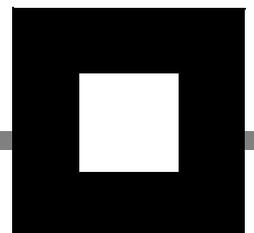




Cognos
Series 7 Impromptu^(R) Administrator
for Windows

Installation Guide



Product Information

This document applies to Impromptu^(R) Administrator Version 7.1 and may also apply to subsequent releases. To check for newer versions of this document, visit the Cognos support Web site (<http://support.cognos.com>).

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Welcome

What Is in This Document

This document contains instructions for doing the following types of installations. We recommend you start with the first chapter in this book to determine which installation type you want to use:

- New, default installations. All components are selected for you and the default configuration settings are applied automatically. It is assumed you are installing all Cognos components and all third-party components on a single computer.
- Minimal installations. Some components are omitted from the installation because Cognos has determined that customers frequently do not require these components if common security and data modeling are not needed. The default configuration settings are applied automatically to the installed components.
- Custom installations for the purpose of component selection. You want to select additional components that aren't provided by default, or you do not want to install some components that are provided by default. In either case, you can use the default configuration option to simplify your custom installation.
- Upgrade installations from a previous release of Cognos Series 7.

What You Need to Know to Use This Document Effectively

You should be a Windows NT or Windows 2000 user and have some experience installing software on Windows computers.

Other Information

Our documentation includes user guides, tutorial guides, reference books, and other pieces to meet the needs of our varied audience.

All information is available in online help. Online help is available from the Help button in a Web browser, or the Help menu and Help button in Windows products.

The information in each online help system is available in online book format (PDF). However, the information from a given help system may be divided into more than one online book. Use online books when you want a printed version of a document or when you want to search the whole document. You can print selected pages, a section, or the whole book.

In Windows products, online books are available from the Windows Start menu (Cognos) and from the product Help menu (Books for Printing). In a Web browser, online books may be available from the Welcome section of the help system, or from within the Cognos Web portal (Upfront). All online books are available on the Cognos documentation CD. You can also read the product readme files and the installation guides directly from the Cognos product CDs.

Only the installation guides are available as printed documents.

The following documents contain related information, and may be referred to in this document.

Topic	Location
<ul style="list-style-type: none">• How to use the product samples for testing and how to troubleshoot the installation	<i>Installation Testing and Samples Setup Guide</i> online book (PDF) and Windows help
<ul style="list-style-type: none">• How to configure components	<i>Configuration Manager User Guide</i> online book (PDF) and Windows help

Welcome

Note: For updates to readme files and product documentation, see the Cognos support site (<http://support.cognos.com>). You must log on as a supported customer.

Questions or Comments?

For additional technical information about using Cognos Series 7 Impromptu, visit the Cognos support Web site (<http://support.cognos.com>).

Chapter 1: Types of Installations

Whenever you install a Cognos product, components are selected, the necessary files are copied to the computer you choose, properties are configured for each component, and the configuration is applied. The difference among the types of installations is the extent of choices you make as opposed to the choices made automatically for you.

What Type of Installation Do I Want?

When you accept the choices made by Cognos, you must still choose a computer and check that all the prerequisites are met. Then, after the installation, we recommend that you test the installation using your own data or the samples supplied by Cognos.

When you change the choices made by Cognos, some degree of additional preparation is needed. For minor changes, you may need only to check configuration settings.

When you are upgrading from a previous release, more choices must be made; for example, you may want to retain the previous version and work in both environments.

Upgrading from any Cognos Series 7 release to Cognos Series 7 Version 2 is covered in this guide. If you are upgrading from a pre-Series 7 release, you must first upgrade to Cognos Series 7 using the instructions in the 7.0 installation guide.

The following sections will help you choose the type of installation that is best suited to your situation.

Default Installation

When you choose a default installation, the following choices are automatically made:

- All required files are copied to your computer.
- Default settings chosen by Cognos are used for configuration.
- You can choose to automatically apply the default configuration.
- Services and processes are automatically started (if applicable).

Do I Want this Method?

This installation is best used when you are setting up a test, or evaluation environment, and there are no existing conditions that make the default choices inappropriate. This method is also useful for small production environments. This is the quickest and easiest way to get started. Your computer must have adequate disk space to hold all the Cognos and third-party software, and to allow for the growth of data stores and directories.

If you are a new customer who has no previous versions of Cognos products and no previous versions of the third-party products and you want to install the software for evaluation or testing, this is the method you would choose.

If you review the default settings and components, you may find you want all the default components, but a few configuration settings need to be changed. You can still choose a default installation. However, you can make configuration changes for some properties in the Configuration Wizard, which appears after the installation program has copied the files, or by choosing to launch Configuration Manager. After you change the necessary settings, you apply the configuration setting to your computer.

For example, if you already have a directory server that is using a port number different from port 389, or a base distinguished name (DN) that is different from the Cognos default, you would simply use the Configuration Wizard to change these settings for the directory server properties.

Note: Impromptu Quick Tour and the default font (Swiss721) are not installed with a default installation.

Where are the Instructions I Must Follow?

For instructions about how to install all components using default configurations settings, or with minor configuration changes, see "[Installing Cognos Series 7 Impromptu Administrator](#)" (p. 15).

Minor Changes Using a Minimal Installation

If you review the default components, you may find only a few choices that you wish to change. With the minimal installation option, some optional components are omitted from the installation for the convenience of customers who don't require these components, but still want all the choices made for them. You do not need to select or deselect components or know what needs to be configured. The default configuration settings are applied automatically to the installed components. The minimal installation is very similar to a default installation except that fewer components are installed.

Do I Want this Method?

You can choose the minimal installation if your situation is as follows:

- You have no need for Access Manager Administration, the administration tool for Cognos security.
If you do not need to administer Cognos security, you can choose a minimal install to exclude Access Manager Administration.
- You have no need for Architect, the Cognos data modeling tool.
If you do not need to build an Impromptu catalog based on an Architect model, you can use the minimal installation. By omitting Architect from your installation, you can also omit installing ObjectStore, the third-party database.

Where are the Instructions I Must Follow?

For instructions about how to install all components using a minimal installation, see "[Installing Cognos Series 7 Impromptu Administrator](#)" (p. 15) and complete all tasks required to prepare for the installation. Then complete the minimal installation steps (p. 20).

Minor Changes with a Custom Installation

If you want to change what components are selected and copied, you must do a custom installation and select specific components. You can then choose to use the Cognos default settings and get automatic configuration of the components you installed, or you can configure the components yourself.

Do I Want this Method?

You can choose a custom installation to select Quick Tours or the default font (Swiss 721 font), which are not available with a default or minimal installation. Also, do a custom installation if you do not want to install some components that are provided with a default or minimal installation such as the documentation and tools. You can do a custom installation to select or deselect these minor components and then still use the default configuration option.

Where are the Instructions I Must Follow?

See "[Installing Cognos Series 7 Impromptu Administrator](#)" (p. 15) and complete all tasks required to prepare for the installation. Then complete the custom installation steps (p. 21).

Upgrade Installation

If you are a customer who has a previous release of Cognos Series 7, you will have some choices to make before you upgrade. You can choose to upgrade some or all of the Cognos products you use from Cognos Series 7 to Cognos Series 7 Version 2.

- You may have reports, catalogs, and models that you want to migrate to the next version. In this case, you will want to do a full upgrade both of the software and of your client data.
- You have no Cognos client data, or none that you want to migrate to the new version. In this case, you will just upgrade the software.

Software Upgrade - Do I Want This Method?

The software upgrade is the first step for all upgrade scenarios. You may want to continue to run your previous version of your Cognos Series 7 client product. You do not need to uninstall before you install the new version.

Full Upgrade - Do I Want This Method?

If you want to use your client data with the next version, you will do a software upgrade followed by a data upgrade. If you are installing your new version on a different computer, you will need to copy your data from the computer running the previous version to the equivalent computer running the new version.

Where are the Instructions I Must Follow?

See ["Installing Cognos Series 7 Impromptu Administrator" \(p. 15\)](#) and complete the applicable tasks to prepare for the installation. Then install the software using either default [\(p. 18\)](#), minimal [\(p. 20\)](#), or custom installation steps [\(p. 21\)](#). If you also want to upgrade your client data, see ["Upgrading" \(p. 27\)](#). Lastly, when you are ready to switch permanently to the new version, see ["Switch Permanently to Version 7.1" \(p. 28\)](#).

Other Installation Types

You can also choose other installation methods such as

- unattended installations. All installation tasks run automatically, without any user intervention. You can use the same installation script for a group of computers that have the same configurations, instead of having to set up each computer individually.
- workstation installations. You install a subset of files for the product on the Windows client computer, while most of the product software resides on a centrally shared computer.

For more information, see ["Other Types of Installations" \(p. 37\)](#).

Chapter 2: Cognos Series 7 Impromptu Administrator

Impromptu is a database reporting tool. With Impromptu Administrator, you create catalogs, control security, and maintain your Impromptu environment.

If you choose a default installation, all the components described in this section are selected for you and are automatically configured with default settings. If you choose a minimal installation, Access Manager Administration components and Architect are omitted from the installation. If you choose a custom installation, you can select just the components you want to install and then complete the configuration. For all installation types, you must be aware of system requirements and other third-party requirements before doing any installation.

Components

The following products and components are part of Cognos Series 7 Impromptu Administrator.

Impromptu Administrator

Use Impromptu Administrator to create catalogs that contain metadata from your relational database. The catalog gives Impromptu users a business-oriented view of the database.

Architect

Architect is the Cognos data modeling tool provided with Impromptu Administrator by default. Use Architect in Cognos Series 7 Impromptu Administrator to export an Architect package of objects that present your business model to an Impromptu catalog. Architect requires the installation of ObjectStore, a third-party database.

Note: Architect is available with a default installation of Cognos Series 7 Impromptu Administrator, with the following exceptions:

- It is not available for multi-byte locales.
- It is not available with a minimal installation.

Windows Common Logon Server

Windows Common Logon Server retains signon information so that users can move easily between Cognos products and components in Windows. This component integrates with Access Manager.

Access Manager Administration

Access Manager Administration is the tool you use to set up and maintain security in Access Manager, the authentication and authorization service for all Cognos products. Access Manager works with the security structure contained in the directory server. Access Manager Administration includes the Access Manager Trusted Signon Software Development Kit (SDK), which is used to create a trusted signon plug-in. With the plug-in, you can use your existing security infrastructure with Access Manager.

Access Manager Administration and related tools are not available with a minimal installation.

Impromptu Administrator Tools

The Impromptu Administrator tools include

- Configuration Manager
Use to configure any Cognos Series 7 component or to configure multiple components at once. For example, you can stop all your Cognos Series 7 services simultaneously.

- **Access Manager Configuration Wizard**
Use to specify your authentication source to Access Manager. The default installation automatically specifies the Default namespace in Sun ONE Directory Server as the authentication source.
- **Access Manager Registration Wizard**
Use to register a trusted signon plug-in with Access Manager.
- **Access Manager Batch Maintenance**
Lets administrators automate maintenance tasks required to manage security in Access Manager.
- **Scheduler**
Use to run reports and macros at specified times.
- **Cognos Script Editor**
Use to write, compile, and run macros in the CognosScript language. You can create a user interface for your macro applications using the CognosScript Dialog Editor.
- **Audit Configuration and Audit File Processor**
Use to enable audits of Impromptu reports and to specify the location and size of the audit file. You can also set options for processing audit data.
- **User Defined Functions Software Development Kit (SDK)**
Use to create custom business functions for your reporting environment.
- **PowerPrompts Developer Studio**
Use to create a PowerPrompts application, which is a series of HTML pages that allow report consumers to select the information they want to see in an Impromptu Web Report.

Books

A complete PDF documentation set is provided for Impromptu Administrator and the related tools.

Quick Tours

Quick Tours serve as online introductions to Cognos products. The Impromptu Quick Tour is available with Impromptu Administrator. If you want to install the Quick Tour, you must do a custom installation and select it.

Samples

Samples provide some representative data that you can use with tutorials and for testing your installation, especially if you do not have your own data created with previous releases.

For more information about samples, see the *Installation Testing and Samples Setup Guide*.

Cognos Supplementary Software

The Cognos Supplementary Software CD contains the Sun ONE Directory Server installation kits. Sun ONE Directory Server is a lightweight directory access protocol (LDAP) database used to store the security information that Access Manager manages.

If you want to implement security for multiple users, Sun ONE Directory Server or an equivalent product (such as Windows 2000 Active Directory) must be installed and configured using the instructions provided in the Cognos Series 7 Supplementary Software *Installation Guide*.

Alternatively, you may want to use a local authentication export (.lae) file instead of a directory server when you implement a single user installation or for a demonstration environment. If you plan to use an .lae file, you do not need to install a directory server.

Support Files

The install menu provides access to additional third-party products which must be installed and configured using the instructions provided later in this guide. You may already have some of these products on your computer or you may not be installing the Cognos products that require this software. These third-party products include:

- eXcelon ObjectStore is the database that must be installed as the data repository for Impromptu Web Reports, and for any product that is integrated with Architect. Architect is used with Cognos Query, Impromptu Administrator, and PowerPlay Transformer.
- Adobe Acrobat Reader must be used to view the online books.
- Microsoft Distributed Component Object Model (DCOM) must be installed if you are using Windows 98.
- Microsoft Data Access Components (MDAC) 2.7 is required for using some product samples on Windows (for example, Architect samples).

Default Settings

Note: A minimal installation does not use settings related to Sun ONE Directory Server or Access Manager.

You can apply default configuration settings or use Configuration Manager to customize your configuration.

The default settings include user IDs and passwords, a default namespace, and port numbers. If you have any reason not to use the default settings, you must use Configuration Manager to configure these properties. The following sections list the default Cognos settings.

User IDs and Passwords

The following table provides the default user IDs and passwords that are set during the default installation. The default Cognos user is created in your namespace by Access Manager.

Logon to	Description	User ID	Password
Sun ONE Directory Server Administration by way of the iPlanet Console	Use to log on to the iPlanet Console as administrator to manage Sun ONE Directory Servers.	admin	admin1234
Sun ONE Directory Server Administration by way of the iPlanet Console	Use to log on to the iPlanet Console as Unrestricted User to access Sun ONE Directory Server with unlimited privileges.	cn=Directory Manager	admin1234
Access Manager Administration	Use to log on to Access Manager Administration as Runtime Administrator Distinguished Name to connect to Sun ONE Directory Server.	cn=Directory Manager	admin1234
Your Cognos product	Use initially to log on to your Cognos product. This is the default Cognos user in your namespace.	Administrator	no password

Namespace

The default installation creates a namespace in the Sun ONE Directory Server called Default and uses the following settings to connect to the Sun ONE Directory Server:

- Directory server port: 389
- Unrestricted User/Runtime Administrator Distinguished Name:
cn=Directory Manager
- Directory Suffix: o=Cognos, c=CA

Ports

Cognos Series 7 Impromptu Administrator uses the following ports by default.

Note: A minimal installation does not require the Netscape Directory Server and ObjectStore ports.

Component	Default Port
Web Server	80
PowerPrompts	
• test server	• 2424
• data access server	• 2425
Sun ONE Directory Server	
• Data directory	• 389
• Administration Server	• a randomly generated number
ObjectStore	
• Server	• 51025
• Cache Manager (server)	• 51031
• Cache Manager (client)	• 51041
• Notifications	• 51050

Services

Note: A minimal installation does not require these services.

The default installation starts the following services for Cognos Series 7 Impromptu Administrator. Some services are shared with other Cognos products:

- iPlanet Administration Server 5.1 (shared)
- iPlanet Directory Server 5 (config51) (shared)
- iPlanet Directory Server (data51) (shared)
- ObjectStore Cache Manager R6.0 (shared)
- ObjectStore Server R 6.0 (shared)

Chapter 3: Installing Cognos Series 7 Impromptu Administrator

A default installation of Cognos Series 7 Impromptu Administrator installs all the Cognos products and components required on a single computer. The installation automatically configures the required settings by using standard defaults. You do not have to select components when you install or know what must be configured after the installation.

A minimal installation installs all the required components and does automatic configuration, but omits Access Manager and Architect components. You may find this method convenient if you don't require common security and don't intend to work with Architect data models.

A custom installation installs only the components you select and gives you the option of configuring the components with default settings or configuring them with custom settings.

If you are upgrading from an older version of Cognos Series 7 Impromptu Administrator, follow the same steps provided here, and then upgrade your client data ([p. 27](#)).

Use this checklist to guide you through the tasks to complete in the installation process. Step-by-step instructions follow for each of these tasks:

- Verify your system requirements.
- Prepare for the installation.
- Install a directory server (if required).
- Install ObjectStore 6.0 (if required).
- Install each CD.
- Finish the installation.

After you complete the tasks in this checklist, the installation will be complete. If you are upgrading from an older version of Cognos Series 7 Impromptu Administrator, you may also want to upgrade your data ([p. 27](#)). For instructions about how to test an installation, see "[Testing the Installation](#)" ([p. 31](#)).

Verifying Your System Requirements

Before you install Cognos Series 7 Impromptu Administrator and User, ensure that the computer meets the following system requirements.

For an up-to-date list of the software environments supported by Cognos products, see the Cognos support site (<http://support.cognos.com>). The support site includes information about operating systems, system requirements, patches, browsers, Web servers, directory servers, database servers, OLAP servers, and more.

Preparing for the Installation

Before starting any installation, we recommend that you close all programs that are currently running. This will help to ensure that the installation program can copy all the required files to your computer.

Notes

- Ensure that you have verified your system requirements.
- User privileges in Windows 2000 have certain restrictions. If you are installing for users who will run under standard or restricted user privileges, you should not install Cognos components on the same partition as the operating system.

We recommend that you install and run all Cognos services as a distinct user, such as "Cognos".

Verify Administrator Privileges

Before you install, you must verify that you have administrator privileges for the Windows computer you are installing on. If, after completing the following steps, you verified that you are not an administrator, ask your system administrator to add you to the Administrator group on your computer.

Steps in Windows NT

1. From the **Start** menu, click **Programs, Administrative Tools, User Manager**.
The **User Manager** window appears.
2. In the bottom pane, under **Groups**, double-click the **Administrators** group.
If you have administrator privileges, the **Local Group Properties** window appears and you will see your user ID listed in the **Members** box.
If you do not have administrator privileges, you cannot open the group and will receive an access denied message.

Steps in Windows 2000

1. In the **Control Panel**, double-click the **Users & Passwords** icon.
If you have administrator privileges, the **Users & Passwords** window appears.
2. Click the **Users** tab if you wish to view your user ID in the user list.
If you do not have administrator privileges, you cannot open **Users & Passwords** and will receive a message telling you that you are not a member of the Administrator group.

Steps in Windows XP

1. In the **Control Panel**, click **User Accounts**.
If you have administrator privileges, the **User Accounts** window appears.
2. Click the **Users** tab to view your user ID in the users list.
If you do not have administrator privileges, you cannot open **User Accounts** and will receive a message telling you that you are not a member of the Administrator group.

Create a TEMP System Variable

Before you install, ensure that your computer has a TEMP system variable that points to the folder where you want to store temporary files. During the installation, files from the CD are temporarily copied into this folder.

Steps in Windows NT

1. Right-click **My Computer**, and then click **Properties**.
The **System Properties** dialog box appears.
2. Click the **Environment** tab.
3. Scroll through the **System Variables** box and look for a TEMP variable.
Ensure that you are looking in **System Variables** and not **User Variables**. If there is no TEMP variable (in upper or lowercase), you must create one.
4. Click any variable inside the **System Variables** box.
This ensures that you will add a system variable, not a user variable.

5. Near the bottom of the window, in the **Variable** box, type **TEMP**
This does not alter the variable that you previously selected.
6. In the **Value** box, type the location of the folder where you want to store temporary files.
You should specify a folder on a drive that has a large amount of free space and is not heavily used. For example, F:\Temp.
7. Click **Set** and **OK**.

Steps in Windows 2000

1. In the **Control Panel**, double-click the **System** icon.
The **System Properties** dialog box appears.
2. Click the **Advanced** tab, and then click **Environment Variables**.
3. Scroll through the **System Variables** box and look for a TEMP variable.
Ensure that you are looking in **System Variables** and not **User Variables**. If there is no TEMP variable (in upper or lowercase), you must create one.
4. Under **System variables**, click **New**.
The **New System Variable** dialog box appears.
5. In the **Variable Name** box, type **TEMP**
6. In the **Variable Value** box, type the location of the folder where you want to store temporary files.
You should specify a folder on a drive that has a large amount of free space and is not heavily used. For example, F:\Temp.
7. Click **OK**.
8. In the **Environment Variables** dialog box, click **OK**.
9. In the **System Properties** dialog box, click **OK**.

Steps in Windows XP

1. In the **Control Panel**, click **Performance and Maintenance**.
2. Click **System**.
3. Click the **Advanced** tab, and then click **Environment Variables**.
4. Scroll through the **System Variables** box and look for a TEMP variable.
Ensure that you are looking in **System Variables** and not **User Variables**. If there is no TEMP variable (in upper or lowercase), you must create one.
5. Under **System Variables**, click **New**.
The **New System Variable** dialog box appears.
6. In the **Variable Name** box, type **TEMP**
7. In the **Variable Value** box, type the location of the folder where you want to store temporary files. For example F:\Temp.
8. Click **OK**.
9. In the **Environment Variables** dialog box, click **OK**.
10. In the **System Properties** dialog box, click **OK**.

Installing a Directory Server

Installing Sun ONE Directory Server (formerly called Netscape or iPlanet Directory Server) applies to all Cognos Series 7 products. You can install Sun ONE Directory Server on Windows or UNIX. For information about installing on either platform, see the Cognos Series 7 Supplementary Software *Installation Guide*.

It is not necessary to install a directory server if you are doing a minimal installation. If you are using Windows 2000 Active Directory instead of Sun ONE Directory Server, see "[Additional Products and Services](#)" (p. 49).

If you already have a directory server installed, you do not have to install or configure a directory server. Instead, you can configure the Cognos Series 7 products to use the existing directory server. For more information, see "[Install Cognos Series 7 Impromptu Administrator](#)" (p. 18).

Install ObjectStore

ObjectStore is the database used by Architect, the metadata management tool for business models. Architect is installed, by default, with Impromptu Administrator.

You must install ObjectStore 6.0 on every computer where you install Architect.

Note: It is not necessary to install ObjectStore if you are doing a minimal installation.

Steps

1. Open the installation menu from your Cognos CD:
 - If you insert the CD, the installation menu should appear. Click **Install ObjectStore**.
 - If no installation menu appears, navigate to the Support Files\Xcelon\ObjectStore folder on the CD, and double-click **Setup.exe**.
 - If you are installing from your network, double-click **Setup.exe** in the folder where your administrator copied the third-party support files.
2. In the **Welcome** dialog box of the Installation Wizard, click **Next** and wait for the file transfer to complete and the **ObjectStore Setup** window to appear.
3. Verify your **Destination Folder** location.

Note: In the **ObjectStore Setup** window, the default destination is always shown as c:\ODI even though c: may not be the partition you want to install on.
4. Click **Browse** to specify a destination drive and folder, or accept the default destination folder c:\ODI.
5. Click **Next** to accept the **Destination Folder** location, and continue the installation.
6. If prompted, reboot your computer to complete this installation.

Install Cognos Series 7 Impromptu Administrator

You install from the Impromptu Administrator CD. Use the steps for a default installation (p. 18) if you want to install all components that are preselected for you. Use the steps for a minimal installation (p. 20) if you do not require Access Manager and Architect. Use the steps for a custom installation (p. 21) if you want to select the specific components you want to install.

Note: The default font (Swiss721) and Quick Tours are available only with a custom installation.

Default Installation Steps

1. Review all prerequisites such as verifying the system requirements and completing the preparation tasks.
2. Open the installation menu from the Impromptu Administrator CD:
 - If you insert the CD, the installation menu should appear. Click **Install Cognos Impromptu Administrator**.
 - If no installation menu appears, double-click **Setup.exe** in the **cognos\impa** folder on the CD.
 - If you are installing from your network, double-click **Setup.exe** in the folder where your administrator copied the installation files.
3. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
4. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
5. Type your **User Information** and click **Next**.

6. In the **Installation Type** dialog box, click **Default**, and then click **Next**.
 7. In the **Character Set Selection** dialog box, select the set of locales that you require, and then click **Next**.
 8. If the **Language Selection** dialog box appears, select the language you want to use and click **Next**.
 9. In the **Installation Location** dialog box, click **Next** to accept or change the default locations for components, and then click **Next**.
 10. If prompted to create new folders, click **Yes**.
 11. In the **Shortcut Folder** dialog box, click **Next** to accept, or change the default Program Folder under which all your Cognos Series 7 products are installed, and then click **Next**.
The **Installation Summary** appears and lists all the components that will be installed with the default installation.
 12. Click **Next**.
This starts the file transfer whereby files are copied from the CD to the install location.
 13. In the **Component Configuration** dialog box, select the option to **Configure components with defaults**, which is preselected if you did a default installation.
This indicates that the file transfer was successful and that the configuration of components with default values can now proceed.
Note: The **Open the Configuration Manager and customize component configuration** option may be preselected if the file transfer was not successful. See the Troubleshooting appendix.
 14. Click **Next**.
The Configuration Wizard appears.
 15. Click **Next**.
 16. In the **Authentication Source** dialog box, select one of the following options:
 - **None** - If this option is available the product you are installing does not require an authentication source.
 - **Directory Server** - Use this option to configure a connection to an existing directory server. On the next page of the Configuration Wizard, specify settings for the following properties: **Computer**, **Port**, **Base Distinguished Name**, and **Default Namespace Name**.
 - **LAE** - Use this option to select a local authentication export (.lae) file as the authentication source. You can use an .lae file instead of a directory server when you implement a single server installation or for a demonstration environment. On the next page of the Configuration Wizard, specify settings for the following properties: **LAE File Name**, and **Default Namespace**.
 17. Click **Next** to accept the default settings in subsequent dialog boxes.
 18. In the **Configure your Server Environment** dialog box, **Create a Default Configuration/Keep Existing Configuration** is preselected, which is applicable for a default installation. Click **Next**.
 19. Click **Finish**.
This starts the configuration and activation of installed components with default configuration values.
 20. Click **OK** to confirm the successful completion of the configuration.
 21. Click **Yes** if prompted to restart your computer.
 22. Click **Finish** to close the Installation Wizard.
 23. Close the CD installation menu.
- Note:** If any problems occur during the installation, you can start Configuration Manager and check the default configuration for the various components. For more information, see the Configuration Manager *User Guide*.

Minimal Installation Steps

Use the following steps if you want to omit installing Access Manager and Architect. Alternatively, see "[Default Installation Steps](#)" (p. 18) or "[Custom Installation Steps](#)" (p. 21).

1. Review all prerequisites such as verifying the system requirements and completing the preparation tasks.
2. Open the installation menu from the Impromptu Administrator CD:
 - If you insert the CD, the installation menu should appear. Click **Install Cognos Impromptu Administrator**.
 - If no installation menu appears, double-click **Setup.exe** in the **cognos\impa** folder on the CD.
 - If you are installing from your network, double-click **Setup.exe** in the folder where your administrator copied the installation files.
3. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
4. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
5. Type your **User Information** and click **Next**.
6. In the **Installation Type** dialog box, click **Minimal**.
7. In the **Character Set Selection** dialog box, select the set of locales that you require and click **Next**.
8. If the **Language Selection** dialog box appears, select the language you want to use and click **Next**.
9. In the **Installation Location** dialog box, click **Next** to accept or change the default locations for components, and then click **Next**.
10. If prompted to create new folders, click **Yes**.
11. In the **Shortcut Folder** dialog box, click **Next** to accept, or change the default Program Folder under which all your Cognos Series 7 products are installed, and then click **Next**.
The **Installation Summary** appears and lists all the components that will be installed with the default installation.
12. Click **Next**.
This starts the file transfer whereby files are copied from the CD to the install location. In the **Component Configuration** dialog box, the option to **Configure components with defaults** is preselected. This indicates that the file transfer was successful and that the configuration of components with default values can now proceed.
Note: Other configuration options may be preselected in the **Component Configuration** dialog box if the file transfer was not successful. See the Troubleshooting chapter.
13. Click **Next**.
The Configuration Wizard appears.
14. Click **Next**.
15. In the **Authentication Source** dialog box, select one of the following options:
 - **None** - If this option is available the product you are installing does not require an authentication source.
 - **Directory Server** - use this option to configure a connection to an existing directory server. On the next page of the Configuration Wizard, specify settings for the following properties: **Computer**, **Port**, **Base Distinguished Name**, and **Default Namespace Name**.
 - **LAE** - use this option to select a local authentication export (.lae) file as the authentication source. You can use an .lae file instead of a directory server when you implement a single server installation or for a demonstration environment. On the next page of the Configuration Wizard, specify settings for the following properties: **LAE File Name**, and **Default Namespace**.

16. Click Finish.

This starts the configuration, and activation of installed components with default configuration values.

17. Click OK to confirm the successful completion of the configuration.**18. Click Yes** if prompted to restart your computer.**19. Click Finish** to close the Installation Wizard.**20. Close** the CD installation menu.**Custom Installation Steps**

Use the following steps if you want to select the components to install or deselect components you do not want to install. For example, you may want to select Architect, the Impromptu Quick Tour or the default font (Andale). Alternatively, see ["Default Installation Steps" \(p. 18\)](#) or ["Minimal Installation Steps" \(p. 20\)](#).

1. Review all prerequisites such as verifying the system requirements and completing the preparation tasks.
2. Open the installation menu from the Impromptu Administrator CD:
 - If you insert the CD, the installation menu should appear. Click **Install Cognos Impromptu Administrator**.
 - If no installation menu appears, double-click **Setup.exe** in the **cognos\impa** folder on the CD.
 - If you are installing from your network, double-click **Setup.exe** in the folder where your administrator copied the installation files.
3. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
4. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
5. Type your **User Information** and click **Next**.
6. In the **Installation Type** dialog box, click **Custom**, and then click **Next**.
7. In the **Component Selection** dialog box, select the components that you want to install, and click **Next**.
8. In the **Character Set Selection** dialog box, select the set of locales that you require and click **Next**.
9. If the **Language Selection** dialog box appears, select the languages you want to use and click **Next**.
10. In the **Installation Location** dialog box, click **Next** to accept, or change the default locations for components, and then click **Next**.
11. If prompted to create new folders, click **Yes**.
12. In the **Shortcut Folder** dialog box, click **Next** to accept, or change the default Program Folder under which all your Cognos Series 7 products are installed, and then click **Next**.
The **Installation Summary** appears and lists all the components that will be installed with the custom installation.
13. If you are satisfied with your selection, click **Next**, or click **Back** to make corrections, and then click **Next**.
This starts the file transfer of the selected components.
In the **Component Configuration** dialog box, the option to **Open the Configuration Manager to customize component configuration** is preselected because you did a custom installation. However, it is unlikely that you require extensive customizing for the product you are installing.
14. Select **Configure components with defaults**, and then click **Next**.
The Configuration Wizard appears.
15. Click **Next**.

16. In the **Authentication Source** dialog box, select one of the following options:
- **None** - If this option is available the product you are installing does not require an authentication source.
 - **Directory Server** - Use this option to configure a connection to an existing directory server. On the next page of the Configuration Wizard, specify settings for the following properties: **Computer**, **Port**, **Base Distinguished Name**, and **Default Namespace Name**.
 - **LAE** - Use this option to select a local authentication export (.lae) file as the authentication source. You can use an .lae file instead of a directory server when you implement a single server installation or for a demonstration environment. On the next page of the Configuration Wizard, specify settings for the following properties: **LAE File Name**, and **Default Namespace**.
17. Click **Finish**.
This starts the configuration and activation of installed components with default configuration values.
18. Click **OK** to confirm the successful completion of the configuration.
19. Click **Yes** if prompted to restart your computer.
20. Click **Finish** to close the Installation Wizard.
21. Close the CD installation menu.

Finishing the Installation

To finish the installation, continue with the following tasks. These tasks are optional if indicated.

Configure Your Web Server

This task is required only if you intend to use PowerPrompts Developer Studio, which was installed, by the default and the minimal installation, with Cognos Series 7 Impromptu Administrator.

You installed a Web server as a system requirement. You must now configure your Web server to work in your Cognos environment. To do this, you must set up virtual directories, also known as Web aliases, for the directories that contain the HTML and Web files for your Cognos product. You must also set default.htm as the default document for the Web server.

The virtual directories in the Alias column of the following table are required for all Web servers. You can use the following alias names or use different alias names. Replace the *installation_location* in the Location column with the location where you installed your Cognos product. The default location is C:\Program Files\Cognos\cer3.

Alias	Location	Permission
cognos	<i>installation_location</i> \webcontent	Read
cognos/cgi-bin	<i>installation_location</i> \cgi-bin	Execute
cognos/help	<i>installation_location</i> \Documentation	Read

Notes

- If you are using Cognos Visualizer Web Edition Series 7 with iPlanet4 Web server, you must set up two additional aliases. The following aliases are not required by other Cognos products, or if you are using Cognos Visualizer Web Edition with a different Web server.

Alias	Location	Permission
cognos/plugin	<i>installation_location</i> \webcontent\plugin	Read
cognos/viz/download	<i>installation_location</i> \webcontent\viz\download	Execute

- The following procedures are for creating new Web aliases. See the Configuration Manager *User Guide* if you are changing Web aliases for an existing installation.
- Also, see Configuration Manager *User Guide* if you are using alternate gateways, such as NSAPI or ISAPI, instead of the default CGI programs with your Web products.

Steps for Personal Web Server 4 (Windows NT 4.0) or Personal Web Server 5 (Windows 2000)

- Start the Personal Web Manager.
 - For Windows NT, click **Start, Programs, Windows NT 4.0 Option Pack, Microsoft Personal Web Server, Personal Web Manager**.
 - For Windows 2000, click **Start, Settings, Control Panel**. Double-click **Administrative Tools**, and double-click **Personal Web Manager**.
- In the **Main** window, note the URL of your home page; for example, `http://computer name`.
- In the left pane, click the **Advanced** icon.
The **Advanced Options** dialog box appears.
- Click **Add** to create the first of three virtual directories.
- In the **Add Directory** dialog box, click **Browse** and select the *installation_location*\webcontent folder, and click **OK**.
- In the **Alias** box, type **cognos**
- Under **Access**, select the **Read** check box, clear the other check boxes, and then click **OK**.
You have completed configuration of one virtual directory.
- In the **Virtual Directories** box, select the **cognos** virtual directory you just created, and click **Add**.
- In the **Add Directory** dialog box, click **Browse** and select the *installation_location*\cgi-bin folder, and then click **OK**.
- In the **Alias** box, type **cgi-bin**
- To define the access level for the cgi-bin virtual directory:
 - For Windows NT, under **Access**, select the **Execute** check box, clear the other check boxes, and then click **OK**.
 - For Windows 2000, under **Application Permissions**, click **Execute (including scripts)**, and then click **OK**.
- In the **Virtual Directories** box, select the **cognos** virtual directory and click **Add**.
- In the **Add Directory** dialog box, click **Browse** and select the *installation_location*\Documentation folder, and then click **OK**.
- In the **Alias** box, type **help**
- Under **Access**, select the **Read** check box, clear the other check boxes, and then click **OK**.
- To set up your default document:
 - In the **Advanced Options** dialog box, select the **Enable Default Document** check box.
 - In the **Default Document** box, type **default.htm**

17. Close Personal Web Manager.

Steps for IIS 4 (Windows NT 4.0) or IIS 5 (Windows 2000)

1. Start the IIS 4.x Internet Service Manager.
 - For Windows NT, click **Start, Programs, Windows NT 4.0 Option Pack, Microsoft Internet Information Server, Internet Service Manager**.
 - For Windows 2000, click **Start, Settings, Control Panel**. Double-click **Administrative Tools**, and double-click **Internet Services Manager**.
2. In the left pane of **Microsoft Management Console**, expand **Internet Information Server**, and then expand the folder that has the name of your computer.
3. Right-click the folder that has the name of the Web site on which you will run your Cognos product.

If you have only one Web site, its default name is **Default Web Site**.
4. Click **New, Virtual Directory** to create the first of three virtual directories.
5. In the **Alias to be Used to Access Virtual Directory** box, type **cognos** and click **Next**.
6. Click **Browse** and select the *installation_location*\webcontent folder.
7. Click **OK**, and click **Next**.
8. Select **Allow Read Access**, clear the other check boxes, and then click **Finish**.

You have completed configuration of one virtual directory.
9. In the left pane of **Microsoft Management Console**, right-click the folder called **cognos** and click **New, Virtual Directory**.
10. In the **Alias to be Used to Access Virtual Directory** box, type **cgi-bin**, and click **Next**.
11. Click **Browse** and select the *installation_location*\cgi-bin folder.
12. Click **OK**, and click **Next**.
13. To define the access level for the cgi-bin virtual directory:
 - For Windows NT, select the **Allow Execute Access** check box and clear the other check boxes.
 - For Windows 2000, under **Application Settings**, in the **Execute Permissions** box, select **Scripts & Execute**.
14. Click **Finish**.
15. In the left pane of **Microsoft Management Console**, right-click the folder called **cognos** and click **New, Virtual Directory**.
16. In the **Alias to be Used to Access Virtual Directory** box, type **help** and click **Next**.
17. Click **Browse** and select the *installation_location*\Documentation folder.
18. Click **OK**, and click **Next**.
19. Select **Allow Read Access**, clear the other check boxes, and then click **Finish**.
20. To set up your default document:
 - Right-click the folder that has the name of the Web site on which you will run your cognos product (for example, Default Web Site).
 - Click **Properties**.
 - Click the **Documents** tab.
 - Select the **Enable Default Document** check box, and click **Add**.
 - In the **Default Document Name** box, type **default.htm** and click **OK** twice.
21. Close **Microsoft Management Console**.
22. Click **Yes** to save your settings if prompted.

Steps for iPlanet 6

1. Open a Web browser and type the URL of the iPlanet Enterprise Administration Server. The default URL format is `http://web server name.domain:default administration server port`. For example, `http://yourcomputer.yourcompany.com:8888`.
2. On the **Servers** tab, in the **Select a Server** box, click your Web server and then click **Manage**.
3. Click the **Class Manager** link located at the top right corner.
4. Click the **Content Mgmt** tab, and then click **Additional Document Directories**.
5. In the **URL prefix** box, type **cognos**
6. In the **Map To Directory** box, type the full path for the webcontent folder. For example, `d:\Program Files\Cognos\cer3\webcontent`.
7. Click **OK** and then click **OK** again.
8. In the **URL prefix** box, type **cognos/help**
9. In the **Map To Directory** box, type the full path for the documentation folder. For example, `d:\Program Files\Cognos\cer3\Documentation`.
10. Click **OK** then click **OK** again.
11. Click the **Apply** link located in the top right corner to apply your changes.
12. Choose whether to restart the Web server.
13. Click the **Programs** tab.
14. In the **URL prefix** box, type **cognos/cgi-bin**
15. In the **CGI directory** box, type the full path for the cgi-bin folder. For example, `d:\Program Files\cognos\cer3\cgi-bin`.
16. Click **OK** and then click **OK** again.
17. Click the **Apply** link located in the top right corner to apply your changes.
18. Choose whether to restart the Web server.
19. To set up your default document:
 - Click the **Content Mgmt** tab, and click **Document Preferences**.
 - In the **Index Filenames** box, add **default.htm** to the list.
Note: Filenames are separated by a comma.
 - Click **OK** and then click **OK** again.
 - Click the **Apply** link located in the top right corner to apply your changes.
20. Close the Web browser.

Specify the Authentication Source

You need to specify the authentication source that you want your Cognos products to use for security information such as user IDs and passwords at runtime.

You must complete this task on every computer on which you installed Cognos components. You can complete this task at any time by using Configuration Manager. For more information, see the Configuration Manager *User Guide*.

Your system administrator can provide the information you require to identify the directory server you want to use.

What's Next?

The installation is now complete. If you are upgrading from an older version of Cognos Series 7 Impromptu Administrator, you may also want to upgrade your data ([p. 27](#)). Before you start using Cognos Series 7 Impromptu Administrator, you should test all the components to ensure that they work and that they can communicate with each other. For testing instructions, see ([p. 31](#)).

Chapter 4: Upgrading

A complete upgrade of a product involves installing new software and upgrading the application data. Upgrading the software is assumed to be completed by the time you use the information in this chapter.

This chapter describes how to

- upgrade your client application data
- switch permanently to your new version by upgrading the namespace

Upgrading Client Application Data

In general, upgrading the Cognos client data you created through your client application's authoring and modeling tools requires opening your 7.0 reports, catalogs, and models in version 7.1 of the product and then saving them in the new version. Where additional steps are required, they are outlined in this section.

While backing up your reports is not a requirement for upgrading, it gives you additional flexibility in the event that you want to revert to version 7.0 for any reason. In most cases, after your reports are upgraded to version 7.1, you can no longer open them in version 7.0.

A utility called the Cognos Report Upgrade Utility is available from Cognos Customer Support. It will be useful if you must upgrade a large number of reports, because it can upgrade a folder of reports in a single action. It can also compare report output before and after upgrade for any discrepancies.

PowerPlay for Windows

PowerPlay for Windows 7.0 reports can be opened in PowerPlay 7.1. When you save a report in PowerPlay Windows 7.1, it will be saved in the 7.1 format.

PowerPlay for Excel

PowerPlay for Excel 7.1 can open reports saved in PowerPlay for Windows 7.0 or PowerPlay Excel 7.0. When you save a report in PowerPlay Excel 7.1, it will be saved in the 7.1 format.

Impromptu

The upgrade of Impromptu data involves opening and saving the catalog (.cat) and Impromptu report (.imr) files in Impromptu 7.1. When you open an Impromptu 7.0 report in Impromptu 7.1, you are prompted to **upgrade**, **use**, or **exit**. If you choose **upgrade**, your .cat and .imr files are immediately saved as Impromptu version 7.1 files. If you choose **use**, your files are opened in read-only mode and you can upgrade them later.

Notes

After you save your files in Impromptu 7.1, they are no longer accessible in earlier releases of Impromptu.

Web Browsers

Cognos components, such as Cognos Query Server Administration and PowerPlay Web, use JavaScript files that are downloaded on first access and stored in the cache for each browser user.

It is important that version 7.1 users are using version 7.1 JavaScript files. Browsers do automatically check for newer versions of files, but how often they check is a browser tuning option. We recommend that you empty the browser cache.

Clear the Browser Cache

Although browsers vary, the following are general steps for clearing your browser cache.

Steps

1. Open your browser.
2. Choose **Internet Options** from the **Tools** menu.
3. In the General tab, click the **Delete Files** button.
4. Click **OK** to clear the cache.
All temporary files in the cache are deleted.

Custom Macros and Other Applications

The Cognos Series 7 Version 2 products are installed by default in the cer3 directory, but 7.0 versions of the products were installed in the cer2 directory. If you have in-house developed macros or applications that invoke Cognos products or point to them and you are upgrading some or all of your Cognos products, you must edit your source to reflect the new directory structure.

Cognos Macros

No action is required to upgrade Cognos Macros.

Architect

You can open an Architect 7.0 model from Architect 7.1. No action is required to upgrade. As documented in the installation instructions, ensure that you have the correct version of ObjectStore installed for Architect 7.1.

PowerPlay Transformer

PowerPlay Transformer 7.1 can open your 7.0 models, which will have either a .pyi extension or .mdl extension. No action is required to upgrade your 7.0 models to PowerPlay Transformer 7.1. If your models are from an earlier version of PowerPlay Transformer and have a file extension of .pyh or prior, you must first save your models with the .mdl extension and then open them in PowerPlay Transformer 7.1 to upgrade them to the new version.

Switch Permanently to Version 7.1

When you have completed upgrading all your server and client components, including your application data, and have tested your new 7.1 environment, you may be ready to switch permanently to version 7.1.

You are then ready to

- uninstall the 7.0 components
- upgrade your directory server namespace to use the **Current** schema version format (optional)

You can then use the Deployment Manager to deploy the version 7.1 application to a production server or to a new set of servers. For more information, see the *Deployment Manager User Guide*.

Uninstall Version 7.0 Components

For instructions about uninstalling, see Appendix A, "Uninstalling".

Upgrade the Namespaces (optional)

The final stage in upgrading to Cognos Series 7 Version 2 is to upgrade the namespaces. This converts the directory server schema used by Access Manager to the **Current** format (that is, the **Current** format, which is not compatible with 7.0 or earlier versions of products). The **Current** schema can store extended and non-ASCII characters in UTF-8 format in your namespace. This format supports all international characters when storing Access Manager information. For large deployments, the **Current** schema version may also provide improved performance.

Note: All Cognos products must be upgraded to Cognos Series 7 Version 2 before you upgrade the namespaces.

Steps

1. Use **Configuration Manager** to set the **Schema Version** parameter in Access Manager to **Current**, and then **Apply** the setting.
For more information about changing settings, see the *Configuration Manager User Guide*.
2. Click **Start, Programs, Cognos Series 7 Version 2, Tools, Access Manager - Administration**.
3. In the **Authentication Information** pane, expand the **Directory Servers** folder.
4. Right-click the directory server for which you want to upgrade the namespaces and click **Upgrade all namespaces to Current**.
A message appears warning that upgrading namespaces to the **Current** schema version will make the namespaces incompatible with Cognos Series 7 and earlier product versions.
5. Click **OK**.
6. In the **Runtime Administrator distinguished name (DN)** box, type the name that you use to log on to the directory server.
7. In the **Runtime Administration password** box, type your password.
8. Click **Log On**.

Chapter 5: Testing the Installation

You can choose to test Cognos Series 7 Impromptu Administrator when you have completed the entire installation process. This can be

- immediately after completing the procedures (p. 15) for a default, minimal, or custom installation
- after upgrading the software and optionally upgrading the data (p. 27)

If data is required for the test, you can test with your own data created with an earlier version, or you can use the product samples. For information about using the samples, see the *Installation Testing and Samples Setup Guide*.

Test the Web Server

If you intend to use PowerPrompts Developer Studio, you should test your Web server.

You can test the Web server by opening the default Web page. This test assumes that you have configured your Web server as previously described.

Steps

1. Verify that you have configured a Web server.
2. Start a Web browser.
3. Type the URL for the default page of the Web server you configured and press Enter.
The URL is **http://server_name/**
where **server_name** is the name of your Web server. By default, this is the name of your computer.
The default.htm appears in your Web browser.

Test ObjectStore

If you chose a minimal installation, you do not require ObjectStore and can omit this test.

To verify that ObjectStore was installed successfully and is ready to be used, ensure that the services are running.

Steps

1. Open the **Services** dialog box.
 - For Windows NT, click **Start, Settings, Control Panel**, and then double-click **Services**.
 - For Windows 2000, click **Start, Settings**, and **Control Panel**. Double-click **Administrative Tools**, and then double-click **Services**.
2. Verify that **ObjectStore Cache Manager R6.0** and **ObjectStore Server R6.0** have the **Status** set to Started, and **Startup** set to Automatic.

Test the Directory Server

If you chose a minimal installation, you do not require a directory server and can omit this test.

Use these steps to test your directory server. Before you can test using Access Manager Administration, you must add a connection to your directory server. It may be convenient to also set up the run-time credentials for Access Manager and then save all the connection information in a Cognos security administration (.csa) file for subsequent use each time you or the administrator opens Access Manager Administration. These steps apply whether you are using Sun ONE Directory Server or Windows 2000 Active Directory.

If a saved .csa file is already available because you or your administrator previously set up the directory server in Access Manager Administration, then you can simply test it by opening the .csa file, accessing the directory server property sheet, and clicking **Test**. Otherwise, when you complete the following tasks, you will also create a .csa file.

Steps to Add a Connection to Your Directory Server

1. From the **Start** menu, click **Programs, Cognos Series 7 Version 2, Cognos Server Administration**, and then click **Security** to start Access Manager Administration. Access Manager Administration opens.
2. In the left pane, click the **Directory Servers** folder.
3. From the **Action** menu, click **Add Connection**.
4. In the **Host** box, type the name of your computer or the server identifier you defined when installing your directory server.
5. In the **Port/SSL Port** box, type the port used by the data directory server.
6. In the **Base Distinguished Name** box, type the **Base Suffix** value you defined when creating the data directory server.
The Cognos default used for Sun ONE Directory Server is **o=Cognos, c=CA**
If using Windows 2000 Active Directory, the default is **o=company, dc=domain name**
7. Click **Test** to verify your connection.
A message appears stating that the directory server is responding.

Steps to Test the Runtime Credentials

1. From the **Start** menu, click **Programs, Cognos Series 7 Version 2, Cognos Server Administration**, and then click **Security** to start Access Manager Administration. Access Manager Administration opens.
2. In the **Explorer** window, expand the **Directory Servers** folder.
3. Right-click the directory server to connect to, and select **Properties**.
4. Click the **Runtime Credentials** tab.
The **Administrator Access** dialog box appears.
5. In the **Runtime Administrator Distinguished Name (DN)** box, type the distinguished name that the administrator uses to log on to the directory server. This is the Root DN you defined when creating the data directory server.
The Sun ONE Directory Server default is **cn=Directory Manager**
If using Windows 2000 Active Directory, the default is **cn=Administrator, cn=users, dc=domain name**
6. In the **Runtime Administrator Password** box, type the password you defined for the Root DN.
For example, the Cognos default used for Sun ONE Directory Server is **admin1234**
If using Windows 2000 Active Directory, the default is *password*.
7. Click **Log On** and then click **Test**.
A message appears stating that the credentials are valid.

Steps to Save the Connection Information

1. From the **File** menu, click **Save**.
2. Type a file name for the .csa file and save it in a folder; for example *installation_location*\bin\cognos.csa where *installation_location* is the location where you installed your Cognos product.
3. Close Access Manager Administration.
Tip: The next time you start Access Manager Administration, you can simply load the saved connection information by opening the .csa file, or set this file as your default from the **File** menu.

Test Using Impromptu Administrator

For information about completing the following tests using sample data, see the *Installation Testing and Samples Setup Guide*.

To test Impromptu Administrator, you can open or create a new Impromptu catalog (.cat).

Testing Distributed Sorting

There are situations that can cause data integrity problems when using Cognos products to read and merge data after using distributed sorting.

The situations can occur only when all the following conditions are met:

- A single logical SQL query is sufficiently complex to be decomposed into two or more physical database queries, which are subsequently merged together after distributed sorting. An example of a complex logical query is a query that has groupings with subtotals containing extended aggregates, such as moving averages or rolling subtotals.
- One or more physical queries is sorted by the database, and one or more physical queries is sorted by another database, or by the operating system on the computer running the Cognos product. Alternatively, two or more physical queries are sorted by the same database, then the data results are merged based on the sorting order of the operating system on the computer running the Cognos product. This process is called distributed sorting and merging; it is not unique to Cognos products.
- The sorting orders are different.

You will not have the problem if the data is sorted in the same order by all your databases and by your operating system. Even if the data is not sorted in the same order, you may not be currently experiencing the problem.

The problem is not unique to Cognos products. Products from other vendors may also be affected by the same problem. To help you determine if you currently, or may in the future, experience these problems, Cognos provides you with the following:

- a Distributed Sorting Validation Kit
- new product features to eliminate the potential problems in Cognos products

Please refer to the Troubleshooting Distributed Sorting topic in your product's Readme file for further information.

Appendix A: Uninstalling

To uninstall Cognos Series 7 Impromptu Administrator, you can uninstall one or more installed components. You can also uninstall the third-party products that you installed separately if these aren't being used by other Cognos products.

Uninstall the Cognos Components

Do not remove shared components unless you have no other Cognos product using these components. Do not remove Access Manager Administration (if applicable) if you later want to export your security information.

To uninstall Cognos Series 7 Impromptu Administrator, select the components you want to uninstall from those listed in the **Add/Remove Programs** dialog box:

- Cognos Series 7 Version 2
 - Impromptu Administrator
 - Impromptu Administrator Tools
 - Impromptu Administrator Documentation
 - Impromptu Quick Tours
 - Impromptu Administrator Samples
 - Architect
 - Access Manager Administration
- Cognos Common Logon Server (shared)

Steps

1. From the **Start** menu, click **Settings, Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select one of the applicable Cognos component groups to uninstall (for example, Cognos Series 7 Version 2) and do one of the following:
 - For Windows NT, click **Add/Remove**.
 - For Windows 2000, click **Change/Remove**.The Uninstall Wizard opens.
4. Click **Next**.
5. Select the check box beside each component in the list, or click **Select All** to uninstall all components at once, and then click **Next**.
6. If you selected all components, specify whether to uninstall only the files and folders created during installation, or all the files and folders, including those created after installation.
7. Click **Yes** to confirm the uninstallation.
8. Click **Yes** to restart your computer if prompted.

Uninstall Sun One Directory Server

For procedures to uninstall Sun ONE Directory Server (formerly called Netscape Directory Server), see the Cognos Series 7 Supplementary Software *Installation Guide*.

Uninstall ObjectStore

Before you uninstall ObjectStore, you may want to back up the ObjectStore databases that hold information about the Impromptu Web Reports reports that were created. For more information about backing up ObjectStore databases, see the ObjectStore documentation.

Steps

1. Ensure that the **ObjectStore Server** and **ObjectStore Cache Manager** services are stopped.
2. From the **Start** menu, click **Programs, ObjectStore Win32, ObjectStore Uninstall**.
A message box appears to list the actions that the uninstall program will complete or to warn you if you have not yet shut down the ObjectStore services.
3. Click **Yes** to complete the uninstall.
4. In the **ObjectStore Uninstallation** dialog box, click **Next**.
5. Click **Yes** to confirm deletion and removals by the uninstall process.
6. Click **OK** to confirm the uninstall has completed.
7. Delete any log files created by ObjectStore.
The default log file name and location is c:\odi\ostore.log.

Appendix B: Other Types of Installations

You may want to consider other types of installations. You can set up installation files on a network so that users can install the product on their own computer using these files instead of the CDs. You can decide what the default set of files will be in the installation package you make available on the network.

Additionally, you can set up the installation files on the network for the purpose of doing a workstation installation. This option installs only some of the Cognos Series 7 Impromptu Administrator components on the client computer while the other components remain on a centrally shared computer.

You can perform unattended installations of Cognos products. All installation tasks run automatically, without any intervention by you. You can use the same installation script for a group of computers that have the same configurations, instead of having to set up each computer individually.

Setting Up Installation Files on the Network

You can copy the contents of the Cognos Series 7 CDs to your network so that users can install from the network instead of from the CDs. When copying files to the network, you should not change the directory structure.

Steps

1. Insert one of the installation CDs.
2. Copy the component's entire directory structure and files from the CD to a deployment location on the network.
3. Repeat for each CD provided with the product.

Note: You can also give your users access to a shared CD-ROM drive.

Setting Up an Administrative Installation

As an administrator, you may want to perform an administrative installation to copy the installation files to the network and at the same time control

- what files are included in a default installation
- what files are preselected in a custom installation when users install from the network

Note: This type of installation is available for only Windows products.

Steps

1. Open a command prompt window.
2. Type the command to go to the `Cognos\product` folder on the CD.
3. Type `xwsetup /a` to start an administrative installation.
The Installation Wizard opens in administrative mode.
4. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
5. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
6. In the **Installation Location** dialog box, under **Network Installation Point**, click the ellipsis to browse or create a new network folder where the installation files will be copied.

7. Click **Next**.
8. In the **Workstation Installation** dialog box, select the components that will be included in a default installation when performed by your users, and then click **Next**.
9. In the **Installation Summary** dialog box, click **Next**.
All files are copied to the network installation point.
After the files are successfully copied, users can install the product from the specified network installation point. The default installation will only install the components you selected.
10. Click **Finish**.
11. Type **exit** to close the Command Prompt window.

Set Up a Workstation Installation

With a workstation installation, a subset of files for the product is installed on the Windows client computer, while most of the product software resides on a centrally shared computer. This type of installation allows users to run the software from the network installation point and has the advantage of using less space on the client computer. However, it inevitably generates more network traffic.

Notes

- If you choose to do a workstation installation for your Windows client product, you cannot install another Cognos product on the same computer using the usual installation methods. The two installation methods are mutually exclusive because a workstation installation resets the installation location.
- Only Impromptu and PowerPlay client products support workstation installations.
- You cannot develop PowerPrompts from workstation installations of Impromptu.

As an administrator, you must complete an administrative installation to set up the workstation installation before users can install from the network.

Steps

1. Open a command prompt window.
2. Type the command to go to the `Cognos\product` folder on the CD.
3. Type **xwsetup /a** to start an administrative installation.
The Installation Wizard opens in administrative mode.
4. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
5. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
6. In the **Installation Location** dialog box, under **Network Installation Point**, click the ellipsis to browse or create a new network folder where the installation files will be copied.
7. Select the **Workstation Installation** check box.
This option uncompresses the files before copying them to the network.
8. Click **Next**.
9. In the **Workstation Installation** dialog box select the components that will be included in a default installation when performed by your users, and then click **Next**.
10. Follow the remaining instructions to finish the setup of a workstation installation.

Perform the Workstation Installation

After an administrator sets up the workstation installation, users can do the installation on their computer by following these steps.

Steps

1. Double-click the setup.exe file that matches the name of the product you are installing in the Cognos folder where your administrator copied the installation files.
The Installation Wizard opens.
2. In the **Welcome** dialog box of the Installation Wizard, read the message and click **Next**.
3. In the **License Agreement** dialog box, read the agreement, click **I accept**, and then click **Next**.
4. Type your user information and click **Next**.
5. In the **Installation Type** dialog box, click **Workstation**.
6. Follow the remaining instructions to complete the workstation installation.

A subset of files are installed on your computer, the remainder of the files are executed from the network installation point. You must be connected to the network to use your Cognos product.

Setting Up an Unattended Installation

If you want to automate the installation process and specify installation options for your users, you can set up an unattended installation. Instead of prompting the user for information, such as where to install and what type of installation to do, an unattended installation reads the information from prepared files. Unattended installations are convenient if you need to perform several installations that have the same configuration.

If you plan to do an unattended installation of Cognos components on several computers, it is recommended that you first use the Installation Wizard and Configuration Manager to install the same components on one computer. That way, you can use the files that are generated as input for your unattended installation.

Before you can do an unattended installation, you must select a computer and check that all the prerequisites are met, including installing third-party products.

To perform an unattended configuration of Cognos products, you must

- use a transfer specification file (.ats) to copy the required components to your computer.
- use an environment script (.ccp) to configure the components for your environment.

After you successfully complete an unattended installation, the Cognos components will be installed on your computer.

Notes

- To perform an unattended installation, you use the command line interface of Configuration Manager. We recommend you read the *Configuration Manager User Guide* before proceeding.
- If you want to complete the unattended installation in one step, you can write a script or batch file to run both the transfer specification and environment specification files.

Set Up an Unattended Copy of Cognos Components

To copy components to your computer without being prompted for information, the installation program requires a transfer specification file (.ats).

If you plan to copy the same components to several computers, it is recommended that you use the Installation Wizard the first time you copy. By default, each time you copy Cognos components to your computer using the wizard's setup screens, the options you select are recorded in a transfer specification file. Therefore, if you have already copied components to your computer, you can use the generated transfer specification file as a template for unattended installations that copy the same components to different computers.

If you do not use the Installation Wizard to copy components to your computer, you can use the default transfer specification file named response.ats that is available on the product CD. You need to modify the response.ats file for your environment before you can use it for an unattended installation.

Steps to Use a Transfer Specification File (.ats) From a Previous Installation

1. Use the Installation Wizard to copy the required components to your computer.
2. Go to the *installation_location\instlog* directory.
3. Locate the transfer specification file (.ats) that was generated.
The file name follows the same naming convention as the component log file and has the following format:
`ts-IMPA-version-yyyyymmdd-hhmm.ats`
4. Copy the transfer specification file from step 3 to the computer where you will be doing an unattended copy.
5. On the computer where you will be doing an unattended copy, insert the Impromptu for Windows CD.
6. Go to the *Cognos\impa* directory on the CD.
7. Open a command prompt window, and then type the following command, where **location** is the directory where you copied the transfer specification file:
xwsetup /s location\ts-IMPA-version-yyyyymmdd-hhmm.ats
This copies the specified components in the transfer specification file to your computer.

Steps to Use the Default Response.ats File

1. On the computer where you will be doing an unattended copy, insert the Impromptu Administrator CD.
2. Go to the *Cognos\impa* directory on the CD.
3. Open the *response.ats* file in a text editor.
Each section in the *response.ats* file corresponds to a dialog box in the Installation Wizard.
4. Under the **Installation Type** title, for the **Type** property, specify the type of installation.
If you specify **Default**, the installation program installs all components specified for a default install. If you specify **Custom**, the installation program installs the components you specify in the **[Component List]** section. If applicable, when you specify **Minimal**, the installation program installs only the components required to run the product without common security, modelling, or portal functionality.
5. For the property named **Mode**, to specify the method the installation program uses to copy components, type one of the following:
 - **Client**
 - **Workstation**
6. In the section named **[Component List]**, specify the components to install for a custom installation.
 - "1" specifies the component will be installed.
 - "0" specifies the component will not be installed.
7. Under the **Character Set Selection** title, specify the character sets you require.
 - "1" for **RB_LATIN1_LOC** specifies that character sets for English, French, German, Dutch, Spanish, Swedish, Italian, Finnish, Portuguese, and other Western European languages will be installed.
 - "0" for **RB_OTHER_LOC** specifies that only the English character set will be installed.
8. In the section named **[Language Selection]**, specify the language to install for the multi-lingual components.
 - "1" specifies the language will be installed.
 - "0" specifies the language will not be installed.

9. Under the **Installation Location** title, specify the locations where you want users to install Cognos components. For example,
 - **appPath** specifies the location of the program files.
 - **docPath** specifies the location of the documentation files.
 - **samplesPath** specifies the location of the samples files.
 - **tourPath** specifies the location of the Quick Tour.
10. Under the **Shortcut Folder** title, for the **APPFOLDER** property, specify the name of the **Start** menu folder that will contain your program shortcuts.
11. For the install information in the section named **[Install Conditions]**,
 - "1" specifies the condition is true.
 - "0" specifies the condition is false.
12. Save the response.ats file to a local directory after you make the necessary changes.
13. Go to the Cognos\impa directory on the CD.
14. Open a command prompt window, and then type the following command, where *location* is the directory where you copied the transfer specification file:


```
xwsetup /s location\response.ats
```

This copies the specified components in the transfer specification file to your computer. If errors are encountered during the unattended copy, they are recorded in a log file named *tl-IMPA-version-yyyymmdd-hhmm_summary-error.txt* located in the *installation_location\instl* directory.

If errors are encountered before sufficient initialization has occurred, the error will be output to a log file in the Windows Temp directory. The log file name follows the same naming convention as the transfer specification file and has the following format:
tl-IMPA-version-yyyymmdd-hhmm.txt

Set Up an Unattended Configuration of Cognos Components

To configure components on your computer without any user interaction, you need to use Configuration Manager to create an environment script file (.ccp). This enables you to specify configuration settings before installation begins, and you can apply identical configuration settings to multiple computers. We recommend you read the Configuration Manager *User Guide* before proceeding.

If you use the default configuration settings for the Cognos components you install, you do not need to create an environment script file.

Before you can use an environment script for an unattended configuration, the components that you need to configure must already be installed.

Steps to Configure Components Using Default Settings

- From the *installation_location\bin* directory, type **configcp -u**
 This applies the current property values for any existing components plus the default property values for newly transferred components, and then starts the services.

Steps to Configure Components Using Custom Settings

1. On the computer where you want to export the configuration as a script, from the **Start** menu, click **Programs, Cognos Series 7 Version 2, Tools, Configuration Manager**.
2. In the **Welcome** dialog box, click the **Start** tab.
3. To create an environment script file,
 - click **Open the Current Configuration** to open the current configuration.
 - click **Open a Configuration From a File** to open a saved configuration specification file.
4. If required, modify any property values that need to be changed on the **Components** tab.
Note: Any changes you make to server settings on the **Server Configuration** tab are not saved to the generated environment script file.

5. To export the configuration to an environment script file, from the **Actions** menu, click **Export Script**.
6. In the **File name** field, enter the name of the file.
7. In the **Save in** field, select the location where you want to save the environment script file (.ccp).

The current configuration is saved to the environment script file.

8. To run the script, from the *installation_location*\bin directory, type the following command, where **file_name** is the name of the script file:

configcp -t file_name

Note: You will need to use Configuration Manager in interactive mode to import the server configuration file (cer3.csx). The file is used by servers, and is not necessary for client installations.

Appendix C: Troubleshooting

This appendix describes and provides solutions to the most common problems that you may encounter during or after the installation of Cognos Series 7. Descriptions of all log files are also included.

Troubleshooting Resources

Configuration Manager

You can use Configuration Manager to diagnose and fix problems related to the configuration of your components. For more information about using Configuration Manager, see the Configuration Manager *User Guide* or the Configuration Manager online help.

Access Manager - Administration

You can use Access Manager - Administration to verify correct configuration of and connection to your Directory Server and Ticket Server. From the **Properties** window of the Directory Server, you can test whether the Directory Server and Ticket Server respond for the server name and port numbers you specify.

Windows Event Viewer

The Windows Event Viewer provides information that might help you diagnose problems. To open the Windows Event Viewer

- On **Windows NT**: From the **Start** menu, click **Programs, Administrative Tools (Common), Event Viewer**.
- On **Windows 2000**: From **Control Panel**, click **Administrative Tools, Event Viewer**.

Log Files

The following log files contain information that can help you fix installation and configuration problems for Cognos Series 7 products:

- The transfer log file is a record of the activities that the Installation Wizard performed while transferring files. The transfer log file is located in the *installation_location\instlog* folder on Windows and UNIX. 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-PP-7-0-517-0-20011104_0942.txt
- The transfer summary-error log is a record of what components were 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 is located in the *installation_location\instlog* folder on Windows and UNIX. 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-PP-7-0-208-0-20011106_1122_summary-error.txt
- The configuration activity report is a record of all activities that Configuration Manager performs. A configuration activity report file is created for each configuration session. The report is located in the *installation_location\instlog* folder on Windows and UNIX. The file name includes a time stamp. The following is an example of the file name format:
cfa-20011105_1652.txt

- The configuration error report is a record of any warnings and errors the Installation Wizard encountered during configuration. The report is in the *installation_location*\instlog folder on Windows and UNIX. The file name includes a time stamp. The following is an example of the file name format:
cfe-20011106_1122.txt
- The component list file is a record of all Cognos components installed on your computer. Each entry in the file consists of the component name and its build number. The component list file is called *cmplst.txt* and is located in the *installation_location* folder.
- The configuration specification file (.ccs) is a complete record of the Cognos Series 7 configuration on your computer. You can use Configuration Manager to save your configuration as a .ccs file and then revert back to that configuration later. You can also forward your .ccs file to your support personnel or to Cognos Support to help diagnose configuration problems.

General Problems

Configuration Values Not Applied

If you use Configuration Manager to change configuration values but fail to apply them, the new values will not take effect and some components may not work properly.

To ensure that all configuration values have been applied, perform an Apply on the computer after you have configured your components.

Services Not Running

If you use Configuration Manager to change configuration values but fail to start all services, some components may not work properly.

In a distributed environment, it is possible that another person stopped a service after you started it. For example, a server administrator may have stopped all services to perform an upgrade, and then failed to restart all the services.

To ensure that all services are running, perform an Apply and a Start on the computer.

Port Numbers Do Not Match

Port numbers for components must be defined consistently. If the port number for a component is defined as one value on the computer that provides the service, and as a different value on a computer that attempts to access the service, the attempt will fail.

Use Configuration Manager to ensure that port numbers for components are defined consistently across all computers running Cognos Series 7 components.

Failure to Change Default Values

When you install Cognos Series 7 products, certain configuration values exist by default. You may need to change some configuration values, such as port numbers, to suit your environment. If you need to change configuration values but fail to do so, some components may not work properly.

Lack of Connectivity Between Components

There are many possible causes for connectivity problems. These causes include port number mismatches, services not running, failure to install Cognos components or third-party products, and basic network connectivity failure, such as an unavailable host.

Multiple Versions of the Server Configuration File

The server configuration file (*cern.csx*) contains server configuration information that enables the gateway components to find their associated dispatchers.

We recommend you ensure that the same version of the server configuration file exists on each computer within your distributed installation.

If you use more than one version of the file some components may not be able to access services on other servers.

Web Protocol for Relative URL Support

If your Web server uses the HTTP Web protocol and you have a proxy server such as a router or firewall configured to use the HTTPS protocol, you may experience problems. This is because your router or firewall may use accelerated SSL encryption technology.

To avoid this situation, do one of the following:

- If your proxy server uses the HTTPS protocol and your Web server uses the HTTP protocol, ensure that you configure all Cognos products to use relative URLs.
- Ensure that your Web server and proxy server use the same protocol.
- Ensure that your proxy server uses the HTTP protocol and your Web server uses the HTTPS protocol.

ISO-8859-15 Encoding

This release supports ISO 8859-15 encoding. If your server runs on ISO 8859-15, the server has to ensure that all reports on the server are writable.

A PowerPlay report is typically generated by PowerPlay for Windows. All characters saved in the report are encoded with Windows-1252. Because the euro code point is different for Windows-1252 and ISO 8859-15, PowerPlay needs to convert the report from Windows-1252 to ISO 8859-15 the first time it is executed.

Mounting Cognos CDs Using the Rock Ridge Method

On HP-UX, if a Cognos CD is not mounted using the Rock Ridge method, or if the Rock Ridge procedure is not completed correctly, you may see results such as file names not displayed correctly (all uppercase or all lowercase characters), or a semi-colon (;), or period (.) may appear at the end of each file name.

To ensure that the Rock Ridge method works as expected, verify that

- you followed the Cognos installation guide procedures when mounting the CDs
- networking is properly configured including network loopback
- nfs.core and nfs.client subsystems are running
- PATH includes the directory that contains the PFS utilities

Locales Mapped Incorrectly on Solaris 2.6

When you install Series 7 components on Solaris 2.6, the following locales are mapped incorrectly and are therefore unavailable:

- English - Great Britain
- Finnish
- Hebrew

If you try to perform an Apply after setting the locale to any of these values, you will get an error and a default locale will be used. This occurs because the Native Locale name for these locales changed between Solaris versions 2.6 and 2.7. Configuration Manager is shipped with locale information for Solaris 2.7.

You can replace the localemap.xml files with a version for Solaris 2.6.

Steps to Replace the localemap.xml File

1. Download the Solaris 2.6 version of localemap.xml from the Cognos Support Web site (<http://support.cognos.com>).
2. Replace the localemap.xml file in the *installation_location/bin* directory with the version you downloaded.
3. Stop and then Start all Cognos services.
You can select and apply any locale without errors.

Common Problems

This section provides troubleshooting information for common installation and configuration problems, including those that may occur while using Cognos samples. If your problem is not listed here, see the *Installation Testing and Samples Setup Guide*. It contains troubleshooting information for a wide variety of installation and configuration problems.

Cannot Find Samples Folder or Files

If the Cognos samples folder or files cannot be found on the server, then the Cognos sample files have not been installed. Perform a custom installation of the Cognos sample files for your product, then perform the following steps.

Solution Steps

1. From the **Start** menu, click **Programs, Cognos Series 7 Version 2, Tools, Configuration Manager**.
2. Perform an **Apply** on **Samples Database Information**.

Cannot Open a Sample File

If you cannot open a Cognos sample file or one of your own files, the problem could be caused by one of the following:

- File Access Permissions Do Not Permit You to Open a Cognos Sample File
- Sample Files are Not Installed Properly or Cannot Be Read
- Your File Was Created With a Previous Version
- Incorrect Database Driver
- No Connectivity With a Data Server

File Access Permissions Do Not Permit You to Open a Cognos Sample File

If you installed the Cognos sample files but cannot open them, you might not be a member of a user class (on Windows) or user group (on UNIX) that has access to the Cognos sample files.

Solution

Ask your server administrator to verify that the access permissions for the Cognos sample files include you.

Samples Files are Not Installed Properly or Cannot Be Read

If you installed the Cognos sample files but cannot open them, the installation wizard may have encountered problems while installing the Cognos sample files.

You can look at the transfer log error file for entries that identify problems transferring the Cognos sample files to your computer. The transfer log file is located in the installation location. The file name includes the product name, the build number, and a date stamp. Below is an example of the filename format:

tl-PP-7-0-517-0-20011104_0942.txt

Solution

Perform a custom installation of the Cognos samples files for the product.

Your File Was Created With a Previous Version

If your file was created with a previous version of Cognos software, it may not be compatible.

Solution

Follow the upgrade procedures in the installation guide to make your data files compatible with Cognos Series 7 products.

Incorrect Database Driver

You need the correct database driver to use the sample databases on Windows. The correct database driver is Microsoft Access Driver (.mdb), and the filename is odbcjt32.dll. This driver is installed with Microsoft Data Access Component (MDAC) 2.7.

Solution

1. Verify that you have the correct database driver installed.
If you followed the instructions in the installation guide to perform a default installation, then you already verified the system requirement to have MDAC 2.7 installed.
2. If necessary, install MDAC 2.7 from your Cognos installation CD. See the *Additional Products and Services* chapter in the installation guide for more information about installing this third-party product.
3. Use Configuration Manager to perform an **Apply** and a **Start** on the computer.

No Connectivity With a Data Server

There may be problems with the connection between your computer and a data server. Possible problems include incorrect port numbers and network connectivity problems.

Solution

1. From your computer, ping the server by computer name.
If the ping is successful, proceed to step 3.
2. From your computer, ping the server by IP address.
If this ping is unsuccessful, there is a network problem or the server is not running.
If this ping is successful and the ping by server name was unsuccessful, there is a problem connecting with the server name. If the server name that you pinged in step 1 exists and is running, the Domain Name System (DNS) may be unable to translate the server name to the correct IP address. To resolve this, you may need to edit the host file.
3. Use Configuration Manager to verify that the configuration values, such as port numbers and server names, are correct.
4. If changes are necessary, stop the service, make any necessary changes, and then perform an **Apply** and a **Start** on the computer.

Appendix D: Additional Products and Services

You may need to install and configure third-party products that work with Cognos Series 7 Impromptu Administrator. You may already have these products installed and configured, or you may be using an alternative product such as Windows 2000 Active Directory instead of Netscape Directory Server.

Install Distributed Component Object Model

Distributed Component Object Model (DCOM) is applicable only for Windows 98 computers. DCOM is provided by default with Windows 2000 and Windows NT.

You must have a compatible version of DCOM on every Windows 98 computer that runs a Cognos product. DCOM is a protocol that enables software on different computers to communicate over a network.

Steps to Verify if DCOM is on Your Computer

You can verify if DCOM is installed on your computer by starting Distributed COM Configuration utility.

1. From the **Start** menu, click **Run**, and then type **dcomcnfg**
2. Click **OK**.

The **Distributed COM Configuration Properties** window appears.

Steps to Install DCOM on Windows 98

1. Open the installation menu from your Cognos CD:
 - If you insert the CD, the installation menu should appear. Click **Install Support Files**, and then double-click the **Microsoft** folder, **DCOM** folder, and **dcom98.htm**.
 - If no installation menu appears, navigate to the Support Files\Microsoft\DCOM folder on the CD and click **dcom98.htm**.
 - If you are installing from your network, double-click **dcom98.htm** in the DCOM folder where your administrator copied the third-party support files.

The **Install Microsoft's Distributed COM 1.3 for Windows 98** page appears.

2. Follow the instructions to access the download page.
3. On the download page, select the **DCOM for Windows 98 configuration utility** option.
4. Restart your computer after the installation is finished and before you install any other software.

Install Microsoft Data Access Components

Microsoft Data Access Components (MDAC) is applicable only if you are using the Cognos product samples.

MDAC includes the ActiveX, OLE DB, and ODBC drivers that your operating system needs to access diverse data sources. Some of the samples provided with Cognos products require your computer to be equipped with database drivers.

Many applications require MDAC and it is likely already installed on your computer. You can first determine the version you have installed so you will know whether an upgrade is necessary for your Cognos product.

Note: For Windows 98 computers, you must install Microsoft Distributed Component Object Model (DCOM) before you install MDAC.

Steps to Verify Your Current Version of MDAC

1. In Windows Explorer, search the drive where you installed the operating system for two specific .dll files associated with MDAC (Msadac.dll and Oledb32.dll).
2. Right-click the file name and click **Properties**.
3. Click the **Version** tab and note the file version number.
4. Access the Microsoft Web site to compare this file version number to the corresponding MDAC version using the reference table provided on the Web site.

Steps to Install MDAC

1. Open the installation menu from your Cognos CD:
 - If you insert the CD, the installation menu should appear. Click **Install Support Files**, and then double-click the **Microsoft** folder, **MDAC** folder, and **mdac_typ.exe**.
 - If no installation menu appears, navigate to the Support Files\Microsoft\MDAC folder on the CD and click **mdac_typ.exe**.
 - If you are installing from your network, double-click **mdac_typ.exe** in the MDAC folder where your administrator copied the third-party support files.
2. Follow the instructions in the Installation Wizard.
3. Restart your computer after the installation is finished and before you install any other software.

Configure Windows 2000 Active Directory

If you want to use Windows 2000 Active Directory instead of Sun ONE Directory Server, you must first install Windows 2000 Active Directory, then install your Cognos product, and then configure the Cognos product for use with Windows 2000 Active Directory. The configuration adds a namespace in the directory server that Cognos products can use. Use Configuration Manager to do this configuration. The configuration needs to be completed only once for the directory server, not for every computer that accesses the directory server.

To remotely configure Windows 2000 Active Directory, you should use a version of Configuration Manager that is installed on a Windows 2000 computer. Otherwise, you must first install an ADSI patch on your Windows NT or Windows 98 computer as described in a following section.

Steps

1. From the **Start** menu, click **Programs, Cognos Series 7 Version 2, Tools, Configuration Manager**.
2. From the **Welcome** page, click the **Start** tab.
3. Click **Open the current configuration**.
Configuration Manager opens with your computer's current configuration shown.
4. In the **Explorer** window, expand the **Services**, then expand **Access Manager - Directory Server**.
5. Click the **General** category.

6. Type the following values for the corresponding General property.

Property	Value
Are you sure you want to configure this directory server?	<p>The default is No.</p> <p>Change this property to Yes or other property changes will not take effect.</p>
Schema Version	<p>The schema version format used by the directory server to store Access Manager defaults.</p> <p>The displayed default is Current.</p> <p>If you are still using your directory server with Cognos Series 7.0 and earlier products, you must change the value to Compatible with Series 7.0 and earlier versions.</p> <p>If you are only using your directory server with Cognos Series 7 Version 2, we recommend that you use the default value Current.</p> <p>Notes</p> <ul style="list-style-type: none"> You must be ready to switch permanently to Cognos Series 7 Version 2 before you upgrade to the Current schema version. If upgrading from an older version of a directory server, you must change the value to Compatible with Series 7.0 and earlier versions in order to restore the directory server data from the .ldif.
Server Type	<p>A list of supported directory servers.</p> <p>The default is Auto-Detect.</p> <p>Change the property to Active Directory.</p>
Computer	<p>The name of the computer or IP address where the directory server is installed.</p>
Port	<p>The port that is connected to the directory server.</p> <p>The default is port 389.</p> <p>If you used a different port for the Active Directory server, specify the new port number.</p>

Property	Value
Base distinguished name (DN)	<p>A distinguished name (DN) which will be the first entry in the directory tree creating a branch for your data.</p> <p>The default base DN used by Active Directory is</p> <p>o=company, dc=domain name</p> <p>Specify the values you used to define the base DN. For example, if your company name is mycompany and your domain name is thisplanet.com, the DN is</p> <p>o=mycompany, dc=thisplanet, dc=com</p>
Unrestricted user distinguished name (DN)	<p>The distinguished name (DN) that the administrator uses to manage the contents of the directory server with unlimited privileges.</p> <p>The default used by Active Directory is</p> <p>cn=Administrator, cn=users, dc=domain name</p> <p>Specify the values you used to define the unrestricted user DN. If your domain name is thisplanet.com, the dc value is</p> <p>dc=thisplanet, dc=com</p>
Unrestricted user password	<p>A password for the unrestricted user.</p> <p>The default used by Active Directory is</p> <p>password</p>
Ticket server host	<p>The name of the computer or IP address where the ticket server is installed.</p>
Ticket server port	<p>The port that is connected to the ticket server.</p> <p>The default is port 9010.</p>
Default Namespace Name	<p>The name of the default namespace to be used by Cognos products. This namespace is the one Access Manager references.</p> <p>The default name is default.</p>
Default Namespace Administrator Name	<p>The name used by the administrator.</p> <p>The default name is Administrator.</p>
Default Namespace Administrator Signon	<p>The signon used by the administrator when accessing the default namespace.</p> <p>The default is Administrator.</p>
Default Namespace Administrator Password	<p>The password used by the administrator.</p> <p>The default is to use no password.</p>

7. In the **Explorer** window, click the **General** category, and from the **Actions** menu, click **Validate Selection**.
A message indicates if the properties were validated successfully. If errors occurred, make corrections and retry the validation.
8. From the **Actions** menu, click **Apply**.
9. Click **Directory Server** and type the following values for the corresponding property.

Property	Value
Host	The name of the computer or IP address where the directory server is installed.
Port/SSL Port	The port that is connected to the directory server. The default is port 389 . If you used a different port for the Active Directory server, specify the new port number.
Base DN	A distinguished name (DN) which will be the first entry in the directory tree creating a branch for your data. The default DN used by Active Directory is o=company, dc=domain name Specify the values you used to define the base DN. For example, if your company name is mycompany and your domain name is thisplanet.com, the DN is o=mycompany, dc=thisplanet, dc=com
Timeout	The directory server timeout value. The default value is 0 .
Default Namespace	The name of the default namespace. The default name is default .
Local Cache Enabled	Whether local authentication cache files are stored on the local computer. The default is Yes . This value should be set to No if Cognos application servers are installed on this computer.
Local Cache File	The location and name of the local cache file. The default name is default.lac and the file is located in the bin folder under the <i>installation_location</i> where you installed your Cognos product.
SSL Enabled	Whether the directory server has Secure Sockets Layer enabled. The default is No .

10. In the **Explorer** window, click the **Directory Server** category, and from the **Actions** menu, click **Validate Selection**.
A message indicates if the properties were validated successfully. If errors occurred, make corrections and retry the validation.
11. Click **OK**.
12. In the **Explorer** window, click the **Services** component, and from the **Actions** menu, click **Apply**.
13. Close Configuration Manager.

ADSI Patch for Windows 98 and Windows NT

If you are using Configuration Manager that is installed on a Windows 98 or Windows NT computer to remotely configure Windows 2000 Active Directory, you may receive the following error message after you apply your configuration settings:

We were not able to load the directory server configuration DLL. Please contact customer support.

To correct this problem, you need to install an ADSI Runtime patch on the computer that contains Configuration Manager. This patch enables Configuration Manager to remotely configure Windows 2000 Active Directory. You can find the setup files in the \Support Files\Microsoft\ADSI folder on the Cognos Supplementary Software CD.

Steps

- Run the ADSI Runtime setup file that corresponds to the platform on which you have Configuration Manager installed.
 - For Windows 98 computers, double-click ads95.exe.
 - For Windows NT computers, double-click ads.exe.

Install Adobe Acrobat Reader

Adobe Acrobat Reader is required to view the PDF online books provided with Cognos Series 7 products. The Acrobat 5.0.5 Accessibility and Forms patch provides enhanced accessibility features when viewing and creating Adobe PDF files.

Note: You must install Adobe Acrobat 5.05 before installing the Accessibility and Forms patch.

Steps to Install Adobe Acrobat

1. Open the installation menu from your Cognos CD:
 - If you insert the CD, the installation menu should appear. Click **Install Support Files**, click the **Adobe** and **Acrobat** folders, and then click **rp505enu.exe**.
 - If no installation menu appears, navigate to the **Support Files\Adobe\Acrobat** folder on the CD and click **rp505enu.exe**.
 - If you are installing from your network, double-click **rp505enu.exe** in the folder where your administrator copied the third-party support files.
2. Follow the instructions in the Installation Wizard.

Steps to Install Adobe Acrobat Accessibility and Forms Patch

1. Open the installation menu from your Cognos CD:
 - If you insert the CD, the installation menu should appear. Click **Install Support Files**, click the **Adobe** and **Acrobat** folders, and then click **rp505afp1.exe**.
 - If no installation menu appears, navigate to the **Support Files\Adobe\Acrobat** folder on the CD and click **rp505afp1.exe**.
 - If you are installing from your network, double-click **rp505afp1.exe** in the folder where your administrator copied the third-party support files.
2. Follow the instructions in the Installation Wizard.

Appendix E: Installation Checklist for Windows

- Check system requirements.
- Verify that you have Administrator privileges on Windows (all products).
- Create a TEMP system variable (all products).
- Install a Directory Server (most products, not required for minimal installations or client products).
- Install ObjectStore (if required, not required for minimal installations).
- Install Cognos Series 7 products.
- Complete configuration tasks.
- Test the installation.

Check System Requirements

For an up-to-date list of the software environments supported by Cognos products; including operating systems, system requirements, patches, browsers, Web servers, directory servers, database servers, OLAP servers, and more; see the Cognos support site.

Use the following checklist to record your specifications.

Computer/Server name:	_____
Operating System	_____
RAM	_____ MB
CPU	_____
disk space for directory server not required for minimal installations	_____ MB
disk space for ObjectStore data store. not required for minimal installations	_____ MB
Disk Space for all Cognos Series 7 products	_____ GB
Ping Server?	Yes / No
Ping Server-IP?	Yes / No

Check Additional System Requirements

Web browser and Web server (default port 80) (for Cognos Series 7 Query, Reporting, Visualization, OLAP and Alerts/Notifications, and Impromptu Administrator if using PowerPrompts)	Yes / No
Adobe Acrobat Reader? (available from CD installation menu, Support Files)	Yes / No
DCOM (only required if using Windows 98)	Yes / No

Appendix E: Installation Checklist for Windows

MDAC Service Pack (only required for product samples) (available from CD installation menu, Support Files)	Yes / No
Java plug-in (for Cognos Query Administration tool)	Yes / No
printer driver	Yes / No
set up database connectivity	Yes / No
third-party database, Oracle, Informix, DB2, or Microsoft SQL Server (for NoticeCast in Cognos Series 7 Alerts/Notifications)	Yes / No database type _____
JDBC driver (for NoticeCast in Cognos Series 7 Alerts/Notifications)	driver file name _____
Microsoft Java Virtual Machine (JVM) (for NoticeCast client on Windows NT)	Yes / No
Access to email server (for NoticeCast Cognos Series 7 Alerts/Notifications)	SMTP server name _____ SMTP Logon name _____ SMTP Logon password _____

Verify Administrator Privileges

Administrator privileges on Windows computer? Yes / No

Create TEMP System Variable

TEMP system variable created? Yes / No

TEMP directory location _____

Install a Directory Server

This step applies to most Cognos Series 7 products. It does not apply for client products or minimal installations. If you don't already have a Sun ONE Directory Server or Windows 2000 Active Directory installed, install from the Cognos Supplementary CD. Follow the instructions in the *Supplementary Software Installation Guide* (for Sun ONE Directory Server) or in the Additional Products and Services appendix in your *Installation Guide* (for Windows 2000 Active Directory).

- Configure a Domain Name System (DNS).
default DNS: *yourcompany.com* _____
- Install Sun ONE Directory Server with default settings for use as the configuration directory.
- Create a second directory server for use as the data directory.

Settings for Sun ONE Directory Server - Configuration Directory

Option	Cognos Default Value	Value you used
Server Identifier (Server name)	computer name	_____
Server Port	any available port, but we recommend saving port 389 for the data directory	_____
Suffix (Database Suffix)	o=Cognos, c=CA	_____
Configuration Directory Administrator ID	admin	_____
Password	admin1234	_____
Administration Domain	yourcompany.com	_____
Directory Manager (DN)	cn=Directory Manager	_____
Password for Directory Manager	admin1234	_____
Administration Port	20000	_____

Settings for Sun ONE Directory Server - Data Directory

Option	Cognos Default Value	Value you used
Server Identifier (Server name)	computer name followed by a number (as presented in the user interface)	_____
Network Port	port 389	_____
Base Suffix (Database Suffix)	o=Cognos, c=CA	_____
Root DN (Directory Manager)	cn=Directory Manager	_____
Password for Root DN	admin1234	_____

Install ObjectStore

This step applies to

- Cognos Series 7 Query
- Cognos Series 7 Reporting
- Cognos Series 7 PowerPlay Transformer Edition if installing Architect (not provided with a minimal installation)
- Cognos Series 7 Impromptu Administrator if installing Architect (not provided with a minimal installation)

Follow the installation instructions in "Preparing for the Installation" in your installation guide.

The following table shows the values used by a default installation.

Option	Default Value	Value you used
ObjectStore Ports		
• Server	• 51025	_____
• Cache Manager (server)	• 51031	_____
• Cache Manager (client)	• 51041	_____
• Notifications	• 51050	_____
Transaction log file name	osserver.log	_____

Cognos Series 7 Reporting

- Install products

Impromptu Web Reports for Windows Yes / No

Impromptu Administrator Yes / No

- Check that the following services are started.

Service	Started?
Cognos Impromptu Web Reporting Service Manager	Yes / No
Cognos Upfront Data Store (shared)	Yes / No
Cognos Upfront Dispatcher (shared)	Yes / No
Cognos Upfront Administration Service (shared)	Yes / No
Cognos Upfront File Manager (shared)	Yes / No
Cognos Ticket Server (shared)	Yes / No

- For a list of ports used by a default installation, see "Cognos Series 7 Components" in your installation guide.

Cognos Series 7 Query

- Install products

Cognos Query for Windows Yes / No

Cognos Query Modeling Yes / No

- Check that the following services are started.

Service	Started?
Cognos Query Data Store	Yes / No
Cognos Query Dispatcher	Yes / No

Cognos Query Server Manager	Yes / No
Cognos Upfront Data Store (shared)	Yes / No
Cognos Upfront Dispatcher (shared)	Yes / No
Cognos Upfront Administration Service (shared)	Yes / No
Cognos Upfront File Manager (shared)	Yes / No
Cognos Ticket Server (shared)	Yes / No

- For a list of ports used by a default installation, see "Cognos Series 7 Components" in your installation guide.

Cognos Series 7 OLAP

- Install products

PowerPlay Enterprise Server	Yes / No
PowerPlay User	Yes / No

- Check that the following services are started.

Service	Started?
Cognos PowerPlay Enterprise Server	Yes / No
Cognos Upfront Data Store (shared)	Yes / No
Cognos Upfront Dispatcher (shared)	Yes / No
Cognos Upfront Administration Service (shared)	Yes / No
Cognos Upfront File Manager (shared)	Yes / No
Cognos Ticket Server (shared)	Yes / No

- For a list of ports used by a default installation, see "Cognos Series 7 Components" in your installation guide.

Cognos Series 7 Visualization

- Install products

Cognos Visualizer Server	Yes / No
Cognos Visualizer Authoring	Yes / No

- Check that the following services are started.

Service	Started?
Cognos Visualizer Web Edition	Yes / No
Cognos Upfront Data Store (shared)	Yes / No

Appendix E: Installation Checklist for Windows

Cognos Upfront Dispatcher (shared)	Yes / No
Cognos Upfront Administration Service (shared)	Yes / No
Cognos Upfront File Manager (shared)	Yes / No
Cognos Ticket Server (shared)	Yes / No

- For a list of ports used by a default installation, see "Cognos Series 7 Components" in your installation guide.

Cognos Series 7 PowerPlay Transformer Edition

- Install products

PowerPlay Transformer Edition for Windows	Yes / No
-------------------------------------------	----------

Cognos Series 7 Alerts/Notifications

- Install products

Cognos NoticeCast for Windows	Yes / No
Cognos NoticeCast Authoring	Yes / No

- Check that the following services are started.

Service	Started?
Cognos NoticeCast Dispatcher	Yes / No
Cognos NoticeCast Data Store	Yes / No
Cognos Upfront Data Store (shared)	Yes / No
Cognos Upfront Dispatcher (shared)	Yes / No
Cognos Upfront Administration Service (shared)	Yes / No
Cognos Upfront File Manager (shared)	Yes / No
Cognos Ticket Server (shared)	Yes / No

- For a list of ports used by a default installation, see "Cognos Series 7 Components" in your installation guide. For existing installations you can use Configuration Manager to generate a report that includes details about your Cognos environment including port numbers.

Configure the Web Server

This step applies to

- Cognos Series 7 Query
- Cognos Series 7 Reporting
- Cognos Series 7 OLAP
- Cognos Series 7 Visualization
- Cognos Series 7 Alerts/Notifications
- Cognos Series 7 Impromptu Administrator if you installed PowerPrompts

Follow the instructions in the installation guide to create Web aliases for your specific Web server.

The virtual directories in the Alias column of the following table are required for all Web servers. You must substitute the *installation_location* in the Location column with the location where you installed the Cognos product, for example d:\Program Files\Cognos.

Alias	Location	Permission
cognos	<i>installation_location</i> \webcontent	Read
cognos/cgi-bin	<i>installation_location</i> \cgi-bin	Execute
cognos/help	<i>installation_location</i> \Documentation	Read

Using Cognos Visualizer Series 7.0 with iPlanet

If you are using Cognos Visualizer Series 7.0 with iPlanet Web server, you must set up two additional aliases. The following aliases are not required by other Cognos products, or if you are using Cognos Visualizer Series 7.0 with a different Web server.

Alias	Location	Permission	Style
cognos/plugin	<i>installation_location</i> /webcontent/plugin	Read	Download
cognos/viz/download	<i>installation_location</i> /webcontent/viz/download	Execute	Download

Complete Required Product-Specific Configuration

Even if you did a default installation of all the components and accepted all default settings for configuring your Cognos products, Cognos NoticeCast requires additional configuration.

- Complete the NoticeCast Configuration.

Follow the instructions in "Finishing the Installation" in your installation guide.

Note: The remainder of the Installation Checklist is required only if you chose a custom installation.

Configure the Directory Server

This step applies only to custom installations or upgrades whether you are using Sun ONE Directory Server or Windows 2000 Active Directory with the following products:

- Cognos Series 7 Query
- Cognos Series 7 Reporting
- Cognos Series 7 OLAP
- Cognos Series 7 Visualization
- Cognos Series 7 Alerts/Notifications
- Cognos Series 7 Impromptu Administrator (only for Impromptu Administrator if you installed Architect and Access Manager components)

For this task, use Configuration Manager graphical user interface or command line interface to configure the General properties in the Services, Access Manager - Directory Server component. Specify the settings you used when installing your directory server so that Cognos products know how to communicate with the directory server.

Note: By completing these steps, a namespace is automatically created in your directory server.

Configure the Authentication Source

This step applies only to custom installations whether you are using Sun ONE Directory Server or Windows 2000 Active Directory with the following products

- Cognos Series 7 Query
- Cognos Series 7 Reporting
- Cognos Series 7 OLAP
- Cognos Series 7 Visualization
- Cognos Series 7 Alerts/Notifications
- Cognos Series 7 Impromptu Administrator (only for Impromptu Administrator if you installed Architect and Access Manager components)

For this task, use the Configuration Manager graphical user interface or command line interface to configure the Authentication Source, Directory Server properties in the Services, Access Manager - Runtime component. Specify the authentication source that the Cognos products use to find security information (i.e., the directory server namespace).

Note: You must complete this task on every computer on which you installed Cognos components.

Configure Server Locations for a Distributed Installation

This is a two-part configuration task and applies to all products if you are doing a distributed installation. The components you would commonly install on a separate computer are the directory server, ticket server, and the server gateways.

- You can use Configuration Manager graphical user interface or command line interface to specify the location of these distributed components so that communication can occur. Follow the instructions in this guide to configure the applicable property value in the object hierarchy.
- You must ensure that each computer in the server environment has the same copy of the server configuration file (*cern.csx*). Follow the instructions in this guide to manage the file.

Apply Defaults or Change Product-Specific Configuration

You can simply complete the configuration of a Cognos product by applying the default values or optionally change any setting before applying the configuration. For example, you may want to change the default port number that is associated with a specific component.

Follow the instructions in this guide to configure component settings.

Start All Services and Processes

Use Configuration Manager to start all services in Windows and its command line interface to start all processes on UNIX after you have completed all the required configuration and any optional configuration you want to apply.

Follow the instructions in this guide to start services and processes. In a default installation, the services and processes are started automatically.

Note: The testing task is optional, but can be completed whether you chose a default or custom installation.

Test the Installation

Follow the instructions in "Testing the Installation" in your installation guide.

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