets for data source authentication in the `bapiint_config.xml` file, perform the following steps for all IBM Cognos application tier components installed in your system.

Procedure

1. Stop the IBM Cognos service.
2. Open the `bapiint_config.xml` file.
This file is located in the `c10_location/configuration` directory.
3. Search for the `bapiSSOSupport` parameter and change its value to 0, as shown below:

```
<bapiSSOSupport value="0"/>
```

If this parameter is not specified in the file, you must add it under the root element.

4. Save the bapiint_config.xml file.
5. Start the IBM Cognos service.

Chapter 5. Report and Server Administration Problems

You may encounter problems when using IBM Cognos Connection to administer IBM Cognos software.

For information about using IBM Cognos Connection, see the IBM Cognos Connection *User Guide*.

Database Connection Problems

Each data source can contain one or more physical connections to databases. The topics in this section document problems you may encounter when setting up a database connection.

Unable to Select ODBC as the Type of Data Source Connection

Because IBM Cognos software on UNIX does not support all ODBC drivers, when you create data source connections to IBM Red Brick®, Microsoft SQL Server, or NCR Teradata databases, you cannot select ODBC as the type of data source connection.

To create an ODBC connection to these database vendors, select Other Type instead.

For the following database vendors, add the associated database codes when you type the connection string.

Database vendor	Database code
IBM Red Brick	RB
Microsoft SQL Server	SS
NCR Teradata	TD

Type the data source connection, as follows:

```
[^UserID:[^?Password:]];LOCAL;{RBSSTD};DSN= Data_Source [;  
UID=%s[PWD=%s]][@ASYNC={01}][@ Connection_Timeout/ Reply_Timeout  
][@COLSEQ=[ Collation_Sequence ]]
```

The following are examples of connection strings:

- ^UserID:^?Password:;LOCAL;RB;DSN=DB62SALES;UID=%s;PWD=%s@ASYNC=0
- ;LOCAL;SS;DSN=TESTSERVER

To create data source connections to Microsoft SQL Server from UNIX, you must use the DataDirect ODBC driver for SQL Server.

Cannot Connect to an SQL Server Database Using an OLE DB Connection

You cannot create a native connection to a Microsoft SQL Server using OLE DB in IBM Cognos Connection.

The following error messages appear:

QE-DEF-0285 Logon failure

QE-DEF-0325 The cause of the logon failure is:

QE-DEF-0068 Unable to connect to at least one database during a multi-database attach to 1 database(s) in: testDataSourceConnection

UDA-SQL-0031 Unable to access the "testDataSourceConnection" database

UDA-SQL-0107 A general exception has occurred during the operation "{0}"

UDA-SQL-0208 There was an error initializing "MSDA" for OLEDB

The solution is to ensure that MDAC version 2.71 or higher is installed. The registry of the local system should hold the MDAC version information.

Intermittent Problems Connecting to an SQL Server Database

You use SQL Server database as a reporting data source.

You test the same database connection several times in IBM Cognos Connection. Sometimes the test succeeds, but other times you see one of the following or a similar error message:

SQL Server cannot be found.

Access denied.

In addition, when you run reports, sometimes they run but other times you see the following or a similar error message:

Connection not found - Check DNS entry or select different connection.

You may also have problems creating the database that is used for the content store.

These errors can occur if you configure named pipes instead of TCP/IP protocol as the default network library in the SQL Server Client Network Utility for a SQL Server reporting or content store database.

Cannot Access IBM Cognos Series 7 Reports from IBM Cognos Connection

After configuring IBM Cognos software to use a Cognos Series 7 namespace and modifying the system.xml file, the Upfront content is not available in Public Folders, and the personal content is not available in My Folders.

To solve this problem, ensure that the **Data encoding** parameter specified for the Cognos Series 7 namespace in IBM Cognos Configuration uses the Series 7

character encoding value. This value can be obtained from IBM Cognos Series 7 Configuration Manager. It is shown in the **Explorer** pane when clicking **Locale** under **IBM Cognos Shared**.

Procedure

1. Open the system.xml file located in the *installation_location\templates\ps* directory.
2. In the following section, type the correct value for the encoding element:

```
<!-- Series 7 Integration parameters -->
<param name="series7">
  <enabled>false</enabled>
  <!-- character encoding used by series7 -->
  <encoding>UTF-8</encoding>
  <!-- host and port to connect to Upfront server -->
  <host>localhost</host>
  <port>8030</port>
  <!-- Upfront gateway location -->
  <gateway>/cognos/cgi-bin/upfcgi.exe</gateway>
  <!-- If required, specify the prefix for Cognos back URLs
when linking to series 7 content. (eg. http://ibmcognosMachine)
otherwise
relative URL's will be used -->
  <back-prefix></back-prefix>
</param>
```

3. Restart IBM Cognos service.

Series 7 Namespaces Do not Initialize When Services Are Started

To address an issue related to Series 7 namespaces, a new setting called `Series7NamespacesAreUnicode` has been added to IBM Cognos Configuration.

This setting instructs the IBM Cognos BI Series 7 provider to enable UTF-8 processing on the namespace data. UTF-8 processing is only available with Series 7 namespaces of version 16.0 and above.

For namespace versions lower than 16.0, this setting should be disabled or the server may fail in a multi-code page environment. If the system finds a 15.2 namespace version and the `Series7NamespacesAreUnicode` setting is enabled, IBM Cognos BI reverts to disabled behavior.

If you have a mixed namespace environment, for example, a directory server with both namespace version 16.0 and namespace version 15.2, the version 15.2 namespace may not initialize. In this case, you must disable the `Series7NamespacesAreUnicode` setting.

Content Manager Connection Problem in Oracle (Error CM-CFG-5036)

Starting the IBM Cognos Service does not create the tables in an Oracle Content Manager.

One of the following error messages is generated:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-CFG-5036 Content Manager failed to connect to the content store.

CM-SYS-5007 Content Manager failed to start. Review the Content Manager log files and then contact your system administrator or customer support.

When you create a new database in Oracle, the SID name that is created has no underscore in it. You must use this SID with no underscore as the Service Name in IBM Cognos Configuration.

Procedure

1. Ensure that you can contact the Oracle instance through `tnsping <SID>` where the `<SID>` does not contain an underscore.
2. Configure the Oracle Content Manager connection in IBM Cognos Configuration so that the Service Name is the same as the `<SID>` in step 1.

Cannot Connect to an OLAP Data Source

You cannot connect to an OLAP source, such as SAP BW, Essbase, or DB2 OLAP.

Confirm the following:

- You can open the OLAP server from Microsoft Excel. Most OLAP vendors have a plug-in which allows connectivity through Excel.
- You have the correct client software installed on the relevant IBM Cognos servers. Any IBM Cognos computer which retrieves data from the OLAP source must have the appropriate client software.
- For MSAS, check that Pivot Table service is installed and the correct service pack is applied.
- You can open the OLAP source through IBM Cognos Series 7.
- You can open either the OLAP vendor samples or the IBM Cognos samples. The problem may be specific to one model, outline, or cube.
- The user making the request from IBM Cognos software is a Domain user with the appropriate access rights.

Error When Creating a Data Source Connection to a PowerCube

When you create a data source connection to a PowerCube where both the PowerCube and all report servers are on UNIX or Linux computers, the following error may appear:

The field "Windows location:" is mandatory

To solve the problem, type any characters in the **Windows location** field. The **UNIX or Linux location** must be correct.

Not Yet Optimized IBM Cognos PowerCubes May Open Slowly in IBM Cognos BI

If PowerCubes created with previous versions of Transformer take too long to open in the IBM Cognos studios, we recommend that you run a command line utility named `pcoptimizer`, supplied with IBM Cognos BI, to improve run-time performance.

This optimization utility is suitable for older PowerCubes when the model no longer exists or the data used to build the PowerCube is no longer available. It is not necessary to run this command line utility for cubes created in Transformer version 8.x. and later versions.

Procedure

1. Back up your target PowerCube, then navigate to the *c10_location/bin* directory.
2. On Windows, open a command line window and run PCOptimizer.exe.
3. On UNIX/Linux, enter the following line to run the optimization command line utility:

```
pcoptimizer [-t] [-v] [-h]  
cubename
```

where *cubename* is the fully qualified PowerCube or time-based partitioned control cube name with the .mdc extension, if the PowerCube resides in the same location as pcoptimizer. Otherwise, *cubename* is the full path with the .mdc extension.

Note: This method only supports metadata extraction. To set up user-configurable drill-through, you must use Transformer. Wildcard character support is not currently available. You must therefore invoke the utility once per PowerCube. If *cubename* is not provided, the program enters an interactive mode, prompting you for a PowerCube name and accepting keyboard input. The optional parameters are as follows:

- -t or test mode; it tests whether the metadata was extracted and loaded into the PowerCube. The return code indicates the status.
 - 0 if the metadata was extracted and loaded
 - 10 if the metadata was not loaded
 - 20 if an error occurred while accessing the PowerCube
- -v or verbose mode; text is output to standard output (stdout), indicating what was done, including any error messages. If running in interactive mode, -v is assumed. All text is output in English only.
- -h for command-line help; if *cubename* is not provided, it prints the usage and options to the screen.

Other Administration Problems

The topics in this section document problems you may encounter when administering IBM Cognos software.

Restarting Servers After Solving Content Store Problems

If the content store becomes unavailable, after resolving the problem, you must stop and restart IBM Cognos services to resume processing.

An Update or Delete Request Fails

When any property of an object changes, the version property associated with the object changes. If you try to update or delete an object, the request fails if the value of the version property changed after you retrieved the object from the data store.

For example, if two administrators read the properties of the same object at the same time, they both have the same version of the object. If they both try to update, the first update request succeeds. However, the second update request fails because the version of the object no longer matches the version retrieved from the data store.

If this happens when you submit an update request, you must read the data again to get the current version of the object and then resubmit your update request.

BI Bus Server Processes Remain in Memory After a Shutdown

On rare occasions, the processes for the BI Bus server, BIBusTKServerMain, may stay in memory after you perform a normal shutdown. If this occurs, terminate the processes manually.

Terminating Processes in Windows

The procedure to terminate processes in Windows is as follows.

Procedure

1. In the **Windows Task Manager** dialog box, click the **Processes** tab.
2. Click the **BIBusTKServerMain** processes.
3. Click **End Process**.

Terminating Processes in UNIX

The procedure to terminate processes in UNIX is as follows.

Procedure

1. Use the `ps` command to find the orphan processes.
For example, type
ps -ef grep | BIBus
2. Use the `kill -9` command to terminate the processes.
For example, type
kill -9 [BIBus process-id]

Higher Logging Levels Negatively Affect Performance

All the IBM Cognos services send events to the log server, which directs messages to a log file. After an error or problem occurs, you can review the log messages to obtain clues as to what happened.

Log messages also provide the status of components and a high-level view of important events, such as successful completions and fatal errors

In the server administration tool, five levels of logging are available. They range from minimal, which logs the least amount of detail and is intended for less frequent events, to full, which logs more detail and is intended for more frequent events and detailed troubleshooting purposes.

Increasing the logging level may negatively affect the performance of IBM Cognos software. The higher the level of detail logged, the more resources that are used. If performance is slow, you can try lowering the logging levels.

To access the server administration tool, you must have execute permissions for the Administration secured function.

Procedure

1. In IBM Cognos Connection, click **Launch, IBM Cognos Administration**.
2. On the **Configuration** tab, click **Dispatchers and Services**.
3. In the **Actions** column, click the set properties button for the dispatcher or configuration folder you want.
4. Click the **Settings** tab to view all the configuration settings.
5. In the **Value** column, click a new value for the following settings, each of which represents a logging category:

- Audit logging level
- Audit run-time usage logging level
- Audit administration logging level
- Audit other logging level

Tip: If you want to reset a configuration setting to its default value, select its check box and click **Reset to parent value**.

6. Click **OK**.

Problems Accessing Cognos Portlets

When you attempt to access Cognos portlets through your portal, you may see an error message similar to one of the following:

Failed to process the request.

CPS-WSR-1042 Failed to send the request to target "http://MyServer:9300/p2pd/servlet/dispatch/cps2/nav".

Connection refused: connect

A more detailed description of the error that occurred can be found in the log.

Failed to process the request

CPS-CCM-1200 The WSRP operation "getMarkup" failed

CPS-WSF-2008 Normal execution of the operation failed

PRS-TPR-0352 Failed to open template file "/cps2/portlets/nav2/navigator/getMarkup.xts"

A more detailed description of the error that occurred can be found in the log

Failed to process the request

CPS-WSR-1049 The request failed the server returned the HTTP error code "404" for the target "http://wottbouillom-2k:9300/p2pd/servlet/gateway/cps2/nav"

A more detailed description of the error that occurred can be found in the log

Failed to process the request

CPS-WSR-1043 Failed to read the response from target "http://sottcps3:9300/p2pd/servlet/dispatch/cps2/nav"

Stream closed

A more detailed description of the error that occurred can be found in the log

These messages indicate that there is a problem connecting to the IBM Cognos server.

This problem can be caused by one of the following:

- The IBM Cognos server is not running or is still initializing.
Ensure that the IBM Cognos server is started properly, and test it by accessing IBM Cognos Connection through a Web browser.

- The portal server does not have network access to IBM Cognos server.
To test connectivity to the IBM Cognos server, use the portal server computer to ping the IBM Cognos server. Use the server name and address that appear in the error message. If the ping is successful, ensure that there is no firewall blocking the port used by Portal Services, which is 9300 by default.
- The URL for connecting to IBM Cognos software is incorrect.
For IBM Websphere, locate and modify the CPS Endpoint parameter in each portlet application as required.
For SAP EP, locate and modify the _cpsserver: CPS Connection Server field in each iView as required.
- Java Virtual Machine conflicts exist on the IBM Cognos server.
IBM Cognos software includes a version of Java Runtime Environment (JRE). Ensure that no other version of the Java Virtual Machine or Java SDK is installed.

For information about configuring IBM Cognos software to work with Portal Services, see the IBM Cognos *Installation and Configuration Guide*.

Unable to Edit Object Properties in Oracle WebCenter Interaction Portal 10.3

When you import the Portal Services package into Oracle WebCentre Interaction portal and try to edit the properties of IBM Cognos objects, such as the remote server, or the portlets, an error may occur that indicates that certain property values are missing.

As a result, you cannot apply your property changes.

The missing values refer to global WCI properties, such as URL, and can be used in searches for objects or documents. Because the global properties are not used by Portal Services, the portlet package file for Oracle WebCentre Interaction portal do not include default values for them. If the Global Object Properties Map in the WCI portal has a property assigned to a certain type of object, such as the remote server type, when you try to edit this type of IBM Cognos object, you are prompted to specify a value for this property.

To solve this problem, you can perform one of the following tasks:

- Remove the problematic property from the Oracle WebCenter Global Object Properties Map.
Please note that changing the global property settings for one object may affect other objects.
- Specify any value, for example a space, for the problematic property.
The property is not used by Cognos portlets so the value is irrelevant.

Editing the Global Object Properties Map

The procedure to edit the global object properties map is as follows.

Procedure

1. In an WCI portal, click **Administration**.
2. In the **Select Utility** drop-down list, click **Global Object Property Map**.
3. For the object you want to edit, click the edit icon.
4. Clear the check box next to the property you want to remove.

5. Click **OK**.

Specifying a Value for a Global Property

The procedure to specify a value for a global property is as follows.

Procedure

1. In an WCI portal, click **Administration**.
2. Locate the IBM Cognos object whose properties you want to edit.
3. Click the object.
4. Under **Edit Standard Settings**, click **Properties and Names**.
5. Type any value for the property.
6. Click **Finish**.

Only the Administrator Can See Cognos Portlets

When using Portal Services with a WebSphere portal, you may find that only the administrator can see the Cognos portlets.

This problem can be caused by portlet access rights that are improperly set.

To fix this problem, log on to the portal as an administrator and grant your users Edit or View rights for each portlet as required.

Locale Mismatch in IBM Cognos Navigator Portlet

If you use the IBM Cognos Navigator portlet to view a report, the language used in the report may not match the language used in the browser.

This problem can occur if the locale selected for the portal is different than the default locale of the browser.

To fix this problem, set the locale selection for the portal to nothing selected. If no locale is selected, the portal uses the default locale for the browser.

Properties Pages in Cognos Portlets Are not Displayed Properly

In portals other than Cognos Connection, the properties pages in Cognos portlets may not be displayed properly. The properties are pushed to the left side and there is no indentation.

To avoid this problem, add the IBM Cognos server domain and the portal domain to the list of trusted sites in the browser.

Procedure

1. From the **Tools** menu, click **Internet Options**.
2. On the **Security** tab, add the domain name to the **Trusted sites** Web content zone.

Problems Displaying HTML Reports in a Multi-tab Dashboard

If your reports contain HTML items with unsupported Java Script, the reports may not be displayed in a multi-tab dashboard.

Instead of displaying in a multi-tab dashboard, the following error may appear:

The report cannot be displayed because it contains unsupported javascript code. Please use the Safe Mode Viewer portlet or contact your system administrator.

To avoid this problem, use the Safe Mode Viewer portlet to display the reports that you want to add to the dashboard. The Safe Mode Viewer portlet is the version of the IBM Cognos Viewer portlet shipped with IBM Cognos 8.3.

Note: The Safe Mode Viewer portlet has some limitations. For example, it is slower and does not support all communication options available in the IBM Cognos 8.4 portlets.

Procedure

1. In **IBM Cognos Administration**, on the **Configuration** tab, click **Portlets**.
2. Click the import portlets button



The **Specify a producer** page appears.

3. Click the **Web Services for Remote Portlets (WSRP) interfaces** option.
4. In the **Markup**, **Service description**, **Registration**, and **Portlet Management** boxes, type
`interface://wsrp/cps4/portlets/nav`
5. Click **Next**.
6. In the import portlets wizard, type a name for the portlet group that will contain Safe Mode Viewer.
7. Make sure **IBM Cognos Viewer** is selected.
If you want, you can also select **IBM Cognos Navigator** and **IBM Cognos Search**.
8. Click **Finish**.

Unable to Identify SAP BW Version and Corrections

You must use supported versions and patch levels of SAP BW, so you must be able to see a list of patches (correction notes) that have been applied.

For more information about supported versions, see the IBM Cognos Center Web site (<http://www.ibm.com/software/data/cognos/customercenter/>).

To see a list of correction notes that have been applied, you can run one of two transactions in R/3: SE95, or SNOTE.

In all cases, you must be authorized to run these transactions. In some cases, you may need to run the transactions using the same account that was used to apply the correction notes.

Procedure

1. In SAP R/3, type `/SE95` in the command window.
2. Enter an asterisk (*) in the Last Changed By field, to view all notes.
3. Select the type of modification in the Modifications tab.

SBW-ERR-0020 Error When Running Reports Based on SAP BW Data Sources

Occasionally, when you run reports based on an SAP BW data source, the following error message may appear:

Querying the SAP BW cube's failed. SAP error code: BAP-ERR-0002 A BAPI error has occurred in the function module BAPI_MDDATASET_GET_AXIS_DATA. &INCLUDE INCL_INSTALLATION_ERROR

This message means that SAP BW has run out of resources.

In this situation, we recommend contacting your system administrator.

Links to Referenced Content Objects are Broken Following Deployment

After you import a deployment archive to a new location, some links for objects associated with reports do not work.

When you import content objects which contain references to other objects that are not in the target environment, these references are removed. For example, if you deploy an archive containing reports based on a metadata package that is not in the deployment archive or the target environment, then the links will remain broken even if the referenced object is subsequently created.

To solve this problem, do one of the following:

- Reimport your deployment package after the target objects have been created. The objects will be automatically linked
- Manually reconnect the links to an object.

Table or View Does not Exist for Sample Database

The schema property in each of the Framework Manager models is synchronized to run against the schemas defined in the sample databases.

If you change any of the database schemas, you receive an error connected to the Framework Manager model that says the table or view does not exist.

To solve the problem, open the model in Framework Manager and update the schema name and then re-publish all packages.

CNC-ASV-0007 Error When Calling a Report Trigger From a Web Service Task

When calling a report trigger from a Web service task, the following error message may appear:

CNC-ASV-0007 An error occurred with the agent Web service task. The operation failed. org.apache.wsif.WSIFException: CloneNotSupportedException cloning context.

This problem is related to the replacement of the Sun Java Runtime Environment (JRE) by IBM Java Runtime Environment (JRE).

To avoid this problem, modify the bootstrap_win32.xml file in the *installation_location\bin* directory by adding the following line of code for the spawn element under <process name="catalina"> :

```
<param condName="{java_vendor}" condValue="IBM">-Xss128m</param>
```

Java Virtual Machine Fails Under Load When Multiple Users Run IBM Cognos Business Insight Dashboards

Using JRE 1.6 SR6 for Windows, the following occurs:

- the Java PID disappears
- the Java core is not generated
- the Java.exe disappears
- there is no sign of a memory leak or high CPU utilization
- when the java.exe fails, the following error is reported in the Windows Event Viewer:
Faulting application java.exe, version 6.0.0.0, faulting module j9jit24.dll, version 2.4.0.42924, fault address 0x002ec4c2.
- both the cgsLauncher and BIBus processes become orphans and a new Java process is launched
- no errors are written to IBM Cognos BI, version 10.1, log files

The workaround is to set the TR_DisableEBPasGPR environment variable to TR_DisableEBPasGPR = 1, before starting the Java Virtual Machine (JVM).

Cognos Portlets Stop After SAP Server Is Restarted

Cognos portlets can stop after the SAP Server is restarted.

To restart the CognosPortlets, start all instances of the epa and iview applications.

Procedure

1. On your SAP NetWeaver Application Server Java, click **SAP NetWeaver Administrator**.
2. From the **Operations Management** tab, click **Systems**.
3. From the **Systems** tab, click **Start and Stop**.
4. Located at the left side of the screen, click **Java EE Applications**.
5. To sort by vendor, click the **Vendor** column.
6. From the **Name** column, highlight **com.cognos.epa**
7. At the bottom of the screen, in the **Application Instance Details** pane, click **Start Service** and then select **On All Instances**.
8. Repeat steps 6 and 7 for the **com.cognos.pct.iview** application.

Oracle Essbase Version 11 Substitution Variables Must Be Set at the Cube Level

In IBM Cognos Business Intelligence, for Microsoft Windows operating systems, substitution variables that are created using the application manager on the Oracle Essbase server can be used to alter the context of a report. For example, by using substitution variables, such as current month or current quarter, you can change the assigned value in one place and the appropriate reports are dynamically updated when the report is run in all IBM Cognos studios. A given substitution variable can be set for an entire server, an application, or a database.

Substitution variables that are created with Oracle Essbase version 11 and intended for use with IBM Cognos BI can only be set at the cube level (application or database). but not at the server level. The following DB2 error message is displayed all IBM Cognos studios when attempting to load a cube that contains a substitution variable created at the server level:

DB2-ERR-0033 An error occurred while trying to access the substitution variables.
Database error code: 1,051,085.

Code 1051085 corresponds to the following Oracle Essbase error message: "You do not have sufficient access to get this substitution variable."

Maximum Number of Processes During Peak and Non-peak Periods Parameters are Ignored by the Statistics Service

In the Server Administration chapter of the Administration and Security Guide, the Tune Server Performance topic describes how to tune server performance to optimize the speed and efficiency of IBM Cognos software.

However, the following tuning parameters are ignored by the Statistics Service:

- Maximum number of processes for the statistics service during non-peak period
- Maximum number of processes for the statistics service during peak period

Chapter 6. Problems When Using Framework Manager

You may encounter problems when working in Framework Manager.

Unable to Compare Two CLOBs in Oracle

If you are using Oracle and ask IBM Cognos BI to compare two CLOBs, such as where C2 = C3, you will see an Oracle runtime error.

To avoid this problem, use the DBMS_LOB.compare method:

where 0 = dbms_lob.compare (c1, c2)

An Out of Memory Error with ERWin Imported Metadata

When you test query subjects based on a View table, an Out of Memory error may occur while performing the sqlPrepareWithOptions operation.

The solution is to create a data source query subject using the same Content Manager connection as the ERWin model.

Framework Manager Cannot Access the Gateway URI

When you create a new project in Framework Manager, Framework Manager cannot access the Gateway URI.

The following message appears:

Unable to access service at URL:

`http://hostname:80/ibmcognos/cgi-bin/cognos.cgi/`

`b_acton=xts.run&m=portal/close.xts`

Please check that your gateway URI information is configured correctly and that the service is available.

For further information please contact your service administrator.

This message appears if the gateway is not properly configured. The gateway URI must be set to the computer name where IBM Cognos BI is installed and reflect the type of gateway you are using. You must log on as an administrator to configure the gateway URI.

Procedure

1. Close Framework Manager.
2. In IBM Cognos Configuration, in the **Explorer** window, click **Environment**.
3. In the **Properties** window, in the **Gateway URI** box, type the appropriate value:
 - To use ISAPI, replace cognos.cgi with **cognosisapi.dll**.
 - To use apache_mod, replace cognos.cgi with **mod_cognos.dll**.
 - To use a servlet gateway, type the following:
`http[s]://host:port/ context_name /servlet/Gateway`

Note: *context_name* is the name you assigned to the ServletGateway Web application when you deployed the ServletGateway WAR file.

- If you are not using a Web server, to use the dispatcher as the gateway, type the following:

http[s]:// host : port /p2pd/servlet/dispatch

4. If required, change the host name portion of the **Gateway URI** from localhost to either the IP address of the computer or the computer name.
5. From the **File** menu, click **Save**.
6. From the **Actions** menu, click **Restart**.

Object Names Appear in the Wrong Language

When you import multiple languages from an SAP BW Query to a Framework Manager model, not all the object names retrieved from SAP BW appear in the correct language.

To avoid this problem, save the SAP BW Query again in each of the logon languages in Business Explorer Query Designer. The correct language texts will then show correctly in Framework Manager.

Full Outer Joins in Oracle Return Incorrect Results

When using an Oracle data source prior to version 10.2, full outer joins return incorrect data results. To avoid this problem, IBM Cognos BI processes these as local operations.

As a result of this processing, you must set the query processing to limitedLocal for any projects that expect explicit or implicit outer joins.

Error When Testing Query Subjects in a Model Imported from Teradata

You are using a model imported from Teradata. When you test some query subjects that contain graphic items, you see this error:

QE-DEF-0177 An error occurred while performing operation 'sqlOpenResult' status='-28'.

UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive.

UDA-SQL-0107 A general exception has occurred during the operation "SgiCursor::doOpenResult()".

[NCR][ODBC Teradata Driver][Teradata RDBMS] An unknown character string translation was requested.

The reason is that the GRAPHIC and VARGRAPHIC data types are not supported.

Error for Type-In SQL Query Subject

You define the following in DB2:

```
create type address as (  
  number character (6),  
  street varchar(35),  
  city varchar(35)  
)
```

```

MODE DB2SQL;
create table emp ( emp_no int, emp_address address);
Select e.emp_no, e.emp_address..street from emp e
SQL0206N "aBmtQuerySubject.2

```

When you define a type-in SQL query subject, an error appears because of the name assigned for the attribute reference in the structured type.

To resolve this problem, you have two options:

- assign a simple correlation name to the column in the original query subject, such as `Select e.emp_no, e.emp_address..street as "ABC" from emp e`
- use pass-through notation for the query subject by surrounding the column with double curly brackets (`{{ }}`)

QE-DEF-0259 Error

This error occurs if you use braces `{ }` in the wrong position in an expression. IBM Cognos BI expects anything between the braces `{ }` to be at the same level as a function. If you have used braces elsewhere in an expression, you will see the following error message:

QE-DEF-0259 There was a parsing error

You can also use braces to send unique syntax to the data source. For example, your database uses a keyword for a function, but this keyword is not used in IBM Cognos BI.

IBM Cognos BI does not validate the syntax you enter between braces. The syntax is simply sent to the data source.

The solution is to make sure that braces are not used in the wrong positions.

For example, you type the following in an expression:

```

[ss_ole_both].[authors_lith].[au_id] = [ss_ole_both].[authors_latin].[au_id]
{ collate Lithuanian_CI_AI}

```

You see the following error message:

QE-DEF-0259 There was a parsing error before or near position: 75, text starting at position: 5 "le_both].[authors_lith].[au_id]=[ss_ole_both].[authors_latin].[au_id]{"

Meanwhile the following expression is valid:

```

{ Q3.au_id } = { Q4.au_id collate lithuanian_CI_AI
}

```

Externalized Key Figures Dimension Retains Old Prompt Value

You have a key figures dimension (SAP BW) that contains an optional prompt. If you externalize this dimension as a csv or tab file, the externalized file does not contain all the rows of data. This is because the prompt value is retained.

For example, you set the prompt value for the dimension when testing the dimension in Framework Manager. The prompt value is kept in the cache. Even if you clear the value of the prompt in the Prompt dialog box, externalizing the key figures dimension results in a file containing data that is filtered by the most recently used prompt.

To avoid this problem, do one of the following:

- Do not test the key figures dimension before you externalize it.
- Close the model, open it again, and externalize the key figures dimension.

Older Models Display Level Object Security

If you are using a previously-created IBM Cognos model, object security on a level may have been defined. Object security on a level is not supported.

The solution is to verify and repair the older model before publishing it.

Procedure

1. From the **Project** menu, click **Verify Model**.
2. Select the security view that references a level and click **Repair**.

Exporting a Framework Manager Model to a CWM File Fails With Error *MILOG.TXT was not found*

Exporting a Framework model to a CWM file fails with error *MILOG.TXT was not found* when the path contains Japanese characters.

Do one of the following to solve this problem:

- Specify an export path that does not use Japanese characters.
- Change the system default language on your computer to Japanese. You can set the system default language in the Control Panel, under **Regional and Language Options** -> **Advanced**. For more information on how to do this, refer to the Windows operating system help.

Difference in SQL for Inner Joins After Upgrading to IBM Cognos BI, Version 8.3 and Later

If you migrated from a version of the product earlier than 8.3, there can be differences in the generation of SQL used for the INNER JOIN syntax.

You can control the SQL syntax used for inner joins by configuring the setting for the **SQL Join Syntax** governor. The SQL join syntax generated in all versions of IBM Cognos BI produces the same result.

If you are using RDBMS materialization technology which can be implemented using either implicit or explicit syntax, you must ensure that you select the same syntax setting for the **SQL Join Syntax** governor in your model.

Full Outer Joins Not Sent to Oracle 9i and 10GR1

By default, IBM Cognos BI will not send full outer joins to ORACLE 9i and 10GR1 due to Oracle bug #2874433. This requires using limited local processing in IBM Cognos BI.

To enable full outer joins with Oracle, you must

- ensure that you have the required patch sets, which include the fix for bug#2874433
- modify the cogdmor.ini file to turn on full outer joins (Full_outer_join=T)

Because any manual edits to the ini settings are overwritten by the next installation, you must manually replicate them on all machines where you installed IBM Cognos BI or Framework Manager.

Chapter 7. Problems When Using Transformer

This document describes issues and limitations that may be encountered by IBM Cognos Transformer users, with suggested workarounds.

Known Issues When Modeling in IBM Cognos Transformer

Documented in this section are known issues and limitations when modeling in IBM Cognos Transformer.

BAPI Error Occurs After the Prompt Specification File Edited Manually

In Transformer, you create a prompt specification for a SAP-based package.

You edit the prompt specification file, `prompt.xml`, manually and save your changes. After editing the file, you attempt to generate a PowerCube using the command line options, for example,

```
cogtr -fpromptspecfilename -n cubename.mdl
```

but the PowerCube is not generated and you receive a BAPI error.

The error is caused by an invalid member unique name (MUN). Because editing the `prompt.xml` file manually is error prone, we recommend that you do not edit the `prompt.xml` file manually but create an alternate prompt specification instead.

Unable to Access an IQD Data Source Using a Sybase Database Connection

In Framework Manager, you use an IQD file to externalize a model using a Sybase database connection.

When you attempt to import the data source file into Transformer, you receive the following error message:

[TR1907] Transformer cannot gain access to database database_name with signon information <user ID, password>.

The database connection fails because quotes are added to the SQL query when the data source is created in Framework Manager.

To successfully connect to the IQD data source and import the model, you must first edit certain configuration files in the `CS7Gateways\bin` directory.

Procedure

1. Open the `cs7g.ini` file and ensure the database type in the connection string is CT, not CT15.
 `Cs7g.ini` is located in the `installation_location\CS7Gateways\bin` directory.
2. In the [Services] section, include the following:
 CTDBA=ctdba, ctdba15
3. Save your changes.

4. Open the cogdmct.ini file and in the [UDA USER OPTIONS] section, specify the following:
Attach=SET QUOTED_IDENTIFIER ON
Cogdmct.ini is located in the *installation_location*\CS7Gateways\bin directory.
5. Save your changes.
6. Open Transformer and import the data source.

Unable to Use an IQD Created in Framework Manager That Contains an Oracle Stored Procedure

In Transformer, when trying to open an IQD created in Framework Manager that contains an Oracle stored procedure, you may receive a message similar to the following:

(TR0118) Transformer can't read the database [datasource] defined in <Location>\<datasource><iqd_name>.iqd.

DMS-E_General A general exception has occurred during operation 'execute'

The native SQL generated in an IQD created in Framework Manager is wrong. The IQD cannot be used in Transformer.

To resolve this problem, execute the stored procedure in Framework Manager and set the **Externalize Method** to **IQD**. Create a model query subject from the executed stored procedure, then publish the package and open it in Transformer.

Preventing Errors When Model Calculations Use Double Quotation Marks

If you try to open an .mdl-format model containing calculations that include double quotation marks, as might be used to create concatenated categories, you may get an error, even if you followed the recommended practice of wrapping these calculations in single quotation marks.

This is because .mdl-format models do not support the use of single and double quotation marks together, if the ObjectIDOutput flag is set to True, which is the default model creation setting.

To avoid this problem, you have two choices:

- You can open the cogtr.xml.sample file in a text editor, search for the string ObjectIDOutput, and change the setting to 0. Save the cogtr.xml.sample file as **cogtr.xml**. Restart Transformer, and resave the model.
- You can use your RDBMS or a tool such as Framework Manager to perform the required calculations, and then import the data into your model.

Whichever strategy you choose, you can then open the .mdl or py?-format model without error.

Framework Manager and Transformer May Display Different Locale Session Parameters for Some Languages

Transformer may not return data in the expected locale during test or cube build when the following conditions are encountered:

- The locale shown in the File/Session information in Transformer is not included in the Framework Manager parameter map for session parameters.

- The modeler attempts to create a data source in Transformer using a query subject from the package where the locale does not exist.

When this is encountered, the locale of the modeler's session parameter does not exist in the Framework Manager parameter map. As a result, the data returned will not be the locale of the Session information shown in Transformer.

To avoid this problem, add the locale string that is displayed in the Transformer File/Session information to the Framework Manager parameter list so that Transformer can retrieve the expected data when accessing the data source. However, the model metadata will still be shown in English, or in the Framework Manager design language.

Regular Columns Cannot Be Converted to Calculated Columns and Vice Versa

When you attempt to convert a regular column to a calculated column by opening the **Column** property sheet, the **Calculated** button is unavailable.

In Transformer version 10.1.0, you can no longer convert an existing regular column to a calculated column by changing the column properties. Similarly, existing calculated columns cannot be converted into regular columns by changing the column properties.

You can only create calculated columns using the **Insert Column** feature. For more information, see "Define a Calculated Column" in the Transformer *User Guide*.

This does not affect how calculated columns are imported from an IBM Cognos Series 7 model into Transformer. Existing calculated columns originally created in IBM Cognos Series 7 will be imported correctly.

Transformer Takes a Long Time to Retrieve Data from an SAP-based Data Source

You are attempting to retrieve data from an SAP-based data source in Transformer with null suppression turned off. The retrieval takes a long time to complete.

Ensure that the machine where Transformer is installed has sufficient memory to perform the import. If physical memory is limited, Transformer may perform the operation very slowly. In this situation, you can end the task using Task Manager.

Categories Missing When Creating a Transformer Model Based on an SAP Query Containing a Manually Created SAP Structure

The stream extract interface that reads the fact data doesn't handle certain features of the SAP queries. A manually created structure in the query will look like a dimension when Cognos Transformer completes the import from the Framework Manager package, but incomplete data is returned. A dimension added to the SAP query as a characteristic will look like a dimension but no data is returned.

If you must use a BEx query with these limitations, consider turning off the stream extract and rely on an MDX query. Note that if the MDX query is large, it may fail.

Error Occurs When Creating a PowerCube Containing an SAP Unbalanced Hierarchy

You import an SAP package into Transformer that contains an unbalanced, ragged hierarchy and you receive a TR2317 error when you create a PowerCube.

To avoid this error, before generating categories for the dimension, do the following steps.

Procedure

1. In the **Dimension Map**, right-click the lowest level in the ragged unbalanced hierarchy that is marked unique.
2. Click **Properties** and on the **Source** tab, click **Move**.
3. From the **Run** menu, click **Generate Categories**.
4. From the **Run** menu, click **Create PowerCubes**.

Rebuilding a PowerCube Soon After Publishing Produces a TR0787 Error

After publishing a PowerCube using the Publish wizard in Transformer, the PowerCube file is locked for a few minutes by the IBM Cognos server.

If you attempt to rebuild the cube during this time, the cube build may fail, with Transformer error TR0787 indicating that the cube is being used by another application.

To avoid this situation, do one of the following:

- Do not use the **Publish** wizard to publish the cube.
- Wait for the file lock to be released, and then rebuild the cube.
- Build the cube in a location that is different from the location where the cube is published.

Known Issues When Using PowerCubes in the IBM Cognos Studios

Using Transformer, you can publish PowerCubes and their data sources directly to IBM Cognos Connection, without using Framework Manager as an intermediary.

Documented in this section are known issues and limitations associated with using PowerCubes in the IBM Cognos studios, such as Analysis Studio and Report Studio.

Not Yet Optimized IBM Cognos PowerCubes May Open Slowly in IBM Cognos BI

If PowerCubes created with previous versions of Transformer take too long to open in the IBM Cognos studios, we recommend that you run a command line utility named `pcoptimizer`, supplied with IBM Cognos BI, to improve run-time performance.

This optimization utility is suitable for older PowerCubes when the model no longer exists or the data used to build the PowerCube is no longer available. It is not necessary to run this command line utility for cubes created in Transformer version 8.x. and later versions.

Procedure

1. Back up your target PowerCube, then navigate to the *c10_location/bin* directory.
2. On Windows, open a command line window and run PCOptimizer.exe.
3. On UNIX/Linux, enter the following line to run the optimization command line utility:

```
pcoptimizer [-t] [-v] [-h]  
cubename
```

where *cubename* is the fully qualified PowerCube or time-based partitioned control cube name with the .mdc extension, if the PowerCube resides in the same location as pcoptimizer. Otherwise, *cubename* is the full path with the .mdc extension.

Note: This method only supports metadata extraction. To set up user-configurable drill-through, you must use Transformer. Wildcard character support is not currently available. You must therefore invoke the utility once per PowerCube. If *cubename* is not provided, the program enters an interactive mode, prompting you for a PowerCube name and accepting keyboard input. The optional parameters are as follows:

- -t or test mode; it tests whether the metadata was extracted and loaded into the PowerCube. The return code indicates the status.
 - 0 if the metadata was extracted and loaded
 - 10 if the metadata was not loaded
 - 20 if an error occurred while accessing the PowerCube
- -v or verbose mode; text is output to standard output (stdout), indicating what was done, including any error messages. If running in interactive mode, -v is assumed. All text is output in English only.
- -h for command-line help; if *cubename* is not provided, it prints the usage and options to the screen.

Analysis Studio Shows the Wrong Currency Symbol

When published to IBM Cognos Analysis Studio, PowerCubes show a default currency rather than the currency associated with the locale of your servers and PCs. For example, GBP (£) is shown as \$.

To resolve this problem, you can do one of the following:

- Create a currency table when you prepare your model in Transformer and embed a default currency symbol into the resulting PowerCubes, based on the system locale used by your Transformer computer.
- For PowerCubes that do not contain an embedded currency table, set the `fallbackCurrency` parameter as the default currency.

Creating a Currency Table in Transformer

The steps to create a currency table in Transformer is as follows.

Procedure

1. In Transformer, from the **File** menu, click **Currency Table** and click **OK**.
2. Right-click each currency measure and click **Allow currency conversion**.
This default currency table does not include currency information for any locales other than your running locale. Also, you cannot convert to a different currency while working in Analysis Studio.

Setting fallbackCurrency as the Default Currency

The steps to set `fallbackCurrency` as the Default Currency is as follows.

Procedure

Define a default currency by setting the `fallbackCurrency` parameter in the `installation_location\configuration\qfs_config.xml` file to GBP (Great Britain Pounds) or to an alternative currency code as listed in the `installation_location\bin\ccli18nrescr_xx.xml` file.

Here is an example.

```
<!-- execution layer providers-->
<provider name="PowerCubeODP" libraryName="pcodp"
connectionCode="PC">
    ...
    <providerDetails>
        <parameters>
            <!-- Max depth of nested calculated members
within a query. -->
            <parameter name="maxCalculatedMemberNestingDepth"
value="30"/>
            <!-- Normalize yen/won currency symbols
- set to "false" to disable -->
            <parameter name="normalizeYenWon" value="true"/>
            <!-- Fallback currency for cubes with no
default currency specified - set to USD, EUR etc. -->
            <parameter name="fallbackCurrency" value="USD"/>
        </parameters>
    </providerDetails>
</provider>
```

Changes to Decimals in Currency Formats

When you open a PowerCube in an IBM Cognos studio or in IBM Cognos Business Intelligence Mobile Analysis version 8.3, you may notice changes in the number of default decimal places shown in currency formats.

This behavior is due to the following changes:

- The default decimal formatting in currency formats is now determined by the measure format selected in the cube, instead of from the data source currency table definition.
For example, if the Actual Revenue measure format specifies two decimal places and the USD currency in the currency table specifies no decimal places, two decimal places will appear in the USD currency value.

- Calculations that include a division operator and at least one currency operand will now show a resulting value with three decimal places only when
 - neither of the currency values includes decimals
 - two currency operands have different numbers of decimal places

In all other calculations of this type, the number of decimals in the resulting value is determined by the number of decimals in the currency value. The following examples illustrate this new behavior:

- \$4.00 / \$2.00 = \$2.00
- \$4 / \$3.0000 = \$1.3333
- \$4 / \$3 = \$1.333
- \$4.0 / \$3.00 = \$1.333

Ragged or Unbalanced Hierarchies Result in Unexpected Behavior

In ragged or unbalanced hierarchies, some members that are not at the lowest level of the hierarchy may have no descendants at one or more lower levels. Support for these hierarchy gaps in relational sources is limited.

For OLAP sources, more complete support is provided, but some reports may result in unexpected behavior:

- Groups corresponding to missing members may appear or disappear when grouped list reports are pivoted to a crosstab. This happens with set expressions using the filter function, and detail filters on members.
- Ragged and unbalanced sections of the hierarchy are suppressed when set expressions in that hierarchy are used on an edge.
- When a crosstab is sectioned or is split into a master-detail report, sections corresponding to missing members become empty.

Some of these behaviors may be corrected in a future release, while others may be codified as supported behavior. To prevent these behaviors, avoid the scenarios above.

The following scenarios are believed to be safe:

- one or more nested level references on an edge, with no modifying expression.
- a hierarchy reference on only one level of one edge.
- one or more explicit members or sets of explicit members as siblings on only one level of one edge.
- summaries of the previous three scenarios.

In all cases, reports based on ragged and unbalanced hierarchies should be tested to confirm that hierarchy gaps are handled correctly.

Unable to Open the Great Outdoors Sales.mdl Sample Model and Generate Cubes

If your setup information for the Great Outdoors Sales.mdl is incorrect, you will be unable to open the sample model for Transformer, Great Outdoors Sales.mdl, or generate cubes.

To avoid this problem, set up Great Outdoors Sales.mdl using the following steps:

Procedure

1. Modify the Cs7g.ini to contain [Databases] connections.
The Cs7g.ini file is located in the *installation_location*/c10/cs7Gateways/bin directory.
2. Open ODBC Data Source Administrator and create a new ODBC data source named great_outdoors_warehouse to connect to the SQL server database, GOSALESDW, which is provided with the sample installation.
3. Connect using a valid user ID and password for SQL Server authentication.
4. Open the model.

Unable to Publish a PowerCube

If you try to publish a PowerCube and the publish action fails, check that the Windows data source location for the PowerCube is correct.

If the location is not specified correctly, as is the case with the English version of the sample Sales and Marketing PowerCube, you cannot publish the PowerCube.

Procedure

1. Right-click the PowerCube and click **Properties**.
2. On the **Data Source** tab, in the **Windows location** property, ensure that the data source location specified for the PowerCube is entered correctly.

For example, the location for the English version of the sample sales_and_marketing.mdc file should be *installation_location\webcontent\samples\datasources\cubes\PowerCubes\EN*

3. To publish the PowerCube, right-click the PowerCube and click **Publish PowerCube as Data Source and Package**.

Note that because the sample PowerCubes have already been published, it is not recommended that you republish them. Republishing a sample PowerCube may cause the reports that are based on the PowerCube to fail. If you want to republish a sample PowerCube, republish it using a different name.

Chapter 8. Problems Authoring Reports

IBM Cognos Report Studio can be used to create different types of reports, including lists, crosstab reports, charts, and user-designed reports.

You may encounter problems when authoring reports in Report Studio or IBM Cognos Query Studio.

For information about using Report Studio, see the *Report Studio User Guide*. For information about using Query Studio, see the *Query Studio User Guide*.

Problems Creating Reports

Planned, professional reports are created in IBM Cognos Report Studio, and ad hoc reports are created in IBM Cognos Query Studio.

The topics in this section document problems you may encounter when creating reports.

Chart Labels Overwrite One Another

In Report Studio and Query Studio, if you define a chart and render it in HTML or PDF format using the default sizes, the axis labels of the chart may overwrite each other.

To avoid this problem, make the chart wider or taller by modifying the height and width properties of the chart or enable the **Allow Skip** property.

Chart Shows Only Every Second Label

You create a report that includes a chart. The **Allow Skip** option is set to false, but when you run the report, labels are skipped.

This can occur if there is not enough room for all labels and the options **Allow 45 Degree Rotation**, **Allow 90 Degree Rotation**, and **Allow Stagger** are also set to false. IBM Cognos BI has no options for making the labels fit, so it skips every second label.

The solution is to select either **Allow 45 Degree Rotation**, **Allow 90 Degree Rotation**, or **Allow Stagger**.

Chart Gradient Backgrounds Appear Gray in Internet Explorer

In Report Studio, you can define a custom palette for a chart that includes a gradient. When the chart is rendered in HTML format in Microsoft Internet Explorer, the chart background appears gray. This is an Internet Explorer issue.

To avoid this problem, select the chart and define the color white as the chart background.

For more information, see the Microsoft Knowledge Base article # 294714 at <http://support.microsoft.com>.

Division by Zero Operation Appears Differently in Lists and Crosstabs

If you have a list that accesses a relational data source, a calculation containing a division by zero operation appears as a null value, such as an empty cell. In a crosstab, the division by zero operation appears as /0. This happens when the **Avoid Division by Zero** property is set to **Yes**, which is the default.

To have a consistent display of null values in lists and crosstabs, define an if-then-else statement in the expression in the crosstab cell that changes the value /0 to the value null.

Application Error Appears When Upgrading a Report

When upgrading a report, the following error appears if the report contains data items in the page layout that are not in a data container:

RSV-SRV-0040 An application error has occurred. Please contact your Administrator.

This error occurs when IBM Cognos BI cannot determine the query reference for a data item. Such data items are identified by a small red circle with a white x icon that appears in the lower left corner.

To correct the error, drag the data items into a container. If the container is a list, we recommend that you drag the data items into the list page header or footer, or the overall header or footer. If you want to see the first row of the item on each page or in the overall report, drag the item to the list page header or overall header. If you want to see the item's last row on each page or in the overall report, drag the item to the list page footer or overall footer.

Tip: If a header or footer does not exist, create it.

Nested List Report Containing a Data Item That is Grouped More Than Once Does Not Run After Upgrade

When you upgrade a nested list report that contains a data item that is grouped in both lists, the report does not run.

The following error occurs when the report is run against a dimensional data source and both lists are using the same query. This error does not occur if the report is run against a relational data source.

OP-ERR-0199: The query is not supported. The dimensions on the edge are inconsistent. The dataItems from dimension="[Product line]" must be adjacent.

For example, you have a list that contains the grouped items Product line and Product type and a nested list that contains the data items Year, Quarter, and Unit sale price. Year, Quarter, and Product line are grouped items in the nested list.

To resolve the issue, delete the data item that is grouped in both lists from the inner list.

Procedure

1. Click anywhere in the report.
2. In the **Properties** pane, click the select ancestor button and click the **List** link that represents the inner list.

3. Double-click the **Grouping & Sorting** property.
4. In the **Groups** pane, select the data item that you want and click the delete button.

Background Color in Template Does not Appear

When creating a Query Studio template in Report Studio, if you add a list object and change its background color, the color change does not appear when you apply the template to a Query Studio report.

To work around this issue, do one of the following:

- Edit the style sheet (CSS) classes for lists in Report Studio.
- Do not add any objects to the page body when you are creating a Query Studio template.
- Leave the page body blank.

Subtotals in Grouped Lists

When using an IBM Cognos PowerCube that contains a ragged hierarchy, if you group on the first level in the hierarchy, subtotals may appear in the wrong place or show wrong values.

To resolve the issue, group on the second level.

Metadata Change in Oracle Essbase Not Reflected in Reports and in the Studios

When there is a metadata change on the Oracle Essbase server, the change is not immediately reflected in the metadata tree in the studios. In addition, when a report is run, the report does not pick up the republished changes.

To view the new structure, you must restart the IBM Cognos Content Manager server.

Relationships Not Maintained in a Report With Overlapping Set Levels

In a report, the relationship between nested or parallel member sets at overlapping levels in the same dimension may not always be maintained.

For example, a named set in the data source that contains members from both a Year and Month member is nested under Year, but is not properly grouped by year.

In another example, an error message such as this appears:

OP-ERR-0201 Values cannot be computed correctly in the presence of multiple hierarchies ([Product].[B1], [Product].[Product]) that each have a level based on the same attribute (Product).

This problem occurs in the following scenarios involving non-measure data items X and Y, which overlap in the same dimension:

- X and Y together as ungrouped report details
- Y nested under X
- Y appended as an attribute of a group based on X

When using named sets, or sets that cover more than one level of a hierarchy, do not use sets from the same dimension in more than one place in the same report. They should appear on only one level of one edge.

Creating Sections on Reports That Access SAP BW Data Sources

SAP BW data sources may have problems with sections in reports under different circumstances:

If a section in a report uses the lowest-level query item in a ragged hierarchy, such as the children of the not assigned node, the following BAPI error may appear:

BAPI error occurred in function module BAPI_MDDATASET_SELECT_DATA. Value <valueName> for characteristic <cubeName> unknown

For more information about working with ragged or unbalanced hierarchies, see the Report Studio *User Guide*.

Lowest-level Query Item in a Ragged Hierarchy

The solution is to remove the section from the lowest-level query item.

Several Multicubes with SAP Variables

The solution is to use one SAP multicube when creating sections in reports.

Error Characters (--) Appear in Reports

When you run a report, you see two dash (--) characters in your report instead of values.

These characters may appear if you use an OLAP data sources other than PowerCube and Microsoft SQL Server 2005 Analysis Services (SSAS), and you apply aggregation to calculations and measures that use rollups other than Sum (Total), Maximum, Minimum, First, Last, and Count.

All other types of rollup either fail or return error cells, which typically display as two dash characters (--).

This problem occurs in, but is not limited to, the following:

- footers
- aggregate function
- summary filters and detail filters that use a summary
- detail, summary, and context filters that select more than one member of a hierarchy that is used elsewhere on the report

If you are working with a SSAS 2005 data source, these characters may also appear in summary cells if you use an OR filter in the summary. To avoid this problem, do not use OR filters in summaries.

Function Unreliable with Sets

If you create an expression that uses the descendants function with sets, you may encounter unpredictable results. Some expected members may be missing or may have blank captions or labels.

This problem occurs if the descendants function uses a set as its first parameter instead of a single member and if the descendants function is nested under another data item from the same hierarchy.

To avoid this problem, replace the first parameter in the descendants function with the function `currentmember(H)`, where H is the hierarchy of the desired set and under which the expression is nested. For example, use `descendants(currentmember(H))`.

Columns, Rows, or Data Disappear With SSAS 2005 Cubes

Microsoft SQL Server 2005 Analysis Services (SSAS) has a feature called AutoExists that removes tuples that have no facts at the intersection of two hierarchies of the same dimension.

Columns, rows, or data can disappear if you set the default member of a hierarchy to a member that does not exist with every other member in the dimension. To avoid this problem, change the default member that caused the disappearance to a member that exists with all other members in the dimension.

Columns, rows, or data can also disappear if members are specified that result in one or more non-existent tuples. There is currently no workaround for this scenario. For more information, see Microsoft Knowledge Base article #944527 at <http://support.microsoft.com>.

You may also encounter unexpected results if the default member of a hierarchy is a member that doesn't also exist in all other hierarchies in the dimension, and if you query members from different hierarchies in the same dimension.

For example a crosstab includes the following (using the Adventure Works cube):

- Rows: `Generate([Adventure_Works].[Account].[Accounts],set([Balance Sheet],[Units]))` nested with `children([Adventure_Works].[Department].[Departments]->:[YK],[[Department]].[Departments]].&[1]])`
- Column: `[Adventure_Works].[Account].[Account Number].[Account Number]`
- Measure: `[Adventure_Works].[Measures].[Amount]`

You run the report and notice that the query renders with some blanks cells. You then apply the simple detail filter `[Amount]>1` and run the report. Only row labels are displayed and all data and columns are missing.

In the Adventure Works cube, the `[Account].[Accounts]` attribute has a default member set to `[Net Income]`. When evaluating the GENERATE set expression, SSAS looks in the entire cube space and looks at all coordinates for the `[Account]` dimension. These coordinates include both `[Account][Account Type].&[]` and `[Account].[Accounts].[Net Income]`. Because these two coordinates don't exist within the same hierarchy, SSAS returns an empty set.

To avoid this problem the SSAS administrator must set the default member in the cube to a member that exists in all other hierarchies.

Unexpected Cell Formatting in Reports

When using data sources other than OLAP and you run a report, cell formatting may not appear as expected. For example, some cells may appear very small. This could be caused by null values returned from the query.

To specify what appears for a data container when there are null values in a query, refer to the *Report Studio User Guide*.

You may also see an Invalid Dates message in some cells. This issue is specific to IBM Cognos Transformer and occurs when cubes are constructed with unknown date values. For more information, see the *Transformer User Guide*.

Report Differences Between TM1 Executive Viewer and IBM Cognos BI with TM1 Data Sources

When using an IBM Cognos TM1® data source, comparable reports created in an IBM Cognos BI studio and in TM1 Executive Viewer may contain different cell values. This occurs because the TM1 Executive Viewer product uses an algorithm for selecting default members for non-projected dimensions that differs slightly from traditional OLAP clients.

To avoid this problem, when filtering your reports in the IBM Cognos BI studios, use context filters that match the default selections shown in the Executive Viewer user interface. This ensures that the cell values in IBM Cognos BI match the values in Executive Viewer.

Order of Metadata Tree Differs for TM1 Data Sources

When using a an IBM Cognos TM1 data source, the order of members in the metadata tree of the **Source** tab of an IBM Cognos BI studio may differ from the order shown in TM1 Architect.

By default, TM1 Architect renders members of hierarchies using a slightly different algorithm than does IBM Cognos BI. IBM Cognos BI automatically renders member metadata from TM1 data sources in hierarchical order.

From within TM1 Architect, if you want to see how an IBM Cognos BI studio will render a hierarchy, click the **Hierarchy Sort** button.

Problems Calculating Data

The topics in this section document problems you may encounter when using expressions to calculate data or when aggregating data in your reports.

Summaries in Query Calculations Include Nulls with SAP BW Data Sources

When using an SAP BW data source in IBM Cognos Report Studio, null values in the database are returned in the result set and the count summary function includes the empty cells in the following scenarios:

- A query calculation includes an arithmetic calculation where one or more NULL operands and an aggregation is performed on the calculation.
- The result of a query calculation is a constant, such as `current_time` and `current_date`.

The count summary function should normally exclude null values.

To avoid this problem, for the first scenario, ensure that both operands do not return null values. For example, the original expression is `[num1]+[num2]`. Instead, use the following expression:

if ([num1] is null) then (0) else ([num1])

if ([num2] is null) then (0) else ([num2])

There is no workaround for the second scenario.

Null Results for Calculations Using SAP BW Data Sources

When using a SAP BW data source, the expression you use in your calculation is evaluated as a null value if your expression contains a null item. For example, in the calculation `some_expression = result`, the result is null if a row or column that the expression references includes a null value.

To avoid obtaining null values as the result of your calculations, suppress null values before you create the calculation.

Unexpected Summary Values in Nested Sets

If a report contains nested sets, summaries other than the inner set summaries may contain unexpected values. For example, you insert a summary in a crosstab that contains a set with years in the rows.

		Revenue
2004		914,352,803.72
2005		1,159,195,590.16
Total		2,073,548,393.88

You then nest a product line set within years.

		Revenue
2004	Camping Equipment	332,986,338.06
	Golf Equipment	153,553,850.98
2005	Camping Equipment	402,757,573.17
	Golf Equipment	168,006,427.07
Total		2,073,548,393.88

Notice that the summary value does not change to represent the total of the new values. This occurs because the within set aggregation used with dimensional packages does not take into account sets that are nested below the set that is summarized.

To show the correct summary values, if the inner and outer sets do not belong to the same dimension, you can nest a copy of the inner summary item under the outer summary item, as follows.

		Revenue
2004	Camping Equipment	332,986,338.06
	Golf Equipment	153,553,850.98
	Total	486,540,189.04
2005	Camping Equipment	402,757,573.17
	Golf Equipment	168,006,427.07
	Total	570,764,000.24
Total	Total	1,057,304,189.28

Incorrect Results in Summaries When Using OLAP Data Sources

When using an OLAP data source, summaries that use for clauses give incorrect results.

This occurs because for clauses require access to the detail rows of the fact table. OLAP data sources do not have detail rows.

For example, this report uses a dimensionally-modeled relational (DMR) data source and contains the following summaries:

- mx: maximum ([Revenue] for [Year (ship date)])
- mx2: maximum (Aggregate([Revenue]) for [Year (ship date)])

Year	Quarter	Revenue	mx	mx2
2004	Q1 2004	221,704,705.31	252,408.9	235,750,316.25
	Q2 2004	222,143,384.57	252,408.9	235,750,316.25
	Q3 2004	235,750,316.25	252,408.9	235,750,316.25
	Q4 2004	234,754,397.59	252,408.9	235,750,316.25
2004 - Summary		914,352,803.72		
2005	Q1 2005	293,228,460.53	292,402.7	306,706,702.72
	Q2 2005	278,180,759.96	292,402.7	306,706,702.72
	Q3 2005	281,079,666.95	292,402.7	306,706,702.72
	Q4 2005	306,706,702.72	292,402.7	306,706,702.72
2005 - Summary		1,159,195,590.16		
2006	Q1 2006	344,124,267.07	363,575.08	391,874,462.51
	Q2 2006	391,874,462.51	363,575.08	391,874,462.51
	Q3 2006	378,118,012.54	363,575.08	391,874,462.51
	Q4 2006	381,774,358.78	363,575.08	391,874,462.51
2006 - Summary		1,495,891,100.9		
2007	Q1 2007	471,624,367.69	349,132.3	479,269,923.82
	Q2 2007	479,269,923.82	349,132.3	479,269,923.82
	Q3 2007	166,441,982.56	349,132.3	479,269,923.82
2007 - Summary		1,117,336,274.07		
Overall - Summary		4,686,775,768.85		

Notice that the mx and mx2 values are different, where mx2 is based on visible data, but mx is not. This result is correct.

The following report uses an OLAP data source and contains the same summaries.

Year	Quarter	Revenue	mx	mx2
2004	2004 Q 1	221,704,705.31	235,750,316.25	235,750,316.25
	2004 Q 2	222,143,384.57	235,750,316.25	235,750,316.25
	2004 Q 3	235,750,316.25	235,750,316.25	235,750,316.25
	2004 Q 4	234,754,397.59	235,750,316.25	235,750,316.25
2004 - Summary		914,352,803.72		
2005	2005 Q 1	293,228,460.53	306,706,702.72	306,706,702.72
	2005 Q 2	278,180,759.96	306,706,702.72	306,706,702.72
	2005 Q 3	281,079,666.95	306,706,702.72	306,706,702.72
	2005 Q 4	306,706,702.72	306,706,702.72	306,706,702.72
2005 - Summary		1,159,195,590.16		
2006	2006 Q 1	344,124,267.07	391,874,462.51	391,874,462.51
	2006 Q 2	391,874,462.51	391,874,462.51	391,874,462.51
	2006 Q 3	378,118,012.54	391,874,462.51	391,874,462.51
	2006 Q 4	381,774,358.78	391,874,462.51	391,874,462.51
2006 - Summary		1,495,891,100.90		
2007	2007 Q 1	471,624,367.69	479,269,923.82	479,269,923.82
	2007 Q 2	479,269,923.82	479,269,923.82	479,269,923.82
	2007 Q 3	166,441,982.56	479,269,923.82	479,269,923.82
2007 - Summary		1,117,336,274.07		
Overall - Summary		4,686,775,768.85		

Notice that mx and mx2 values are now the same. Both summaries are based on visible data. The mx value is incorrect.

Incorrect results also appear for footer summaries.

To avoid this problem, when using OLAP data sources, ensure that the parameter that precedes the for clause is an aggregate function.

Incorrect Results with IBM Cognos PowerCubes and Time Measures

If a report uses an IBM Cognos PowerCube data source and a combination of data items, you will encounter incorrect results.

The following combination of data items in a report that uses an IBM Cognos PowerCube data source will give incorrect results.

- a measure with a **Time State Rollup** set to **Average** or **Weighted Average**
- an aggregate (*members from time dimension*) expression
- an intersection with a member in a relative time hierarchy

To avoid incorrect results, do not use this combination in your reports.

Report Differences Between TM1 Executive Viewer and IBM Cognos BI with TM1 Data Sources

When using an IBM Cognos TM1 data source, comparable reports created in an IBM Cognos BI studio and in TM1 Executive Viewer may contain different cell values. This occurs because the TM1 Executive Viewer product uses an algorithm for selecting default members for non-projected dimensions that differs slightly from traditional OLAP clients.

To avoid this problem, when filtering your reports in the IBM Cognos BI studios, use context filters that match the default selections shown in the Executive Viewer user interface. This ensures that the cell values in IBM Cognos BI match the values in Executive Viewer.

Unexplained Discrepancies in Number Calculations

You might find unexplained discrepancies in number calculations due to round-off errors. For example:

- You run regression tests and find differences in numbers. They are different only because of the rounding off of decimal places.
- You choose not display zeros in reports, but the zeros are displayed anyway because there are decimal places (0.00000000000000426, for example) that are rounded off to zero in reports.

Round-off problems are not specific to IBM Cognos software. They can occur in any environment where rounding off occurs.

Binary Round-Off Errors

Discrepancies in calculations might occur due to binary round-off errors. For example, if the number 1.1 is represented as a binary floating point number and your report format includes a large number of decimal places, the number 1.1 might actually be something like 1.09999999999997.

If your report is formatted to use only one decimal point, decimal round-off takes place, compensating for the binary round-off. So the number appears to be 1.1 when it is really 1.09999999999997. When the number is used in calculations, you might get round-off errors. For example, Microsoft Excel calculations use binary numbers (without rounding off decimal places) but formatting in reports shows rounded off decimal places, which can create small discrepancies.

Division Round-Off Errors

Calculations that involve division typically incur round-off errors, regardless of how the numbers are represented. Examples of such calculations are Average and Percent of Base.

Design Guidelines to Minimize Round-Off Effect

The best solution is to change the underlying database schema or cube model but that may not always be possible. Another solution is to minimize the round-off effect by following these guidelines when authoring reports and creating models in FrameWork Manager and external OLAP cubes:

- Avoid storing data in floating point format whenever possible. This is especially true for currency values, which should be stored as either fixed-point decimals or as integers with a scale value such as 2.

For example, in a cube, the Revenue for Camping Equipment in 2004 is \$20,471,328.88. If revenue details are stored as floating point numbers, round-off errors might occur when revenue is calculated.

The round up errors might have slight differences, depending on the order of calculation. If revenue for Products is calculated first and revenue for Time is calculated second, you might get a different round-off error than if Time is calculated first and Products is calculated second.

Total revenue might be calculated as the number above. Or there might be slight discrepancies, for example, \$20,471,328.8800001 as opposed to \$20,471,328.88. The internal number might be slightly different than what is displayed. The number might even be for different runs of the same report, depending on the order that the OLAP engine uses for calculation.

- In reports, avoid division whenever possible. When division is unavoidable, try to do it as late as possible in the calculation process. For example, instead of `Total([Revenue]/1000)`, use `Total([Revenue])/1000`.
- When doing comparisons, add a margin to allow for round-off. For example, you may want `[Profit %]` to be a fractional value formatted as a percentage with no decimals. However, the filter `[Profit %]<>0` (or `[Profit %] NOT BETWEEN 0 and 0`) rejects zero values and may still return values that appear to be 0% after formatting.

To avoid this, filter in one of these two ways:

- `[Profit %] NOT BETWEEN -0.005 and 0.005`
- `([Profit %] < - 0.005) OR ([Profit %]> 0.005)`

Note that 0.005 is equivalent to 0.5%, which displays as either 0% or 1%, depending on floating point precision losses. In some cases, you may prefer control round-off errors by rounding values explicitly. For example, instead of `[Profit %]`, use `round([Profit %],2)`.

- Recalculate numbers every time instead of reusing calculations that might contain rounded off decimals.

There might be additional considerations for Microsoft Analysis Services 2005/2008, especially when comparing report results from different runs (as happens in Lifecycle Manager). Refer to Microsoft documentation for more information.

HRESULT= DB_E_CANTCONVERTVALUE Error When Filtering on a _make_timestamp Column

You cannot filter on a `_make_timestamp` column, and the following error messages appear:

UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive

UDA-SQL-0206 The OLEDB driver returned the following value: HRESULT= DB_E_CANTCONVERTVALUE

RSV-SRV-0025 Unable to execute this request

The solution is to apply the filter after aggregation and not before.

Problems Distributing Reports

The topics in this section document problems you may encounter when distributing reports.

A Report Link in an Email Notification Does Not Work

If a report link in an email notification does not work, the Gateway URI may not be configured correctly.

You must change the host name portion of the Gateway URI from localhost to either the IP address of the computer or the computer name. If the URL in the email contains localhost, remote users cannot open the report.

Report Contains No Data

In IBM Cognos Event Studio, if an agent running against a dimensionally-modeled data source passes values to a report based upon a relational source, the report may contain no data.

When the source is dimensional, the agent passes member unique names (MUNs) to the target report. If the target report is based upon the same dimensional source, the report runs correctly. However, if the report is based upon a relational source, the agent must pass values (not MUNs) for the report to run correctly.

Procedure

1. Drag the data item from the **Insertable Objects** tree to the **Value** field in the report task page.
2. Click in the field.
3. From the **Insert** menu, click **Caption**.

Hyperlinks in Email Messages Are Stripped Out When the Agent is Saved

In Event Studio, hyperlinks are stripped out when the agent is saved. The administrator must allow email links to ensure that the links remain in emails created by agents.

Procedure

1. To allow links in an email, do the following:
 - Add the following line to templates/ps/portal/system.xml: `<param name="allow-email-links">true</param>`
 - Restart the server.

Note: Adding this setting does not fix existing agents.

2. To insert a link in an email, do the following:
 - Highlight some text in the email.
 - Press Ctrl-K.
 - Enter a URL into the box that appears.

Errors When Running Web Service Tasks

When running a Web service task, you may encounter errors.

To prevent the following errors, modify the file bootstrap_win32.xml in the bin folder to add the ThreadStackSize (Xss) parameter.

CNC-ASV-0001 The Following Agent Service General Error Occurred:
java.lang.StackOverflowError

CNC-ASV-0007 An error occurred with the agent Web service task.

Procedure

1. Open the *c10_location\bin\bootstrap_win32.xml* file in an XML editor.
2. Add the following parameter to the file:

```
<process name="catalina"> ...<param condName="{java_vendor}"  
condValue="Sun">-XX:MaxPermSize=128m</param><  
param condName="{java_vendor}"  
condValue="IBM">-Xss128m</param>
```

Cannot Call the SDK from Event Studio

Even though IBM Cognos Event Studio has a feature to insert a web service as a task, it is not possible to call the IBM Cognos SDK web service. Due to the complexity of the SDK and complex data types and options, the web service feature in Event Studio does not handle the IBM Cognos SDK.

The exception to this rule is the trigger command that can be called from Event Studio.

Saving a Report Takes a Long Time

When you save a report, the **Save As** dialog box appears with a **Loading** message. The report will not be saved until it has finished loading, and this can take a long time. This issue will be resolved in the next version of IBM Cognos BI.

Chapter 9. Problems Running, Viewing, or Printing Reports and Analyses

You may encounter problems when running, viewing, or printing reports. For information about reports, see the IBM Cognos Connection User Guide.

Problems Running Reports and Analyses

The topics in this section document problems you may encounter when running reports.

Summaries in Report Do not Correspond to the Visible Members

If a crosstab or chart created in IBM Cognos Report Studio using a dimensional data source has a context-dependent set function such as `filter` or `topCount` on an edge, summaries do not correspond to the visible members. This occurs when the summaries use the `within` set aggregation mode.

This problem occurs because a summary that uses the `within` set aggregation mode uses a set that is dependent on the members that it intersects with on the opposite edge. For example, the following crosstab has the top three products returned as columns. The expression used to generate the columns is

`topCount ([Product],3,[Return quantity])`

where `[Product]` is the level.

Return quantity	<i>BugShield L 89110</i>	<i>BugShield 90110</i>	<i>Sun 30 94110</i>	Total(RetProducts)	Min(RetProducts)
Americas	25,219	19,870	13,814	62,392	17,303
Asia Pacific	22,822	19,171	6,389	54,758	12,765
Northern Europe	8,325	14,634	4,065	32,936	8,325
Central Europe	17,627	13,854	14,089	45,570	13,854
Southern Europe	7,196	4,726	5,401	20,220	5,790
Total(Region)	81,189	72,255	43,758	215,876	58,037
Minimum(Region)	7,196	4,726	4,065	20,220	5,790

The summary values for **Total(ReturnedProducts)** and **Minimum(ReturnedProducts)** for all rows except **Central Europe** do not correspond to the member values in the crosstab. This means that the top three products returned in all regions except for Central Europe are not Bug Shield Lotion 89110, Bug Shield Extreme 90110, and Sun Shelter 30 94110. Note that the summary values for **Total(Region)** and **Minimum(Region)** do correspond to the visible member values. That is because those summary values represent the total and minimum quantities returned for those three products in each region.

You can see what the top three products returned in each region are by dragging the columns to the right of the rows, creating the following single-edge crosstab.

Americas	BugShield Lotion 89110	25,219
	BugShield Extreme 90110	19,870
	TrailChef Water Bag 1110	17,303
	Total(ReturnedProducts)	62,392
	Minimum(ReturnedProducts)	17,303
Asia Pacific	BugShield Lotion 89110	22,822
	BugShield Extreme 90110	19,171
	Single Edge 73110	12,765
	Total(ReturnedProducts)	54,758
	Minimum(ReturnedProducts)	12,765
Northern Europe	BugShield Extreme 90110	14,634
	Star Peg 16110	9,977
	BugShield Lotion 89110	8,325
	Total(ReturnedProducts)	32,936
	Minimum(ReturnedProducts)	8,325
Central Europe	BugShield Lotion 89110	17,627
	Sun Shelter 30 94110	14,089
	BugShield Extreme 90110	13,854
	Total(ReturnedProducts)	45,570
	Minimum(ReturnedProducts)	13,854
Southern Europe	Single Edge 73110	7,234
	BugShield Lotion 89110	7,196
	TrailChef Cup 4110	5,790
	Total(ReturnedProducts)	20,220
	Minimum(ReturnedProducts)	5,790

To obtain summary values that reflect the visible members, modify the expression of the data item containing the context-dependent set function so that it includes a tuple that is locked to the default member of every hierarchy that appears on the opposite edge. For this example, modify the expression to the following:

```
topCount ([Product],3,tuple([Return quantity], defaultMember([Retailer site])))
```

where [Product] is the level and [Retailer site] is the hierarchy.

When you run the report, all summary values reflect the visible members in the crosstab.

Return quantity	BugShield Lotion 89110	BugShield Extreme 90110	Sun Shelter 30 94110	Total(ReturnedProducts)	Minimum(ReturnedProducts)
Americas	25,219	19,870	13,814	58,903	13,814
Asia Pacific	22,822	19,171	6,389	48,382	6,389
Northern Europe	8,325	14,634	4,065	27,024	4,065
Central Europe	17,627	13,854	14,089	45,570	13,854
Southern Europe	7,196	4,726	5,401	17,323	4,726
Total(Region)	81,189	72,255	43,758	197,202	42,848
Minimum(Region)	7,196	4,726	4,065	17,323	4,065

Unexpected Results for Analysis Studio Reports Using Suppression and Nested Rows

In IBM Cognos Viewer, you run an IBM Cognos Analysis Studio report for which page breaks have been set. Detail items appear only on the page that contains the item for which suppression is applied, and only summary items appear on all other pages.

This may occur because of the following combined conditions:

- The report contains nested levels.
- Suppression is applied to an item nested inside the outermost group.
- In the report options, the page breaks setting is applied to the outermost groups on rows.

To avoid this result, in Analysis Studio you can do one of the following:

- In the report options, clear the page breaks setting.
- Move the outermost group to the context filter area before applying suppression.
- Remove all suppression.

You can also run the report as is. To prevent this message from appearing, from the **Run** menu, click **Report Options**. On the **Display** tab, clear the checkbox under **Warning page**.

If you do not have access to Analysis Studio, contact your administrator.

Defining Languages for OLAP Data Sources

The first time you publish a cube definition to IBM Cognos Connection, you must identify all the languages that represent the data contained in the cube. If you add a language to the model after the cube is published, users with locales that match the added language locale may find that Analysis Studio does not recognize references to the member unique names. There is no impact on users whose locale matches the original language list.

Crosstab Shows Percentage But Chart Shows Values

When the crosstab calculates the percentage of the total for an item, the chart does not show the values as a percentage.

Cannot Drill when Caption Represents a Blank or a Zero-length String

A dimensional model over relational data may return a zero length " or blank ' ' caption in the row or column in Analysis Studio. When it does, you cannot drill up or down from the set because no link appears.

If this occurs, you can right-click the caption and select **Drill Up** or **Drill Down** in the shortcut menu.

DPR-ERR-2082 The Complete Error Has Been Logged by CAF With SecureErrorID

You cannot run a report in IBM Cognos Connection.

The following error messages appear:

DPR-ERR-2082 An error has occurred. Please contact your administrator. The complete error has been logged by CAF with SecureErrorID: timestamp-#number.

RSV-DR-0002 Unable to execute this request.

These error messages do not indicate an IBM Cognos Application Firewall problem.

You can view a more detailed error message, in the c8server.log file that resides in the logs directory on the IBM Cognos Business Intelligence server.

Procedure

1. Open the cogserver.log file, which is in the *c10_location\logs* directory on the IBM Cognos Business Intelligence server.
2. Search for SecureError or the timestamp-error number combination shown in the error message, such as 2004-06-29-15:15:03.796-#8.
3. The error message is under the SecureErrorID heading.

Query Studio Does Not Generate a SELECT DISTINCT statement if a Column is Aliased Without Using the Actual Column Name

When filtering on a column name, the query does not generate a SELECT DISTINCT statement if the referenced column is aliased by manually typing the alias in the SQL of the query subject.

To avoid this situation, do not manually type the alias. Instead, in IBM Cognos Framework Manager, rename the column by right-clicking on it and selecting the **Rename** option.

Cannot Find the Database in the Content Store (Error QE-DEF-0288)

You cannot retrieve data from the selected database when running a report from IBM Cognos Query Studio, IBM Cognos Connection, or Report Studio.

The following error message appears:

QE-DEF-0288 Unable to find the database...

If this error does not occur when you are logged on as an administrator, then to solve the problem, ensure that the user has permissions to the signon embedded. If this error always occurs, the data source has not been created. Create the data source with the name mentioned in the error message.

Parse Errors When Opening or Running an Upgraded Report

Earlier versions of ReportNet and IBM Cognos Business Intelligence included the `cast_Date` function for reports that run on an Oracle database. This function does not exist for Oracle in IBM Cognos 8.1.2 MR1 and later versions. If a report that uses an Oracle database includes the `cast_Date` function, parse errors will be received when you try to open or run the report.

Overflow Error Occurs When a Value in a Crosstab Is More Than 19 Characters

In a crosstab report, values support a maximum of 19 characters, including the decimal point. If a value exceeds 19 digits, an overflow error occurs. By default, the decimal precision is set to 7 digits, which restricts the number of integers to 11 digits.

To use more than 11 integers, you must edit the `qfs_config.xml` file in the `c10_location\configuration` directory.

IBM Cognos BI Runs Out of TEMP Space

By default, IBM Cognos Business Intelligence stores temporary files in the `c8_location/temp` directory. The amount of space required by the temporary files directory depends upon several factors, including the number and type of reports created.

The following error message indicates that the temporary files directory ran out of space:

QE-DEF-0177 An error occurred while performing operation 'sqlOpenResult'.

UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive.

UDA-TBL-0004 There was a Write error while processing a temporary file.

If this error occurs, ensure that the disk on which the temporary files directory is located has adequate space. You should also periodically delete unwanted files from this directory.

A Report Does Not Run as Expected

A report may not run as expected if the model contains errors or the wrong governor settings.

Procedure

1. Open the model in Framework Manager.
2. Ensure governors are set to **disallow**.
3. In the diagram view, ensure that there are no cross-join errors or ambiguous joins.
4. Check the package for a missing query subject.
5. Run the **Verify Model** function, and correct any errors detected.

Performance Issues when Showing Multiple Attributes Using Dimensionally-modeled Relational Data Sources

If you display multiple attributes for the items in a set on the crosstab, you can only select one attribute at a time, so Analysis Studio executes a query for each attribute selection.

The performance of this approach is an expensive one to execute against a relational data source because of the query necessary to retrieve the attribute and its value.

You can select multiple attributes for a selected crosstab set in Analysis Studio by using the **Properties** pane. By selecting multiple attributes before clicking **OK** or **Apply** in the dialog box, only a single query for all selected attributes is executed, instead of one per attribute. Multiple selection in the UI is the preferred approach for enabling the display of more than one attribute for dimensionally modeled relational data source packages, because of the reduced performance impact on the relational data source.

Error Occurs in Japanese Internet Explorer 7 When Running an Excel Report in Analysis Studio

An error may occur when you close Japanese Microsoft Internet Explorer 7 installed on Windows XP SP2 while it is running an Analysis Studio report in Excel format.

To solve this problem, Microsoft recommends that you unregister the msctf.dll file using the following command:

```
Regsvr32/U Msctf.dll
```

This .dll file is part of the ctfmon.exe speech recognition application. You may turn off any speech recognition application installed on your computer before unregistering the .dll file.

For more information about turning off speech recognition, see Microsoft Knowledge Base article 313176.

The ORA-00907 Error Appears When Running a Report

When using an Oracle 9.2 data source, under certain circumstances, multiple or nested join operations may fail and produce the following error:

ORA-00907: missing right parenthesis

A query that uses both a left outer join and an ON clause condition returns zero values instead of null values.

Scheduled Reports Fail

You schedule reports that previously ran successfully, but now fail.

The following error message appears when the reports fail:

CAM.AAA Error authenticating user

This may happen because a user changed a password. IBM Cognos Business Intelligence uses a copy of the user ID and password to run the scheduled report.

The solution is for the user to renew their credentials.

Procedure

1. Ask the user who scheduled the report to log on to IBM Cognos Connection.
2. In IBM Cognos Connection, click the my area options button and click **My Preferences**.
3. On the **Personal** tab, scroll to the **Credentials** section.
4. Click **Renew the credentials**.

Note that this does not apply to users from an IBM Cognos Series 7 namespace.

The Table or View Was Not Found in the Dictionary

When you run a report, the following error message appears:

The table or view "xxx" was not found in the dictionary.

This may occur if permissions were not properly set.

Ensure that the user defined in the data source has SELECT privileges for the affected table.

Mixed Languages Are Displayed in IBM Cognos Connection When Using Samples

When you select a PowerCube, a mixture of languages is displayed.

When you restore the Cognos_samples.zip file in the webcontent/samples/content folder it contains multilingual content. When you change the locale setting on your computer, reports appear in the language specified for your computer. This is not true for sample IBM Cognos PowerCubes. When you restore Cognos_PowerCube.zip, a different folder is set up for each language. If you select a PowerCube from a language folder that is different than the language specified by the locale setting on your computer, a mixture of languages is displayed in IBM Cognos Connection.

There are two options for solving this problem:

- Re-install Cognos_PowerCube.zip. First ensure that your computer is set to the locale that is consistent with the language of the PowerCube package you are installing. Then, install only the package from the language folder that matches the locale setting.
- Or, in IBM Cognos Connection, open each PowerCube package, click the **Set Properties** button, and in the **Language** box, select the language of the IBM Cognos PowerCube.

Unable to Select Multiple Report Formats When Running a Report

When running a report with options, you cannot select multiple formats when the delivery option is to view the report.

Before selecting multiple formats on the **Run with advanced options** page, you must first change the Delivery option to Save the report, print it, or send an e-mail.

A Report Does Not Run as Scheduled

A scheduled report may fail, or an administrator may cancel it.

To view the run history and status of a report you scheduled and to view detailed information about why a scheduled report failed, do the following:

Procedure

1. In IBM Cognos Connection, click the my area options button, and click **My Activities and Schedules, Schedules**.


2. Click the arrow next to the item to view the Actions menu, and then click **View run history**.

The **View run history** page appears.

3. To view the run history details, in the **Actions** column, click the view run history details button.

A Report or Analysis Does Not Run Because of Missing Items

You attempt to run a report or analysis and a message indicates that one or more items are missing or changed. Each missing item is listed by its MUN (member unique name). The MUN includes the complete path within the hierarchy for the

item. When you place your cursor on an item in the **Source** tab , the MUN for that item is displayed in a tooltip. This situation may occur if members have been removed from or changed in the data source. It may also occur when you attempt to run a report that uses items to which you do not have access. For example, an administrator may create an analysis that includes items that you do not have the correct permission to access.

The solution is to find a suitable replacement in the **Source** tab, and drag it to the **New Item** column. The report or analysis will then run.

Cannot View Burst Report

When you burst a report, each burst output is sent to the associated list of recipients.

If a list of recipients contains invalid entries, the following occurs:

- The burst output is not saved to IBM Cognos Content Manager.
Consequently, you cannot view the burst output in IBM Cognos Connection.
- If you choose to send the output by email, only valid recipients will receive an email. Although the output is sent as an attachment if you select the **Attach the report** check box, no link is generated if you select the **Include a link to the report** check box.
- The following error message appears in the run history for the report, where parameter 1 is the burst key, parameter 2 is the list of recipients, and parameter 3 contains the error messages returned by Content Manager:

An error occurred while saving the output for the burst instance <param type="string" index="1"/> with the recipients (<param type="string" index="2"/>). Here are the details: <param type="string" index="3"/>

Note: The list of recipients includes both the valid and invalid recipients.

For example, a report is set up to burst on Country or Region, and the recipients are managers. Running the report produces the following countries and regions and recipients:

- Canada: John, Mary
- US: Peter, Frank
- France: Danielle, Maryse

Frank is an invalid recipient. The burst outputs for Canada and France are saved to Content Manager, but not the U.S. output. If you choose to send an e-mail to each recipient and you selected the **Include a link to the report** check box, the

e-mail to Peter will not contain a link to the output for US. The error message that is generated will contain Peter and Frank as values for parameter 2 with no indication as to which is invalid.

Procedure

1. View the error message in the run history for the report.
2. From the list of recipients, determine which recipients are invalid.
You may need to consult with your administrator to find out which recipients are invalid.
3. Correct or remove the invalid recipients.
Correcting or removing invalid recipients will depend on how the list of recipients was defined, such as through a calculated field or a burst table.
4. Run the report again.

PCA-ERR-0057 Recursive Evaluation Error

You run a report and encounter the following error:

*PCA-ERR-0057 Recursive evaluation has exceeded limit. Calculated member trace:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1*

You may encounter this error when two or more data items form a recursive evaluation. For example, in the above error, the calculation of Aggregate(Retailer Type) is dependent on a column expression while at the same time the column expression is dependent on Aggregate(Retailer Type). Therefore, the cyclic relationship cannot be resolved.

To avoid this problem, ensure that calculations do not have cyclic relationships.

Arithmetic Overflow Error When Running a Report in PDF Format

If you use a Microsoft SQL Server 2005 data source and your report includes aggregations, you may encounter the following error when you run your report in PDF format:

RQP-DEF-0177 An error occurred while performing operation 'sqlOpenResult' status='-28'. UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive. UDA-SQL-0564 [Microsoft OLE DB Provider for SQL Server] Arithmetic overflow error converting expression to data type int. (SQLSTATE=22003, SQLERRORCODE=8115)

This error occurs because the action is performed in the database, and the database data type is too small.

This error did not occur in IBM Cognos Business Intelligence version 8.3 or earlier because aggregation was processed locally, by the Business Intelligence server. In version 8.4 or later, aggregation is processed at the database level.

To avoid this problem, increase the size of the the database data type.

RQP-DEF-0177 An error occurred while performing operation 'sqlPrepareWithOptions' status='-69' UDA-SQL-0043 Error

You cannot run a report in Report Studio or Query Studio, and the following error messages appear:

RQP-DEF-0177 An error occurred while performing operation 'sqlPrepareWithOptions' status='-69' UDA-SQL-0043 The underlying database detected an error during processing the SQL request.[NCR][ODBC Teradata Driver][Teradata Database] Partial string matching requires character operands

These error messages do not indicate an IBM Cognos Application Firewall problem.

There is a problem with your data source not converting numeric data items. Ask your administrator to consult the topic *Enable Conversion of Numeric Search Keys to Strings in Queries* in the IBM Cognos Business Intelligence Administration and Security Guide.

IBM Cognos Statistics Do Not Support CSV and XML Output

If you run a report based on a statistical object in CSV or XML format, the output is blank.

Statistical Outputs Not Produced on UNIX If Active .cshrc File Contains Commands to Write to Standard Output

The UNIX operating system fails to produce statistical outputs if the active .cshrc file contains commands to write to standard output.

Specifically, the "echo" command causes a chart rendering issue. As a result, you see an X in place of the statistical chart in the report output.

The "ls" command causes both tabular and chart rendering issues. As a result, you see the following error message when trying to run a statistical report:

The Custom Content plug-in returned the following error:
'<Exception Name="CCLAssertError" Error="0" Severity="Fatal">
<Messages><MessageText> CCL_ASSERT_NAMED(oxmlResults, "XML not found.");
</MessageText></Messages> <TraceInfo>
<Trace Text="../Framework/CCPInterface.cpp(938): CCLAssertError: CCL_CAUGHT: Execute"/>
<Trace Text="SpssIStatisticsServiceClient.cpp(211): CCLAssertError: CCL_THROW: "/>
</TraceInfo></Exception>

To determine if output commands in the .cshrc file are the cause of statistics data rendering problems, run the following script:

```
cat /dev/null | $SHELL -l
```

A result greater than 0 indicates that the active .cshrc file is the cause of the problem. The following are the workaround steps.

1. Remove all the commands that write to stdout (for example, echo and ls) from the active .cshrc file.
2. Remove all the commands that write to stdout from the shell script files that are referenced by the active .cshrc file.
3. Run the provided script again.
4. Repeat steps 1 to 3 until the result of step 3 is 0.

Chi-square Test of Independence Generates a Warning about Counts When Using IBM Cognos Statistics

If you use either a one-way chi-square tests with counts or a two-way chi-square tests with counts and the count measure has a zero or negative value, a warning appears.

For example, a typical category and count may look like example A below:

Table 6. Example A

Color	Count
red	5
blue	3
green	20
yellow	1
green	12
blue	46

Example B below is a problem because blue contains the negative value -2. The chi-square test cannot calculate negative values.

Table 7. Example B

Color	Count
red	5
blue	3
green	20
yellow	1
green	12
blue	-2

You must modify the query so that you get a result similar to example C below.

Table 8. Example C

Color	Count
red	5
blue	1
green	32
yellow	1

Example D below will give a warning because yellow contains a zero value, but it will still calculate.

Table 9. Example D

Color	Count
red	5
blue	1

Table 9. Example D (continued)

Color	Count
green	32
yellow	0

Performance Problems When Running Reports

The topics in this section document performance problems you may encounter when running reports in IBM Cognos Connection.

CGI Timeout Error While Transferring Data to IBM Cognos BI Components

When performing operations through your Web browser, you receive an error message.

The following error message appears when you use Microsoft Windows Internet Information Services (IIS) as your Web server and the gateway is configured to use CGI. IIS has a default timeout for CGI applications.

CGI Timeout, process will be deleted from server.

To resolve this problem, you can configure the gateway to use ISAPI. IIS does not have a default timeout for ISAPI applications. Or, if you want to keep using a CGI gateway, you can increase the CGI timeout in IIS.

Procedure

1. To change the gateway to ISAPI, do the following:
 - On the gateway computer, start IBM Cognos Configuration.
 - Under Environment, for the Gateway URI property, change the cognos.cgi portion of the URI to cognosisapi.dll.
 - In your Web browser, specify the ISAPI URI:
`http://computer_name/ibmcognos/isapi`
2. To increase the CGI timeout, do the following:
 - In the Microsoft Windows administrative tools, open **Internet Information Services**.
 - Under the local computer node, right-click **Websites** and select **Properties**.
 - In the **Home Directory** tab, click **Configuration**.
 - In the **Process Options** tab, increase the **CGI script timeout**.

The BAP-ERR-0002 BAPI Error

When using IBM Cognos Business IntelligenceI with an SAP BW data source, the following error message may appear:

*BAP-ERR-0002 BAPI error occurred in function module
BAPI_MDDATASET_CHECK_SYNTAX. Error occurred when starting the parser.*

This error usually occurs because the SAP BW server is overloaded.

To resolve this problem, restart the IBM Cognos Business Intelligence server or close all open connections from the SAP BW Administrator Workbench.

The Out of Memory Error Appears in HP-UX

In HP-UX, the default setting for the threads per process is too low for most Java applications.

To avoid out of memory errors, increase the value for the following kernel parameters:

- `max_thread_proc`
- `nkthread`.

Note: The `nkthread` parameter should be double the value of the `max_thread_proc` parameter.

For more information, see the HP Web site.

A Query Is Slow When Filtering Non-ASCII Text

When using an SAP BW data source, and range filters are defined on non-ASCII text values, such as city names that contain accented characters, the query may take longer to run. This occurs because the filter must be performed on the application server and not on the SAP BW server because SAP BW 3.0B supports queries only if they use ASCII values.

To avoid this problem, do not filter non-ASCII values.

Report Output Takes a Long Time to Run

In IBM Cognos Connection, you click **Run with Options** and select the **Save the report** delivery option. This action returns all data, renders the report, and stores it in the content store, which can take a long time.

It is quicker to run the report manually, using the **Run** command, which generates the report a page at a time.

Report Runs Slowly

The following is a list of questions that will help you to troubleshoot a slow report.

- Does your IBM Cognos environment conform with the supported environments? Supported environments can be found at <http://www.ibm.com>.
- Has the report always been slow or did it recently become slow?

If it recently became slow, can you identify an event that occurred just before the report began to run slowly? Events could include changes to configuration settings, changes to tuning settings, a recent upgrade where your previous settings have not been applied, an introduction of firewalls or proxies, changes to existing firewalls or proxies, changes to virus scans on temp directories, or temporary table space restrictions on the database. This event could have caused the change in report performance.

- Is the performance slow for all reports or just one report?

If all reports are slow, the issue may be due to your environment or database. If all reports from a specific package are slow, the issue may be due to the model design. If just one report is slow, the issue may be due to a specific report element.

- How many queries does your report contain?

The number of queries on the report will proportionally affect the report execution time.

- Does the report run slowly for everyone, or just for one user?
If the report runs slowly for just one user, the issue may be due to something in that user's environment, such as virus scanning, page file size or location settings, or their location on the network.
- Is the report burst or run often by many people?
If many people are running the same report at the same time, you may need to scale your environment or consider using dispatcher routing rules to direct all requests for a specific package or group of users to a specific server or server group. For more information, see the IBM Cognos Business Intelligence *Administration and Security Guide*.
- Do your queries require local processing?
The following report elements require local processing: crosstabs and charts, master relationships, unions or joins, multiple fact queries, bursting, and non-vendor specific functions. Local processing requires the IBM Cognos server to compute operations on the result set returned by the database, which can impact the SQL execution time.
- Does your environment use a Custom Authentication Provider?
Using a Custom Authentication Provider could cause a memory leak if the code is not destroying objects correctly.
- Have you reviewed the logs in the *c10_location/logs* directory and the audit logs?
They may help you identify the source of the problem. Monitoring your processes, such as the Java and Business Intelligence bus processes could also identify excessive memory use.
- Is your environment tuned correctly?
For more information, see the Performance Tuning Settings for IBM Cognos 8 Business Intelligence and the IBM Cognos 8 Business Intelligence Performance Tuning Cheat Sheet documents available online at <http://www.ibm.com>.
- Have you recently upgraded?
Ensure that any tuning settings that were applied to your previous installation are applied to the new environment. Ensure that your models have been verified, upgraded, and republished. Verify that the IBM Cognos Framework Manager governor that allows enhanced model portability at runtime is not enabled. Depending on your upgrade method, you may also need to open and save the reports again after upgrading.

Problems Viewing Reports

The topics in this section document problems you may encounter when viewing reports.

A report upgraded from ReportNet does not retain its original look

When you upgrade a report to IBM Cognos Business Intelligence, a new style sheet is applied that changes the look of the report.

To preserve the formatting that was used in the original report, you can select a different style sheet. This retains the original look of the report and specifies that any new items added to the report, such as list columns or crosstab levels, have the original formatting applied to them.

Procedure

1. In IBM Cognos Report Studio, from the **File** menu, click **Report Properties**.
2. Click **Report styles** and select **1.x styles**.

Measure Format Disappears in SSAS 2005

Microsoft SQL Server 2005 Analysis Services (SSAS) does not propagate formatting through calculations. IBM Cognos compensates for this whenever possible, but cannot guarantee to do so in all cases. As a result, if you are working with a Microsoft SSAS cube, any calculation (other than a non-count summary) that is based on or intersects with a formatted measure, such as a currency, may lose the measure format. This may also happen if you use a detail filter or context filter (slicer).

For example, a crosstab includes members on one edge and a measure with formatting, such as a currency symbol and decimal places, applied on the other edge. When you run the report, you see the formatting for each cell. However, if you add a detail filter, such as `measure > 1` and run the report, all the formatting disappears.

Additionally, because the SSAS behavior depends on the fine details of the MDX generated by Cognos Business Intelligence, whether the format is lost in a report can change from release to release.

To avoid this problem, specify explicit formatting for the affected row, column, or cell.

A Running Total in Grouped Reports Gives Unexpected Results

You have a running total calculation in a grouped report that returns unexpected values.

Because tabulation of the running total calculation depends on the order in which the grouping is executed, you must ensure that the grouped totals are tabulated before applying the running total.

To ensure that the grouping is executed in correct order, define a running total calculation as a freestanding calculation outside the query subject in IBM Cognos Framework Manager, and ensure that the Regular Aggregate property is set to Automatic.

This may also be an issue with other running, moving, and ranking aggregations.

The Page Cannot Be Found Error Appears for Reports

When a report is distributed by email, no error message appears if the report output from the email link is not available. This can occur when the output is deleted or when the user does not have permissions to the report. Instead, the error The Page Cannot Be Found appears.

You are unable to view the report output from the email link when **Allow Anonymous Access** is set to **True** and when the Anonymous user does not have access to the report output.

When you run a secured report from an email link and when **Allow Anonymous Access** is set to **True**, a passport is automatically issued to the Anonymous user. The Anonymous user is not prompted to log on and is unable to view the report output.

Non-English Characters Appear as Placeholders

IBM Cognos Business Intelligence and Framework Manager are Unicode applications. A Unicode application permits handling of content in any language, or any combination of languages. However, if your database contains non-English characters, and if the database client is not configured to receive these characters, some characters may appear as placeholder characters, such as boxes or inverted question marks.

To avoid this problem, ensure that your database clients are properly configured. For more information, see your database vendor documentation.

For Oracle 9, you can force the use of Unicode on the client by ensuring that the system environment variable NLS_LANG is set to "xxx.UTF8", where xxx is whatever is needed for other applications on that computer. If there are none, the value can be simply .UTF8.

While enforcing the use of Unicode on the database client guarantees that it can handle multilingual data, some characters in some character sets may still appear incorrectly, such as Japanese Shift-JIS.

Charts Do Not Appear in HTML reports

In IBM Cognos Business Intelligence, HTML output reports are displayed in Microsoft Internet Explorer 6.x with 24-bit transparency to ensure that the appropriate color depth is displayed, typically for charts.

If you operate in an environment that requires the Internet Explorer 6.x security level to be set to high, charts may not appear. If you cannot lower the security setting for security reasons, you may want to disable chart transparency. Charts are displayed in Internet Explorer with transparencies displayed in white.

You must have the required permissions to access **IBM Cognos Administration** functionality.

Procedure

1. Start IBM Cognos Connection.
2. In the upper-right corner, click **Launch, IBM Cognos Administration**.
3. On the **Status** tab, click **System**.
4. In the upper-left corner of the **Scorecard** pane, click the arrow to view the Change view menu. Click **Services, Report Data**.
5. Click the arrow next to the service to display the Actions menu, and then click **Set Properties**.
6. Click the **Settings** tab.
7. For the **Environment** category, next to **Advanced settings**, click the **Edit** link.
8. If it appears, select the **Override the settings acquired from the parent entry** check box. Otherwise, proceed to the next step.
9. In the **Parameter** column, type **EnableChartTransparencyIE**.

10. In the **Value** column, type **False** to disable chart transparency in Internet Explorer.
11. Click **OK**.
12. Click **OK** again.

When viewing a report in the Cognos Viewer portlet the report fails to show in the entire browser

If you add the Cognos Viewer portlet to a portal page and it is the only object on the page, the browser window opens the report output using the height dimensions that are set on the set properties page. As a result, unlike other portlets, only a portion of the report output displays in the viewer.

About this task

This behavior applies to HTML output run interactively or saved HTML output and to PDF output.

Procedure

To view the report in the entire browser window, click the maximize icon. This will cause the report to fill the entire browser window.

Portal Problems

The topics in this section document problems you may encounter with a portal when viewing reports.

Cannot Connect to a SQL Server Database Using an ODBC Driver

The connection works in IBM Cognos Framework Manager, and metadata can be imported. When testing the database connection in the IBM Cognos Connection portal, errors occur.

When the following errors occur, the solution is to change the Network Library Configuration for SQL Server to use TCP/IP instead of Named Pipes.

QE-DEF-0285 Logon failure

QE-DEF-0325 The cause of the logon failure is:

QE-DEF-0068 Unable to connect to at least one database during a multi-database attach to 1 database(s) in: testDataSourceConnection

UDA-SQL-0031 Unable to access the "testDataSourceConnection" database.

UDA-SQL-0129 Invalid login information was detected by the underlying database.

[Microsoft][ODBC SQL Server Driver] [SQL Server] Login failed for user '(null)'. Reason Not associated with a trusted SQL

Procedure

1. Open **ODBC Data Source Administrator**.

Tip: In Microsoft Windows 2000 you can do this by clicking **Start, Settings, Control Panel, Administrative Tools, Data Sources (ODBC)**.

2. Select the data source name defined for SQL Server on the **System** or **User DSN** tab.
3. Click **Configure**.
4. On the **Microsoft SQL Server DSN Configuration** page, click **Next**.
5. Click **Client Configuration**.
6. Ensure that **TCP/IP** is selected for the Network library entry.

The My Folders Tab Does Not Appear After Logging On to IBM Cognos Connection

A user is a member of a new group, and this group is a member of the Query Users group. When this user logs on, the My Folders and the personalized pages tabs do not appear in IBM Cognos Connection. Also, the user name does not appear in the upper-left corner of IBM Cognos Connection.

To avoid these problems, the namespace to which the user belongs must have traverse permission to the Query Users group.

Procedure

1. Log on to IBM Cognos Connection as an administrator.
2. From the **Launch** menu, click **IBM Cognos Administration**.
3. On the **Security** tab, click **Users, Groups, and Roles**.
4. Click the set properties button next to the namespace.
5. Click the **Permissions** tab.
6. Ensure that the **Query Users** group appears in the namespace.
7. Select the Query User **Traverse** check box.
8. Click **Apply** and then click **OK**.
9. Test with a user.

Icon Graphics Are Not Working in Portlets

When you access IBM Cognos portlets in SAP EP or IBM WebSphere, icons and pagination graphics may appear as empty rectangles.

This problem can be caused by improper settings in IBM Cognos Configuration.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, under **Environment**, click **Portal Services**.
3. Ensure that all URIs use absolute server names instead of localhost.

Styles Used in the Previous Installation Still Appear

You can customize the styles (previously called skins) used by IBM Cognos Business Intelligence. The styles are applied when users access IBM Cognos Connection.

If you reinstall IBM Cognos Business Intelligence, styles from the previous installation may still appear when users access IBM Cognos Connection. The styles are cached by the browser.

If you do not want to apply customized styles, ensure that users delete the temporary files from the browser cache.

Unable to Click Links

Links in IBM Cognos Connection will not work if your browser is not properly configured. Consequently, you cannot perform operations such as running a report or starting Report Studio.

For all Web browsers, cookies and JavaScript must be enabled. For more information, see your browser help.

For Microsoft Internet Explorer Web browser only, the following must be enabled:

- Run ActiveX controls and plug-ins
- Script ActiveX controls marked safe for scripting
- Active scripting

IBM Cognos software does not provide or download ActiveX controls as part of IBM Cognos Business Intelligence. IBM Cognos Report Studio uses the native Internet Explorer XML support, which is an integral component of the browser. Because Microsoft implements XML using ActiveX, you must enable ActiveX support for Report Studio.

Procedure

1. In Internet Explorer, from the **Tools** menu, click **Internet Options**.
2. On the **Security** tab, click **Custom Level**.
3. In the **Security Settings** dialog box, scroll to the **Activex controls and plug-ins** settings and enable **Run Activex controls and plug-ins** and **Script Activex controls marked safe for scripting**.
4. Scroll to the **Scripting** settings and enable **Active scripting**.
5. Click **OK**.

Missing Images in a PDF Report

Images that appear in reports rendered as HTML are missing in reports rendered as PDF.

The embedded GIF, JPG, and BMP images do not appear. Only the borders of the missing images appear.

If you use Microsoft Internet Information Services (IIS), go to the properties sheet of the Web site and ensure that the **Enable the HTTP Keep Alives** option is selected.

Ensure that the virtual directory where the images are stored has anonymous access enabled. Open IIS and open the properties sheet for the virtual directory for your images. Select the **Anonymous Access** check box.

If you do not want to open up anonymous access to all users, ensure that the account that is running the dispatcher has access to the virtual directory where the images are stored.

Charts in PDF Output Show Unexpected Results

Charts, when viewed in PDF output, have different levels of interaction support, depending on the version of Adobe Acrobat Reader and the style of chart element.

Adobe Reader version 5 does not support tooltips. Drill up and down and Go to links have limited support, due to technical limitations. Only rectangular areas in charts, such as bars, columns, horizontal labels on the axis, or legend labels can be enabled for drill or Go to interaction. Non-rectangular areas, such as pie slices in pie charts, cannot be enabled for drill or Go to interactions.

Adobe Reader version 6 and 7 supports tooltips, drill up and down, and Go to links for all chart types. When chart elements overlap or are separated by only a few pixels, the interactive region may be smaller than the area shown.

Problems Printing Reports

The topics in this section document problems you may encounter when printing reports.

A Printed HTML Report is Unsatisfactory

Printing HTML may produce unsatisfactory results.

For best results, use the View in PDF Format command, and then print the PDF. This alternative gives you more control over such things as pagination than the browser does.

Understanding Drill-Through Results

The topics in this section document unexpected results that you may encounter when using drill-through.

Filters Are Not Correct When Users Drill Through to Upgraded Targets in Analysis Studio

If the target of a drill-through definition is an IBM Cognos Analysis Studio report with a drill-through filter (defined by setting a context filter as a **Go To** parameter), and the application has been upgraded from IBM Cognos Business Intelligence, version 8.3, to IBM Cognos Business Intelligence, version 10.1, filters may not be correctly passed from the source to the target. Instead, the Analysis Studio report appears as it did in its last saved state without any filtering occurring from the source report, or users may be prompted to select a context.

This is true for authored drill-through definitions (created in an IBM Cognos Report Studio report) and package drill-through definitions (created in IBM Cognos Connection) that use parameterized drill through.

This problem occurs because of changes in how parameters are automatically named in Analysis Studio. To correct the problem, recreate the mapping in the drill-through definition, and save the definition.

Steps for Authored Drill Through

If filters are not correctly passed from the source to the target, you can correct the problem by recreating the mapping in the drill-through definition, and save the definition.

Procedure

1. In Report Studio, open the source report.
2. Select the report item that contains the drill-through definition.
3. From the **Properties** pane, open the drill-through definition (**Data, Drill-Through Definitions**).
4. From the **Drill-Through Definitions** window, open the **Parameters** table, and re-select the target parameter(s).
5. Save the drill-through definition settings and then save the report.
6. Test the drill through to confirm that the problem is resolved.

Results

For more information, see the Report Studio *User Guide*.

Steps for Package Drill Through

If filters are not correctly passed from the source to the target, you can correct the problem by recreating the mapping in the drill-through definition, and save the definition.

Procedure

1. In IBM Cognos Connection, launch **Drill-through Definitions**.
2. Navigate to the root of the source package, locate the drill-through definition to be updated, and click **Set Properties**.
3. In the **Target** tab, under **Parameter mapping**, re-select the target parameters.
4. Save the drill-through definition.
5. Test the drill through to confirm that the problem is resolved.

Results

For more information, see the IBM Cognos Business Intelligence *Administration and Security Guide*.

Drill-through Links are Not Active in the Safari Browser

When viewing a PDF report in the Macintosh Safari browser, you cannot open hyperlinks. This is because the Macintosh Safari browser does not have the necessary Adobe Acrobat plug-in.

To avoid this problem, use the HTML format when creating drill-through reports that may be viewed in Safari.

Unexpected or Empty Results When Drilling Through

When you drill from a source report to a target report, there might be no data returned. This might be the correct result if there is no data that corresponds to the drill-through selections or if you do not have permission to view the data.

In other cases, if no data or the wrong data appears, the source item might not be mapped to the target correctly or the values in the data sources might not be conformed (the values do not match in both data sources).

If you have the necessary permissions, you can debug drill-through definitions by using the drill-through assistant from the **Go To** page (right-click the selection in the source report and select **Go To**). You can view the passed source values and

the mapping to the target report parameters. You can use this tool for both authored and package drill-through definitions.

You might be able to correct the problem by modifying the parameter mapping in the drill-through definition. For example, when you drill from a cube to a relational data source, sometimes no data is returned or the wrong data is returned because the business key values in the two data sources do not match. You can change the drill-through definition to pass the caption of the IBM Cognos PowerCube member instead of the business key, but you must also change the target report to filter on the corresponding string value and not the business key value.

However, it is best to ensure the data sources are conformed. In this example, the business keys in the cube should match the business keys in the relational source. Filtering on a key is more efficient than filtering on a larger string that may or may not be indexed in the database. For more information on data source conformance, search for "conformed dimensions" and "business keys" in the IBM Cognos Transformer *User Guide* and the Report Studio *User Guide*.

Procedure

1. Ensure that the target report filters on a string value that matches the caption being passed from the PowerCube.
2. Edit the drill-through definition as follows:
 - If the drill-through definition was created in Report Studio, open the report, and go to the drill-through definition associated with the drill-through source object. On the parameter mapping page, select **Member Caption** in the **Property to pass** column.
 - If the drill-through definition was created in the source package, go to IBM Cognos Connection, **Drill-Through Definitions**, and open the package drill-through definition. On the **Target** tab of the drill-through definition, select **Member Caption** in the **Property to pass** column for the appropriate parameter.

Results

When you drill through, instead of the business key, the caption is passed to the target.

Cannot Drill Through From a Relational Source to a Cube

By default, you cannot drill through from a relational data source to a cube. This is because a cube expects a Member Unique Name (MUN) as a parameter value and relational sources do not use MUNs.

Members have properties which include a business key and a caption. If either of these match data items within the relational source, drilling through can be performed as long as the cube target report is authored in Report Studio.

If the source data source has a query item, for example display name, that corresponds to a member property in the target cube, for example caption, you must create the parameter on the caption in the target report.

To pass the data item to the cube target, do the following:

- In the cube target report, create a parameter that accepts the caption of the member. This parameter should be created in a Query Calculation object from the **Toolbox** tab with the following syntax. Type the following

filter([Hierarchy or Level], caption([Hierarchy of Level]) = ?Parameter?)

For example:

**filter([sales_and_marketing].[Products].[Products].[Product line],
caption([sales_and_marketing].[Products].[Products].[Product line]) = ?Product
Line?)**

Cannot Drill Through Between PowerCubes Because MUNs Do Not Match

We recommend that business keys be unique throughout the dimension for PowerCubes. These keys are used as the source value for levels in a hierarchy of a dimension. If the values are not unique throughout the dimension, the corresponding Category Code values may be generated with tildes.

For example, if a category for the Product Line level has a source value of 101 and a category in the Product Type level has a source value of 101, the Category Code value for the Product Type level is automatically generated with a unique value such as 101~245. The Category Code values are used in the Member Unique Name (MUN) for each member, for example, **[Sales and Marketing].[Products].[Products].[Product type]->:[PC].[@MEMBER].[101~245]**.

Because these values are generated automatically, they cannot be guaranteed from one cube build to the next or in a build for another cube with the same dimension structure using the same source values. Therefore, drilling from one PowerCube to another on what appears to be the same member might not work since the MUNs might not match.

If the MUNs do not match, consult the cube modellers to see if the business keys can be made unique throughout the dimension. If this is not likely, or might take some time to resolve, you can use calculations to pass the source value from one PowerCube to another for drill-through.

Procedure

1. In the target report, create a filter with the following syntax:

filter([Hierarchy or Level], roleValue('_businessKey', [Hierarchy or Level]) = ?Parameter?)

For example:

**filter([Sales Cube].[Products].[Products].[Product type],
roleValue('_businessKey',[Sales Cube].[Products].[Products].[Product type]) =
?Prod Type?)**

2. In the source report, create a Query Calculation which is used to pass the business key (source value) to the target report by mapping it to the target parameter in the drill-through definition. Use the following syntax:

roleValue('_businessKey', [Hierarchy or Level])

For example:

**roleValue('_businessKey',
[sales_and_marketing].[Products].[Products].[Product type])**

Drilling Through to IBM Cognos BI from an IBM Cognos Series 7 Product Results in a Firewall Error

You use an IBM Cognos Series 7 product that is configured to use a proxy server.

When you drill through to IBM Cognos Business Intelligence, the following error message appears:

DPR-ERR-2079 Firewall Security Rejection. Your request was rejected by the security firewall. Please try again or contact your administrator.

This is because the IBM Cognos Business Intelligence Web server does not recognize the proxy server name and rejects the entry.

To correct this problem, add the proxy server name in IBM Cognos Configuration.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click **Security**, and then click **IBM Cognos Application Firewall**.
3. In the **Valid domains or hosts** box, add the proxy server name.
4. From the **File** menu, click **Save**.
5. From the **Action** menu, click **Start**.

Detail Cells are Not Displayed for Excluded Items When Drilling Through to PowerPlay Studio

In IBM Cognos PowerPlay® Studio, you can use the Hide/Show feature to hide items in a report. If you drill through to a PowerPlay Studio target report to an item that is hidden in the source report, the target has no detail cells for the hidden item.

For example, the year 2005 is hidden on the row edge in a PowerPlay Studio target report. You drill-through to the target report on 2005 in a PowerPlay Studio, Analysis Studio, or Report Studio source report. The target report shows no detail cells for 2005 they are hidden.

However, if the Show Summaries option is selected for the hidden categories in the target report, then the summary row will display the total values for 2005.

To correct this problem, do not exclude items in the source report if you want to see the details cells in the target report. For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Drill-Through Parameter is Ignored in PowerPlay Studio Due to a Custom Set

When a target PowerPlay Studio report contains a custom subset, you may not see the results you expect when you drill through from a source report in Analysis Studio, PowerPlay Studio, or Report Studio. For example, the target PowerPlay Studio report contains a custom subset for the year 2006. If you drill through from the source report in Analysis Studio, PowerPlay Studio, or Report Studio, the year 2006 is displayed. But, since the custom subset does not include the year 2004, the drill-through parameter for 2004 is ignored and items for 2004 are not displayed.

To avoid this problem, ensure that the target report has custom subsets that include the items you want to display during drill-through from source reports. For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Drill-Through Definition is Not Available

When a drill-through definition is created in IBM Cognos Connection, there is an option to specify the scope for the drill-through definition. The specified item can be a query subject, query item, measure, dimension, or level. The item must be present and selected in the source report when drilling through to a target report for the drill-through definition to work. It must also be available in the list of drill-through target links on the Go To page. If the scope item is not included in the source report when it is created in Analysis Studio, Report Studio, or PowerPlay Studio, the drill-through target link does not appear on the **Go To** page.

To fix the problem, add the scope item to the source report. For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Calculations Do Not Appear in the Target Report

If you drill through to PowerPlay Studio from a report in Report Studio, Analysis Studio, or PowerPlay Studio, calculations on the edges in the target report might not appear.

For example, you have a target report with the calculation Personal Accessories+100 as a column in a crosstab report. When you drill through from a source report to the target report, if Personal Accessories is filtered out of the target report (Personal Accessories is not one of the items that is returned on the column edge), then the Personal Accessories+100 calculation does not appear. Personal Accessories has been filtered out of the target report and is not available to fulfill the calculation.

To see the calculations in the target report, ensure the items used in the calculations are returned in the result set (not filtered out). For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Target Report Does Not Filter Properly Without "Go-To" Parameters

In Analysis Studio, you can multi-select two or more items from a dimension and add them to the **Context Filter** area to create a list of items (a set of members from one dimension) that the analysis is filtered on. For example, Telephone, Web, Sales Visit and Special are multi-selected from Order method type and dropped onto the **Context Filter** area of an Analysis Studio target report.

If a drill-through definition is created for this target report, when you drill through from a source Report Studio, PowerPlay Studio, or Analysis Studio report, all context filter items are returned even though they are not part of the intersection selected for drill-through. This is because Analysis Studio does not dynamically filter from source reports.

Enable **Go To** parameters on the context filter in order to drill through and filter the reports as expected. In the drop down menu for the **Context Filter**, select **Use**

as **"Go To" Parameter**. For any items that you wish to filter on in an Analysis Studio target report drill-through, a context filter must be created and set as a **Go To** parameter.

For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Empty Cells Returned in a Target Report with Excluded Items

In IBM Cognos Business Intelligence, to filter an Analysis Studio target report on a drill through, context filters must be created and set as **Go To** parameters. Each context filter must contain all the items from the dimension that you wish to filter on, for example, a context filter might contain the years 2004, 2005, 2006, 2007. For example, an Analysis Studio target report has context filter for years, but excludes the year 2005 on the row edge. If you drill through to this target report on 2005 from a PowerPlay Studio, Report Studio, or Analysis Studio report, the report displays empty cells.

This is an accurate result since the target report has filtered out the years displayed in the report layout (for example, 2004, 2006, 2007). The report has been filtered on the excluded item, 2005. However, the summary total row shows values for 2005 since it provides the overall total for included and excluded items of the report.

For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Nested Crosstab Only Filters on Some Items

If you perform a parameter-based drill-through from a source report to a Report Studio target report with two or more dimensions nested on a row or column, you may encounter unexpected results depending on the filters applied to the target report.

For example, a target Report Studio report has the following two filters:

- [sales_and_marketing_mdc].[Order method].[Order method].[Order method type]=?Order Method Type?
- [sales_and_marketing_mdc].[Retailers].[Retailers].[Region]=?Region?

Order method type and Region both have filters, but Product line does not. A drill-through definition mapped to the appropriate parameters, in this case Order method type and Region, is created.

When the source report is run and the intersection of Outdoor protection, Northern Europe, and Telephone is selected to drill through to the target report, the order method type and region display as expected, but all product lines are returned. This is because there are filters on Order method type and Region but not Product line.

Add another filter for Product line or edit the drill-through definition to allow dynamic drill-through, which would dynamically filter Product line at run time. For more information and examples, see *Understanding Drill-Through Behavior in IBM Cognos 8* at <http://www.ibm.com/developerworks/>.

Data Does Not Appear in a Target Report or the Wrong Data Appears

If no data appears when you drill through to a target report or if the wrong data appears, the problem might be data source conformance. The business keys might be different or might be mismatched.

For example, the business key for Camping Equipment might be 100 in the data source for the source report and 1 in the data source for the target report, in which case no data appears in the target report. Another example might be that the business key for Camping Equipment is 100 in the data source for the source report but, in the data source for the target report, 100 is the business key for Golf Equipment, in which case the wrong data appears in the target report.

To solve the problem, ensure that business keys have the same value in both data sources. If there are cases where data does not appear to match, contact your database administrator or data modeler. For more information about data source conformance, search for "conformed dimensions" and "business keys" in the *Transformer User Guide* and the *Report Studio User Guide*.

You might also want to see "Unexpected or Empty Results When Drilling Through" on page 127.

Data is Not Filtered in the Target Report After Drill-Through

You drill through to a target report, but no filtering occurs in the target report. For example, you drill through on a crosstab intersection of Computer Equipment and 2006 and expect to see only data for Computer Equipment for 2006 in the target report. Instead you see all products for all years. This occurs because the target report has no filters for the parameters that were passed.

To solve the problem, ensure that the target report has the correct filters. In the above example, the correct filters in the target report are Product line and Year. Alternatively, you can enable Dynamic Drill-Through in a package-based drill-through definition.

Chapter 10. Problems When Using Map Manager

This section provides solutions for problems you may encounter when using IBM Cognos Map Manager.

For information about Map Manager, see the IBM Cognos Map Manager *Installation and User Guide*.

Problems Importing Files

You may encounter problems when you try to import a map file or text file.

Error Importing Translated Text File

When you import a TXT or CSV file that has been translated, you receive an error message similar to the following:

Unable to save the file.

An error occurred while importing the map file.

Unable to import. The translation file contains no useful content.

The problem may be caused by one of the following:

- The map file that is open is not the map from which you created the export translation file.
- Features were added or deleted in the file.
- Columns (extra tabs or commas) were added to the file.
- The data was sorted and is now in a different sequence than when it was first exported.

To resolve the problem, first ensure that the correct map file is open. If it is, then resend the original exported file for translation and specify that the contents must not be sorted, deleted, added to, or modified except to add translated features. If required, export the translation features and languages again.

Chapter 11. Problems With Metrics

This section provides solutions for problems you may encounter when using IBM Cognos Metric Studio or IBM Cognos Metric Designer.

The information is organized into the following sections:

- “Known Issues” on page 138
- “Known Issues When Using Metric Designer” on page 142

Also, log files can help you troubleshoot problems by recording the activities that take place when you work with Metric Studio. For more information, see “Metric Studio Log Files.”

If you must contact customer support for assistance with a Metric Studio issue, attaching the support bundle will help expedite your case. For more information, see “Metric Studio Support Bundle” on page 138.

Metric Studio Log Files

Operations performed in IBM Cognos Metric Studio are recorded in various log files for tracking purposes.

For example, if you experienced problems loading data into Metric Studio, consult the `debug_info.log` file to learn what activities were performed during the load.

You can find the log files at the following locations:

- *installation_location/logs/MetricMaintenance/databasename-timestamp/Metaloader*

The metaloader log file contains information about

- when the load started
- how many and what types of objects were loaded
- the amount of time taken to apply the business rules
- steps in the loading process
- how long the load took to run

The `load_summary.log` file contains the number of loading and the associated error codes.

The `sql_history.log` file is useful when tuning performance. It is a tab-delimited file that you can open using Microsoft Excel spreadsheet software. It contains SQL commands, the rows affected, and the time elapsed for each SQL statement.

The `debug_info.log` file is a tab-delimited file and contains debugging information. The amount of information in this file depends on the level of logging detail selected. For information about setting the level of logging, see “Logging Settings” in the *IBM Cognos Metric Studio User Guide*.

- *installation_location/logs/MetricStoreInstall/databasename-timestamp*
- *installation_location/logs/MetricStoreUpgrade/databasename-timestamp*
- *installation_location/logs/MetricNewPackage*
- *installation_location/logs/MetricUpgradePackage*

Metric Studio Support Bundle

If you must contact customer support for assistance with an IBM Cognos Metric Studio issue, attaching the support bundle will help expedite your case.

This support bundle is a zip file generated by a tool called `cmm_support_bundle`.

The command is located in *installation_location/bin* and is invoked as follows:

```
cmm_support_bundle databaseServer databaseName databaseUser databasePassword  
databaseType output_filename
```

where

- *databaseServer* is the hostname of the database server (default: localhost)
For Oracle, you can add an optional port by appending ':port' to the hostname (default: 1521). For example, localhost:1234.
The *databaseServer* parameter is ignored for database type 'db2'.
- *databaseName* is the name of the database (default: cmm)
This is the 'database file' entry for database type 'db2'.
- *databaseUser* is the database user name (default: sa)
- *databasePassword* is the database password (default: cmm)
- *databaseType* is the database type (default: sqlserver; values can include sqlserver, oracle, db2)
- *output_filename* is the fully qualified name of the zip file to create (defaults to the `_SUPPORT_FILES` directory)

For example, if a SQL Server database contains your metric store, issue a command such as

```
cmm_support_bundle dbserver1 prod_db sa topsecret sqlserver
```

or on a UNIX operating system

```
sh cmm_support_bundle.sh dbserver1 prod_db sa topsecret sqlserver
```

By default, this will create output in the *installation_location/_SUPPORT_FILES* directory.

Known Issues

The information in this section will help you resolve issues that you encounter when working with IBM Cognos Metric Studio.

IBM Cognos Business Insight Users Cannot Expand Metrics

IBM Cognos Business Insight users will not be able to expand the Metrics folder when viewing a strategy in Business Insight if you do not choose the option to expand all elements for your strategy.

In IBM Cognos Metric Studio, select the **Expand Elements** check box in the strategy details.

Metric Studio Reports Fail Because of an Oracle Internal Error

Some reports that are included with IBM Cognos Metric Studio fail to run because of an Oracle internal error. This occurs when you are using 10.2.0.x releases of Oracle.

The reference bug for Oracle is 5864217.

If you encounter this error, you can resolve it by installing Oracle 10.2.0.3, Patch 5, which is officially named 5946186. You can obtain this patch from the Oracle Support's Metalink site which is available through your existing support agreement.

Apply the patch as directed by the instructions included with the download from Oracle Support.

Metric Studio Errors Occur When Loading Data into an Oracle Database

The application is disconnected from Oracle with ORA-07445 and ORA-3113 errors.

You can see these errors in the database alert log. The database errors then cause errors in IBM Cognos Metric Studio.

This is a known issue with Oracle (Bug 5026836 - Ora-7445 [Kxccres()+3052] Updating View With Instead Of Trigger).

The workaround is for the database administrator to run the following command while logged in as SYS:

If an SPFILE is in use, ALTER SYSTEM SET optimizer_features_enable='10.1.0' SCOPE=BOTH.

If an SPFILE is not in use, ALTER SYSTEM SET optimizer_features_enable='10.1.0'.

If an SPFILE is not in use, the database administrator should also add this setting to the init.ora file for the database instance.

Error When Attempting to Run Metric Studio on SQL Server 2005

When clicking a scorecard, a SQL Server error appears.

Msg 169, Level 15, State 1, Line 3 - A column has been specified more than once in the order by list. Columns in the order by list must be unique.

This has been identified by Microsoft as bug #484681 and occurs in Microsoft SQL Server 2005 RTM (Build 9.00.1399). The problem was resolved by Microsoft in Microsoft SQL Server SP1.

If you encounter this error, you can resolve it by installing Service Pack 1 for SQL Server 2005 (or later).

Data from a Relational Database Source or a Flat File Data Source Does Not Appear

You use IBM Cognos Connection to load data into the metric store.

If IBM Cognos Connection encounters a problem while loading data from a relational database source or a flat file import source, the data will not appear. Typical problems include

- text fields that are too long
- required fields are missing
- duplicate rows
- references to non-existent objects

To find the error, run the batch file or shell script from the command line and check the status of each step. Alternatively, you can repeat the loading process in two stages through the user interface and check the success of each stage.

Separate the loading process into stages

Using the user interface to repeat the loading process in two stages involves importing data from files into the staging area.

Procedure

1. In IBM Cognos Connection, under the Metric Maintenance folder for your package, click Import data from files into staging area
2. Use an SQL query tool to check whether the data was loaded. If not, ensure that you have
 - defined the data source correctly and that the files are in the correct location
 - formatted the flat file with tab-delimited columns
 - included the correct number of column
 - used the correct data formats, such as yyyy-mm-dd for dates and a period for the decimal separator

The logs from the attempt to load each tab-delimited file can be found at `installation_location/logs/Metric Maintenance/databasename-timestamp/BulkLoad`, and may contain more descriptive error messages than are available from the user interface.

3. If you find errors, correct them and repeat steps 1 and 2.
4. After the data appears in the staging tables, in IBM Cognos Connection, under the Metric Maintenance folder for your package, click Transfer data from the staging area into the metric store.
5. Check whether the data appears in IBM Cognos Metric Studio. If it does not, check the last three columns of the `kpi_value_stage_rejects` table for error information.

A Metric Maintenance Task Fails to Run

If you manually run a metric maintenance task and it fails, IBM Cognos Metric Studio displays an error message.

If you run a scheduled metric maintenance task, you should check the run history to verify if the task was successful or not.

To determine the cause of a failed task, check the logs located in `installation_location/logs/DIS/package_date_time`. The logs for each metric maintenance task are kept in a folder named with the task's package name, date, and time.

You Do Not Have Permission to Access This Metric Package. Contact Your System Administrator

You must have Read, Execute, and Traverse permissions to open IBM Cognos Metric Studio using the link on the Welcome page or in IBM Cognos Connection.

Ask your system administrator to check your access permissions.

Failed to Check the Metrics Store Install Status Error When Using DB2 8.2.3

When you try to create a metric package using DB2 8.2.3 as the data source, you may receive an error message.

Failed to check the metrics store install status.

If the version of the DB2 client on the IBM Cognos Metric Studio computer is not the same version as the DB2 server, or you upgraded your DB2 instance, you must run commands to bind the DB2 client to the database. Run the commands on the Metric Studio computer.

On the Microsoft Windows operating system, run the commands in a db2cmd window from DB2InstallDir\sqllib\bnd.

On the UNIX operating system, run the commands from DB2InstanceDir/sqllib/bnd.

Type the following commands:

```
db2 connect to database user userName
```

```
db2 bind @db2ubind.lst blocking all grant public
```

```
db2 bind @db2cli.lst blocking all grant public
```

```
db2 bind db2schema.bnd blocking all grant public sqlerror continue
```

```
db2 terminate
```

Errors Occur When Importing Tab-delimited Files into a DB2 Metric Store

When IBM Cognos Metric Studio is installed on the Microsoft Windows operating system, and the DB2 metric store is installed on the UNIX operating system, errors occur when you run metric maintenance tasks to import tab-delimited files into the staging tables or into the metric store.

There are two possible situations:

- The run history indicates that there were problems loading some of the tab-delimited files. The individual log files for the tab-delimited files indicate that the last column of the tab-delimited file data was truncated because it exceeded the target column width.
- The **Transfer data into metric store** task fails when the data to load includes a flat file of type .ccq and the error in the log file indicates DB2 SQL error: SQLCODE: -180, SQLSTATE: 22007.

The solution in both cases is to ensure that the tab-delimited files use end-of-line characters that are suitable for UNIX, such as a linefeed character and not the carriage return and linefeed character combination that is typically used by Windows.

Required User Permissions for the Metric Store Database (Microsoft SQL Server)

The user account for the metric store database must be the database owner.

You must use the owner user-account to log on to the IBM Cognos Business Intelligence data source used in the metric package.

For information about setting user permissions, see the Microsoft SQL Server documentation for the `sp_changedbowner` utility.

Oracle 9.2 Package Initialization Error if NLS_LANG Environment Variable is Not Set Appropriately Before Starting Up IBM Cognos BI Tomcat Server

You will encounter an exception error when trying to initialize an IBM Cognos Metric Studio package if the Oracle specific environment variable `NLS_LANG` is not set correctly.

Workaround: IBM Cognos Business Intelligence requires that the Oracle specific environment variable `NLS_LANG` be set appropriately before starting up IBM Cognos BI Tomcat server. Please ensure that the character set portion of this variable is set to UTF8. For example, in the United States, this may be something like `AMERICAN_AMERICA.UTF8`.

Known Issues When Using Metric Designer

The information in this section will help you resolve issues encountered when working with IBM Cognos Metric Designer.

CCLAssert Message Encountered When Running an Extract Against an SAP Data Source

When an extract is run against an SAP data source, you encounter a CCLAssert message. This error typically occurs if the extract is being run against a ragged hierarchy and a level filter is being used.

To resolve this issue, avoid using a filter.

Report From OLAP Data Source Is Not Displayed and Error Processing Template Is Encountered

When you drill down on a metric sourced from an OLAP data source and navigate to the report tab, the report is not displayed. The following error is displayed:

Error processing template.

This error occurs when you execute the extract directly into staging tables from the Metric Designer UI or by running a published extract from IBM Cognos Connection.

Workaround: Execute the extracts to flat files and then load these files using the metrics maintenance task **Import and transfer data from files into metric store**.

No Rollups Are Generated for Some Calculated Measures in an SAP Info Query Data Source

IBM Cognos Metric Designer may not generate any rollups for an extract that references a calculated member of an SAP Info Query data source. The affected measures will appear in the IBM Cognos Framework Manager model as having a **Regular Aggregate** attribute value of **unknown**.

There is no workaround.

Adding multiple iqd files to an import source

When you add multiple IQD files to an import source, IBM Cognos Metric Designer creates an outer join between the first pair of nonnumeric, non-date columns with matching names.

The join approach is designed to work with a single fact IQD file and with multiple dimension IQD files.

Metric Designer does not recognize joins where more than one column is required for a join condition. In this case, enter the IQD files into Metric Designer as separate import sources or combine them into a single IQD using IBM Cognos Impromptu[®].

Previewed Scorecard Hierarchy Shows Blanks

If you use if () then () else () statements in an expression for level attributes, you will see blank entries when you preview the scorecard hierarchy.

The workaround is to change the expression to cast the query item to VARCHAR. For example:

```
if (cast([great_outdoors].[Locations].[Locations].[CountryRegion].[PPDS_CODE],  
VARCHAR(1000)) = 'Canada') then ('Craig') else ('George')
```

```
if ( cast([great_outdoors].[Locations].[Locations]  
.[CountryRegion].[CountryRegion],VARCHAR(1000)) = 'Canada') then ('Craig') else  
('George')
```

To eliminate duplicates for items other than 'Canada', you can add a level filter expression. For example:

```
[great_outdoors].[Locations].[Locations].[CountryRegion].[CountryRegion] =  
'Canada' or [great_outdoors].[Locations].[Locations].[CountryRegion]  
.[CountryRegion] = 'China'
```

Chapter 12. IBM Cognos Business Insight Administration Problems

Use this troubleshooting information to help solve problems you may encounter during or after the installation of IBM Cognos Business Insight.

Secure Connection Failed error when accessing IBM Connections

You have enabled collaboration using IBM Connections, and you receive an error in your Mozilla Firefox Web browser when you access IBM Connections.

The following error can occur if you are using secure socket layer (SSL) protocol when the SSL algorithms do not match between the browser and your application.

Secure Connection Failed An error occurred during a connection to server_name.

Cannot communicate securely with peer: no common encryption algorithm(s).

To resolve the error, update your ssl3 settings in your Web browser.

Procedure

1. Open your Mozilla Firefox Web browser.
2. In the URL box, type about:config, and press Enter.
3. In the **Filter** box, type ssl3.
4. Change any attributes marked **False** in the **Value** field to **True**.
5. Restart your Web browser, and try to access IBM Connections again.

Chapter 13. Troubleshooting IBM Cognos Office and the Report Data Service

Use this troubleshooting information to help solve problems you may encounter during or after the installation of IBM Cognos Office, IBM Cognos for Microsoft Office, IBM Cognos Analysis for Microsoft Excel, and Report Data Service (RDS) components.

For more troubleshooting information, search the IBM Cognos Customer Center Web site at (<http://www-01.ibm.com/software/data/cognos/customercenter/>).

Configuration Issues

The following issues are related to configuration and setup.

The IBM Cognos Office interface fails to initialize in Microsoft Office

IBM Cognos Office may not initialize when the Microsoft .NET Framework is not installed or the version is not correct. The required Microsoft .NET Framework version is 2.0 or later. Another possible reason for this condition is that the IBM Cognos Office COM add-in is either not installed or not registered.

If you are running the wrong version of Microsoft .NET Framework, uninstall it and then reinstall Microsoft .NET Framework version 2.0 or later.

To install the IBM Cognos Office COM add-in, run the .msi program that is found on the installation CD. For more information, see the installation guide.

Before you attempt to install Microsoft .NET Programmability Support, you must have installed Microsoft .NET Framework version 2.0 or later.

IBM Cognos for Microsoft Office Does Not Start in Microsoft Word

You open an IBM Cognos for Microsoft Office session in Microsoft Word, but nothing appears to happen.

This can occur if Microsoft Outlook has opened a session of Microsoft Word to edit email messages. To check whether you are using Word to edit email messages, in Microsoft Outlook, click **Tools, Options, Mail Format**. In the **Message format** section of the dialog box, verify the options for editing your email messages.

To resolve this problem, close Microsoft Outlook before opening the Microsoft Word document configured for IBM Cognos for Microsoft Office.

IBM Cognos Office Fails to Initialize in Microsoft Internet Explorer when running the Microsoft XP operating system

If you use the Microsoft XP operating system and Internet Explorer to browse IBM Cognos Business Intelligence and open a workbook, document, or presentation published by IBM Cognos Office, the document launches in Microsoft Office, but without full functionality.

To configure Internet Explorer to open Microsoft Office files in Microsoft Office instead of in Internet Explorer, you must use the Folder Options tool to update browse options. It is also possible to do this in Windows Registry.

Procedure

1. Open **My Computer**.
2. From the **Tools** menu, click **Folder Options**.
3. On the **File Types** tab, under **Registered file types**, click **Microsoft Excel Worksheet**, and then click **Advanced**.
The **Edit File Type** dialog box appears.
4. Clear the **Browse in same window** check box and click **OK**.
5. Complete the same steps for Microsoft Office PowerPoint presentations and Microsoft Office Word documents.

bo:heap Buffer Overflow Error

After long sessions, Microsoft Office may stop responding by generating a bo:heap Buffer Overflow error.

This error may be falsely identified as a potential virus by some virus-monitoring programs.

Microsoft Office does not open a Microsoft Office document published from IBM Cognos Office

If you observe Microsoft Office trying to open a published document twice when you double-click the workbook, document, or presentation from Windows Explorer, the file association is either corrupted or not installed properly.

There are two options to resolve this issue. You can start the Microsoft Office application first, and then open the document using the **Open** command from the **File** menu, or you can reregister the file type. If you use Windows 7, you must use Run in XP from the command prompt to reregister file types.

Reregistering Workbook File Types for Microsoft Office Excel

The procedure to reregister workbook file types for Microsoft Office Excel is as follows.

Procedure

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**.
"C:\Program Files\Microsoft Office\Office\Excel.Exe" /regserver
You can adapt this command to your environment by providing the proper local drive and location.

Reregistering Presentation File Types for Microsoft Office PowerPoint

The procedure to reregister presentation file types for Microsoft Office Powerpoint is as follows.

Procedure

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**.
"C:\Program Files\Microsoft Office\Office\Powerpnt.Exe" /regserver

You can adapt this command to your environment by providing the proper local drive and location.

Reregistering Document File Types for Microsoft Office Word

The procedure to reregister document file types for Microsoft Office Word is as follows.

Procedure

1. From the **Start** menu, click **Run**.
2. Type the following command and click **OK**.
`"C:\Program Files\Microsoft Office\Office\winword.exe" /regserver`
You can adapt this command to your environment by providing the proper local drive and location.

Unable to Open Published Microsoft Office Documents from IBM Cognos Connection when running the Microsoft XP operating system

If the browser does not prompt you to open or save the workbook, document, or presentation, it may mean that the option to prompt before opening was cleared. Reset this option.

You must enable the **File Download** and **Automatic prompting for file downloads** in Internet Explorer.

Confirming Opening of Documents

The procedure to confirm opening of documents is as follows.

Procedure

1. Start the **Windows Control Panel**.
2. Double-click **Folder Options**.
3. From the **File Types** tab, in the **Registered file types** list, click **Microsoft Excel Worksheet**, and then click **Advanced**.
4. Ensure that the **Confirm open after download** check box is selected and click **OK**.
5. Repeat steps 3 and 4 for other Microsoft Office documents that are supported in IBM Cognos Office, such as **Microsoft Office Excel Template**, **Microsoft PowerPoint Presentation**, **Microsoft Office PowerPoint Template**, **Microsoft Word Document**, and **Microsoft Office Word Template**.
6. Click **Close**.

Resetting Internet Security Options

The procedure to reset internet security options is as follows.

Procedure

1. Start **Internet Explorer**.
2. From the **Tools** menu, click **Internet Options**.
3. From the **Security** tab, click the Web content zone for which you are updating these options, and then click **Custom Level**.
4. Scroll down to the **Downloads** section and click **Enable** for the **File download** and **Automatic prompting for file downloads** options.
5. Click **OK** twice.

Unable to import PowerPlay Studio reports

The request to import a PowerPlay Studio report fails.

When using single signon with Microsoft Internet Information Services (IIS), anonymous access must be enabled for users to access IBM Cognos for Microsoft Office documents that are based on PowerPlay reports. If necessary, a second PowerPlay gateway can be used to provide anonymous access for IBM Cognos for Microsoft Office. For more information, see the topic about specifying gateway mappings in the IBM Cognos BI *Administration and Security Guide*.

The administrator must follow these steps to enable Anonymous Access in IIS.

Procedure

1. On each computer where Content Manager is installed, start IBM Cognos Configuration.
2. In the **Explorer** window, under **Security, Authentication**, click **Cognos**.
3. In the **Properties** window, click the box next to the **Allow anonymous access** property and then click **True**.
4. From the **File** menu, click **Save**.

Error Messages, the .NET shortcut, or the .NET Console Are Not in the Language of the .NET Framework 2.0 That Was Installed

When you install a non-English version of .NET Framework in a non-English operating system, you will notice that the error messages, .NET shortcut and .NET Console are in English.

To solve this issue, you must apply the .NET Framework Language Pack for your language.

The subkey numbers relate to the language. For example, English, French, German, and Japanese are listed here: 1033=en-en, 1036=fr-fr, 1031=de-de, and 1041=ja. Refer to the Microsoft Support Site to obtain subkey numbers for other languages.

If you are missing the language pack subkeys, you must install the .NET language pack, which is available from the Microsoft support Web site.

Workbook Closes Unexpectedly

If you install the COM add-in and your Microsoft Excel workbook name contains a square bracket, Excel stops responding or closes unexpectedly after opening.

To resolve this problem, rename the workbook so that it does not contain square brackets.

The server committed a protocol violation

The EXCEL.EXE.config file is required and is missing. Section=ResponseHeader Detail=CR must be followed by LF.

You must create the EXCEL.EXE.config file, copy it to the same location as IBM Cognos Analysis for Microsoft Excel and add the following lines:

```
<?xml version="1.0" encoding="utf-8" ?>
```

```
<configuration>

<system.net>

<settings>

<httpWebRequest useUnsafeHeaderParsing="true" />

</settings>

</system.net>

</configuration>
```

Reports Unavailable in IBM Cognos Connection Jobs after Using Save As Command in IBM Cognos Report Studio

After opening a report in IBM Cognos Report Studio and saving a copy using the **Save As** command, you may find that if the report is included in a job, it is not available in the IBM Cognos Connection portal.

Do not use the **Save As** command in IBM Cognos Report Studio to save changes when a report is included in a job. Instead, make a copy of the report, make changes to the copy, and then copy the updated report to the IBM Cognos Connection portal. Use this method to overwrite the report in the job without breaking the report links.

Unable to Correctly Display East Asian Characters

Your locale is set to one of the East Asian languages and odd characters or question marks appear in the user interface, dialog boxes, and menus.

IBM Cognos Office products support GB18030, which is a Chinese National Standard for encoding characters. To display Simplified Chinese characters properly on Windows XP or earlier, you must add GB18030 support for Windows core fonts and then enable font linking.

To resolve this issue, after installing the language support for Simplified Chinese, ensure that you have linked the SimSun18030.ttc font collection to the following core fonts:

- Tahoma
- Arial
- Microsoft Sans Serif
- SimSun

For more information, see the installation guide for the specific product.

The Content of the Cell-based Report Shows #NAME?

When building a cell-based report in IBM Cognos Analysis for Microsoft Excel, the content of the cells shows #NAME?

When you drag items from the source tree directly to a cell of a worksheet, you are creating a COGNAME or COGVAL formula that references the item in the database. This functionality is available only when the CognosOfficeUDF.Connect automation add-in is loaded.

If #NAME? appears in the contents of the cell, it means that the add-in was not loaded and the **CognosOfficeUDF.Connect** check box in the **Add-in** dialog box (**Tools, Add-Ins**) is not selected.

To resolve this issue and ensure that the add-in is always properly loaded, you must verify that the value of the OPEN registry key is set to /A "CognosOfficeUDF.Connect". If you use Windows 7, you must use Run in XP from the command prompt to reregister file types.

Procedure

1. From the Windows **Start** menu, click **Run**.
2. In the **Open** box, type **Regedit**, and then click **OK**.
3. In the **Registry Editor**, go to the Registry branch:
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\version\Excel\Options
4. In the right pane, under **Name**, right-click **OPEN**, and then click **Modify**.
5. In the **Value Data** box, type
/A "CognosOfficeUDF.Connect"
6. Click **OK**, and then close the **Registry Editor**.

Processing Issues

The following issues are related to processing and rendering reports.

Processing time out

Processing stopped because the server took too long to respond to your request for data.

To resolve this issue, increase the processing time.

Procedure

1. From the **IBM Cognos** tool bar, click **Options**.
2. In the **Processing time limit (milliseconds)** box, type the number of milliseconds to wait for processing requests and click **OK**.

Cannot Render this Report

The Report Data Service (RDS) cannot bring report elements into a Microsoft Office document. Some combinations of text and images are beyond the scope of the target application.

To resolve this problem, evaluate the report and attempt to simplify the content requirements so that IBM Cognos for Microsoft Office can render the report.

RDS Data Limit Exceeded When Importing from Large Report Outputs

While attempting to import all or part of a large report, the application attempts to open the entire report. A provisional governor limit restricts the size of report output allowed and might result in an error (even if you are trying to import only part of a report).

To resolve this problem, you can adjust the size limit for report data by changing the Governor limit setting.

Procedure

1. Start IBM Cognos Connection.
2. In the upper-right corner, click **Launch, IBM Cognos Administration**.
3. On the **Status** tab, click **System**.
4. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change view** menu. Click **Services**, and then click **Report Data**.
5. Click the arrow next to **ReportDataService** to view the **Action** menu, and then click **Set Properties**.
6. Click the **Settings** tab.
7. In the **Value** column, change the number for **Governor limit (MB)**, and then click **OK**.

RDS Server Unavailable

The IBM Cognos Report Data Service (RDS) manages the transfer of report data between IBM Cognos Business Intelligence and applications that consume the data, such as IBM Cognos for Microsoft Office.

To resolve this problem, restart Report Data Server. Report Data Service restarts when the IBM Cognos service is restarted.

Procedure

1. In a browser, connect to IBM Cognos BI as an administrator.
2. In IBM Cognos Connection, in the upper-right corner, click **Launch, IBM Cognos Administration**.
3. On the **Status** tab, click **System**.
4. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change View** menu. Click **Services**, and then **Report Data**.
5. With the **Report Data** service displayed, click the arrow to view the **Actions** menu next to the service, and then click **Start**.
6. If Report Data Service fails to start, or if IBM Cognos BI is not responding, start IBM Cognos Configuration.
7. Choose whether to start or restart IBM Cognos BI.
 - If IBM Cognos BI is not running, click **Start**.
 - If IBM Cognos BI is running, click **Restart**.

Imported Reports Are Missing Charts or Images

IBM Cognos for Microsoft Office is functioning normally, but charts and images are missing. The client machine, which is running IBM Cognos for Microsoft Office, cannot connect to the gateway URL as configured in IBM Cognos Business Intelligence.

This may be because it is behind a firewall, the hostname/DNS is not known to this client machine, or the client machine has proxy issues.

To resolve the connectivity issues, work with your system administrator.

Report Objects are missing after opening a saved Microsoft Word 2007 document

When you open a local document that was saved in Microsoft Word 2007, you may notice that the report objects that were originally imported are missing. Additionally, you are unable to properly refresh the report.

Microsoft Word 2007 has problems processing document variables contained in files that are saved in new file formats, such as .docx. The problem occurs in the Word 2007 hotfix package as described in KB 969604 on Word 2007 SP2. This update is automatically applied if you turned on the Windows **Automatic Updates**. When installed, the version of Word 2007 with SP1 or SP2, including this update, is 12.0.6504.5000.

In general, imported IBM Cognos Business Intelligence reports that are saved as Microsoft Word documents include document variables that store hidden metadata. When you save a document in the Word 2007 format, the document variables may change unexpectedly and become corrupted if the Microsoft Word application was at the hotfix level as described in KB 969604. When the document variables are corrupted, you are not able to refresh the report data.

To resolve this issue, you must download and install Microsoft Word hotfix package that is dated June 30, 2009 (KB 970942). When installed, the version of Word 2007, after the new hotfix, is 12.0.6510.5001.

This hotfix is not available through the Windows **Automatic Updates**; you must request and download it from the Microsoft Web site. After downloading this hotfix version, re-import the report to successfully refresh it.

RSV-CM-0005 Content Manager did not return an object

When refreshing a prompted report in IBM Cognos for Microsoft Office, an error appears if the Prompt parameter was set to Always Prompt.



RSV-CM-0005 Content Manager did not return an object for the requested search path storeID <store_ID>

You are refreshing a report that was saved with the same file name as an existing report. You cannot replace the existing report by creating a new report with the same name because the new report has a different internal ID. The fully qualified location of the report entry in the content store is represented by the the search path, ID and URL. Entries are assigned a unique identification (ID) number. If the Prompt parameter in IBM Cognos for Microsoft Office is set to **Always Prompt**, the application uses the content store ID to load the report, not the search path.

Another cause for this error might be that you are refreshing an imported report from a full deployment in which you have moved the entire content store from a source environment to a target environment. References to deployment objects are based on search paths, not IDs. For a specific IBM Cognos Connection page, the page ID of an object remains valid until the application's deployment mechanism transfers the original object to another IBM Cognos Business Intelligence server. In the target environment, all IDs are different.

To resolve these issues, in IBM Cognos for Microsoft Office, you must change the value of the **System** report property.

Procedure

1. In IBM Cognos for Microsoft Office, click the **Manage Data** tab.
2. Expand the hierarchical list and click the report.
3. In the **Properties** pane, expand the **Report** group.
4. Change the **System** property by adding a forward slash "/" at the end of the system gateway URI.
For example, `http://server_name/ibmcognos/cgi-bin/cognos.cgi/`
5. On the IBM Cognos toolbar, click the refresh all data button .
The prompt value that was saved with the report is discarded and you are prompted for a new value.
6. Close the **Prompt** window.
7. Change the **System** property by removing the forward slash "/" that you added in step 4.
For example, `http://server_name/ibmcognos/cgi-bin/cognos.cgi`.
8. On the IBM Cognos toolbar, click the refresh all data button .
The properties for the updated prompt now have default values. If you want to prompt users each time the report is refreshed, you must set the **Prompt** property value to **Always Prompt**.
Note: The URI that was modified in step 4 was automatically added to the list of system gateway URIs in the **Options** dialog box. You must manually remove this invalid URI.
If the invalid URI is retained, the saved prompt values are ignored and the application will always prompt you for a value.

#ERROR Appears in Cells that Contain Multiple Images (Excel Only)

Multiple images in a cell cannot be rendered.

To resolve this issue, the report author must change the design of the report by moving each image to its own cell. When this is accomplished, you can reimport the report.

The Dispatcher Is Unable to Process the Request

A message indicates that the request is directed to an unknown service name: <content>. The IBM Cognos Report Data Service (REDS) cannot bring report elements into a Microsoft Office document. Some combinations of text and images are beyond the scope of the target application.

To resolve this problem, evaluate the report and attempt to simplify the content requirements so that IBM Cognos for Microsoft Office can render the report.

Report Content is Not Imported

When importing a report, Microsoft Excel does not render the report and the worksheet remains blank.

If the report name has a single quotation mark and the **Create new worksheets for report pages** option is selected, the report content is not imported.

To resolve this problem, you must rename the report without the single quotation mark.

Incorrect Format for the Prompt Value in Prompted Reports

When you refresh a prompted report using the Specified Value type, the prompt value does not display properly in the UseValue field.

Not all prompt values are affected. Some of the prompt properties appear as expected while others may look like this:

```
[great_outdoors_company].[Products].[Products].[Product line]->
:[PC].[@MEMBER].[5~236]
```

In this example, the selected prompt value is "Golf Equipment" which is displayed properly in the **Display Value** prompt property.

In cases where this occurs, you must know that the equivalent format in the **Specified Value** is the value with which you want to refresh the report. In the example, [great_outdoors_company].[Products].[Products].[Product line]->:[PC].[@MEMBER].[5~236] is equivalent to Golf Equipment.

To refresh the report, we recommend that you use the **Always Prompt** option. That way, users can select the value from the report's own prompt dialog box.

Procedure

1. To view the report properties, from the **Manage Data** tab, click the report.
2. Expand the prompt properties.
3. In the **Type** box, click **Always Prompt**.
4. Refresh the report.

The report refreshes with the requested parameters.

Note: This does not affect the import of prompted reports.

DPR-ERR-2079 Firewall Security Rejection

If you run a report after your session has expired and then try to navigate away from the first page of the report, you encounter an error.

When the following error occurs after an expired session, you must log on again to resolve the problem:

DPR-ERR-2079 Firewall Security Rejection. Your request was rejected by the security firewall. CAF rejection details are available in the log. Please contact your administrator.

Procedure

1. In the report list, right-click the top node item.
2. Click **Log On**.
3. Provide your authentication credentials as prompted and click **OK**.

Item cannot be expanded

Microsoft Excel has reached the maximum number of rows or columns for this worksheet. The number of rows and columns is limited in Microsoft Excel. Expanding the current item is not possible because it would shift rows or columns beyond this worksheet limit. Microsoft Office Excel cannot shift nonblank cells off the worksheet.

Manually move items so that the row or column item can expand without reaching the limit, or move your exploration or analysis to another worksheet. Or, you can move the data to a new location and try again.

Error refreshing exploration saved in earlier version of Microsoft Excel

This workbook may have been created with an older version of Microsoft Excel that has a set maximum number of rows or columns. For example, an earlier version of Microsoft Excel, such as Office XP or Office 2003, columns that go beyond the 256 maximum limit are truncated.

Although you are no longer using that version, the application is working within the limits of the older version of Excel. You may encounter this situation when you are expanding items or when you are refreshing items that have grown in size since the workbook was created.

To correct the problem, you must save the exploration with the .xlsx extension. Opening the exploration in Office 2007 or 2010 does not convert it to Office 2007 or 2010 format. Saving the exploration with the .xlsx extension converts the workbook to the Office 2007 or 2010 format that supports columns exceeding the 256 column limit set in earlier versions of Excel.

Prompted to Log on for Each Imported Report

When refreshing all data in a document before logging on to the required servers, you are automatically prompted to log on for each report in the document even if the reports originate from the same server.

To log on only once to each server, use the Log On toolbar button to log on to the required servers before refreshing report data.

Object reference not set to an instance of an object

An internal processing error occurred. Initialization of a critical process failed.

Contact IBM Cognos Resource Center. Be ready to supply all relevant logs and details related to this error.


Error 0:RSV-BBP-0027 The Secondary Request Failed

When you create a list report and you use the More or All option to view members, you get an error.

To resolve the following error, increase the number of rows that you can display on the worksheet:

Error 0: RSV-BBP-0027 The secondary request failed. The requested session does not exist and failover has been disabled. Contact your Administrator.

Procedure

1. On the IBM Cognos toolbar, click the **Options** button .
2. In the left navigation pane, click **IBM Cognos Analysis**.
3. Under **Exploration Settings**, in the **Data Display Row Limit** box, increase the number of rows so that you can display more or all of the remaining members in the list, and then click **OK**.

Security Issues

The following issues are related to security setup.

IBM Cognos Office Unable to Create Trust Relationship

If you are using HTTPS to Report Data Service and you receive an error in IBM Cognos Office about being unable to trust the relationship, the Certificate Authority (CA) certificate that was issued by the Web server is not trusted on the client workstation.

To resolve this problem, you must ensure that the Certificate Authority (CA) that issued the Web server certificate is also trusted on the client workstation. If the certificate is not from an authority that is already trusted on the client, such as Verisign, you must install the CA certificate in the trust store on the client.

Procedure

1. Retrieve the CA certificate from the issuing authority.
The file has a .cer extension. This is not the same certificate as the one used by the Web server. It is the certificate for the issuing authority itself.
2. Double-click the .cer file, click **Install Certificate**, and then click **Next**.
3. Click **Place all certificates in the following store**.
4. Click **Browse**, click **Trusted Root Certification Authorities**, and then click **Next**.
5. Click **Finish**.

Unable to View Reports After Clicking View Report

IBM Cognos for Microsoft Office is functioning normally, but you cannot use the View Report option to view reports. The client machine, running IBM Cognos for Microsoft Office, cannot connect to the gateway URL as configured in IBM Cognos Business Intelligence. This may be because it is behind a firewall, the hostname/DNS is not known to this client machine, or the client machine has proxy issues.

To resolve the connectivity issues, work with your system administrator.

Report Data Service (RDS) Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the server log, which is located at <IBM Cognos BI installation location>/logs/cogserver.log.

RDS-ERR-1000 Report Data Service Could Not Process the Response from the Content Provider

This error may occur for the following reasons:

- In WebSphere, this error occurs if another XML parser, such as Xalan is colliding with the one Report Data Service uses.
- In BEA WebLogic, this error occurs if the JAVA_OPTIONS variable has not been set with the correct parser information.
- This error can also occur if a package from a previous version of IBM Cognos BI (or ReportNet) was deployed to IBM Cognos BI without the report specifications being upgraded.

- Another possible reason for this error message is that Report Data Service cannot handle the report. For example, this error occurs if a IBM Cognos Report Studio report contains a block with either of the following:
 - a repeater or repeater table inside a block or a table
 - a layout object, such as a list, crosstab, chart, or text object in a conditional block inside another block or a table

Set the Class Loader Policy in WebSphere

For WebSphere, the best solution is to set the Class loader policy to `PARENT_LAST`. The WebSphere documentation tells the administrator how to do this.

Set the JAVA_OPTIONS Variable in WebLogic

If you are accessing IBM Cognos for Microsoft Office through IBM Cognos BI on a BEA WebLogic Application Server add the following to the `JAVA_OPTIONS` variable of the `startManagedWebLogic.cmd` (Windows) or `startManagedWebLogic.sh` (UNIX) script file:

`-Dorg.xml.sax.driver=org.apache.xerces.parsers.SAXParser`

Upgrade Report Specifications

Follow the steps for "Upgrading Report Specifications" in the IBM Cognos BI *Administration and Security Guide*.

Edit the Report

To avoid problems with report layout, you must modify the report by performing one of the following:

- Take the repeater or repeater table out of the block or table.
- Cut the layout object from the conditional block into a new conditional block, block, or table.

RDS-ERR-1001 The PowerPlay Report *Name* Could Not Be Run. The Expected Response Was Not Returned by PowerPlay

PowerPlay failed while running the report or Report Data Service cannot understand the output.

To resolve this problem, ensure that PowerPlay is functioning properly. The user should check to see that the PowerPlay server is running, or check the PowerPlay logs for errors. If IIS is being used for the Web server, ensure that Anonymous Access is enabled. For more information, see the IBM Cognos BI *Installation and Configuration Guide*.

RDS-ERR-1003 The file could not be read

Cognos Content service could not read the system files. One cause is that one or more of the system files was accidentally deleted from the installation directory, corrupting the installation of IBM Cognos Business Intelligence.

For example, you may get an error that is similar to the following:

`c10_installation\templates\ccs\xslt\ppes\pptrans.xslt could not be read`

To resolve this problem, reinstall IBM Cognos BI. For more information, see the *IBM Cognos BI Installation and Configuration Guide*.

RDS-ERR-1004 A Connection Could Not Be Established with IBM Cognos BI

IBM Cognos Business Intelligence is not responding.

Check the IBM Cognos BI logs. Ensure that IBM Cognos BI is functioning properly.

RDS-ERR-1005 The Logon Requirements for IBM Cognos BI Could Not Be Obtained

A message indicates that you may already be logged into this namespace, or the target namespace does not exist. Generally, this error occurs when trying to log on to the same namespace twice. In some cases, it may indicate a problem with a security setup such as SiteMinder.

Ensure that you are not already logged in.

RDS-ERR-1011 Report Data Service was unable to retrieve the locale

At system startup, IBM Cognos Content service makes a request for the locale of the system and the request fails.

Contact customer support, and be prepared to provide the `cogserver.log` file.

RDS-ERR-1012 IBM Cognos Content Service was Unable to Discover the Content Providers

This error usually appears in conjunction with RDS-ERR-1028 and means that Report Data Service could not communicate with any PowerPlay providers. (RDS-ERR-1028 can occur separately if there is more than one PowerPlay server, and only one has failed).

Check that all instances of PowerPlay Enterprise Server are running properly.

RDS-ERR-1013 Report Data Service Was Unable to Query Content Manager

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1014 Report Data Service Was Unable to Create the Document Object *Object Name*

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1015 Report Data Service Was Unable to Create a New Document Version

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1016 Report Data Service Was Unable to Create a New Document Content Object

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1018 The IBM Cognos BI Report *Name* Could Not Be Run

A message indicates that the expected response was not returned by IBM Cognos Business Intelligence. An error was returned by IBM Cognos BI when the report was run or refreshed. One of the following may be the cause:

- PowerPoint does not contain the necessary facilities to recreate the rich formatting and layout of this report.

Check the IBM Cognos BI error log for troubleshooting information. If the report in question was not able to be rendered, adjust the report to remove the formatting and layout to expose the data in PowerPoint, where you can modify formatting and layout.

- You tried to refresh a Series 7 PowerPoint report that was migrated to IBM Cognos BI. Series 7 content is not accessible from the Series 7 PowerPlay Enterprise Server, and the IBM Cognos Report Data Service (RDS) is attempting to resolve the path of the PowerCube data source.

In IBM Cognos for Microsoft Office, ensure that the value of the Search Path property of the report matches the search path of the same report that was migrated to IBM Cognos BI and published to IBM Cognos Connection.

For more information, see the IBM Cognos for Microsoft Office *User Guide*.

- For prompted reports in IBM Cognos for Microsoft Office using Microsoft Excel, if you have set, in the Properties pane, prompt values to be retrieved from a cell reference and the value in the cell reference is invalid for the prompt, you receive this error message.

We recommend that you select Always Prompt as this is the best practice for prompted reports.

For more information, and to determine if this is the exact cause for this error message, see the IBM Cognos BI server log file.

Search for this error message, RDS-ERR-1018 and then look for error messages similar to the following:

Failure QFS-ERR-0139 The request has multiple errors. RQP-DEF-0354 The query contains one or more unresolved prompts. QE-DEF-0385 Invalid format for prompt 'Parameter1'. Expected format is unknown.

RDS-ERR-1019 IBM Cognos Content Service Was Unable to Retrieve the Portal Information from IBM Cognos Connection

IBM Cognos Business Intelligence may have stopped processing.

Ensure that IBM Cognos BI is started.

RDS-ERR-1020 The Currently Provided Credentials are Invalid

A message indicates that you provide the logon credentials Your user name and password are not correct.

Ensure that you type a valid user name and password.

RDS-ERR-1021 The IBM Cognos BI Report *Name* Could Not be Run Because it Contains Unanswered Prompts.

A message indicates that you provide the prompt answers, and run the report again. The report has prompts that have not been set.

You must open the report and then save a version of the report with the desired prompt answers before importing the content into IBM Cognos for Microsoft Office.

RDS-ERR-1022 The Request Received by Report Data Service Is Not Valid

This error message may indicate that someone is trying to externally access the Report Data Service.

Stop and restart the Report Data service.

RDS-ERR-1023 The Report *Name* Could Not Be Run Because It Exceeds the Report Data Service Data Size Limit Set by the Administrator

A report fails because it exceeds the data size limit set by the administrator. The default limit for IBM Cognos for Microsoft Office is 10 MB.

Increase the size limit for report data by changing the Governor limit setting. For more information, see the *IBM Cognos BI Administration and Security Guide*.

RDS-ERR-1027 The Encoding for the PowerPlay Server *Name* Could Not Be Determined

A message indicates that ISO-8859-1 will be used as the encoding. This error message may be displayed if PowerPlay is not responding.

Ensure that PowerPlay is started and functioning properly.

RDS-ERR-1030 A Security Error Occurred While Trying to Establish a Connection

The CA certificate was not installed into Report Data service.

Install the CA certificate.

RDS-ERR-1031 Report Data Service was unable to retrieve the metadata for *Report Name*

The provider, such as IBM Cognos Business Intelligence or PowerPlay is not responding.

Ensure that IBM Cognos BI or PowerPlay is running. Check the server log for error messages related to these providers.

RDS-ERR-1033 Report Data Service Was Unable to Create the Report View *Name*

Content Manager is not responding.

Ensure that Content Manager is running. Check the server log for error messages related to Content Manager.

RDS-ERR-1034 The Report Specification for *Report Name* Could Not Be Retrieved From IBM Cognos BI

This message occurs if the metadata could not be retrieved from IBM Cognos Business Intelligence.

Ensure that IBM Cognos BI is running. Check the server log for error messages related to IBM Cognos BI.

RDS-ERR-1037 The Configuration for Report Data Service could not be updated

Communication with Content Manager failed.

Ensure that Content Manager is running and that other services are able to communicate with Content Manager.

RDS-ERR-1038 The server locale could not be determined

The attempt to identify the server locale failed.

Contact customer support.

RDS-ERR-1039 The Request Could Not Be Cancelled

A message indicates that the request is no longer running. This error occurs if a user (or administrator) tries to cancel an Report Data Service request, but the request no longer exists. This can happen if the user clicks **Cancel** after the administrator has already restarted Report Data Service.

Wait for Report Data Service to restart.

RDS-ERR-1040 The Conversation With *Request ID* Has Been Cancelled

This message appears in the audit log if a request is cancelled by either the user or the administrator. Users can cancel their own requests. Administrators cannot cancel specific requests, but can cancel all requests by stopping and restarting the service.

Stop the service and abandon all running requests.

By using this method, you can cancel long running requests, such as running a report.

Procedure

1. In IBM Cognos Connection, in the upper-right corner, click **Launch, IBM Cognos Administration**.
2. On the **Status** tab, click **System**.
3. In the upper-left corner of the **Scorecard** pane, click the arrow to view the **Change View** menu. Click **Services**, and then **Report Data**.
4. With the Report data service displayed, click the arrow to view the **Actions** menu next to the service, and then click **Stop immediately**.

RDS-ERR-1041 The object [*object ID*] could not be deleted

A session object could not be deleted because it does not exist. Another service may have removed the object as IBM Cognos Content service tries to cleanup other objects.

RDS-ERR-1042 Prompt answers could not be found

Answers to prompts in a report that were saved do not exist.

The probable cause is that the session may have timed out or a server failover occurred during the time the Prompt dialog box closed and the data was retrieved from the IBM Cognos Business Intelligence server.

Run the report again and provide answers to all the prompts in the report.

RDS-ERR-1043 Unable to parse style definition

The server is unable to parse a report style that is defined in the report specification.

Ensure that the report specification is valid. If the report specification is valid, and this error message appears, contact IBM support.

RDS-ERR-1044 The Output for the Requested Version for Object *Object ID* Could Not be Retrieved

The report output version that you want to run cannot be retrieved from the content store.

This problem can be caused by one or more of the following:

- the requested report version name, specified burst key, or burst ID, does not exist
- the requested version does not have any outputs that meet any of the accepted formats, such as XML, PDF, or HTML
The report author did not specify a default format to be used when the report is run.
- you do not have sufficient access permissions to retrieve this output

To run the report, you must have read permission for the report and traverse permissions for the folder that contains the report.

RDS-ERR-1045 LayoutDataXML Output Was Not Generated for the Requested Version for Object [*Object ID*]

The report version you want to run exists in the content store, but was not saved with the LayoutDataXML output.

When the report output version is saved, the report author must select the **Enable enhanced user features in saved output version** check box in IBM Cognos Connection.

For more information, see the IBM Cognos Connection *User Guide*.

RDS-ERR-1047 Unable to process the XML output stream

The XML is invalid, and there is failure with the RSVP.

To resolve this problem, do one of the following:

- Ensure that you can run the report in IBM Cognos Viewer and try accessing or viewing the last page of the report.
- Check the server log for the RSVP error message. Refer to the RSVP Error Message guide for help with the problem cited in the error log.

RDS-ERR-1048 Unable to Process the Context Selection Specification <*selection specification*>

Unable to parse an agent specification for a watch item on a saved report.

Examine the server logs for RSVP or ASV errors.

RDS-ERR-1049 Report Data Service was Unable to Create an Object in the Content Store

The item could not be saved to IBM Content Manager.

Examine the server log for RSVP errors.

RDS-ERR-1050 Drill Operation on the IBM Cognos BI Report

You are unable to drill up or drill down in the report.

Examine the log for RSVP errors.

RDS-ERR-1053 The Credential Format Received by Report Data Service is Invalid

A credential passed to the Report Data service authentication service is invalid.

Verify that the XML credential validates against the schema, and that the values correspond to the missing value definitions of the logon request.

RDS-ERR-1055 An Error Occurred Trying to Load the Supported Conversion Formats

The installation of IBM Cognos Business Intelligence is corrupted.

Reinstall IBM Cognos BI.

RDS-ERR-1057 A Runtime Error Occurred While Report Data Service Was Processing the Request

An error that was not handled occurred in the Report Data Service.

Contact customer support.

IBM Cognos for Microsoft Office Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the IBM Cognos for Microsoft Office log.

COC-ERR-2005 The Import Failed

An unknown issue caused the import of report content to fail.

Other possibilities may include

- the logon requirements for IBM Cognos Business Intelligence are not available. You may already be logged onto this namespace, or the target namespace does not exist.
- protection for the Excel workbook structure exists
The protection prevents users from adding or deleting worksheets or from displaying hidden worksheets.
- no workbook, document, or slide is open in the Microsoft Office application.

Check that your report uses standard practices. Revise and resave the report, ensuring that text and images are not located in the same cell.

If the workbook structure is protected, ensure that the **Structure** check box in the **Protect Workbook** dialog box is cleared. In Excel, from the **Tools** menu, click **Protection**, and then click **Protect Workbook**. In the **Protect Workbook** dialog box, clear the **Structure** check box, and then click **OK**.

Ensure that you have a workbook, document, or slide open in the Microsoft Office application to which you want to import report content.

COC-ERR-2006 Failed to Load the Portal Tree

This error occurs while attempting to log on to the IBM Cognos Business Intelligence Server from an IBM Cognos for Microsoft Office session. You must install .NET Framework v2.0 or later.

It may be because .NET Framework v2.0 or later is not installed, or it may be a connectivity issue. It may also mean that the IBM Cognos BI service has stopped.

As documented in the IBM Cognos for Microsoft Office *Installation Guide*, to deploy IBM Cognos for Microsoft Office, you must first install Microsoft .NET Framework version 2.0 or later on the client workstation.

If you have already installed the required Microsoft .NET framework, check for LAN connectivity issues. Restart the IBM Cognos BI service.

COC-ERR-2014 Refresh Failed

IBM Cognos for Microsoft Office cannot refresh report content. Another error message should indicate why. If there is no other error message, the problem is

outside IBM Cognos for Microsoft Office. This may indicate a system problem, a server malfunction, or no LAN connectivity.

Attempt to refresh the content again. Check system and server functions.

COC-ERR-2015 Failed to Open the Import Wizard Dialog

When the IBM Cognos for Microsoft Office Import Content wizard loads, it pages through the report and populates the tree and creates a page for each report element. If an unexpected error occurs in the report, this error is logged.

Try importing the report again. If it fails, open the report in the studio in which it was created and save the report. Check the log file for more detailed information.

COC-ERR-2301 Logon Failed

Your user name and password are not correct.

Ensure that you enter a valid user name and password.

COC-ERR-2303 This Report Is Not Valid for Rendering

IBM Cognos for Microsoft Office cannot render a top report, where a report is nested within another report.

Take the report out of its nested report and resubmit the request.

Procedure

1. Redesign the report.
2. Save the report.
3. Import the saved report into IBM Cognos for Microsoft Office.

COC-ERR-2305 Microsoft Excel Returned an Error

A message indicates that you should ensure that Microsoft Excel is not in edit mode, then try again. Report content cannot be refreshed while one of the cells of the workbook is being edited.

Click outside the active cell to return it to a non-edit mode and try again.

COC-ERR-2308 Report Specification is Empty

The report you attempted to import into IBM Cognos for Microsoft Office has no content. To import a report, it must have content.

Choose another report to import, or finish authoring the report before attempting to import it.

COC-ERR-2603 You Must Add a Slide to the Presentation Before Importing Any Content

The presentation has no slides. IBM Cognos for Microsoft Office requires at least one slide in the presentation for the Import Content wizard to start.

Add a slide to the presentation and then try to import report content again.

COC-ERR-2607 Microsoft Office Message

During initialization, you receive an error, COC-ERR-2607, and, in some instances, a Microsoft Office message, such as:

File or assembly name Microsoft.Office.Interop.ApplicationName, or one of its dependencies, was not found.

This error indicates that a required application or the .NET support for one of the required Microsoft Office applications is not installed.

Microsoft Office Excel, PowerPoint, and Word, and Microsoft .NET Programmability support for all three of these applications is required for IBM Cognos for Microsoft Office to work properly.

Ensure that you have installed all three Microsoft Office applications and that the Microsoft .NET support is enabled. For more information, see the IBM Cognos for Microsoft Office *Installation Guide*.

COC-ERR-2609 The Custom property "*Property_Name*" does not exist

You have imported a prompted report and have specified a name for Custom Property in the Properties pane that does not match the custom document property name in the Microsoft Office Properties dialog box.

In IBM Cognos for Microsoft Office, in the **Properties** pane, for each prompt, ensure that the value specified in the **Custom Property** box, matches the value specified in the custom document property in the Microsoft Office **Properties** dialog box (**File, Properties, Custom** tab). Ensure that there are no leading and trailing character spaces in the name of the custom document property.

For more information, see Changing prompt values .

IBM Cognos Office Numbered Error Messages

The following error messages may appear in a dialog box and are recorded in the IBM Cognos Office log.

COI-ERR-2002 Block type is not valid

An internal processing error occurred. The block object was not able to be processed.

Contact IBM Cognos Resource Center. Be ready to supply all relevant logs and details related to this error.

COI-ERR-2003 Unexpected type: *stacked block*

An internal processing error occurred. The data object was not of the expected type and could not be processed.

Contact IBM Cognos Resource Center. Be ready to supply all relevant logs and details related to this error.

COI-ERR-2005 This version of Microsoft Office is not supported

IBM Cognos Office supports only specific versions of Microsoft Office applications.

Load the report content into one of the supported applications and environments.

To review an up-to-date list of environments supported by IBM Cognos products, including operating systems, patches, browsers, Web servers, directory servers, database servers, and application servers, visit the IBM Cognos Customer Center at <http://www.ibm.com/software/data/cognos/customercenter>.

COI-ERR-2006 This Microsoft Office product is not supported

IBM Cognos Office supports only specific Microsoft Office applications, such as Microsoft Office Excel, Microsoft Office Word, and Microsoft Office PowerPoint. You cannot load IBM Cognos Office content to another Microsoft Office application, such as Microsoft Access even when there is an add-in that enables these applications to interoperate.

Load the report content into one of the supported applications and environments.

To review an up-to-date list of environments supported by IBM Cognos products, including operating systems, patches, browsers, Web servers, directory servers, database servers, and application servers, visit the IBM Cognos Customer Center at <http://www.ibm.com/software/data/cognos/customercenter>.

COI-ERR-2008 Unable to Retrieve from Resources. Tried '{0}'

An internal processing error occurred.

Contact IBM Cognos Resource Center. Be ready to supply all relevant logs and details related to this error.

COI-ERR-2009 Unable to Perform This Operation Because Microsoft Excel is in Edit Mode

Report content cannot be refreshed while one of the cells of the workbook is being edited.

Click outside the active cell to return it to a non-edit mode and try again.

COI-ERR-2010 The name {0} is not valid. A name must not contain both a quote (") character and an apostrophe (') character

When you create a folder, rename a folder, or publish a document, the name can contain an apostrophe or a quote, but not both.

To resolve this problem, rename the folder or document. Exclude the apostrophe or quote character from the name.

COI-ERR-2011 The server did not return the expected response. Check that the gateway is valid.

This error message is displayed if the value entered in the System Gateway URI box of the Options dialog box is not a valid IBM Cognos Business Intelligence server.

To resolve this problem, reenter the **System Gateway URI** with the gateway address for a valid IBM Cognos BI server.

COI-ERR-2012 Prompted metadata is not supported

Although reports with prompted data are supported by IBM Cognos for Microsoft Office, prompted metadata is not.

Import a report that does not require prompted metadata or create defaults for the prompted metadata.

COI-ERR-2013 Unable to load metadata

You may be unable to load metadata because you do not have security rights to all of the items in the worksheet or because the items were removed or changed on the server.

Ensure that you have security rights to all of the items that you are trying to view. If this does not fix the problem, ensure that the server and package information are correct and that any items that have been removed from the source database are also removed from the worksheet.

COI-ERR-2014 Help file not found

The help file is missing or corrupted.

To fix the problem, re-install your IBM Cognos Office component, such as IBM Cognos Analysis for Microsoft Excel or IBM Cognos for Microsoft Office.

To find the most current product documentation, including all translated documentation, access one of the IBM Cognos Information Centers at <http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>.

You can also read PDF versions of the product release notes and installation guides directly from IBM Cognos product disks.

COI-ERR-2015 There was a problem parsing the MIME encoded server response. Tried to find the boundary [{0}] but found the boundary [{1}] instead

While using GZip compression, an option for compressing data that is retrieved from the server, an error occurred. The codes to decompress the data are missing or unrecognized by IBM Cognos Office.

Turn compression off. Although compression is turned on by default, it can be turned off by setting the UseGzipCompression property to false in the CommManagerSettings.xml file, which, by default, is located in the Office Connection directory, such as C:\Documents and Settings\user name\Local Settings\Application Data\Cognos\Office Connection or C:\Users\user name\AppData\Local\Cognos\Office Connection.

Turn compression off if you need to run tests or perform troubleshooting.

To turn gzip compression off set the following attribute:

```
<setting name="UseGzipCompression">False</setting>
```

COI-ERR-2305 Unable to perform this operation because Microsoft Excel is in edit mode

Report content cannot be refreshed while one of the cells of the workbook is being edited.

Click outside the active cell to return it to a non-edit mode and try again.

COI-ERR-2307 Login failed

Your user name and password are not correct.

Ensure that you typed a valid user name and password.

COI-ERR-2611 Help file not found

The help file is missing or corrupted.

To fix the problem, re-install your IBM Cognos Office component, such as IBM Cognos Analysis for Microsoft Excel or IBM Cognos for Microsoft Office.

To find the most current product documentation, including all translated documentation, access one of the IBM Cognos Information Centers at <http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>.

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