Release Notes
Product Information
This document applies to IBM Cognos Business Intelligence Version 10.1.0 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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Chapter 1: IBM Cognos Statistics Known Issues

This document provides a list of known problems, useful topics, and links for working with IBM® Cognos® Business Intelligence products.

For the latest version of this document, see the Information Center for this product at http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp.

System requirements

To review an up-to-date list of environments supported by the product, such as operating systems, patches, browsers, web servers, directory servers, database servers, and application servers, see www.ibm.com/support/docview.wss?uid=swg27019126.

Installing the product

For instructions on how to install the product, see the installation and configuration guides at http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp.

Fix list

The fix list compiles the known issues that were addressed in this release. The fix list for your product name and version is available from the following website:

www.ibm.com/support/docview.wss?uid=swg27019175

Open APARs

You can track problems that are discovered and reported to IBM as a result of a product defect. These APARs (Authorized Program Analysis Reports) remain open until a fix is available.

A list of all open APARs is available from the following website:

www.ibm.com/support/search.wss?apar=only&tc=SS9RTN&sort=desc&word=aw&wfield=open

Known Problems

At the time of publication, the following problems and limitations were known.

Unable to Execute Statistics Reports Using an SSL-Secured Web Server or WebSEAL Proxy

In the Beta version, statistical reports will not run if the web server is secured using SSL, or if using a WebSEAL proxy.

You receive an error message similar to the following:
Chapter 1: IBM Cognos Statistics Known Issues

RSV-CCP-0005 - The Custom Content plug-in returned the following error: 'CCP-SP-0005 While attempting to submit a SOAP request, the following error occurred: 'STS-CLT-0000 The client request failed. Contact your administrator for further information.

There is no workaround for this issue at this time.

Temporary Files Are Not Deleted

Using the operating systems Solaris 64 and HPUX 64, the directory <install>/temp/statsservice may have directories that are not deleted, even when the server is shutdown.

There are 2 workarounds for this issue:

- You can use the Java™ Runtime Environment (JRE) version 1.6. This issue may be caused by a bug in JRE 1.5, such as:
  
  
  http://bugs.sun.com/bugdatabase/view_bug.do;jsessionid=d47a8541ca4db825e28b87e8b20d5?bug_id=6378948

- You can also shut down the statistics service, delete the contents of <install>/temp/<statsservice>, and then restart the server.

Chi-square Test of Independence Generates a Warning about Counts

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>
<thead>
<tr>
<th>A. Color</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>red</td>
<td>5</td>
</tr>
<tr>
<td>blue</td>
<td>3</td>
</tr>
<tr>
<td>green</td>
<td>20</td>
</tr>
<tr>
<td>yellow</td>
<td>1</td>
</tr>
<tr>
<td>green</td>
<td>12</td>
</tr>
<tr>
<td>blue</td>
<td>4</td>
</tr>
</tbody>
</table>

Example B below is a problem because blue contains the negative value -2. The chi-square test cannot calculate negative values.
<table>
<thead>
<tr>
<th>Color</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>red</td>
<td>5</td>
</tr>
<tr>
<td>blue</td>
<td>3</td>
</tr>
<tr>
<td>green</td>
<td>20</td>
</tr>
<tr>
<td>yellow</td>
<td>1</td>
</tr>
<tr>
<td>green</td>
<td>12</td>
</tr>
<tr>
<td>blue</td>
<td>-2</td>
</tr>
</tbody>
</table>

You must modify the query so that you get a result similar to example C below.

<table>
<thead>
<tr>
<th>Color</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>red</td>
<td>5</td>
</tr>
<tr>
<td>blue</td>
<td>1</td>
</tr>
<tr>
<td>green</td>
<td>32</td>
</tr>
<tr>
<td>yellow</td>
<td>1</td>
</tr>
</tbody>
</table>

Example D below will give a warning because yellow contains a zero value, but it will still calculate.

<table>
<thead>
<tr>
<th>Color</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>red</td>
<td>5</td>
</tr>
<tr>
<td>blue</td>
<td>1</td>
</tr>
<tr>
<td>green</td>
<td>32</td>
</tr>
<tr>
<td>yellow</td>
<td>0</td>
</tr>
</tbody>
</table>

**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

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, "OXML not found.");</MessageText></Messages> <TraceInfo><Trace Text="SpssIStatisticsServiceClient.cpp(211): CCLThrow: CCL_THROW: "/<Trace Text="/Framework/CCPInterface.cpp(938): CCLThrow: CCL_CAUGHT: Execute"/></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.

**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.
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