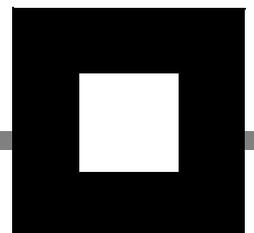# COGNOS®

Cognos
Impromptu $^{(R)}$

Impromptu Readme

Product Information

This document applies to Impromptu 7.1 Maintenance Release 2 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

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 November 5, 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.

To view a complete list of environments currently supported by Cognos products, such as operating systems, patches, browsers, Web servers, directory servers, and database servers, visit the Cognos support Web site (http://support.cognos.com/).

Installation and Configuration for Maintenance Release 2

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

Cannot Install Multiple Instances of Gateway Files

If you attempt to install multiple instances of gateway files using the method outlined in Appendix B of the installation guides, you may not be able to perform the second and subsequent installations, since an attempt is made to install to the same location as the first instance.

This occurs if you have a User TEMP directory that is different than your System TEMP directory. In this case, the Cognos installation program looks for the modified altname.ini file in the User TEMP location and not in the System TEMP location where the installation guide directs it to be placed.

To ensure that the modified altname.ini file is placed in the correct location, open a command prompt window and type **set**. The output of this command should include a line with **TEMP=*path to your temp location***. Place the modified altname.ini file into the directory specified, and attempt the installation again.

407190

Installing Multiple Cognos Products May Indicate Tools or Books as Installed

If you install a Cognos product, then install other Cognos products, custom installations after the first installation may indicate that the product tools or books are already installed. For example, if you install Impromptu Web Reports, then install Cognos Query, the installation program may indicate that the Cognos Query tools are already installed.

This occurs because some tools are used by several Cognos products. Once they are installed by the first product installation, they don't need to be installed again, so the installation program indicates that they are already installed.

NBNA

Uninstalling Previous Cognos Application Firewall Documentation (Windows)

If you installed a previous version of Cognos Application Firewall, when you uninstall the Cognos products two documentation Start menu shortcuts remain:

- **Start**>**Programs**>**Cognos Series 7 Version 2**>**Documentation**>**Installation**>**Installation Guide for Series 7 Cognos Application Firewall**
- **Start**>**Programs**>**Cognos Series 7 Version 2**>**Documentation**>**Installation**>**Secure Deployment Guide**

You should delete these Start menu shortcuts before you install Cognos Series 7 Version 2 Maintenance Release 2 products.

Steps

1. In Windows Explorer, go to the Windows system folder.
2. Expand the Start Menu folder, then locate and expand the Cognos folder.
3. Expand all the subfolders until the documentation PDF files appear.
4. Starting with the PDF files, delete all entries up to and including the Cognos folder.

419649

Uninstall Program Name Change

When removing Cognos components from a computer that has Series 7 Version 2 software installed, the name of the uninstall program that appears in the **Add/Remove Programs** dialog box changes.

Prior to Series 7 Version 2 MR2, the **Add/Remove Programs** dialog box displayed **Cognos Series 7 Version 2**. From MR2 forward the dialog box displays **Cognos Series 7 Version 2 and Enterprise Planning Series**. This change occurs regardless of whether there is Enterprise Planning software installed on the computer.

Select **Cognos Series 7 Version 2 and Enterprise Planning Series** to uninstall Cognos BI components.

NBNA

Known Issues for Maintenance Release 2

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

Access Manager

Change in Behavior Due to OLE Automation Performance Enhancement

By default, when Open or its related methods are used, Access Manager OLE Automation now only loads required objects into memory. Previously, all namespace objects were loaded, which slowed performance.

To revert to the previous default behavior, change the LoadObjectsOnOpen setting to 1 before you call the method.

This change applies to the following methods:
- Open
- OpenAsAnonymous
- OpenAsGuestUser
- OpenWith Basic Signon

nbna

Dialog Box Prompt for Credentials (Windows Integrated Authentication)

In Microsoft Windows 2003 systems configured to use Integrated Authentication, on logon, users are prompted for their Windows credentials.

To use Windows Authentication on a Win2003 Web server, you must remove anonymous access to the file or directory, and select Integrated Windows Authentication.

When you use a browser on a different Windows 2003 computer than the one where your Web server is installed, you must either disable enhanced security for Internet Explorer or specify the name of the Web server in the list of **localhost** sites for your browser.

If you use a browser on the same Windows 2003 computer as the one where your Web server is installed, you always get prompted (Microsoft behavior). You must enter your credentials in the dialog box to proceed.

405516

Trusted Signon Function SaferHelper_CloneUser is Not Available When Configured for External User Support

When Access Manager is configured for external user support, users can no longer be created in Access Manager. They are now linked to an external user object in the directory server. Therefore, the Trusted Signon plug-in function SaferHelper_CloneUser cannot be used with a namespace configured for external user support.

419608

Cognos Application Firewall

Cognos Application Firewall Logging (Windows XP, Windows 2003)

Cognos Application Firewall logging is not supported on Windows XP or Windows 2003. This is because default Windows security settings restrict writing of log output by typical Web Server users with guest access.

File logging can be enabled, provided you grant the Web server user write permission to the Cognos Application Firewall log directory. For example, create the directory c:\caflogs, and then add permissions for the Web Server user to write to that directory. If Cognos Application Firewall fails to write a log output, it returns an error page with status `-???, -???, -???`.

419720

Cognos Query

Retrieving Binary Large Objects (BLOBs)

For Cognos Query to retrieve image and text BLOBs correctly, there must be a primary key or unique constraint on the table containing the BLOB data, and it must be identified in the business layer of the Architect model.

Note that a segment that uniquely identifies a row (that is, its key) cannot be a BLOB. The Cognos Query user must then ensure that all of the columns that make up this unique key are displayed, not hidden, in the query.

If Cognos Query cannot correctly retrieve BLOBs because a unique key does not exist, or because a user did not include these columns in the query, the BLOB data is replaced by an icon. By moving the cursor over this icon, the user displays a message indicating that the BLOB cannot be retrieved. The user is prompted to ensure that the data has been uniquely identified, and that all the columns that uniquely define this row are displayed.

Cognos is investigating a further improvement that will eliminate the need to display all segments of the key in the query. Please contact customer support for information on the availability of this improvement.

nbna

Cognos Query HTML Pass-Through

If you use the New Query Design Wizard to generate Cognos Queries using **Design View** as a run option and you enable Cognos Application Firewall, when you select table columns that contain words it will appear as though you have the option to include HTML pass-through.

If you attempt to include HTML pass-through, you will receive a Cognos Application Firewall error message. This is because Cognos Application Firewall does not allow user-generated HTML pass-through.

For information about HTML-encoding HTML pass-throughs, see Securing Cognos Query in the Cognos Application Firewall *Secure Deployment Guide*.

408012

Deployment Manager

Cannot Locate Product Gateways Following a Partial Upgrade

You may encounter problems when using the Alternate Upgrades method (as specified in the *Solution Install Guide*) to upgrade your application data, if you are only upgrading a subset of the products referred to as Upfront NewsItems. Specifically, Deployment Manager may be unable to locate some product gateways when you unpack your application data in your target environment.

This problem occurs when some product gateways referenced by your Upfront NewsItems are not present in the Configuration Specification file (.csx) located on the computer where the target version of Upfront is running.

You must ensure that all server groups referred to by Upfront NewsItems are present in the .csx file, for all the computers in your configuration. For instructions about how to add these server groups and how to distribute the files, see the "Managing the Server Configuration File" topic in the *Configuration Manager User Guide*.

419178

Packing Options Not Available when Deploying Multiple Server Groups

If you are using Deployment Manager to pack an installation containing more than one server group per Cognos product, and the server groups are at different release levels, then you may only see those packing options available for the older server group. This occurs because Deployment Manager determines which options to present by communicating with one server group per product. If you have more than one server group, the first group encountered in the Component Specification file is the one whose packing options are displayed. If this is the older server group, only those packing options available when the product was released are displayed.

You likely want to see and use the additional packing options that are available for your newer server group. However, if you use these options, the additional data is packed for the newer server group (which implements the new policies) and is ignored by the older server group.

The ideal option is to upgrade the older server group to the same release level as the newer group, before deploying. This ensures that all options appear, and that consistent data is packed for both groups.

If it is not possible to bring the groups to the same level, you can force Deployment Manager to show the pack options available on the most up-to-date server group for each product. Use the following procedures to have Deployment Manager "ping" all server groups for each product and then communicate with the most recent server group.

Steps for Windows Implementations

1. From the **Start** menu, select **Run** and type `RegEdit` in the value box.
2. Go to: `\My_Computer\HKEY_LOCAL_MACHINE\Software\Cognos\cer4\Deployment Manager\CdmConfig`
3. Double-click **DifferentServerVersions**, set its value to 1, and then click OK.
4. Close the registry and restart Deployment Manager.

Steps for Unix Implementations

1. Edit the file: *installation_location*/cer3/cdm/depman.ini.
2. Change the value of **DifferentServerVersions** to 1.
3. Save and close the file, and then restart Deployment Manager.

nbna

Impromptu Web Reports

Drilling Between Prompted Reports

When drilling between reports that have prompts, if the prompt name listed in Prompt Manager does not match the filter term contained in the drill-through URL and the column name in the drill-through target, the drill-through action fails. The error message states that essential prompt information is lacking.

To resolve this problem, edit the report prompts in Prompt Manager so that the prompt names, predicate information in the drill-though URL, and columns names in the target report all match. IWR needs this context information to proceed.

Note: Conversely, drill-through in the Impromptu client can proceed without strict adherence to standard naming conventions. This is because source and target reports are open at the same time, so the context information needed to match prompt names and drill-through filter values is readily available.

402944

Correction to Database Connection String Documentation

There is a discrepancy in the information about where and in what order the IWR server searches for the database connection string when running a set of reports. The Cognos Series 7 versions of the IWR Administrator Guide mention the catalog but do not make the search order clear.

The locations searched are as follows (version 6.x documentation):

1. the Access Manager namespace
2. the Cognos.ini file
3. the Impromptu catalog

370718

PowerPlay Enterprise Server

PowerPlay Enterprise Server and Parameter Signing

If you install PowerPlay Enterprise Server or Cognos Visualizer Web Edition and you enable parameter signing, ensure that you are running the latest version of the Cognos ticket server. The ticket server is included with all Cognos Series 7 Version 2 products.

Steps

1. Go to the *installation_location*/cer*n* directory.
2. Locate and open the cmplst.txt file.
3. Verify the following text in the cmplst.txt file:

```
Access Manager Ticket Server=AMTS-AW-ML-MR1-7.1.322.5.0-0
```

If the above build number or higher does not appear in the cmplst.txt file, contact your administrator for the most recent version of the ticket server.

nbna

PowerPlay Web

PowerPlay Drill Through May Cause Cognos Application Firewall Error

If you attempt to drill through to a target that is located on a different machine, you may receive a Cognos Application Firewall rejection message. This is because Cognos Application Firewall validates URL parameters based on entries in the cer3.csx file and the **Valid Domain List** in Configuration Manager.

To avoid this situation, add the fully-qualified domain names for the drill-through targets to the **Valid Domain List** in Configuration Manager. For more information, see the *Configuration Manager User Guide*.

417274

Deprecation Notice: PowerPlay Web Dynamic HTML User Interface Capability

Please be advised that, as of Series 7 Version 3 (the next planned major release of Series 7), the PowerPlay Web Dynamic HTML user interface will no longer be available.

Series 7 Version 3 will continue to provide both the PowerPlay Web Enhanced and Generic user interfaces, which are also available in Series7 Version 2. No customer intervention is required to use the Enhanced or Generic UIs. PowerPlay Web will continue to identify which UI the user's browser supports, and automatically display that UI.

Cognos will continue to support the PowerPlay Web Dynamic HTML user interface for Series 7 (7.0) and Series 7 Version 2 (7.1), until their respective ends-of-life.

nbna

Upfront

Upfront Server Administration Results in Blue Screen

If you are using an ATI video card and you start or exit from Upfront Server Administration, you may see a blue screen and have to reboot your computer.

This problem is caused by a known Java JRE problem, which is documented at

http://developer.java.sun.com/developer/bugParade/bugs/4713003.html

To solve this problem, open the admin.txt file in a text editor (if it doesn't exist, create it) and add the following line: bypassdirectdraw=true. The file should be located in the \cognos\cerX\bin folder on the computer where Upfront Server Administration is installed.

403026

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

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 is 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".

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\cer*X*\bin\udf\Publish to HTML. The installation location is now named \cognos\cer*X*\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 and 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\cer*X*\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 symbol

   In 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

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 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 occurr 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.

nbna

Andale Font and the Yen Symbol

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

There is an alternative font, Andale WT J, available from Cognos customer support. Andale WT J is identical to Andale WT except that is 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

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 workaround 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.

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 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 turn 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".
```

Or you may find 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 database server, such as 9.0.1.4
- 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 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.iplanet.com/downloads/download/.

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

Note 2: 0x4A is the ASCII character code of the English character 'J'. Ox6A 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

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.

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