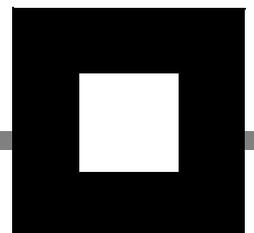




Cognos
Series 7 Impromptu^(R) User
for Windows

Installation Guide



Product Information

This document applies to Impromptu^(R) User 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.
- 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. Cognos grants you a non-exclusive, non-transferable license to use, copy, and reproduce the copyright materials, in printed or electronic format, solely for the purpose of providing internal training on, operating, and maintaining the Cognos software.

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
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)
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 User, 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).

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

Do I Want this Method?

For Impromptu User, there are no significant installation choices that remain to be made because all components must be on a single computer to run the product. It may be most convenient for you to use the default installation method. Your computer must have adequate disk space to hold the Cognos software. The Impromptu Quick Tour is not installed by default.

Where are the Instructions I Must Follow?

For instructions about how to install all components using default configurations settings, see ["Installing Cognos Series 7 Impromptu User" \(p. 11\)](#).

Minor Changes with a Custom Installation

If you review the default settings and components, you may find only a few choices that you wish to change. 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 defaults for automatic configuration of the components you installed or you can configure the components yourself.

Do I Want this Method?

For Impromptu User, you can choose a custom installation to select the Impromptu Quick Tour or the default font (Swiss721 font), which are not available with a default installation. Also, do a custom installation if you do not want to install some components that are provided by default such as the documentation and tools. You can do a custom installation to select or deselect these minor components and then use the default configuration option. It is unlikely that you will need to do a custom configuration for Impromptu User.

Where are the Instructions I Must Follow?

See ["Installing Cognos Series 7 Impromptu User" \(p. 11\)](#) and complete all tasks required to prepare for the installation. Then, complete the custom installation steps [\(p. 15\)](#).

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 User" \(p. 11\)](#) and complete the applicable tasks required to prepare for the installation. Then install the software using either default [\(p. 11\)](#) or custom installation steps [\(p. 15\)](#). If you also want to upgrade your client data, see ["Upgrading" \(p. 17\)](#).

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" \(p. 21\)](#).

Chapter 2: Cognos Series 7 Impromptu User

Impromptu User is a database reporting tool. You use Impromptu to easily create queries, run them against your relational database, and format the results. Catalogs that were created with Impromptu Administrator provide the source for the queries you create with Impromptu User.

If you choose a default installation, all the components described in this section are selected for you and are configured with default settings. If you choose a custom installation or an upgrade, you can select just the components you want to install and then complete the configuration. In either case, 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 User.

Impromptu User

Use Impromptu to create, view, and distribute reports. You can easily add filters to rows or columns in reports; group and sort information; and use picklists, prompts, and exception highlighting to increase the value of standard reports. Output can be to a variety of formats, including PDF and HTML, or saved as Microsoft Excel files.

Impromptu Tools

The Impromptu 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 Batch Maintenance**
Lets administrators automate maintenance tasks required to manage security in Access Manager.
- **Access Manager Registration Wizard**
Use to register a trusted signon plug-in with 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.
- **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 a report.
- **User Defined Functions Software Development Kit (SDK)**
Use to create custom business functions for your reporting environment.

Books

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

Quick Tours

Quick Tours serve as online introductions to Cognos products. The Impromptu Quick Tour is available with Impromptu User. 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*.

Support Files

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

- 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.

Default Settings

You can use the following default settings or use Configuration Manager to make changes.

Ports

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

Component	Default Port
Web Server	80
PowerPrompts	
• test server	• 2424
• data access server	• 2425

Chapter 3: Installing Cognos Series 7 Impromptu User

A default installation of the Cognos Series 7 solution installs all the Cognos products and components required to run Cognos Series 7 on a single server. Install by using default settings both for the selection of components and for the configuration if you want to accept the installation choices made by Cognos. You can also use the default settings when you want to accept the choices for components and then make some minor adjustments to the default configuration. You must still choose a computer and check that all the prerequisites are met, including installing third-party products.

You may, however, prefer to install only the components you want. A custom installation still gives you the option of configuring the components with default settings.

If you are upgrading from an older version of Cognos Series 7 Impromptu User, follow the same steps provided here, and then upgrade your client data ([p. 17](#)).

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 each CD.
- Finish the installation.
- Test the installation.

Verifying Your System Requirements

Before you install Cognos Series 7 Impromptu User, ensure that the computer meets the 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**.

Install Cognos Series 7 Impromptu User

You install from the Impromptu User CD. Use the steps for a default installation if you want to install all components that are preselected for you. Use the steps for a custom installation ([p. 15](#)) if you want to select the specific components you want to install. Quick Tours and the default font (Andale) 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 User CD:
 - If you insert the CD, the installation menu should appear. Click **Install Cognos Impromptu User**.
 - If no installation menu appears, double-click **Setup.exe** in the **cognos\impu** 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**.
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.
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.
14. Click **Next**.
The Configuration Wizard appears.
15. Click **Next**.
16. In the **Authentication Source** dialog box, you have several choices:
 - Select **None**, if this option is available, and then click **Next**. The product you are installing does not require common security.
 - If **None** is available, but you want to connect to a corporate directory server, you can select **Directory Server**, and then use the Configuration Wizard to specify the settings for the corporate directory server.
 - If **Directory Server** is preselected, it indicates that a directory server was previously configured on this computer. Click **Next** to advance through the subsequent dialog boxes accepting all the default settings.
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.

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 install the Impromptu Quick Tour. Alternatively, see "[Default Installation Steps](#)" (p. 14).

1. Review all prerequisites such as verifying the system requirements and completing the preparation tasks.
2. Open the installation menu from the Impromptu User CD:
 - If you insert the CD, the installation menu should appear. Click **Install Cognos Impromptu User**.
 - If no installation menu appears, double-click **Setup.exe** in the **cognos\limpu** 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.

Testing the Installation

You can test Cognos Series 7 Impromptu User when you have completed the installation. 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.

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 Impromptu User

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

To test Impromptu User, you can open an Impromptu report (.imr).

What's Next?

The installation is now complete. If you are upgrading from an older version of Cognos Series 7 Impromptu User, you now have the option to upgrade your client data. For instructions, see ["Upgrading" \(p. 17\)](#).

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.

Upgrading Client 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.

Appendix A: Uninstalling

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

- Cognos Series 7 Version 2
 - Impromptu User
 - Impromptu User Books
 - Impromptu User Samples
 - Impromptu User Tools
- Cognos Windows Common Logon Server

Steps

1. In the **Control Panel**, double-click **Add/Remove Programs**.
2. 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 or Windows XP, click **Change/Remove**.The Uninstall Wizard opens.
3. Click **Next**.
4. Select the check box beside each component in the list, or click **Select All** to uninstall all components at once, and then click **Next**.
5. Click **Yes** to confirm the uninstallation.
6. Click **Yes** to restart your computer if prompted.

Note: Uninstalling does not remove any files that have changed (for example, configuration and user data files) since the installation. Your installation location will remain on your computer and retain these files until you delete them using Windows Explorer.

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 User components on the client computer while others 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-IMPU-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\impu directory on the CD.
7. From the **Start** menu, click **Programs, Command Prompt** to 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-IMPU-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 User CD.
2. Go to the Cognos\impu 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\impu directory on the CD.
14. From the **Start** menu, click **Programs, Command Prompt** to 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-IMPU-version-yyyyymmdd-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-IMPU-version-yyyyymmdd-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 User. You may already have these products installed and configured, or you may not need them.

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 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.

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