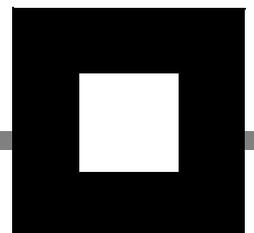




Cognos
Impromptu^(R)

Impromptu Readme



Product Information

This document applies to Impromptu 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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Impromptu 7.1 Readme

This Readme contains late-breaking information, including installation issues and known problems.

The documentation included in this release is current as of February 21, 2003.

To see updates to this Readme and updates to product documentation, go to the Cognos support site (<http://support.cognos.com/>). You must log on as a supported customer.

Installation and Configuration

For information about solution or product-specific installation and configuration known issues, see the following:

- Solution Installation and Configuration
- Impromptu Installation and Configuration
- Access Manager Installation and Configuration
- Architect Installation and Configuration
- Deployment Manager Installation and Configuration

Solution Installation and Configuration

Producing the Euro Currency Symbol

To produce the euro symbol:

1. Set up your environment to support the use of the euro symbol.
In Windows, this includes
 - applying any operating system updates required for euro support. See the Microsoft Web site for more information.
 - updating your printer fonts to support the use of the euro symbolIn UNIX, this includes
 - using a code page that fully supports the euro symbol, such as code page 8859-15
 - applying any necessary patches for euro support
 - updating printers for full euro support
2. Use one of the following methods to type the euro symbol:
 - On keyboards that feature the AltGr key, type AltGr+e
 - On US-style keyboards, type Ctrl+Alt+e. Alternatively, you can hold down the Alt key and type 0128 on the numeric keypad portion of your keyboard.

nbna

Configuring Virtual Directories when Using iPlanet 6.0 SP2

When trying to add a virtual directory in iPlanet 6.0 SP2, you may receive this error:

```
Incorrect Usage: Bad Directory Mapping  
The directory mapping cannot contain whitespace.
```

This error occurs because of the space between "Program Files", the default installation location for Series 7. Virtual directories in iPlanet 6.0 SP2 can't contain spaces. To avoid this problem, don't install Series 7 to the Program Files location.

359135

Virus Warnings Appear When FTP Files From Windows to UNIX

If you are running McAfee VirusScan version 4.5 and try to FTP files from your Windows computer to a UNIX computer, you may receive warning messages that some Cognos installation files are infected, including, but not limited to, files that contain the following keywords

- Andale
- Watcher
- Mainwin

To resolve this problem, upgrade to McAfee VirusScan 4.5 service pack 1.

349390

Disable Virus Scan Software for Better Performance

To significantly improve performance, disable your Virus Scan software during the installation or un-installation of any Cognos product.

nbn

Page Fault Error When Running Quick Tours in Netscape 4.7

Windows 95 or Windows 98 users may get a page fault error when running a Cognos Series 7 Quick Tour on Netscape 4.7. The error, which shuts down the browser, may occur when you click the **Steps** button of an introduction page.

To fix this problem, use Internet Explorer instead of Netscape when you run Quick Tours.

nbn

Incorrect Version of Help in Multiple Version Installations

When you open a help link for a selected business intelligence provider through Upfront 7.1, you may receive an incorrect version of the Help or About page.

This may occur when you have multiple renditions of business intelligence servers defined in Configuration Manager for the selected provider, such as Impromptu Web Reports or Cognos Query. The help and About links point to the BI provider server group that is listed first in Configuration Manager. If you have a 7.0 server group defined in Configuration Manager, it may be the first server group listed for the provider.

To see the copyright information for a 7.1 product, click the About link from the Help menu of the 7.1 version of the Administration utility for that product. To open the 7.1 version of other help files, open the PDF from the Documentation CD for your 7.1 or 7.0 product.

nbn

Large Fonts Not Supported for Quick Tours

If your computer uses large fonts, you may not see all the text in the Quick Tours.

To fix this problem, do one of the following:

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

nbn

Error When Using Windows 98 Computer as LAN Location for Workstation Installation

You may see the following error message in the Cognos Shared property in Configuration Manager:

Unable to retrieve the following message: F2477F12

This problem occurs if you try to use a Windows 98 computer as the LAN location for a workstation installation of PowerPlay User, Impromptu User, or Impromptu Administrator.

You must use a Windows NT or Windows 2000 computer as the LAN location.

nbna

Andale Font and the Yen Symbol

One of the fonts Cognos provides is called Andale WT. This font is available for use with PowerPlay User Edition and Impromptu User and Administrator editions. More importantly this font can be used as the default font used for PDF generation in PowerPlay Enterprise Server and Impromptu Web Reports. Note that Swiss 721 SWM, not Andale WT, is the default font for use with Western European languages (Latin-1). The Andale Font is an accurate Unicode 2.1 font, and includes a backslash character ("\") at hexadecimal position 5C. While this is compliant with standards, the popular practice in Japan is to use the hexadecimal position 5C for the Yen symbol ("¥"). Customers using Japanese data may find that Andale is displaying backslashes where Yen symbols are intended.

There is an alternative font, Andale WT J, available from Cognos customer support. Andale WT J is identical to Andale WT except that it has a Yen symbol at position 5C instead of a backslash. Customers using Japanese data may prefer to use the Andale WT J font. Use of the Andale WT J font is restricted by the same licensing provisions as Andale WT, which form part of Cognos standard End User Licensing Agreement

nbn

Installing Additional Cognos Products on IBM AIX

If you already installed and configured one or more Cognos products on your IBM AIX computer, and you want to install additional Cognos products, you may need to run the **slibclean** command to clear the cache. This command removes any currently unused modules in the kernel and the library memory. You need root privileges to run this command.

To run the **slibclean** command, perform the following steps:

Steps

1. From the `cer2_location/bin` directory, type **configure**.
Configuration Manager opens.
2. To stop all Cognos processes, type the following command, where *computer_name* is the name of your IBM AIX computer:
stop computer_name
3. Type **exit** to close Configuration Manager.
4. Run the **slibclean** command.
This command may be installed to the `/etc` or `/usr/sbin` in your environment. For more information, see the **slibclean** man page.
5. After running this command you can proceed to install additional Cognos products.

nbn

Insufficient Disk Space Message When Installing ObjectStore

When you install ObjectStore, you may see the following or a similar error message:

```
There is not enough space on drive \ to extract this package. Please free up 34.52 MB and
click Retry
```

The installation program shows this message, despite adequate free disk space. This occurs if directories and contents remain on your computer from a previous ObjectStore installation.

To correct this problem, delete the following directories and any sub-directories in your TEMP location that contain files, such as `oscp*.dll`:

- `pft*~tmp`
- `_ISTMP*.DIR`

These directories result from a previous ObjectStore installation. Note that `pft*~tmp` directories can be quite large. By deleting these directories, you may also free up more disk space, although this is not the cause of the problem.

383568

Unable to Run ObjectStore 6.0 SP7 on a Computer With a Mapped I: Drive When the Referenced Computer Unavailable

If you have drive I: mapped to a remote machine, but the remote computer is unavailable, ObjectStore may fail when Architect or Impromptu Web Reports try to access it.

You may see the following error message in Architect:

```
[ACS:110] Create Database failed.
[ACS:10001] Internal error description: 'd:\Program
Files\Cognos\cer2\bin\test.cem'<err-0001-0126>*** assertion device_buffer[29] == '\\
was violated in file d:\r6.0_bl28\src\os\top\libmisc\pname.cc, at line 1979.
Error while trying to open the DLL schema database
"I:\r6.0.sp7.qd.17569.17655\build\retail\bin\os_coll.adb".
```

You may see the following error message in Impromptu Web Reports:

```
<err-0001-0143>No address for host 'sottbuild2f' on any connected network
(err_no_such_host)
Error while trying to open the DLL schema database
"I:\r6.0.sp7.qd.17569.17655\build\retail\bin\os_coll.adb".
```

ObjectStore first searches for a schema file with a built-in path that references drive I:. This problem applies only to a drive mapped to I:, no other drive letter.

To workaroud this issue, either ensure that the mapped I: drive is available, or unmap the I: drive.

Note: Changing OS_SCHEMA_PATH does not resolve this problem.

386312, 387324

An ANSI OUTER JOIN May Return an Incorrect Null-Supplied Row in Sybase Adaptive Server Enterprise 12.5

In Sybase Adaptive Server Enterprise (ASE) 12.5.0.1 EBF 10430 ESD#2, when a cursor is declared with an ANSI OUTER JOIN and the SET CURSOR ROWS option is set to more than 1, a FETCH statement may return an incorrect null-supplied row.

This is a known Sybase issue (reference CR 299413). This problem may also exist in other versions of ASE 12.5.0.1. Sybase indicates that a defect correction will be available in a future maintenance release of ASE 12.5. For more information, contact Sybase.

To correct this problem, upgrade to a version of ASE that contains the appropriate fix. Alternatively, you can update the cogdmct.ini file by performing the following steps.

Steps to update the cogdmct.ini file

1. Go to the *installation_location*.
2. Open the cogdmct.ini file in a text editor.
3. Under the [Misc] section, set NUMOFROWS=1

Note: Setting this value to 1 may impact performance because it increases network traffic.

Otherwise, you can add an order by clause to the query, as a temporary solution until you can upgrade.

For example:

```
select P1.PNO, P1.SNO, P1.ORDERDATE, P1.RECEIVEDATE,
       P2.SNO, P2.SNAME, P2.STATUS, P2.CITY
from (PARTORDER P1 LEFT OUTER JOIN SUPPLIERS P2
     on P1.SNO=P2.SNO and
       P2.STATUS in (select STATUS from SUPPLIERS where STATUS='30')) order by
P1.PNO
```

Adding an order by clause modifies the way in which the database buffers query results from each table. It forces the results into a temporary "worktable" before returning rows to the client. For more information see your Sybase Transact SQL Guide for the following topics: Effects of Join Column Buffering on Join Cursors, Effects of Select-List Buffering.

390664

Problem Retrieving Metadata Using an Oracle 8.1.7 Client Connecting to an Oracle 9iR2 (9.2) Server Configured with the AL32UTF8 Character Set

If your Oracle 8.1.7 client connects to an Oracle 9iR2 server that is configured server configured to use the default AL32UTF8 character set for the UTF8 encoding, you may experience a number of problems retrieving metadata.

For example, when you run a report in Impromptu Web Reports, the report running page may return blank after processing for awhile. If you then return to the previous page, you may see the following error message:

```
"The user class is missing or invalid".
```

Another example, occurs on Windows. In the Event Viewer, you may see the following log message:

```
"The table or view <tablename> was not found in the dictionary".
```

Another symptom you may experience is that the Cognos product is not responding.

This is a known Oracle problem (number 2751460).

To correct this problem, do one of the following:

- upgrade to a version 9.2 Oracle client
- use a version 9iR1 (e.g. 9.0.1.4) database server
- use a non-UTF8 configured database server

For more information about Oracle's discussion on Unicode Database Support, see <http://otn.oracle.com/tech/globalization/pdf/Unicode.PDF>.

381360

Error Occurs When Using an SQL Query Containing a CASE Statement on a Sybase Adaptive Server IQ 12.4.2 or 12.4.3

If you use an SQL query that contains a CASE statement to access a Sybase Adaptive Server IQ 12.4.2 or 12.4.3, you may receive a feature not implemented error. Depending on the version of the driver, you may see one of the following messages:

```
[Sybase][ODBC Driver][Adaptive Server IQ]General error: RAISEERROR executed
--(dfo.cxx.3207)
```

```
[Sybase][ODBC Driver][Adaptive Server IQ]General error: RAISEERROR executed --(dfo.cxx
2648) - Feature not implemented
```

Note: If you use the Sybase ASIQ 12.4.3 EBF4 (Q1349) ODBC driver as your network client, you may see a more descriptive error message.

The problem occurs when the database tries to evaluate a CASE statement twice. This is a known Sybase ASIQ problem. The error occurs because the query uses a feature that is not implemented in Sybase ASIQ, prior to version 12.4.3 EBF2.

To correct this problem, do one of the following:

- upgrade to Sybase Adaptive Server IQ (Enterprise Edition) 12.4.3 EBF2
- edit the cogdmod_iq.ini and set Case=F in the section [Exception Value Expressions]
 - Note:** Disabling CASE processing may impact performance because the local processing occurs in the Cognos product on the application server, not in the database server.
- perform the Sybase suggested workaround and create a table view then concatenate the column.

For example, using the asiqdemo database (department table) as an example:

```
select distinct dept_name, dept_name || case when dept_name like '%Shipping%' then
'Shipping' else ' ' end from department
create view tempa (name) as select case when dept_name like '%Shipping%' then
'Shipping' else ' ' end;
select distinct dept_name, dept_name || tempa.name from department, tempa;
```

390074

DB2 UDB Version 7.x Erroneously Rejects a Valid ODBC Escape Sequence in an SQL Statement

When you drill-through from PowerPlay to Impromptu, you may see the following error message in Impromptu:

```
Query Server Error
[IBM][CLI Driver][DB2/NT] SQL0007N the character "]" following "T"."Outlet" and " is not
valid. SQLSTATE=42601.
Details shows: Error number -239:
DMS-E-GENERAL, A general exception has occurred during operation 'prepare request with
options'.
```

Certain versions and FixPaks of DB2 UDB erroneously reject a valid ODBC escape sequence, such as "}", (curly bracket), in an SQL Statement. This is an IBM problem (PMR number 07159,519) and it affects IBM DB2 UDB version 7.1 FixPak 2 through 6 and version 7.2 FixPak 3 through 6. IBM is believed to have resolved the problem in FixPak 7.

To correct this problem, upgrade to a version of DB2 UDB that does not demonstrate this problem. Alternatively, you can apply the following temporary workaround until you can upgrade.

Steps

1. On the computer where the DB2 UDB client is installed, go to the location where you installed the client.
2. Open the db2cli.ini file in a text editor.
3. If the section does not already exist, create a new [COMMON] section in this file.
4. Add the following text to the [COMMON] section:
NOSCAN=0
5. Save and close the file.

382957

Incorrect Query Results Returned by Teradata When Subquery in an EXISTS Predicate Contains a GROUP BY Clause without a HAVING clause

If a query contains an EXISTS predicate, and the subquery in the predicate has a GROUP BY clause, but doesn't contain a HAVING clause, then Teradata returns incorrect results.

For example:

```
SELECT T1.f1, AVG(T2.f2) FROM TableA T1, TableB T2 WHERE T1.key = T2.key GROUP BY
T1.f1 HAVING EXISTS (SELECT myKey, Sum(myData) FROM TableC GROUP BY myKey )
```

This is a known problem (reference RECASNC8J) for Teradata versions V2R4 and V2R5. For more information about the availability of a correction, contact Teradata.

To correct this problem, upgrade to a version of Teradata that contains a correction for this problem. Alternatively, in the interim, change the subquery in the EXISTS predicate by either adding a HAVING clause, or removing the GROUP BY clause. For example, use the following general format:

```
SELECT fieldlist FROM table WHERE selectcriteria GROUP BY groupfieldlist [HAVING
groupcriteria]
```

354938

Error Viewing Online Help After Reinstalling Upfront

After you uninstall the Upfront gateway component, if you reinstall the same version of Upfront and then click the Help button in the Upfront user interface, you may see the following error message:

"The page cannot be found"

This occurs because the file upf_ug_hlp_mn.html is also uninstalled with the Upfront gateway. The upf_ug_hlp_mn.html file may not be reinstalled when you install a product that uses the same version of Upfront.

To correct this problem, follow these steps:

Steps

1. On the product CD, go to the \Cognos\ppes\cabfiles directory.
2. Select the upf_gateway_help_language_code_verc.cab file and extract a copy of the upf_ug_hlp_mn.html file.
3. Copy the upf_ug_hlp_mn.html file to the *installation_location*\Documentation\html\upfront\language_code directory.

381867

Application Error When Attempting to Stop Velocis Data Store Process

If you attempt to stop services at the local computer level in Configuration Manager, you will receive an application error on the Velocis data store process (rds.exe). You can ignore this error. The process does stop and you can restart the process by starting services at the local computer level.

381359

Cannot Install Multiple Instances of NSAPI Gateways

When you configure iPlanet Web Server to use NSAPI gateways for Cognos products, you must define a function to locate the product gateway. Because you can define only a single function for each product gateway, a single instance of the Web server cannot use more than one gateway for each Cognos product.

If you want to have more than one gateway for a Cognos product, and you want to use NSAPI gateways, then each gateway must be located on a different Web server.

To work around this problem, if more than one gateway for a Cognos product is required and NSAPI gateways are being used, you must install each instance of the gateway on a separate Web server instance. These can be either on separate computers, or multiple instances on the same server.

Alternatively, if a single instance of the Web server is required, you can choose to use CGI gateways instead of NSAPI.

390559

Unable to Log On to Cognos Series 7.1 Products After Uninstalling Cognos Series 7.0 Products on Windows

After you uninstall all of the Cognos Series 7.0 products and components on a Windows computer, you cannot log on to Access Manager.

To correct this problem, start Configuration Manager and then apply the Windows Common Logon Server property setting to update your environment.

374921

Cannot Use Impromptu 7.1 After Uninstalling Impromptu 7.0

After you uninstall Impromptu 7.0, you may notice the following two issues in Impromptu 7.1:

- The Cognos.ini file no longer contains database connection information.
- Dates and numbers are no longer formatted correctly.

To work around the database connection problem, before you uninstall Impromptu 7.0, make a backup copy of the Cognos.ini file. Then, after you install Impromptu 7.1, copy the backup Cognos.ini file to the Impromptu 7.1 installation location. By doing this, you preserve the database connection information that Impromptu uses. If you do not do this, you must specify the database connection information using the Database Connection dialog box in Impromptu 7.1.

To correct the formatting issue, in Configuration Manager, check the locale setting under Cognos Shared. After you confirm the property setting, select Cognos Shared and then apply the settings. This restores the registry keys and file location information that is required for locale-related formats.

nbn

Impromptu Installation and Configuration

There were no known issues when this document was published.

Access Manager Installation and Configuration

Error When Applying the Access Manager - Runtime Component

When you try to apply the **Access Manager - Runtime** component in the Configuration Manager, you may see the following error message

`You must have a ticket server configured in your default authentication source.`

This message appears because the ticket server information stored in the directory server is incorrect.

You can change the values for the ticket server parameters by using the the Configuration Manager or Access Manager - Administration.

If you use the Configuration Manager, follow these steps

1. Start Configuration Manager.
2. In the **Welcome** page, click the **Start** tab.
3. Click **Open the current configuration**.
4. In the **Explorer** window, expand the components until you can click the **Access Manager - Directory Server**.
5. Click the **General** category.
The **Properties** window shows properties and related values for the directory server.
6. In the **Properties** window, set value for the property **Are you sure you want to configure this directory server** to Yes.
7. Set proper values for the remaining properties for the ticket server, such as **Ticket server computer** and **Ticket server port**.
For more information, see the topic Access Manager Directory Server in the Configuration Manager Help, chapter Cognos Services Settings, topic Property Tables.
8. In the **Explorer** window, right-click the **Access Manager - Directory Server** component.
9. Click **Apply Selection**.
10. In the **Explorer** window, right-click the **Access Manager - Runtime component**.
11. Click **Apply Selection**.

To change the property values for the ticket server in the Access Manager - Administration, follow these steps

1. Start Access Manager Administration.
2. In the **Authentication Information** pane, expand the Directory Servers folder.
3. Select the appropriate directory server.
Note: If the directory server name does not appear in the **Directory Servers** folder, you may have to add a connection to the directory server.
For more information, see the topic Connect to a Directory Server in the Access Manager Administration Help, chapter Set Up An Authentication Source.
4. From the **Edit** menu, click **Properties**.
5. Click the **Ticket Server** tab. Specify the Runtime Administrator distinguished name (DN) and password, and then set the **Host** and **Port** parameters.
6. In the Configuration Manager, **Explorer** window, right-click the **Access Manager - Runtime component**.

7. Click **Apply Selection**.

Note: You can also use the Access Manager - Configuration Wizard to apply the runtime configuration.

346953

Architect Installation and Configuration

There were no known issues when this document was published.

Deployment Manager Installation and Configuration

There were no known issues when this document was published.

Data Access Known Issues

Troubleshooting 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.

To help you determine if you currently, or may in the future, experience these problems, Cognos is providing you with the following:

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

Distributed Sorting Validation Kit

You can download the Distributed Sorting Validation Kit from the Cognos Support Web site at <http://support.cognos.com/distributedsort> The kit includes the following:

- scripts

You can run scripts to check the sorting order of your databases and operating systems. These scripts load data into your databases and use the collating sequences of your databases to sort the data. They also use the collating sequences of your operating systems to sort the same data.

- utility
A utility to check the sorting order of the operating system on which your Cognos product is installed.
- the *Troubleshooting Distributed Sorting* book
This book tells you how to run the scripts and utility and how to determine the results of the validation process. It also tells you how to modify the way your Cognos product sorts data.

New Product Features

To eliminate the risk of experiencing the problems, we have enhanced our products in the following ways:

- Enable or disable distributed sorting.
On a database connection, you can enable or disable distributed sorting. You can disable distributed sorting if the results of the operating system and database sorting validation process aren't the same, or if your databases don't sort in the same order. If neither of these situations exists, you can enable distributed sorting.
Note: When a Cognos product that is multibyte-language-enabled accesses a database it automatically adjusts its default method of distributed sorting for specific databases. This behavior prevents the most common causes of the potential problem.
- Specify a special collating sequence.
On a database connection you can specify special options when distributed sorting is not compatible by default. Cognos provides special collating sequences, such as those for EBCDIC and Microsoft Access language variations, to substitute for the collating sequence of your operating system. You can use these special collating sequences to continue to use distributed sorting.

For more information about these new features, see the *Troubleshooting Distributed Sorting* book, available with the Distributed Sorting Validation Kit.

Impromptu Known Issues

Deprecation Notices

Several features, considered out-of-date or no longer used, are targeted to be removed from the product in a future release. These features include:

Layout 1 Format for HTML Output

This format was required to retain compatibility with older browser versions (e.g., Netscape 4.76 and IE 3.5). Layout 2 was introduced in Impromptu Series 7 Version 2 to capitalize on enhanced HTML capabilities available in newer browser versions such as Netscape 7.0 and IE 5.5. This updated format is superior to Layout 1 as it maintains high visual compliance with IMR and PDF output. In the next feature release of Impromptu, Layout 2 will be the only format available for HTML output.

Save As dBase

Save As Lotus 1-2-3

Over the years, both dBase and Lotus 1-2-3 have had very limited presence in the desktop database market. As a result, Impromptu is moving to maintain and improve compatibility with more widely used output formats.

Save As Excel

In Impromptu 6.0, Save as Formatted Excel was introduced. Save as Excel (unformatted) was retained for backwards compatibility with the previous version of Impromptu and to allow customers time to adjust to the updated Excel format. For customers who desire unformatted data in Excel, save the report as a text file (.csv) and then import this file into Excel.

Native dBase support

As dBase no longer has significant presence in the desktop database market, Impromptu will no longer continue supporting native dBase as an input source. Reading dBase data will continue to be supported via ODBC.

nbna

Unable to Open a Catalog Using Synonym Tables when Connected to a DB2 AS/400 Database

When opening catalogs which use a DB2 AS/400 database using synonym tables, a GPF will occur if you double-click to expand a table in the database. This occurs in either the Database Tables or Catalog Tables window. There is no way to add or remove selected columns from a table. This issue only occurs when accessing DB2/400 V5R1 with Client Access Family-Express Client V5R1. It does not occur using native access, DB2 Connect with DB2/400 V5R1. IBM has identified this defect. Please contact IBM for an update on the status of this defect.

346636

Euro Symbols Appear as Dots in Printed Reports

This issue is caused by printer driver settings. The Microsoft Knowledge Base article #Q195041 entitled "The Euro Symbol is Not Printed" states that for Windows 98 and Windows 95 (with the euro patch), documents containing the euro symbol may not print correctly.

There are two possible causes for this problem.

- The font used to format the euro symbol is not available on the computer printing the document. The euro symbol is contained in these True Type fonts: Arial, Courier New, Tahoma, and Times Roman.
- The printer driver substitutes a font that does not support the euro symbol. The following printers are known to have this problem: Hewlett-Packard LaserJet 4, 5 and 6 using Printer Control Language (PCL) or PostScript (PS), and Lexmark Optra C PS.

For example, the default font property for the HP LaserJet 5 Si driver is set to "Send True Type font to printer according to font substitution table". A euro symbol, printed with this setting, will appear as a black dot, because the Arial font (in the document) is substituted with Helvetica (the printer font) when the document is printed. Helvetica does not support the euro symbol.

To correct this problem, you must:

1. Ensure that the computer printing your document has True Type fonts available that support the euro symbol.
2. Change your printer driver font properties to "Always use True Type fonts".

355040

Access Manager Known Issues

Error When Adding Users with Japanese Characters

You may receive the message, "**An internal error has occurred in Access Manager**" when adding users with Japanese characters. The error is a result of an existing Access Manager user that has the same leading byte but a different trailing byte as the new user being added to the namespace. For example, add a user named the Japanese character "Rain" (that is, AME) and then add a user named with the Japanese character "Swimming" (that is, OYOGU). Since these characters contain the same leading byte (0x89), but a different trailing byte (0x4A and 0x6A respectively) the result will be an error (see note 2).

To resolve this problem, you can use iPlanet Directory Server 5.0 with SP1 for JA. This product can be downloaded from <http://www.iplanet.com/downloads/download/>.

Note 1: The problem has only been fixed in iPlanet Directory Server 5.0 with SP1 for JA. This issue still exists in iPlanet Directory Server 5.0 and iPlanet Directory Server 5.1.

Note 2: 0x4A is the ASCII character code of the English character 'J'. 0x6A is the ASCII character code of the English character 'j'. The English product of iPlanet Directory Server is not case-sensitive.

353400

Incompatible ATI Display Driver

Windows NT users may have to upgrade their outdated ATI display driver to avoid a stop screen when starting Access Manager Administration.

For information on how to acquire updated display drivers for your ATI video card, and for installation instructions, refer to your ATI video card documentation or computer vendor. The most up-to-date version of the display driver is available on the ATI web site.

331755

Error Message When Adding Objects Containing the Same Basic Letter Configuration Using Active Directory Server

If you try to add more than one object, such as namespaces, users, or user classes, that contain the same basic letter configuration and you are using Active Directory as your directory server, you may receive the following error message in Access Manager - Administration:

An internal error has occurred in Access Manager.

Active Directory does not allow two objects to contain the same basic letter configuration. For example, you cannot add a user named "coté" followed by another user named "cote".

340170a

Problems May Occur if the Namespace Data Uses a Different Locale Than the One Used by the Client or Server

You may encounter problems if your namespace data uses a different locale to access data than the locale used by the client, server, or client-server.

Problems that may occur include:

- unexpected behaviors
- unexpected errors when administering namespaces, such as
- characters incorrectly displayed on the client or in a browser
- error messages, such as

The namespace cannot be found

The value <string with extended characters> contains one or more characters that cannot be represented in the current code page.

More specifically, problems may occur if you modify the ticket server connections or the runtime credentials used to access the directory server.

For example, if you are using an English server to administer or modify ticket server connections on a namespace that contains Japanese characters, and the default locale of the English server is not set to Japanese, the designated default namespace may be unexpectedly unset.

This may cause authentication problems if your runtime authentication source has been configured to use the designated default namespace of the directory server.

If you need to administer ticket server connections or the runtime credentials used to access your directory server, ensure that the client uses the same locale as that of the namespace data.

Also, to prevent authentication problems, you can set your runtime authentication source to use a specified namespace rather than the directory server default.

391775

Architect Known Issues

O6CLIEN1.DLL Not Found When Launching Architect (Windows 98)

When you try to launch Architect, you may receive an error message that says O6CLIEN1.DLL cannot be found.

This problem occurs because the ObjectStore installation sets the system path incorrectly.

The solution is to correct the system path using the following steps:

Steps to Correct the System Path

1. Open the **AUTOEXEC.BAT** file for editing.
2. Locate the **PATH** statement. It will resemble the following example:
PATH=%PATH%; "C:\Program Files\Mts"
3. Note whether the path has quotation marks around it. The previous example does. If the path in the AUTOEXEC.BAT file has quotation marks around it, the path in the OS_AUTO.BAT file requires quotation marks.
4. Locate the **CALL OS_SETUP.BAT** statement and note whether it is before the PATH statement. If it is not, move the CALL OS_SETUP.BAT statement so that it is before the PATH statement. It must precede the PATH statement in order to include ODI in the system path.
5. Save and close the AUTOEXEC.BAT file.
6. Open the **OS_AUTO.BAT** file for editing.
7. Locate the **SET PATH** statement. It will resemble the following example:
SET PATH=%PATH%;C:\ODI\OSStore\bin
8. If the path in the AUTOEXEC.BAT file has quotation marks around it, place quotation marks around the path in the OS_AUTO.BAT file. The previous example would be modified to appear as follows:
SET PATH=%PATH%;"C:\ODI\OSStore\bin"
9. Save and close the OS_AUTO.BAT file.
10. Reboot the computer.

You should now be able to launch Architect successfully.

347235a

Unable to Save Architect Models to Remote Locations (Windows 98)

If you are using Windows 98, you can only save Architect models on your local computer, not to remote locations such as a shared drive on a Local Area Network (LAN).

If you want to save Architect models to remote locations, you must save them from a computer running Windows NT, Windows 2000, or Windows XP.

361429

Unable to Set Up Model Security When Upgrading from Architect 6.2 and Namespace Names Differ

You may be unable to import user classes in Architect 7.1 when you attempt to set up model security in a model that was created by importing an Architect model export file (.cemx) created in Architect 6.2.

This problem can occur if the namespace name where the model resided in 6.2 and where it is being moved to in 7.1 do not match. Namespace names are case sensitive, so they must match exactly. If they do not, you will have difficulty setting up model security in an upgraded model.

It is best practice to migrate models from 6.2 to 7.1 using identically named namespaces. Ensure that the namespace name you use to export your .cemx file from Architect 6.2 matches the one you are using in Series 7 when you import.

357572.1

Working in a Multiple Modeler Environment

If your work environment contains more than one Architect modeler, you must ensure that they co-ordinate their modeling activities. If more than one modeler is working on a model at the same time, only one of them can import metadata, build the business layer, create packages, or do any other type of automated refinement at a time. If both modelers try to import or generate model objects at the same time, one modeler may be temporarily locked out.

You must also ensure that only one user, the administrator, is logged in to the model when security changes are made, particularly if the security changes involve restricting access to a User Class.

nbna

Right-to-Left Characters Displayed Incorrectly

Due to technical limitations - that have been reported to Microsoft - right-to-left characters such as Hebrew or Arabic may not appear correctly in an English left-to-right environment.

This problem has been identified by Microsoft as their defect number SRZ011011000550.

339043

DB2 Replicated Tables are Not Displayed in Architect

DB2 replicated tables are not displayed in Architect because they are not imported into Architect. The replicated tables are not imported because the table type is not recognized. In the ODBC/DB2 gateway, a table request is implemented as ODBC SQLTables call. SQLTables call returns a list of table, catalog, or schema names, and table types, that are stored in a specific data source.

ODBC SQLTables defines replicated table as type "TABLE". Therefore, calling SQLTables with type "TABLES" should return the replicated tables, however it doesn't. Thus this is why replicated tables do not get imported into Architect. According to IBM, the behavior seen by SQLTables is actually working as designed per the ODBC specifications. DB2 UDB 8.0 will add "SUMMARY TABLE" type for SQLTables.

324202

CognosScript Editor Known Issues

There were no known issues when this document was published.

Deployment Manager Known Issues

NewsIndex Structure Changed During Deployment Operation

When you redeploy a package from the source environment, any changes that you have made to the NewsIndex structure in the target environment will be overwritten by the structure from the source. This will occur regardless of the merge policy selected, Keep Target or Keep Source.

This situation has no workaround.

347238

Special Characters in Packlet Location Property for Dependent Components on UNIX

If special characters are used in the Packlet Location property for dependent components on UNIX, the deployment will fail. Special characters include, for example, an ampersand (&), angle brackets (<), and so on.

To avoid this problem, do not use special characters in the Packlet Location property.

347263

Using Localhost as Upfront Server Name

When creating a new package definition, in the **New Package Definition** dialog, you must use the actual Upfront server name and not *localhost*. When you use localhost Deployment Manager will return an error indicating that *localhost:8030* did not respond appropriately. The error will not be evident when you click the Test button. The error only appears when you attempt to create the package definition.

To avoid this problem use the actual server name in the package definition.

362772

Deploy IWR 7.0 Using Deployment Manager 7.1

When using Deployment Manager 7.1 with Impromptu Web Reports (IWR) 7.0, you may have compatibility problems between versions. To fix this problem you must change a computer setting that allows Deployment Manager to work correctly for IWR 7.0.

Once this setting has been changed, Deployment Manager will run in an IWR 7.0 compatible mode. The entire deployment process of IWR 7.0 must be performed in this mode. In Windows, you will have to change a registry setting using Regedit. On UNIX, the setting is found in the depman.ini file.

Change Windows Registry Setting

1. From the **Start** menu, click **Run**.
2. Type regedit.
3. Expand
HKEY_LOCAL_MACHINE\SOFTWARE\Cognos\cer3\Deployment
Manager\CdmRp\IWR70CompatibilityMode
4. Change the setting to **1**.

Change the UNIX Registry Setting

1. Open depman.ini.
2. Edit the depman.ini file as shown:
[CdmRp]
IWR70CompatibilityMode=1

This setting does not affect the Deployment of Upfront or any other Cognos product. When Deployment Manager 7.1 is in compatibility mode, several of the new features are disabled. For example, you cannot choose the target server for IWR while in this mode. Therefore, it is important to return registry settings to their default value of '0' after you have finished working with IWR 7.0.

Scheduler Known Issues

Scheduler Doesn't Work after Uninstalling Impromptu 7.0

After uninstalling Impromptu 7.0, Scheduler may fail to launch or run jobs. If this occurs, open Configuration Manager and re-apply the Scheduler parameters.

366600

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