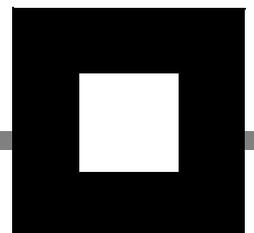




Cognos
Impromptu^(R)

Impromptu Readme



Product Information

This document applies to Impromptu 7.1 Maintenance Release 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>).

Copyright

Copyright (C) 2003 Cognos Incorporated

While every attempt has been made to ensure that the information in this document is accurate and complete, some typographical errors or technical inaccuracies may exist. Cognos does not accept responsibility for any kind of loss resulting from the use of information contained in this document.

This document shows the publication date. The information contained in this document is subject to change without notice. Any improvements or changes to either the product or the document will be documented in subsequent editions.

U.S. Government Restricted Rights. The software and accompanying materials are provided with Restricted Rights. Use, duplication, or disclosure by the Government is subject to the restrictions in subparagraph (C)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013, or subparagraphs (C) (1) and (2) of the Commercial Computer Software - Restricted Rights at 48CFR52.227-19, as applicable. The Contractor is Cognos Corporation, 15 Wayside Road, Burlington, MA 01803.

This software/documentation contains proprietary information of Cognos Incorporated. All rights are reserved. Reverse engineering of this software is prohibited. No part of this software/documentation may be copied, photocopied, reproduced, stored in a retrieval system, transmitted in any form or by any means, or translated into another language without the prior written consent of Cognos Incorporated.

Cognos and the Cognos logo are trademarks of Cognos Incorporated in the United States and/or other countries. All other names are trademarks or registered trademarks of their respective companies.

Information about Cognos Products and Accessibility can be found at www.Cognos.com

Impromptu 7.1 Readme	v
Installation and Configuration for Maintenance Release 1	v
Known Issues for Maintenance Release 1	vii
Access Manager	vii
Impromptu	vii
Impromptu Web Reports	viii
Installation and Configuration	viii
Solution Installation and Configuration	viii
Impromptu Installation and Configuration	xi
Access Manager Installation and Configuration	xi
Architect Installation and Configuration	xii
Deployment Manager Installation and Configuration	xii
Data Access Known Issues	xii
Impromptu Known Issues	xiii
Access Manager Known Issues	xv
Architect Known Issues	xvi
CognosScript Editor Known Issues	xvi
Deployment Manager Known Issues	xvii
Scheduler Known Issues	xvii
Index	xix

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 May 30, 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 Maintenance Release 1

The following section contains late-breaking information that pertains to installing and configuring Cognos Series 7 Version 2, Maintenance Release 1.

Unable to Communicate With Upfront When Using NSAPI Gateways on Solaris

After a period of operation using NSAPI gateways, Cognos products stop running properly and return the following error:

```
Unable to communicate with Upfront at the moment. Please contact the system administrator for assistance.
```

This condition occurs only on Sun ONE Web servers when you have the File Caching and TransmitFile options enabled.

There is a known issue with the Sun ONE Web server whereby the File Caching option appears to be turned off when in fact it is enabled with the TransmitFile option set to On. When the TransmitFile option is turned on, the Web server caches open file descriptors while it's running. As a result, Cognos products cease to operate after all the descriptors have been used.

Sun recommends that you turn off the TransmitFile option when installing on Solaris. To do this,

- enable file caching in the Administration tool for your Web server. Select the Enable File Cache box, which is located in the Cache Configuration section (File menu).
- open your nsfc.conf file in a text editor. By default, the file is located in the server_root/instance_dir/config directory. Add the following line to the file:

```
TransmitFile=false
```

Save the file, then restart the Web server.

403033

Errors occur using the DataDirect ODBC driver manager on UNIX with locale other than en_US

The following problems may occur when you are using the DataDirect ODBC driver manager on UNIX:

Driver doesn't connect to the database and/or returns messages such as:

```
" The driver returned invalid (or failed to return) SQL_DRIVER_ODBC_VER:" or  
"[DataDirect][ODBC lib] Driver does not support this function"
```

The following information appears in the ODBCREAD.ME document, located in the driver installation directory.

LANG environment setting on UNIX Platforms

A default installation of Connect for ODBC on UNIX assumes that the value of the LANG environment setting is en_US. If your locale is not set to en_US, then the drivers cannot return error messages properly.

In this case, you must create a symbolic link in the <Install Dir>/locale directory that has the same value as the LANG environment setting. This link must point to the <Install Dir>/locale/en_US directory.

The same is true if the process sets the locale by calling setlocale with an explicitly defined value, and that value is not en_US.

Cognos Products set the locale to the value of the cer3.ini property nativelocale in the [Locale] section. In order to be able to use the DataDirect ODBC driver manager, a soft link with the value of the native locale has to be created as explained in the preceding quote.

Unable to run sample macros from Workstation installations

When attempting to run sample macros installed on a read only LAN location, the macro will not run and may return the following error:

```
Cannot Create Output File
```

The user attempting to run a sample macro must have write access to the directory where the macro is located. To use the macros copy the sample macros from the LAN location to the user's local machine and run them from there.

405895

Current Configuration Does Not Display NoticeCast Data Store Settings Correctly

In Configuration Manager, if you modify any of the Cognos NoticeCast.NoticeCast Data Store.General properties and apply the changes, the original values may appear the next time you open the current configuration. However, even though the original values reappear, the changes were applied correctly and the NoticeCast server uses the new values.

To view the correct settings, right-click on Cognos NoticeCast.NoticeCast Data Store.General and select **Obtain from Computer**.

The problem affects data store settings for DB2, Informix, and Oracle.

398428

Problems Upgrading Microsoft Active Directory from Windows 2000 to Windows 2003

Customers who currently have Microsoft Active Directory on Windows 2000 configured for use with Cognos Applications will encounter errors when attempting to upgrade Active Directory for Windows 2003.

The following errors will be reported when trying to perform the "adprep /forestprep" command as part of the upgrade process from Windows 2000 to Windows 2003:

```
Entry DN: CN=inetOrgPerson,CN=Schema,CN=Configuration,DC=accmandev,DC=cognos,DC=cog  
Add error on line 333: Unwilling To Perform
```

```
The server side error is "Schema update failed: attribute in may-contain does not exist."  
An error has occurred in the program
```

Before upgrading Active Directory for Windows 2003, run the following utility to modify the Cognos schema and data in preparation for the Windows 2003 upgrade:

Ads_update.exe

This utility can be located in the ...cer3\bin directory as well as in on the cd in :\Support Files\Microsoft

To get a full list of parameters for this utility run: ads_update -h

Note: this utility must be run against the directory server schema master.

405895

Configuring Microsoft Active Directory on Windows 2003

Before configuring your Microsoft Active Directory server for use with Cognos products on Windows 2003, you must make a modification to your installation in order to allow anonymous access to the directory server. This was the default behaviour for Windows 2000.

For more information, refer to the Microsoft support website and search for the knowledge base article 326690 entitled "Anonymous LDAP Operations to Active Directory Are Disabled on Windows Server 2003 Domain Controllers".

403401

Errors packing 7.0 NoticeCast using Deployment Manager 7.1

When using Deployment Manager 7.1 to pack an environment that includes Noticecast 7.0, an error stating, "The provider returned an unsuccessful result code" will occur when the package content is being defined.

This error occurs because NoticeCast 7.0 is not deployable using Deployment Manager. Support for this dependent component was only brought in for NoticeCast 7.1. If you are packing components other than NoticeCast the error can simply be ignored and all other dependent components can be packed and deployed without impact.

To deploy NoticeCast content, you should upgrade NoticeCast to 7.1 before deploying your applications.

Known Issues for Maintenance Release 1

The following section contains late-breaking information that pertains to the products of Cognos Series 7 Version 2, Maintenance Release 1.

Access Manager

Error Encountered When Namespace Versions are Not the Same

If you are using namespace versions 15.2 and 16.0 with a client application and have the property `Services.Access Manager - Runtime.Authentication Source.Directory Server.Local Cache Enabled` set to Yes in Configuration Manager, you may encounter the following error message

```
The namespace version must be equal for this operation. Upgrade the appropriate namespace and try again.
```

When locale cache is enabled, Access Manager stores namespace information in the local cache file. Access Manager can only store information on namespaces with the same version in one file.

If you do not need to use the local cache capability, set the property to No before doing any more operations. If you want to use this capability, delete your current local cache file and recreate it. To recreate the cache file, access a client application that is secured against the namespace that you want to use when the directory server is not running.

404218

Impromptu

ODBC Trace Does Not Work

An ODBC trace facility is available from ODBC Administrator, a utility which is installed with Windows. As a result, the Cognos-shipped version is no longer required.

The feature was targeted for deprecation in the initial release of Impromptu Series 7, but was not removed. The menu item has now been removed.

398640

Publishing From Impromptu Administrator Fails When Using OS Signon

If a user who is identified with an operating system (OS) signon tries to publish a report from Impromptu client to the Impromptu Web Reports server, the following error occurs:

```
A Windows Exception was thrown. The action must be retried.
```

As a result, the Apps folder is created on the server but remains empty. The report set is not published.

Instead of setting up users with OS signons, use basic signons and ensure that you enable anonymous access to the cognos, cgi-bin alias.

405733

Publish to HTML Sample Files Have Been Relocated

In this release of Impromptu, the publish to HTML sample files have been relocated. In previous releases, the files were installed to `installation_location\cognos\cerX\bin\udf\Publish to HTML`. The installation location is now named `\cognos\cerX\bin\udf\Save as HTML`.

We recommend that you delete the old folder as it is no longer required.

394702

Impromptu Web Reports

Administration Tool is Not Displaying Properly

When you log on to the Report or Server Administration tools, you may notice that the window contains many scrambled lines or that the toolbar buttons are not showing. You may need to frequently refresh the application to clear the scrambled lines.

This problem is caused by a known Java JRE problem, which is documented at <http://developer.java.sun.com/developer/bugParade/bugs4525389.html>

To solve this problem, open the `admin.txt` file in a text editor and add the following line: **bypassdirectdraw=true**. The file is located in the `\cognos\cerX\bin` folder on the computer where the Server Administration tool for Impromptu Web Reports is installed.

364532

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.

For more information about how to produce the euro currency symbol, see <http://www.microsoft.com/windows/euro.mspx>

nbna

Configuring Virtual Directories when Using iPlanet 6.0 SP2

When trying to add a virtual directory in Sun ONE 6.0 (formerly iPlanet), 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 Sun ONE 6.0 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. 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.

nbn

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 `cer3_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

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

Impromptu Installation and Configuration

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 workaroud 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 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

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

If you use the namespace version 15.2, 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, use iPlanet Directory Server 5.0 with SP1 for JA. This product can be downloaded from <http://www.ipplanet.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
 - The namespace cannot be found
- characters incorrectly displayed on the client or in a browser
- error messages, such as

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

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. IBM Support was able to reproduce the problem and it has been logged as defect report PMR 20235,519.

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

Scheduler Known Issues

There were no known issues when this document was published.

Index

A

- Access Manager
 - installation and configuration, [xi](#)
 - known issues, [xv](#)
- Architect
 - installation and configuration, [xii](#)
 - known issues, [xvi](#)

C

- CognosScript Editor
 - known issues, [xvi](#)
- copyright, [ii](#)

D

- Data Access
 - known issues, [xii](#)
- Deployment Manager
 - installation and configuration, [xii](#)
 - known issues, [xvii](#)
- document
 - version, [ii](#)

I

- Impromptu
 - installation and configuration, [xi](#)
 - known issues, [xiii](#)
- installation and configuration, [viii](#)
 - Access Manager, [xi](#)
 - Architect, [xii](#)
 - Deployment Manager, [xii](#)
 - Impromptu, [xi](#)
 - Maintenance Release 1, [v](#)

K

- known issues
 - Access Manager, [xv](#)
 - Architect, [xvi](#)
 - CognosScript Editor, [xvi](#)
 - Data Access, [xii](#)
 - Deployment Manager, [xvii](#)
 - Impromptu, [xiii](#)
 - Maintenance Release 1, [vii](#)
 - Scheduler, [xvii](#)

M

- Maintenance Release 1
 - installation and configuration, [v](#)
 - known issues, [vii](#)

P

- product
 - version, [ii](#)

S

- Scheduler
 - known issues, [xvii](#)

V

- version
 - product, [ii](#)

