



Installation Testing and Samples Setup Guide

Product Information

This document applies to IBM Cognos Series 7 Version 5 and may also apply to subsequent releases. To check for newer versions of this document, visit the IBM Cognos Information Centers (<http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>).

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Introduction

This document is available as an online book and, for some IBM Cognos product installations, as a printed one as well. For information about related documents, see "[Additional Materials](#)" (p. 9).

IBM Cognos Samples

The product tutorials use IBM Cognos sample files to demonstrate product features. For some products, the samples must be set up before you can use them.

Installation Testing and Sample Setup Guide

This guide contains instructions for testing your product installation and setting up the necessary samples.

Note: Some Asian languages are not supported by IBM Cognos Impromptu, IBM Cognos Impromptu Web Reports, and IBM Cognos Visualizer.

Finding Information

To find the most current product documentation, including all translated documentation, access one of the IBM Cognos Information Centers at <http://publib.boulder.ibm.com/infocenter/cogic/v1r0m0/index.jsp>.

You can also read PDF versions of the product release notes and installation guides directly from IBM Cognos product disks.

Samples Disclaimer

The Great Outdoors Company, GO Sales, any variation of the Great Outdoors name, and Planning Sample, depict fictitious business operations with sample data used to develop sample applications for IBM and IBM customers. These fictitious records include sample data for sales transactions, product distribution, finance, and human resources. Any resemblance to actual names, addresses, contact numbers, or transaction values, is coincidental. Unauthorized duplication is prohibited.

Additional Materials

Depending on the IBM Cognos products you installed, you may consult related documents at the following locations.

Topic	Location
How to install IBM Cognos products	installation guides printed book and online book (PDF)
Learn how to use PowerPlay Transformer	<i>Discovering Transformer</i> online book (PDF)
Learn how to use PowerPlay	<i>Discovering PowerPlay</i> online book (PDF)
Learn how to use Impromptu	<i>Discovering Impromptu</i> online book (PDF)
Learn how to use IBM Cognos Visualizer	IBM Cognos Visualizer <i>Tutorial</i> online book (PDF) and Windows help
Learn how to use DecisionStream	<i>Discovering DecisionStream</i> online book (PDF)

Note: For more information about creating sample databases on UNIX using Oracle, IBM DB2, or Sybase, see the IBM Cognos Resource Center

Formats

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

Online Help

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. All online help is also available from the Windows Start menu (Start, Programs, *rendition_name*, Documentation).

Books for Printing

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 to print a document or when you want to search the whole document.

Additional Materials

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You can also read the product readme files and the installation guides directly from IBM Cognos product CDs.

Chapter 1: Setting Up Samples

This document includes procedures to help you test your installation. By performing these procedures, you also set up the IBM Cognos samples used by the product tutorials to demonstrate product features.

If you installed one of the IBM Cognos query or reporting components for UNIX, you must prepare the samples for UNIX before you can perform the installation testing procedures and set up samples. For more information, see "[Preparing Samples for UNIX](#)" (p. 11).

If you do not plan to use samples, you can use your own data to test the installation. If you use your own data, then file names, paths, and output will be different than described in the testing procedures. We recommend that you test your installation, even if you do not need to set up samples. To test your installation, perform the procedures in the testing chapter for your product.

If you use the auditing feature in Impromptu Web Reports, you can use the sample audit catalog and reports to get started. For more information, see the Impromptu Web Reports *Administration Guide*.

Preparing Samples for UNIX

If you installed one of the IBM Cognos query or reporting components for UNIX, you must prepare the samples for UNIX before you can perform the installation testing procedures and set up samples.

The procedures in this section assume that you have already configured an authentication source, added a connection to your directory server, and set up the runtime credentials. If you followed the installation procedures in the installation guide, you have already performed these tasks.

To prepare samples for UNIX, you must

- ❑ create sample data sources by running SQL scripts using supported versions of Oracle, IBM DB2, or Sybase
- ❑ add the data sources to the default namespace
- ❑ connect an Impromptu catalog to the sample database (UNIX reporting components only)

After you have prepared the samples for UNIX, you can test your installation and set up samples.

After you have prepared the samples for UNIX, you can test your installation and set up samples.

Create Sample Data Sources

To create sample data sources, you run SQL scripts the currently supported versions of Oracle, IBM DB2, or Sybase.

After you have created the sample data sources using the appropriate SQL script, proceed to "[Add Data Sources to the Default Namespace](#)" (p. 18).

Generate Sample Databases Using Oracle

The following steps for generating sample databases apply to Oracle.

Steps

1. Ensure that the SQL scripts for creating sample data sources are installed in the *installation_location/samples/db* directory.

If the directory exists and contains gosales, gosalesdw, govendors, and marketresearch, then the samples are installed.

If the samples are not installed, perform a custom installation to install them.

2. Create an Oracle user account named gosales. Grant the user account create table privileges, the Connect role and the Resource role.
3. Create the **ORACLE_HOME** environment variable by typing the following:

```
ORACLE_HOME=Oracle_installation_location
```

4. Create the **TNS_ADMIN** environment variable.

The following is an example of the command to create this variable:

```
TNS_ADMIN=/home/scripts/
```

5. Create the **PATH** environment variable.

The following is an example of the command to create this variable:

```
PATH=$ORACLE_Home/bin:$PATH
```

6. Export the environment variables you created.

The following is an example of the command to export the variables:

```
export ORACLE_HOME TNS_ADMIN PATH
```

7. Use a SQL login tool to run the following SQL scripts:

- GOSALES.sql
- GOVENDORS.sql
- GOMARKET.sql
- GOSALESDW.sql

8. Ensure that the Oracle server information in the tnsnames.ora file is the same on your Windows computer and your UNIX computer.

The following is an example of the Oracle server information in the tnsnames.ora file:

```
ORASMPL8.WORLD =  
  (DESCRIPTION =  
    (ADDRESS = (PROTOCOL = TCP) (HOST =  
server_name  
  ) (PORT = 1521))  
    (CONNECT_DATA = (SID = ORASMPL8))
```

)

Generate Sample Databases Using Sybase

The procedures for generating sample databases that apply to Sybase include

- transferring the files and creating databases
- creating environment variables
- running SQL scripts

Steps to Transfer the Files and Create Databases

1. Ensure that the SQL scripts for creating sample data sources are installed on your computer.
To verify whether the scripts are installed, go to the *installation_location*/samples/db directory.
If the directory exists and contains gosales, gosalesdw, govendors, and marketresearch, then the samples are installed.
If the samples are not installed, perform a custom installation to install them.
2. Create a Sybase database for each of the four sample data sources. Name the databases gosales, govendors, gomarket, and gosalesdw.
Each database requires 10 MB of space. The databases will not expand.
3. Create a user for each database and grant each new user access to the corresponding database, with create table privileges. Name the new users gosales, govendors, gomarket, and gosalesdw.
Note: Optionally, you can create a single user and grant the user access to all four of the databases.
4. If you installed Impromptu Web Reports for UNIX, you can test your installation by publishing samples contained in the *installation_location*/samples/iwr_unix/reports directory.

Steps to Create Environment Variables

1. Create the SYBASE environment variable by typing the following:
`SYBASE=Sybase_location`
2. Create the SYBASE_ASE environment variable.
The following is an example of the command to create this variable:
`SYBASE_ASE=ASE-12_0`
3. Create the SYBASE_OCS environment variable.
The following is an example of the command to create this variable:
`SYBASE_OCS=OCS-12_0`
4. Create the SYBASE_FTS environment variable.
The following is an example of the command to create this variable:
`SYBASE_FTS=FTS-12_0`

5. Create the **PATH** environment variable.

The following is an example of the command to create this variable:

```
PATH=Sybase_location/$SYBASE_OCS/bin:$SYBASE/$SYBASE_ASE/bin:$SYBASE/$SYBASE_FTS/bin:$PATH
```

6. Add the Sybase library location to an existing library search path, or create a new library search path variable.

To add the Sybase libraries location to an existing library search path variable, type the appropriate command for your environment.

- For Solaris, type:

```
LD_LIBRARY_PATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib:$LD_LIBRARY_PATH ; export LD_LIBRARY_PATH
```

- For HP-UX, type:

```
SHLIB_PATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib:$SHLIB_PATH ; export SHLIB_PATH
```

- For IBM AIX, type:

```
LIBPATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib:$LIBPATH ; export LIBPATH
```

If the library search path variable does not already exist, create it by typing the appropriate command for your environment.

- For Solaris, type:

```
LD_LIBRARY_PATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib ; export LD_LIBRARY_PATH
```

- For HP-UX, type:

```
SHLIB_PATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib ; export SHLIB_PATH
```

- For AIX, type:

```
LIBPATH=Sybase_location/$SYBASE_ASE/lib:$SYBASE/$SYBASE_OCS/lib ; export LIBPATH
```

7. Create the **DSQUERY** environment variable.

The following is an example of the command to create this variable:

```
DSQUERY=SASSOL12
```

8. Export the environment variables you created.

The following is an example of the command to export the variables:

```
export SYBASE SYBASE_ASE SYBASE_OCS SYBASE_FTS DSQUERY PATH TERM
```

Steps to Run the SQL Scripts

1. Ensure that the connection parameters in each executable match your environment settings.

The following is an example of the connection string contained within the scripts:

```
isql -Uusername -Puserpassword -Sservername -Ddatabasename -i drop.sql -o drop.log
```

Modify the scripts so that **servername** is the name of the server where your Sybase database is located.

Note: For some versions of Sybase, you may receive a syntax error similar to the following.

```
Syntax Error in '-Ddatabasename'
```

To correct the error, change **-D** to **-d** (lowercase).

If you did not use the recommended user names, user passwords, and database names when you created the databases, you must modify each of the scripts to reflect the correct values.

Replace **username** with the correct username for the database. Replace **userpassword** with the correct user password, and replace **databasename** with the name of the database.

2. Run the following batch files:
 - gosales.bat
 - govendors.bat
 - gomarket.bat
 - gosalesdw.bat
3. Ensure that the server information in the SQL.ini file on your Windows computer matches the server information in the interfaces file on your UNIX computer.

The following is an example of server information from the SQL.ini file:

```
[SASSOL12]
master=TCP,server_name,4115
query=TCP,server_name,4115
```

The following is an example of server information from the interfaces file:

```
SASSOL12
master tcp ether server_name 4115
query tcp ether server_name 4115
```

Generate Sample Databases Using DB2

The procedures for generating sample databases that apply to DB2 include

- transferring the files and creating databases
- creating environment variables
- running SQL scripts

- ensuring the DB2 server and client are synchronized

Steps to Transfer the Files and Create Databases

1. Ensure that the SQL scripts for creating sample data sources are installed on your computer.
To verify whether the scripts are installed, go to the *installation_location/samples/db* directory.
If the directory exists and contains gosales, gosalesdw, govendors, and marketresearch, then the samples are installed.
If the samples are not installed, perform a custom installation to install them.
2. Create a database for each of the four sample data sources. Name the databases gosales, govendor, gomarket, and gosalesdw.
Each database requires 10 MB of space. The databases will not expand.
3. Create a user for each database and grant each new user access to the corresponding database, with create table privileges. Name the new users gosales, govendors, gomarket, and gosalesdw.
Note: Optionally, you can create a single user and grant the user access to all four of the databases.
Ensure that your user account has permissions for each of the four databases.
4. If you installed Impromptu Web Reports for UNIX, you can test your installation by publishing samples contained in the *installation_location/samples/iwr_unix/reports* directory.

Steps to Create Environment Variables

1. Create the **DB2DIR** environment variable by typing the following:
DB2DIR=DB2_location
2. Create the **DB2INSTANCE** environment variable.
The following is an example of the command to create the **DB2INSTANCE** variable:
DB2INSTANCE= db2fis72
3. Create the **PATH** environment variable.
The following is an example of the command to create this variable:
PATH=\$DB2DIR/bin
4. Create the **INSTHOME** environment variable.
The following is an example of the command to create this variable:
INSTHOME=/disk1/home/db2fis72
5. Add the DB2 library location to an existing library search path, or create a new library search path variable.
To add the DB2 library location to an existing library search path variable, type the appropriate command for your environment.
 - For Solaris, type:


```
LD_LIBRARY_PATH=DB2_location/lib:$LD_LIBRARY_PATH ; export
LD_LIBRARY_PATH
```

- For HP-UX, type:

```
SHLIB_PATH=DB2_location/lib:$SHLIB_PATH ; export SHLIB_PATH
```

- For IBM AIX, type:

```
LIBPATH=DB2_location/lib:$LIBPATH ; export LIBPATH
```

If the library search path variable does not already exist, create it by typing the appropriate command for your environment.

- For Solaris, type:

```
LD_LIBRARY_PATH=DB2_location/lib ; export LD_LIBRARY_PATH
```

- For HP-UX, type:

```
SHLIB_PATH=DB2_location/lib ; export SHLIB_PATH
```

- For AIX, type:

```
LIBPATH=DB2_location/lib ; export LIBPATH
```

6. Export the environment variables you created.

The following is an example of the command to export the variables:

```
export DB2DIR DB2INSTANCE PATH INSTHOME
```

Steps to Run the SQL Scripts

1. If you did not use the recommended database names when you created the databases, modify the connect.sql file so that it contains the correct database names.
2. Run the following batch files:
 - gosales.bat
 - govendors.bat
 - gomarket.bat
 - gosalesdw.bat

Ensure the DB2 Server and Client are Synchronized

The DB2 server and DB2 client must be synchronized, meaning that they are both upgraded to the same fixpac level. To ensure that the server and client are synchronized, verify the fixpac level of your DB2 server and then apply the same fixpac to your DB2 client.

Alternatively, you can use bind commands to synchronize the server and client.

Steps to Synchronize the DB2 Server and Client Using Bind Commands

1. In the DB2 utility, connect to the target database as a user with database administrator privileges.

2. Go to the bnd directory.

The following is an example of the path to the bnd directory for a computer named fisher:

`/fisher/home/db2fis61/sqllib/bnd`

The following is an example of the path to the bnd directory for a computer named fisher:

`/fisher/home/db2fis61/sqllib/bnd`

3. Type the following commands:

```
bind @db2ubind.lst BLOCKING ALL SQLERROR CONTINUE GRANT PUBLIC
```

```
bind @db2cli.lst BLOCKING ALL SQLERROR CONTINUE GRANT PUBLIC
```

Add Data Sources to the Default Namespace

Any data source that you use for your reports or queries must be added to the default namespace in Access Manager. You must add each of the four databases that you created to the default namespace.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Server Administration**.
2. Click **Security**.
If you have not created and saved a connection to a directory server, see the installation guide for your product.
3. In the left pane, expand **Directory Servers** and the directory server name.
4. Double-click the namespace you are using, typically **default**.
5. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
6. Click the **Data Sources** folder and from the **Action** menu, click **Add Database**.
The **Database Properties** dialog box appears.
7. On the **General** tab, in the **Name** box, type **GOSALES**.
8. Select the **This Database Requires a Signon** check box.
9. Click the **Connection** tab.
10. In the **Database Type** box, click the database type for the program you used to create the databases (for example, **Oracle**).
11. Click **Edit**.
The **Database Definition** dialog box appears.

12. Perform the steps that correspond to the database software you used to generate the sample databases on UNIX.

For Oracle:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
- In the **SQL *Net connect string** box, type the service name or database alias, as defined by the database administrator.
- In the **Gateway type** box, click **None**. Proceed to Step 13.

For Sybase:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
- In the **SQL server name** box, click the server where your Sybase database is located. Proceed to Step 13.

For DB2:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
- In the **DB2 database name** box, type the name of the database. For example, for the GOSALES database, type **GOSALES**
- In the **DB2 connect string** box, type the service name or database alias, as defined by the database administrator.

13. Click **OK** to close the property sheet.
14. Repeat steps 6 to 13 to add the GOVENDORS, MARKETRESEARCH, and GOSALESDW databases.

Connect an Impromptu Catalog to the Databases for Impromptu Web Reports

To connect an Impromptu catalog to the sample database, you must create database definitions and verify that the tables in the sample catalog correspond to those in the sample databases.

Create Database Definitions

Repeat the following steps for each of the four IBM Cognos sample databases.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Impromptu Administrator**.
2. From the **Catalog** menu, click **Databases**.

The **Database Definition Manager** appears.

3. From the list of **Database Drivers** in the **Database gateways and drivers** list, click the appropriate driver for the database software you used to create the sample databases (for example, **Oracle**).
4. Click **New Database**.

The **Database Definition** dialog box appears.

5. Perform the steps that correspond to the database software you used to generate the sample databases on UNIX.

For Oracle:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
- In the **SQL *Net connect string** box, type the service name or database alias, as defined by the database administrator.
- In the **Gateway type** box, click **None**. Proceed to Step 6.

For Sybase:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
- In the **SQL server name** box, click the server where your Sybase database is located. Proceed to Step 6.

For DB2:

- In the **Logical database name** box, type the logical name for the database. For example, for the GOSALES database, type **GOSALES**
 - In the **DB2 database name** box, type the name of the database. For example, for the GOSALES database, type **GOSALES**
 - In the **DB2 connect string** box, type the service name or database alias, as defined by the database administrator.
6. To verify that Impromptu can connect to the remote database, click **Test**.
 7. Type the database login and password, and then click **OK**.

If Impromptu cannot connect to the database, a dialog box appears describing the error. Fix the error.

8. Repeat steps 1 to 7 for the GOVENDORS, GOSALESDW, and MARKETRESEARCH databases.

Verify Tables in the Sample Catalog

Before you can use the sample GOSales catalog to access the data stored in the sample databases, ensure that the catalog contains the most up-to-date information. You must verify that the tables in the sample catalog exist in the sample databases.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Impromptu Administrator**.

2. From the **Catalog** menu, click **Open**.

3. Go to the *installation_location/samples/iwr_unix/reports* directory.

4. Click GOSales.cat and click **Open**.

If the **IBM Cognos Common Logon: default** window appears, type your user ID and password for IBM Cognos products and click **Log On**.

5. In the **Catalog logon for GOSALES.CAT** dialog box, click **Creator** in the **User class** box, clear the **Connect to database** check box, and click **OK**.

6. From the **Catalog** menu, click **Tables**.

The **Tables** dialog box appears.

7. From the **Database** drop-down list, click the logical name of the GOSALES database (for example, GOSALES).

The **Catalog logon for GOSALES.CAT** dialog box appears.

8. In the **User ID** and **Password** boxes, type the database signon created by the database administrator for the database.

9. In the **Database tables** dialog box, double-click GOSALES. Then click **Rename**.

The **Rename Catalog Component** window appears.

10. Type the database name that the database administrator created that stores the samples schema, and click **OK**.

The name that you type must match one of the names that appears in the **Database tables** dialog box.

11. From the **Catalog tables** list, click the top level of the database hierarchy, and click **Verify**.

None of the tables should be labelled with a red X.

12. To close the **Tables** dialog box, click **OK**.

Proceed to ["Testing IBM Cognos Reporting" \(p. 39\)](#) to test your IBM Cognos Reporting installation and set up the samples.

Chapter 2: Testing PowerPlay User

You can perform the tests in this section to ensure that PowerPlay User is installed correctly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see the troubleshooting chapter for information about fixing common installation and configuration problems.

To test your PowerPlay User installation, open a sample report.

Open a Sample Report

The following steps describe how to open a sample report to test your PowerPlay User installation.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4** (or the option for your installed version of the product), and **IBM Cognos PowerPlay**.
2. Click **Open an existing report**.
3. Clear the **Prompt for Cube** check box.
4. Go to the *installation_location*\samples\PowerPlay\Cubes and Reports directory.
5. Click **Percentage Sales.ppr**, and then click **Open**.
The report opens.
6. Close PowerPlay.

Chapter 3: Testing Impromptu

You can perform the tests in this section to ensure that Impromptu is installed correctly. By performing the tests, you verify that the components are configured to interact properly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see "[Troubleshooting](#)" (p. 51) for information about fixing common installation and configuration problems.

To test your Impromptu installation, open a sample catalog with Impromptu Administrator and open a sample report with Impromptu User.

You can also test the PowerPrompts samples installed with Impromptu (Windows) by navigating to the *installation_location*\samples\powerprompts directory, opening any of the .xxm files in Development Studio, making and then testing your changes.

If you only installed Impromptu Web Reports and the IWR samples, you need to copy the PowerPrompts .xxm files to the appropriate location, either samples/iwr/reports or samples/iwr_unix/reports. Set up the sample reports to use the appropriate PowerPrompts application on the Administrative tab of the Report Properties sheet, then run them in Upfront.

If you plan to use the sample dynamos and PowerPrompts with IBM Cognos samples that are on a UNIX computer, you must first add the data source for PowerPrompts. For more information, see "[Add Data Source for PowerPrompts \(UNIX Samples\)](#)" (p. 26).

Test Impromptu Administrator

To test the installation of Impromptu Administrator, open a sample catalog.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Impromptu Administrator**.
2. If the **Welcome** dialog box appears, click **Close**.
3. From the **Catalog** menu, click **Open**.

The **Open Catalog** dialog box shows the default location where the sample catalogs are installed:
installation_location\samples\Impromptu\reports

4. Click **gosales.cat** and then click **Open**.
5. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.

The **Catalog Logon** dialog box for the Gosales catalog appears.

6. In the **User Class** box, click **Creator** and then click **OK**.

The catalog opens.

7. On the **Catalog** menu, click **Folders** to view the list of folders in the catalog. You can expand a folder to view the columns it contains.
8. Click **Cancel** and then close Impromptu Administrator.

Test Impromptu User

To ensure that Impromptu User is installed properly, open a sample report.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Impromptu**.
The **Welcome** dialog box appears.
2. Click **Open an Existing Report**.
The **Open** dialog box appears.
3. Click **currency.imr** and then click **Open**.
By default, **currency.imr** is installed in *installation_location*\samples\Impromptu\Reports.
4. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and then click **Log On**.
The **Catalog Logon** dialog box appears.
5. From the **User Class** list, click **User Class Administration**, leave the **Password** box blank, and click **OK**.
You use this initial user class to log on to the Gosales catalog provided with Impromptu samples.
6. When the currency report opens in Impromptu, ensure that you can see the data.

Add Data Source for PowerPrompts (UNIX Samples)

The data source used for the dynamos and recordsets for PowerPrompts samples point to a logical database name named GOS. For the samples to work correctly when connecting to a UNIX database,

you must add the GOS data source to Access Manager, create a signon for the data source, and apply the signon to a user.

This procedure is for UNIX installations only. If you performed a Windows installation, proceed to ["Add Data Sources to the Target Namespace \(Windows\)"](#) (p. 39).

Add the Data Source to the Target Namespace

The following steps describe how to add the GOS data source to Access Manager.

Steps

1. Open Access Manager - Administration.
2. Connect to the directory server and expand the target namespace.
3. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
4. Expand **Data Sources**.
5. If the **Data Sources** folder contains a data source named GOS, delete the GOS data source.
6. Right-click **Data Sources** and then click **Add Database**.
7. In the **Database Properties** dialog box, type **GOS** in the **Name** box.
8. Click the **Connection** tab.
9. In the **Database Type** box, select the appropriate database and then click **Edit**.
10. Specify the server where the UNIX sample databases are installed.
 - For Oracle, type the server name in the **SQL *Net connect string** box.
 - For Sybase, select the server from the **SQL server name** box.
 - For DB2, type the server name in the **DB2 database name** box.
11. Click **Test**.

The **Attach to Database** dialog box appears.
12. Type a valid user ID and password to access the database and click **OK**.

A message tells you that the database attached successfully.
13. Click **OK**.
14. In the **Database Definition** dialog box, click **OK**.
15. In the **Database Properties** dialog box, click **OK**.
16. Complete the steps to create a signon.

Create the Signon

After adding the GOS data source to Access Manager, create a signon for it.

Steps

1. In the **Authentication Information** window, expand the **GOS** data source folder.
2. Right-click **Signons** and then click **Add Database Signon**.
3. In the **User ID** box, type a valid user name.
4. In the **Password** and **Verify Password** boxes, type a valid password and then click **OK**.
5. Complete the steps to apply the signon to a user.

Apply the Signon to a User

After creating a signon for the GOS data source, apply the signon to a user.

Steps

1. Expand the **Users** folder in the namespace hierarchy.
2. Right-click a user and click **Properties**.
The **User Properties** dialog box appears.
3. Click the **Memberships** tab.
4. Select the **Root User Class** check box.
The user must have root user access privileges.
5. In the **User Properties** dialog box, click the **Access** tab.

Select the **GOS** datasource check box, and then click **OK**.

Troubleshooting PowerPrompts

If you have completed the preceding steps for UNIX, and are still having problems testing your PowerPrompts installation, consult the following troubleshooting topics, for further guidance:

- ["Sample PowerPrompts Fail on UNIX" \(p. 81\)](#)
- ["Cannot Run PowerPrompts Samples with UNIX Sample Database" \(p. 85\)](#)
- ["PowerPrompts Samples Do Not Work with Sybase Sample Database" \(p. 85\)](#)

Chapter 4: Testing PowerPlay Transformer

You can perform the tests in this section to ensure that your edition of PowerPlay Transformer is installed correctly. By performing the tests, you verify that the components are configured to interact properly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests. If you performed a distributed installation, some components are installed on other computers. To perform the test procedures in a distributed environment, you may need to specify network paths to components that are installed on other computers.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see the troubleshooting chapter for information about fixing common installation and configuration problems.

Test PowerPlay Transformer on UNIX

To test a UNIX installation, use PowerPlay Transformer to create or update a cube, and then open the cube using PowerPlay. You must use your own data for this test. Sample data is not provided.

Steps

1. On your UNIX computer, use PowerPlay Transformer for UNIX to create or update a cube.
For information about how to create a cube, see the *Transformer for UNIX* documentation.
2. From your UNIX computer, use binary FTP mode to move the cube to your Windows computer.
3. On your Windows computer, from the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4** (or your currently installed version of the product), and **IBM Cognos PowerPlay**.
4. Locate and click the cube you created, and click **Open**.

Test PowerPlay Transformer on Windows

The following procedures test the integration of components in PowerPlay Transformer (Windows editions).

To test a Windows installation, you

- set the GOsecurity.lae file as your default authentication source
- use Transformer to open a model (with a regular data source)

Steps to Set the Authentication Source (Sample LAE File)

1. Open Configuration Manager (accessible from the **Start** menu, **Tools** option, for your IBM Cognos product version).
2. From the **File** menu, click **Open Current Configuration**.
3. In the **Explorer** window (left pane), expand the **Services** component, expand **Access Manager - Runtime**, and then click **Authentication Source**.
4. In the **Authentication Source - Properties** window (right pane), click the **Value** box and select **LAE** from the drop-down list, to make it your default authentication source.
5. In the **Explorer** window (left pane), under **Authentication Source**, click **LAE**.
6. In the **LAE - Properties** window (right pane), click the **Value** box for the **File** property, click the ellipsis, locate and select the GOsecurity.lae file, and click **Open**.

Tip: The default location for this sample LAE file is *installation_location*\samples\accman.

7. Click the **Value** box for the **Default Namespace** property to make it editable, and type **GOnamespace** as your namespace.

Note: You can revert to your default **Directory Server** configuration at any time, using a similar set of steps. Just make sure that the **Computer** property contains the correct location of your directory server, especially if you are configuring a remote directory server.

8. In the **Explorer** window, right-click **Access Manager - Runtime** and click **Apply Selection**.
9. Click **Yes** to confirm, and **OK** to acknowledge the information message.
10. Close Configuration Manager.

The GOsecurity.lae file is now your default authentication source.

Steps to Open a Model

1. Open PowerPlay Transformer (accessible from the **Start** menu, **Tools** option, for your IBM Cognos product version).
2. From the **File** menu, click **Open**.
3. Go to to the *installation_location*\samples\PowerPlay\Cubes and Reports directory, click **Outdoors.mdl**.
4. If the **IBM Cognos Common Logon** dialog box appears, logon as user ID **Administrator** with no password, or user ID **asmith** with no password. Click **Log On**.
5. In the **User Class** dialog box, select **Creator** from the list, and click **OK**.

Note: Even if no access controls are placed on a cube, the namespace is used to connect to the data source. If prompted about updating the user class hierarchy, click **Yes** to open the sample

model. Later, if you decide to use a directory server or an LAE file other than GOSecurity as your authentication source, remember to first use Configuration Manager to change your default authentication source; see "[Steps to Set the Authentication Source \(Sample LAE File\)](#)" (p. 30).

Chapter 5: Testing IBM Cognos OLAP

You can perform the tests in this section to ensure that IBM Cognos OLAP is installed correctly. By performing the tests, you verify that the components are configured to interact properly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests. If you performed a distributed installation, some components are installed on other computers. To perform the test procedures in a distributed environment, you may need to specify network paths to components that are installed on other computers.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see ["Troubleshooting" \(p. 51\)](#) for information about fixing common installation and configuration problems.

To test IBM Cognos OLAP, you test

- PowerPlay Enterprise Server by opening a sample cube with your Web browser, publishing a sample cube to Upfront, and viewing it in Upfront
- the connection between PowerPlay Enterprise Server and PowerPlay for Windows by starting PowerPlay and opening a remote cube on the PowerPlay Enterprise Server
- Transformer by opening a sample model
- the Windows Launch Agent by using PowerPlay for Windows to view a report that has been published to Upfront

Test PowerPlay Enterprise Server

To test your installation of PowerPlay Enterprise Server, publish a sample cube to Upfront, and then view it in Upfront using your Web browser.

If you did not install Upfront, you can test your installation by opening a sample cube using your Web browser.

Steps

1. Start PowerPlay Enterprise - Server Administration.

- On Windows, from the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Server Administration**. When the **IBM Cognos Server Administration** window opens, click **OLAP Cubes and Reports**.
- On UNIX, from a UNIX emulator terminal, go to the directory where PowerPlay Enterprise Server is installed. Change to the *installation_location/bin* directory. Type `./ppsrvadm.sh` to start the administration tool.

The **Connect to Server** dialog box appears.

2. Ensure that the **Server name** is the name of the computer where PowerPlay Enterprise Server is installed, and click **OK**.
3. If the **PowerPlay Enterprise - Server Administration** dialog box informs you that the server is not secured, click **Yes**.
4. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
5. If the **Set Security** dialog box appears, click **OK**.

The **Item** list shows sample cubes and reports.

6. Do one of the following:
 - If Upfront is installed, in the **Item** list, click **Great Outdoors**, and then from the **Tools** menu, click **Publish to the Portal** (Upfront).

A message appears stating that the cube was successfully published. Click **OK**.

- If Upfront is not installed or not yet configured, in the **Item** list, click **Great Outdoors**, and then from the **Tools** menu, click **Open with browser**.

The cube opens in your Web browser.

7. Close PowerPlay Enterprise - Server Administration.
8. Open a Web browser and type the following URL to access Upfront:

http://server_name/cognos

If you didn't use the default Web alias values, replace **cognos** with the appropriate alias value.

9. If the **IBM Cognos Access Manager Logon** page appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
10. In the **NewsIndex**, click **Great Outdoors**.

The Great Outdoors sample cube opens. You have successfully published a sample cube to Upfront.

11. Close your Web browser.

Test the Connection Between PowerPlay for Windows and the PowerPlay Enterprise Server

To test the connection between PowerPlay for Windows and the PowerPlay Enterprise Server, start PowerPlay for Windows and open a remote cube on the PowerPlay Enterprise Server.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos PowerPlay**.
2. Click **Open an existing report**.
The **Choose a Report** dialog box appears.
3. In the **Files of type** box, click **PowerPlay Cubes (*.mdc)**.
4. In the **Access** box, click **Remote**.
The **Choose a Remote Cube** dialog box appears.
5. Beside the **Connection** box, click **Connections**.
The **Connections** dialog box appears.
6. Click **Add**.
7. In the **Connection** box, type a name for the connection.
8. In the **Server** box, type the name of the computer where PowerPlay Enterprise Server is installed, and then click **OK**.
In a distributed environment, use the name of the computer where the PowerPlay Enterprise Server Dispatcher is running. If you are not using the default port, append the port number.
9. In the **Connections** dialog box, click **OK**.
10. In the **Choose a Remote Cube** dialog box, click **Sample Cube**, and then click **Open**.
PowerPlay opens the sample cube.
11. Close PowerPlay. If prompted to save changes, click **No**.

Test Transformer

To test Transformer, open a sample model.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, Tools, PowerPlay Transformer**.
2. From the **File** menu, click **Open**.
The **Open** dialog box appears.
3. Go to the *installation_location*\samples\PowerPlay\Cubes and Reports directory.

4. Click **GO Market Research.mdl**, and then click **Open**.

The GO Market Research model opens.

5. Close PowerPlay Transformer.

Test the Windows Launch Agent

The Windows Launch Agent enables you to use PowerPlay to access reports that were previously published to Upfront.

This test will work only if Windows Launch Agent is installed with PowerPlay Enterprise Server. If you performed a default installation of IBM Cognos OLAP on the server, then the Windows Launch Agent is installed.

To test the Windows Launch Agent, you

- publish a report to Upfront
- open the report in Upfront and change the run options to run it in Windows.

The Windows Launch Agent opens the report in PowerPlay on your computer.

Steps to Publish a Report

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Server Administration**.
2. Click **OLAP Cubes and Reports**.
The **Connect to Server** dialog box appears.
3. Ensure that the **Server name** is the name of the computer where PowerPlay Enterprise Server is installed, and then click **OK**.
4. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
5. On the **Item** list, click **Print Settings**.
6. From the **Tools** menu, click **Open with Browser**.
The browser opens and the **Modify Report** page appears.
7. At the bottom of the **Modify Report** page, click **OK**.
8. On the toolbar at the bottom right of the page, click the **Save As** button.
9. If the **IBM Cognos Access Manager Logon** page appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
10. At the bottom right of the **Save As** page, click **Other NewsBox**.
The **Select a NewsBox** page appears.
11. Click **NewsIndex**, and then click **OK**.

12. Click **OK** again.

PowerPlay Enterprise Server publishes the sample report to the NewsIndex.

13. Close your Web browser.
14. Close PowerPlay Enterprise - Server Administration.

Steps to Open a Report and Change the Run Options

1. Open a Web browser and type the following URL to access Upfront:

http://server_name/cognos

If you did not use the default Web alias values, replace cognos with the appropriate alias value.

2. If the **IBM Cognos Access Manager Logon** page appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.

Observe that the **NewsIndex** contains the **Print Settings** report, which you published in the previous procedure.

3. Under the **Print Settings** report, click **Actions**.
4. Under **Run report in Web Viewer with saved prompts**, click **Other run options**.
5. Click **Run report in Windows**, and click **OK**.

6. If you do not have Microsoft Virtual Machine installed on your computer, you will be prompted to install and run it.

Microsoft Virtual Machine is created by Microsoft and distributed with your IBM Cognos software.

The sample report opens in PowerPlay.

7. Close PowerPlay and your Web browser.
8. If you are prompted to save as an Upfront NewsItem, click **OK**.

Chapter 6: Testing IBM Cognos Reporting

You can perform the tests in this section to ensure that IBM Cognos Reporting is installed correctly. By performing the tests, you verify that the components are configured to interact properly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests. If you performed a distributed installation, some components are installed on other computers. To perform the test procedures in a distributed environment, you may need to specify network paths to components that are installed on other computers.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you performed a UNIX installation, you must follow the procedures in ["Preparing Samples for UNIX" \(p. 11\)](#) before you perform the procedures in this section.

If you encounter problems while performing the test procedures in this section, see ["Troubleshooting" \(p. 51\)](#) for information about fixing common installation and configuration problems.

Prepare for Testing

To prepare for testing the installation, you

- add data sources to the target namespace (Windows only)
- add a data source for PowerPrompts (UNIX samples only)
- add a Creator user class
- create a samples user profile

Add Data Sources to the Target Namespace (Windows)

To use the sample data, you must add the sample data sources to the target namespace. If you performed a default installation, the target directory server is your computer, and the target namespace is **default**.

This procedure is for Windows installations only. If you performed a UNIX installation, proceed to ["Add Data Source for PowerPrompts \(UNIX Samples\)" \(p. 26\)](#).

You begin by defining the data sources in the target namespace.

Steps

1. Open Access Manager - Administration.
2. In the **Authentication Information** list, expand **Directory Servers**.
3. If there are no directory servers listed, you can open the .csa file that you created when you followed the installation guide steps for testing your installation. From the **File** menu, click **Open**. Go to the .csa file that you created, and then click **Open**. Expand **Directory Servers**.
If you did not create a .csa file, you must add a connection to your directory server. For more information about how to add a connection, see the installation guide or the Access Manager *Administration Guide*.
4. Expand the target directory server.
5. Expand the target namespace.
6. If you are prompted to log on to the target namespace, enter a user ID and password, and then click **Log On**.

The default User ID is **Administrator**, with no password.

7. Right-click **Data Sources**, and then click **Add Database**.
The **Database Properties** dialog box appears.
8. On the **General** tab, in the **Name** box, type the logical database name, **Market Research**, and then clear the **This database requires a signon** check box.
9. On the **Connection** tab, from the **Database Type** list, click **ODBC**, and then click **Edit**.
The **Database Definition - ODBC** dialog box appears.
10. In the **ODBC Data Source** list, click **GOMRcern**.
11. Clear the **User ID** and **Password** check boxes.
12. Click **Test** to test the connection.
13. In the **Database Definition - ODBC** dialog box, click **OK**.
14. In the **Database Properties** dialog box, click **OK**.
15. Repeat steps 7 to 14 to add the following data sources:

Logical Database Name instead of Market Research	ODBC Data Source instead of GOMRcern
GO Sales	GOScern
GO Vendors	GOVcern

Logical Database Name instead of Market Research	ODBC Data Source instead of GOMRcern
GO Sales DW	GODWcern

16. Leave Access Manager open for the next procedure.

Add a Creator User Class

After adding a data source, add a Creator user class.

Steps

1. In the target namespace, right-click **Root User Class** and then click **Add User Class**.
The **User Class Properties** dialog appears.
2. In the **Name** box, type **Creator**, and click **OK**.
3. Leave Access Manager - Administration open for the next procedure.

Create a Samples User Profile

After adding a Creator user class, create a samples user profile.

Steps

1. In the target namespace, right-click **Users**, and then click **Add User**.
The **User Properties** dialog box appears.
2. On the **General** tab, in the **Name** box, type **samples**
3. On the **User Signons** tab, select the **Basic Signon** check box.
4. In the **User ID** box, type **samples**
5. In the **Password** and **Verify Password** boxes, type **samples**
6. On the **Access** tab, select the **Market Research**, **GO Sales**, **GO Vendors**, and **GO Sales DW** check boxes.
7. On the **Memberships** tab, select the **Root User Class** and **Creator** check boxes.
8. On the **Upfront** tab, clear the **Allow Personal NewsBox** check box, and click **OK**.
9. Close Access Manager - Administration.

Test IBM Cognos Reporting

Before you can test IBM Cognos Reporting, you must perform the procedures in "[Prepare for Testing](#)" (p. 39).

To test the IBM Cognos Reporting installation, you test

- Impromptu Web Reports - Server Administration
- Impromptu Web Reports - Report Administration
- Impromptu Administrator

Test Impromptu Web Reports - Server Administration

Verify that Impromptu Web Reports Server Administration is connected to the Impromptu Web Reports server.

Steps

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Server Administration**.
2. Click **Reports**.
The **Connect** dialog box appears.
3. Ensure that the **Server** box shows the name of the Impromptu Web Reports server, and then click **Connect**.
4. Type the default user ID **Administrator**, leave the password blank, and click **Log On**.
5. In the left pane, expand **Report Servers** and click the name of your Impromptu Web Reports server.
6. You can disable and enable the server from the **Actions** menu.
7. Close Impromptu Web Reports - Server Administration.

Test Impromptu Web Reports - Report Administration

To test Impromptu Web Reports Administration, create a NewsBox in Upfront and then publish a sample report set to the NewsBox.

Steps to Create a NewsBox in Upfront

1. Open a Web browser and type the following URL to access Upfront:
http://server_name/cognos
If you did not use the default Web alias values, replace **cognos** with the appropriate Web alias.
2. If the **Upfront Logon** page appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
3. In the **NewsIndex**, click **New**, and then click **NewsBox**.
4. In the **Name** box, type **Great Outdoors**, and click **OK**.

5. Leave your Web browser open for the next procedure.

Steps to Publish a Sample Report Set

1. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Server Administration**.
2. Click **Report Publishing**.
The **Connect** dialog box appears.
3. Ensure that the **Server** box shows the name of the computer where Impromptu Web Reports is installed, and then click **Connect**.
4. Type the default user ID **Administrator**, leave the password blank, and click **Log On**.
5. From the **Tools** menu, click **Publish Report Set**.
The **Publish Report Set** dialog box appears.
6. Under **Publishing options**, click **New report set** and type a name to identify the report set you will publish.
7. In the **IWR Server Report Set Location** box, type the path to the location where you want to store the report set after it is published.
8. Beside the **Source Directory** box, click **Browse** to go to the sample reports.
The sample reports are located in the *installation_location*\samples\iwr\reports directory. These sample reports are always installed on a Windows computer.
9. Click **Select**.
10. Beside the **Publish reports to Upfront Newsbox** box, click **Select**.
The **Browse NewsBoxes** dialog box appears.
11. Click the **Great Outdoors NewsBox** and then click **OK**.
12. In the **Publish Report Set** dialog box, click **OK**.
Publishing the report may take a few minutes.
A message appears stating that the report set is being published and that you can observe the progress in the **Status** tab.
13. Click **OK**.
14. To view the publishing progress in the **Status** tab:
 - From the **View** menu, click **Refresh All**.
 - In the left pane, click the name of your report set.
 - In the right pane, click the **Status** tab.

Repeat this step until the message in the right pane tells you that report set publishing has been completed successfully.

15. When publishing is finished, close Impromptu Web Reports - Report Administration.
16. In your Web browser, open the **Great Outdoors** Newsbox you created and observe that it now contains the sample Impromptu Web Reports. You can open and view the sample reports.
17. Close your Web browser.

Test Impromptu Administrator

To test the installation of Impromptu Administrator, open a sample catalog. For instructions, see ["Test Impromptu Administrator" \(p. 25\)](#).

Chapter 7: Testing IBM Cognos Visualizer

You can perform the tests in this section to ensure that IBM Cognos Visualizer is installed correctly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see ["Troubleshooting" \(p. 51\)](#) for information about fixing common installation and configuration problems.

Open a Sample Visualization

To test IBM Cognos Visualizer, open a sample visualization.

Steps

1. From the Start menu, click **Programs, IBM Cognos Series 7 Version 4, IBM Cognos Visualizer**.
2. Click **Open an existing visualization**.
3. Go to the *installation_location*\samples\Viz directory.
4. Click **Dashboard.viz**, and then click **Open**.

The visualization opens.

5. Close IBM Cognos Visualizer.

By opening a sample visualization, you confirmed that your installation of the Windows version of IBM Cognos Visualizer was successful.

Chapter 8: Testing IBM Cognos Visualizer Web

You can perform the tests in this section to ensure that IBM Cognos Visualizer Web is installed correctly. By performing the tests, you verify that the components are configured to interact properly.

The test procedures assume that you used the installation guide to perform a default installation. If you performed a custom installation, you may not have installed all the components required to perform the tests. If you performed a distributed installation, some components are installed on other computers. To perform the test procedures in a distributed environment, you may need to specify network paths to components that are installed on other computers.

The test procedures assume that you are using IBM Cognos sample data to test your installation. If you use your own data, then file names, paths, and output will be different than described in the test procedures.

The test procedures assume that you used the example values for user IDs, passwords, and installation locations. If you used different values, you must replace the values in the test procedures with your values.

If you encounter problems while performing the test procedures in this section, see ["Troubleshooting" \(p. 51\)](#) for information about fixing common installation and configuration problems.

Prepare to Test IBM Cognos Visualizer Web

To test the installation, you distribute and open a Web-based visualization. You open a visualization using two methods:

- from the IBM Cognos Visualizer Web Table of Contents using IBM Cognos Visualizer Web Client
- from Upfront using the IBM Cognos Visualizer Web Viewer

For more information about IBM Cognos Visualizer Web Client and IBM Cognos Visualizer Web Viewer, see the IBM Cognos Visualizer Web *Administrator's Guide*.

To prepare IBM Cognos Visualizer Web, you set IBM Cognos security properties, provide links to the IBM Cognos Visualizer Web Client installation, and add a sample visualization to the IBM Cognos Visualizer server.

Set Security Properties

To distribute visualizations using Upfront, the Web environment must use IBM Cognos security.

Steps

1. To start IBM Cognos Visualizer Server Administration, from the **Start** menu, click **Programs**, **IBM Cognos Series 7 Version 4**, **IBM Cognos Server Administration**.

2. Click **Visualizations**.

The **Visualization Server Logon** dialog box appears.

3. In the **Visualization Server** box, verify or type the name of your IBM Cognos Visualizer server. (Typically, your computer name is the default.) Click **OK**.
4. If you are prompted to secure the server, click **Yes**.
5. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
6. In the **Set Security** dialog box, select user classes to set access privileges, and then click **OK**.

The server appears in the **Visualization Servers** list.

Provide Link to the IBM Cognos Visualizer Web Client Installation

To view Web-based visualizations using IBM Cognos Visualizer Web Client, report consumers must install the Web Client, and if required, a compatible Java runtime environment. To provide access to the required files, you add a link to the Web Client installation to the IBM Cognos Visualizer Table of Contents, and to the error page that is displayed if a user attempts to access a visualization without the required files.

Steps

1. In IBM Cognos Visualizer Administration, click **File, Properties, Visualization Server**.
2. On the **Visualization Settings** tab, select **Show client install link on the Table of Contents and Error Page**.
3. Click **OK**.

A link, **Install IBM Cognos Visualizer Web Client**, is added to the Table of Contents and error page.

Add a Visualization to the Server

Before you distribute a sample visualization, you must add the visualization to the server and enable publishing to Upfront.

1. In IBM Cognos Visualizer Server Administration, click **File, Add Visualization**.
2. In the **Name** box on the **Source** tab, type **Great Outdoors**.

The text in the **Name** box appears as the visualization name in IBM Cognos Visualizer Server Administration.

3. In the **Description** box, type **Great Outdoors**.

The text in the **Description** box appears as the visualization name in the Table of Contents, and as the default entry name when you publish the visualization to Upfront.

4. Click **Browse**.

5. Locate the sample visualization **Dashboard.viz**, and then click **OK**.
By default, samples are located in the *installation_location/samples/viz* directory.
6. In the **Enable publish to** box on the **Availability** tab, select **Upfront**.
7. Click **OK**.

You are now ready to test the IBM Cognos Visualizer Web environment.

Test IBM Cognos Visualizer Web

Report consumers can access Web-based visualizations from a Table of Contents or from Upfront. The Table of Contents option is suitable for unsecured environments. By distributing visualizations using Upfront, you can take advantage of IBM Cognos security.

Open a Visualization from the Table of Contents

You use IBM Cognos Visualizer Server Administration to create a Table of Contents. The Table of Contents includes a link to the IBM Cognos Visualizer Web Client installation. After you install the necessary Web client files, you can open a Web-based visualization.

Before you can complete the following test, you must prepare the IBM Cognos Visualizer environment (p. 47).

Steps

1. In IBM Cognos Visualizer Server Administration, click **Tools, Make Table of Contents**.
The Table of Contents appears in a Web browser. The Table of Contents includes a link to the Great Outdoors visualization, and a link to install the Web client.
2. Click **Install IBM Cognos Visualizer Web Client**, and then follow the instructions until the **IBM Cognos Visualizer Web** autorun menu appears.
3. Click **Install IBM Cognos Visualizer Web Client**, and then follow the instructions to install the required files.

If you do not have the required version of the Java plug-in, you are prompted to install the required files before you install the IBM Cognos Visualizer Web Client.

4. When the installation is complete, close the IBM Cognos Visualizer Web Client autorun menu.
5. From the Table of Contents, click the **Client** option for Great Outdoors.

If you started a new Web browser session, enter the address of the Table of Contents. The default address is `http://computer_name/cognos/cgi-bin/vizcgi.exe`

The Great Outdoors visualization appears in IBM Cognos Visualizer Web Client.

Open a Visualization from Upfront

To distribute visualizations using a secured environment, you can use IBM Cognos Visualizer Server Administration to publish visualizations to the IBM Cognos Web portal, Upfront. Report consumers access the visualization by logging on to Upfront and selecting a visualization entry.

Before you can complete the following test, you must prepare the environment. For more information, see "[Prepare to Test IBM Cognos Visualizer Web](#)" (p. 47).

Steps to Publish a Visualization to Upfront

1. In IBM Cognos Visualizer Server Administration, click the Great Outdoors visualization.
2. From the **Tools** menu, click **Publish to Upfront**.

The Upfront logon page appears.

3. Enter a user ID and password, and then click **Log on**.

To use the default user profile, enter administrator as the user ID and leave the password box empty.

4. On the save page, select a destination NewsBox, and then click **OK**.

A message appears to confirm that the Upfront entry was created.

5. Click **Close Window**.

Steps to Open the Visualization from Upfront

1. In a browser, enter the location for Upfront.

The default address is cgi-bin/upfcgi.exe reached at `http://computer_name/cognos`.

2. Enter a user ID and password, and then click **Log on**.

Note: Upfront shows only the NewsBoxes and entries that you have permission to access. To ensure that the destination NewsBox appears, use the same user profile that you used when you published the visualization to Upfront.

3. Open the NewsBox that you selected when you published the visualization.

4. Click the **Great Outdoors** entry.

The Great Outdoors visualization appears in the IBM Cognos Visualizer Web Viewer.

Chapter 9: Troubleshooting

This section provides troubleshooting information for common installation and configuration problems.

Depending on the version of IBM Cognos products you installed, some topics in this chapter may not apply to your situation.

If you still have problems after you read the troubleshooting information in this section, you can contact Cognos Software Services. For information about customer support locations and programs, see IBM Cognos on the Web on the Help menu of your product, or visit IBM Cognos on the Web (<http://www-01.ibm.com/software/data/cognos/>).

The troubleshooting section provides

- a list of troubleshooting resources that you can use to help diagnose and fix installation and configuration problems.
- descriptions of general problems. These descriptions provide solutions to help you diagnose and fix many common problems.
- specific troubleshooting problems and solutions sorted into the following categories:
 - ["Cannot Log On" \(p. 55\)](#)
 - ["Cannot Find a Component or Information" \(p. 58\)](#)
 - ["Cannot Open a Component or Information" \(p. 61\)](#)
 - ["Cannot Connect to a Component" \(p. 64\)](#)
 - ["Cannot Start or Stop a Component" \(p. 67\)](#)
 - ["Cannot Create, Publish, or Display Information" \(p. 74\)](#)
 - ["Other Authentication Problems" \(p. 87\)](#)
 - ["General Runtime or Installation Problems" \(p. 88\)](#)

If you do not find your problem in a category, try another similar category. Some problems may not be in the category you expect because some categories are similar. For example, a problem that you might expect to find in the Cannot Connect to a Component category may be in the Cannot Start or Stop a Component category.

Troubleshooting Resources

This section discusses the resources that you can use to resolve installation and configuration issues.

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*.

Access Manager - Administration

You can use Access Manager - Administration to verify the correct configuration of, and connection to, your directory server and ticket service. From the **Properties** window of the directory server, you can test whether the directory server and ticket service respond.

Windows Event Viewer

Windows Event Viewer provides information that might help you diagnose problems. For more information about Windows Event Viewer, see the Windows online help.

Log Files

The following log files contain information that can help you fix installation and configuration problems for IBM Cognos 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 file is a record of what components were installed, disk space information, the selections you made in the transfer dialog boxes, 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 file 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 file is a record of any warnings and errors that Configuration Manager encountered during configuration. The report file 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 IBM 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.

General Problems

This section describes issues that are related to installation and configuration.

Configuration Values Not Applied

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

In a distributed environment, another person may have 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 IBM Cognos components.

Failure to Change Default Values

When you install IBM Cognos 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 and fail to do so, some components may not work properly.

Lack of Connectivity Between Components

There are many possible causes for connectivity problems, including port number mismatches, services not running, failure to install IBM 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*, where *n* is the IBM Cognos Series 7 rendition number) 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 in 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. Problems may occur 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 IBM 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 run.

Mounting IBM Cognos CDs Using the Rock Ridge Method

On HP-UX, if an IBM Cognos CD is not mounted using the Rock Ridge method, or if the Rock Ridge procedure is not completed correctly, you may see unexpected results. For example, file names may appear in 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 procedures in the solution *Installation Guide* 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

Microsoft Internet Explorer Blocks Active Content

When you click a help button that launches an HTML file, Internet Explorer may generate a warning message that active content has been blocked as a security precaution. This can occur if the button links to an HTML file on a local file system on a computer where Internet Explorer 6 is installed. The warnings are due to security features that Microsoft has implemented.

To resolve the issue, do one of the following:

- Click on the message, and select the option to allow the active content. Ensure that you are opening an IBM Cognos help file before you select this option.
- Ensure that the Help Location properties in the Administration section in Configuration Manager use a Web alias, such as `http://computer_name/cognos/help`, rather than a local file system path. For more information, see the Configuration Manager *User Guide*.

Cannot Log On

Access Manager Server Ticket Service is Not Configured or Not Available

You may receive an error message telling you that the Access Manager Server ticket service is not configured or is not available.

This problem can occur if the configuration values for the ticket service are incorrect, or if the ticket service is not running.

Note: You can provide failover protection by installing and configuring additional Access Manager authentication services.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
2. Expand **Services.Access Manager - Server.General.Ticket Service**.
3. Verify that the configuration values for the ticket service are correct and update them if necessary.
Note: The default port for the ticket service is 9010.
4. Perform an apply and a start on **Services.Access Manager - Server**.
5. Expand **Services.Access Manager - Directory Server.General**.
6. Do the following:
 - Verify that the ticket service port number listed for **Primary Ticket Service** is the same as the port number specified for **Port** in **Services.Access Manager - Server.General.Ticket Service**.
 - Verify that the computer name in **Primary Ticket Service** is the name of the computer where the ticket service is installed.
7. Perform an apply on **Access Manager - Directory Server**.

Unable to Log On Error Message

You may receive an error message when you try to log on to one of the following:

- Impromptu Web Reports - Report Administrator
- Impromptu Web Reports - Server Administrator
- PowerPlay Transformer
- PowerPlay Enterprise - Server Administration

The error message tells you that a network failure occurred while communicating with a server and that there was an error encountered sending parameters to the server.

This problem may be caused by one of the following:

- ["Configuration Values not Applied or Service not Running" \(p. 56\)](#)
- ["Incorrect Port Number Specified for the Impromptu Web Reports Server" \(p. 56\)](#)
- ["Access Manager Server is Not Running" \(p. 57\)](#)
- ["Directory Server is Not Running" \(p. 57\)](#)
- ["Base Distinguished Name Incorrectly Specified" \(p. 57\)](#)

Configuration Values not Applied or Service not Running

The configuration values for components are correct, but either they have not been applied or the service is not running.

In a distributed environment, another person may have 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.

Solution

Use Configuration Manager to perform an apply and a start on the server.

Incorrect Port Number Specified for the Impromptu Web Reports Server

When you try to log on to Impromptu Web Reports - Report Administration or Impromptu Web Reports - Server Administration, the logon fails if the port number specified in the **Connect** dialog box is incorrect. Note that the port number may not be visible in the **Connect** dialog box.

Solution

Determine the correct port number for Impromptu Web Reports server and use Configuration Manager to verify that the port number is specified correctly. Then update the port number in the **Connect** dialog box.

Steps

1. Determine the correct port number for accessing the Impromptu Web Reports server. The default is 8020.

2. Use Configuration Manager to verify that the Impromptu Web Reports server port number is correct and change it if necessary.

On Windows, click the **Server Configuration** tab, expand **All Server Groups**, and then click **IWR Server Group**.

On UNIX, go to **Cognos Shared.Runtime Parameters.Server Configuration.Cognos Impromptu Web Reports.IWR Server Group**.

3. In Configuration Manager, perform an apply and a start on the server.
4. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Server Administration**.
5. Click either **Reports** or **Report Publishing**.
The **Connect** dialog box appears.
6. Type the correct server name and port number in the **Server** box in the following format:
server name:port number
7. Type your User ID and Password in the appropriate boxes and click **Connect**.

Access Manager Server is Not Running

The Access Manager Server that validates the user logon is not running.

Solution

Use the **Services** tool in **Control Panel** to verify that **IBM Cognos Access Manager Server** has the **Status** set to **Started**, and the **Startup** set to **Automatic**.

Directory Server is Not Running

The directory server is not running.

Solution for Windows

Use the **Services** tool in **Control Panel** to ensure that all directory servers have the **Status** set to **Started** and the **Startup** set to **Automatic**.

Solution for UNIX

Type **ps -ef | more** to display the status of processes. If **ns_slapd** is not running, start it.

Base Distinguished Name Incorrectly Specified

The Base Distinguished Name (DN) specified for the directory server connection is incorrect.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Server Administration**.
2. Click **Security**.
3. Expand **Directory Servers**, right-click your directory server, and click **Properties**.
The **Directory Server Properties** dialog box appears.

4. On the **General** tab, click **Test**.
5. If a message appears that indicates the directory server is not responding, the host name or the port number specified are not correct. Correct these values and click **Test** again.
6. If an error message appears telling you that the Base DN you have entered is wrong, type the correct Base DN and click **Test** again.

Unable to Log On Using OS Signons and Microsoft IIS Server

If you encounter a failure to log on to Web-based IBM Cognos software using your Netscape browser with OS Signons and Microsoft IIS Server, you might need to clear the **Allow Anonymous Access** check box in the Internet Service Manager for Microsoft IIS.

Solution

1. From the **Start** menu, click **Programs, Microsoft Personal Web Server, Internet Service Manager**.
The **Microsoft Management Console** dialog box appears.
2. In the left portion of the window, expand **Internet Information Server** and components below it until you see **Default Web Site**.
3. Click **Default Web Site** and from the **Action** menu, click **Properties**.
The **Default Web Site Properties** dialog box appears.
4. Click the **Directory Security** tab.
5. In **Anonymous Access and Authorization Control**, click **Edit**.
6. Clear the **Allow Anonymous Access** check box and click **OK**.
7. Close the **Default Web Site Properties** dialog box and the **Microsoft Management Console** dialog box.

Cannot Find a Component or Information

Cannot Find Samples Folder or Files

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

Solution

1. From the **Start** menu, click **Programs, IBM Cognos, Tools, Configuration Manager**.
2. Perform an apply on **Sample Databases**.

Unable to Find a PDF Report

You may be unable to find a previously generated PDF report.

This problem can occur if you did not fully qualify the path for the ObjectStore location when you generated the report. The path for the ObjectStore location might need to be fully qualified to ensure the request server can locate the PDF files.

Solution

Modify the path for the ObjectStore location so that it is fully qualified.

- On Windows, an example path is as follows:
server.cognos.com:F:\Program_Files\Cognos\Cern\Database\iwr70.db
- On UNIX, an example path is as follows:
server.cognos.com:/home/usr/cognos/cern/database/iwr70

Do Not Know What Directory Server Ports are Being Used

If you forget your Sun Java System directory server port numbers, you can find them in configuration files.

Solution for Windows

1. For the Sun Java System directory server, go to the directory where you installed the directory server and open `\Sun\MPS\admin-serv\config\adm.conf`.
2. For the Sun Java System Directory Administration Server, go to the directory where you installed the directory server and open `\Sun\MPS\shared\config\ldap.conf`.

Solution for UNIX

1. For the Sun Java System directory server, go to the directory where you installed the directory server and open `/var/Sun/mps/admin-serv/config/adm.conf`.
2. For the Sun Java System Directory Administration Server, go to the directory where you installed the directory server and open `/var/Sun/mps/shared/config/ldap.conf`.

Data Store Does Not Exist

The Impromptu Web Reports data store files may not have been created or may be corrupt.

Solution

Use the `iwcreatedb` program to create the data store files.

1. Ensure that the ObjectStore services are running:
 - In Windows, open **Control Panel, Services** and verify that the ObjectStore Cache Manager and ObjectStore Server services are started, and that startup is set to automatic.
 - On UNIX, type `ps -ef | more` to display the status of processes. If `osserver` and `oscmgr6` are not running, start them.
2. Use Configuration Manager to stop the IBM Cognos IWR Service Manager service.

Note: In the Configuration Manager hierarchy, the IBM Cognos IWR Service Manager is named **Server**, and is located below **IBM Cognos Impromptu Web Reports**.

3. Do one of the following:
 - On Windows, open a command prompt window and go to *installation location/bin*.
 - On UNIX, go to the *cern_location/bin* directory and type the following command to set up the environment:

```
../iwrsetup.sh
```
4. Type **iwcreatedb**, and use the **-p** parameter to specify the port number if you did not use the default port 8020 when you installed Impromptu Web Reports.

For example, type **iwcreatedb -p8111**

Note: Do not use spaces between the parameter and its value.
5. Prepare to register the dispatchers:
 - On Windows, open a command prompt window and go to *cern_location/Program Files/Cognos/cern/bin*.
 - On UNIX, go to *cern_location/bin* directory and type the following command to set up the environment: **../iwrsetup.sh**
6. Register the dispatchers:
 - Type **iwiwrdisp -register** and press Enter to register your report dispatcher.
 - Type **iwirsdisp -register** and press Enter to register your request dispatcher.
7. Repeat steps 5 and 6 for each computer in the server group.
8. Use Configuration Manager to restart the services for the Impromptu Web Reports servers in the server group and the data store.

Cannot Find Server Configuration (cer .csx) File

When you apply the current configuration settings, you may receive an error message telling you that the server cannot find the server configuration (*cern.csx*) file.

The problem may occur if you do not specify a property value for the Gateway URL in Configuration Manager. The server configuration file (*cern.csx*) contains information so that gateway components can communicate with their associated servers (dispatchers).

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
2. At the bottom of the **Explorer** window, click the **Server Configuration** tab.
3. Under **All Server Groups** in the **Explorer** window, click the appropriate server group.

4. In the **Properties** window, if the value in the **Gateway URL** field is blank, type the appropriate setting.
5. In the **Explorer** window, click the computer name.
6. From the **Actions** menu, click **Apply Topology**.

Cannot Open a Component or Information

PowerPlay Server Not Available

When you try to use PowerPlay to open a cube or report, you may receive an error message telling you that the PowerPlay server is not available.

This problem could be caused by one of the following:

- ["PowerPlay Enterprise Server is Not Installed"](#) (p. 61)
- ["PowerPlay Enterprise Server is Not Running"](#) (p. 61)
- ["PowerPlay Enterprise Server is Not Configured Properly"](#) (p. 61)
- ["Lack of Connectivity Between Computers"](#) (p. 62)

PowerPlay Enterprise Server is Not Installed

If PowerPlay Enterprise Server is not installed, you cannot open a remote PowerPlay cube or report.

Solution

Install PowerPlay Enterprise Server on the computer that you want to use as a PowerPlay Enterprise server.

Steps

1. Install PowerPlay Enterprise Server from the Installation CD.
2. Use Configuration Manager to perform an apply and a start on the computer.
3. Ensure that a valid connection exists between your computer and the computer where PowerPlay Enterprise Server is installed; that is, ensure you can ping the server.

PowerPlay Enterprise Server is Not Running

The PowerPlay Enterprise Server service is not running.

Solution

On the computer where PowerPlay Enterprise Server is installed, use Configuration Manager to perform a start on the PowerPlay Enterprise Server.

PowerPlay Enterprise Server is Not Configured Properly

The configuration values for PowerPlay Enterprise Server are not correct for the environment.

Solution

1. On the computer where PowerPlay Enterprise Server is installed, start Configuration Manager.
2. Verify that the configuration values for PowerPlay Enterprise Server are correct for the environment, and change them if necessary.
3. Perform an apply and a start on the server.
4. If you are in a distributed environment, ensure that a valid connection exists between your computer and the PowerPlay Enterprise Server computer.

Lack of Connectivity Between Computers

There may be a lack of network connectivity between your computer and the server where PowerPlay Enterprise Server is installed.

Solution

1. From your computer, ping the PowerPlay Enterprise Server by server name.

If the ping is successful, proceed to step 3.

2. If the ping is unsuccessful, from your computer, ping the PowerPlay Enterprise Server by IP address.

If this ping is unsuccessful, there is a network problem or the PowerPlay Enterprise Server is not running.

If this ping is successful and the ping by server name was unsuccessful, there is a problem connecting by 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. Ensure that the PowerPlay Enterprise Server is running:
 - On Windows, open **Control Panel, Services** and verify that **IBM Cognos PowerPlay Enterprise Server (cern)** is started and startup set to automatic.
 - On UNIX, type **ps -ef | more** to display the status of processes. If **ppserver** is not running, start it.
4. Use Configuration Manager to verify that the configuration values for IBM Cognos PowerPlay Enterprise Server are correct. Ensure that the correct path is specified for any components on remote computers.

If you make any changes to configuration values, perform an apply and a start on the computer.

Cannot Open Model When Publishing to Upfront

When you try to publish a package to Upfront, you may receive an error message telling you that the selected model cannot be opened.

You may also receive an error message telling you about one of the following conditions:

- ObjectStore server is probably not running.

- A connection to the ObjectStore cannot be established.

This problem could be caused by one of the following:

- ["ObjectStore is Not Installed or ObjectStore Services are Not Running"](#) (p. 63)
- ["Configuration Values for the Computer Have Not Been Applied"](#) (p. 63)

ObjectStore is Not Installed or ObjectStore Services are Not Running

You cannot open a model if ObjectStore is not installed or if the ObjectStore services are not running.

Solution

Open **Control Panel, Services** and verify that the ObjectStore Cache Manager and ObjectStore Server services are started, and that startup is set to automatic.

If the ObjectStore services are not listed in **Services**, you must install ObjectStore from the installation CD. See the installation guide for more information about installing ObjectStore.

Configuration Values for the Computer Have Not Been Applied

You cannot open a model if the configuration values for the computer have not been applied.

Solution

In Configuration Manager, perform an apply on the computer.

No Access to Database

You may receive an error message that tells you that you do not have access to a database and tells you to check with your administrator.

This occurs if you log on with a user ID that does not have the privileges required to access the requested database or files. This problem can be caused by the following:

- ["Logged in with the Incorrect User ID"](#) (p. 63)
- ["Your User ID Does Not Have Correct Access Privileges"](#) (p. 63)

Logged in with the Incorrect User ID

You logged on with a User ID that does not have privileges to use the requested database or files.

Solution

Log out of Access Manager and then log in with a user ID that has privileges to use the requested database or files.

Your User ID Does Not Have Correct Access Privileges

Your user ID does not have access privileges for the requested database or files. If you previously had access, your password may have expired.

Solution

Contact your administrator to request access to the database or files.

Unable to Open Server Model Due to Incorrect or Missing DataSource Path

If your Transformer for UNIX model uses an ASCII data source, and you do not correctly specify the server path, the system may assign one, thereby introducing character-case errors.

Solution

Ensure that you properly specify the server path, using the correct character case, to allow your ASCII datasource models to open without error, in the Transformer for UNIX environment.

Cannot Connect to a Component

Cannot Load Apache Module into Server When Using ReportNet and Impromptu Web Reports on the Same Web Server

When configuring an Apache gateway for Impromptu Web Reports on a Web server that is also being used for ReportNet, the Web server may not start. You may see a message similar to the following:

Syntax error on line 557 of /<machinename>/webserver/IHS_###/conf/httpd.conf: Cannot load /usr/cognos/cgi-bin/imrapmod.so into server: Exec format error

In your Web browser, you may see the following message:

500 Internal Server Error in the browser:

The server encountered an internal error or misconfiguration and was unable to complete your request.

Please contact the server administrator, name@company.address and inform them of the time the error occurred, and anything you might have done that may have caused the error. More information about this error may be available in the server error log.

The problem occurs because of incompatibilities between shared libraries used by the two gateway modules. Both gateway modules are loaded by one process, Apache Web server. A single Apache Web server cannot load both the Impromptu Web Reports and ReportNet modules.

Solution

To resolve this problem, run each gateway module in a separate Apache process.

For example, configure the first instance of Apache as the proxy server and to load mod_cognos for ReportNet. Configure the second instance to run the Impromptu Web Reports gateway module.

Steps

1. Enable mod_proxy on the original Apache Web Server.
This server becomes the proxy server.
2. Install and configure a second instance of Apache on a different port.
3. On the original server, do the following:

- Remove any existing Impromptu Web Reports configuration information from the `httpd.conf` file and then add the following information:

```
LoadModule proxy_module modules/mod_proxy.so # modify to suit platform
```

```
<Location /cognos/cgi-bin/imrapmod>
```

```
ProxyPass http://hostname:port/cognos/cgi-bin/imrapmod
```

```
</Location>
```

- Edit the Apache `envvars` file and ensure that `crn/cgi-bin` appears before the `cer4/bin` and `cer4/cgi-bin` directories in the shared library search path.
4. On the second server, do the following:
- Configure the Apache module gateway settings that are required for Impromptu Web Reports.
For more information, see the Change the Apache Web Server Settings for Apache Module Gateways topic in *Configuration Manager User Guide*.
 - Configure the server to use the same port as the one specified in the `ProxyPass` line in step 3.
 - Edit the Apache `envvars` file and ensure that `crn/cgi-bin` is not in the shared library search path.

Unable to Connect to Upfront Server

When you attempt to publish to Upfront, you may receive an error message telling you that you are unable to connect to the Upfront Server.

This problem could be caused by one of the following:

- ["No Connectivity with the Server"](#) (p. 65)
- ["Upfront Services are Not Running"](#) (p. 66)

No Connectivity with the Server

Your computer cannot establish a connection with the dispatcher.

Solution

1. From your computer, ping the Upfront server by computer name.

If the ping is successful, proceed to step 3.

2. From your computer, ping the Upfront Dispatcher computer by IP address.

If this ping is unsuccessful, there is a network problem or the Upfront server is not running.

If this ping is successful and the ping by computer name was unsuccessful, there is a problem connecting by computer name. If the computer name that you pinged in step 1 exists and is running, the Domain Name System (DNS) may be unable to translate the computer 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 are correct. Ensure that a complete path is specified for any components on remote computers.
If you make any changes to configuration values, perform an apply and a start on the computer.
4. In the **Publish to Upfront Wizard** dialog box, click **Cancel**.
5. In the **Model Explorer** pane, right-click the package to be published and click **Publish to Upfront**.
6. Type the correct Upfront dispatcher host name and click **Next**.
The Publish to Upfront Wizard connects to the dispatcher.

Upfront Services are Not Running

The Upfront services are not running. They may have been stopped or may not have been started properly.

Solution

Ensure that the Upfront services are running and then publish to Upfront.

Steps

1. Ensure that the Upfront services are running
 - On Windows, open **Control Panel, Services** and verify that all Upfront services are started and the startup set to automatic.
 - On UNIX, type `ps -ef | more` to display the status of processes. If `upfdbsrv`, `UpfDispatcherService`, `UpfServer`, and `UpfEventServer` are not running, start them.
2. In the Publish to Upfront Wizard, click **Cancel**.
3. In the Model Explorer pane, right-click the package to be published and click **Publish to Upfront**.
4. Type the correct Upfront dispatcher host name and click **Next**.
The Publish to Upfront Wizard connects to the dispatcher.

Cannot Connect to Servers, Nothing is Responding, and Similar Observations After Installing on UNIX

You are experiencing processes not running while you expect them to be. This can occur if your UNIX server has been rebooted and the services are not restarted automatically as part of the boot script. If others are advising you of these problems, have the administrator add to the boot script, or advise you whenever the server is rebooted so you can take immediate action for your customers.

Solution

1. Type `ps -ef | more` to check which processes are running.
2. Start all relevant processes.

Configuration Manager Apply Error with Access Manager - Runtime

You received an error when you performed an apply because you have a new directory server that is not configured with the IBM Cognos schema.

Solution

Configure the directory server to extend the schema for IBM Cognos products.

Steps

1. Start Configuration Manager.
2. Go to **Access Manager - Directory Server**.
3. Ensure the property values reflect the configuration of the directory server. Refer to the installation guide for information about configuring your directory server.
4. Perform an apply on **Access Manager - Directory Server**.
5. Perform an apply on **Access Manager - Runtime**.

Cannot Start or Stop a Component

Unable to Open Requested Application When Starting Upfront

When you start Upfront, you may receive a message telling you that the requested application cannot be opened.

This problem can occur if you are trying to start a service that is not running.

Solution

Use Configuration Manager to perform an apply and a start on the computer where Upfront is installed.

OLE Initialization Failed

You may receive an error message telling you that OLE initialization has failed and to make sure the OLE libraries are the correct version.

This problem can occur if you install other (non-IBM Cognos) software that overwrites a dynamic link library (.dll) file with an older version of the same file.

Solution

Uninstall the affected IBM Cognos product and then install it. The newer version of the .dll file will automatically replace the older one. Your other software should still work properly with the newer .dll file.

PowerPlay Enterprise Server Not Available

When you try to start PowerPlay Enterprise Server and connect to it, you may receive an error message telling you that the server is not available.

This problem can occur if the name of the computer where the PowerPlay Enterprise Server dispatcher is installed is not correctly specified in Configuration Manager. It can also occur if the port number for the PowerPlay Enterprise server is specified incorrectly.

Solution

Verify that the name of the PowerPlay Enterprise Server dispatcher computer is specified correctly in Configuration Manager.

Verify that the port number for the PowerPlay Enterprise Server is specified correctly in Configuration Manager.

Steps to Verify the Name of the Dispatcher Computer

1. Obtain the name of the computer where the PowerPlay Enterprise Server dispatcher is installed.
2. In Configuration Manager, expand **IBM Cognos PowerPlay Enterprise Server.Dispatcher.General**.
3. Update the **PowerPlay Server Name** if necessary.
4. Perform an apply and a start on the server.

Steps to Verify the PowerPlay Enterprise Server Port Number

1. Obtain the port number used for the PowerPlay Enterprise Server dispatcher on the computer where it is installed.
2. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
3. Expand **Cognos PowerPlay.Enterprise Server Dispatcher.General**.
4. Verify that the **PowerPlay Server Port Number** is correct and change it if necessary.
5. If you changed the port number, click **Dispatcher**, perform an apply.
6. With **Dispatcher** selected, perform a **Stop** and then **Start**.

Unable to Start Upfront

When you try to start Upfront, you may receive an error message that refers to an internal Upfront server error.

This problem occurs if the directory server is not running.

Solution

Use Configuration Manager to perform an apply and a start on the computer where the directory server is installed.

Unable to Start Access Manager Server

You may be unable to start the Access Manager Server from the **Services** tool in **Control Panel**. This problem occurs if the Access Manager Server is not registered with Windows.

Solution for Windows

1. Start Configuration Manager.
2. Expand **Services.Access Manager - Server**.
3. Right-click **Access Manager - Server** and click **Start**.

Solution for UNIX

Navigate to the *installation_location/bin* directory and type the command **amserver -help**. Determine the command to run for your environment.

Request to Run PowerPlay Enterprise Server Failed

You may receive an error message telling you that a request to run PowerPlay Enterprise Server failed because PowerPlay Web was unable to create a temporary file.

This problem occurs when read/write permissions are set incorrectly for the *installation_location\webcontent\ppwb\temp* directory or the *installation_location\ppservertemp* directory.

Solution

1. Provide the user running the Web server with read/write access to the *installation_location\webcontent\ppwb\temp* directory and the *installation_location\ppservertemp* directory.
2. Search for the *installation_location\ppservertemp* directory.

This directory is created by PowerPlay User, and therefore may not exist on computers where PowerPlay Enterprise Server is installed without PowerPlay User.

If the directory exists on your computer, provide the user running the Web server with read/write access to the directory.

Unable to Start Transformer

If you try to start Transformer, you may receive a message telling you that a dynamic link library file (06CLIENT1.dll) could not be found.

This problem occurs if you performed a custom installation that includes Transformer without installing ObjectStore and did not configure the components.

Solution

1. Install ObjectStore from the installation CD.
2. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
3. Perform an apply and a start on the computer.

Access Manager Server Ticket Service Not Configured or Not Available When Using Impromptu Web Reports

You receive an error message that indicates the Access Manager Server ticket service is not configured or available when starting Impromptu Web Reports Server Administration or Impromptu Web Reports Report Administration.

This problem could be caused by one of the following:

- ["Access Manager Server Ticket Service Not Installed"](#) (p. 70)
- ["Access Manager Server Ticket Service Not Configured Properly"](#) (p. 70)
- ["Access Manager Server Ticket Service Not Running"](#) (p. 70)

Access Manager Server Ticket Service Not Installed

You have installed an IBM Cognos product that requires an Access Manager Server ticket service but have not installed an Access Manager Server and configured it to run its ticket service.

Solution

Install the Access Manager Server from the product installation CD and configure it to run its ticket service.

Access Manager Server Ticket Service Not Configured Properly

The Access Manager Server ticket service is unable to function with the current configuration properties. This problem is typically caused by a font conflict. Try an alternate font.

Solution

1. Verify or correct the Access Manager Server ticket service configuration properties, such as the port number, using Configuration Manager.
2. Using Configuration Manager, perform an apply and a start on `Services.Access Manager - Server`.

Access Manager Server Ticket Service Not Running

The Access Manager Server for the ticket service has not been started.

Solution

Using Configuration Manager, perform an apply and a start on `Services.Access Manager - Server`.

Unsatisfied Link Error When Starting NoticeCast Dispatcher on AIX

If you encounter an error about an unsatisfied link when starting the NoticeCast dispatcher, the problem could be with the IBM Java build. The problem has been corrected in build number 20010413 or PTF 6 onwards.

Solution

Update the version of Java installed on your AIX computer.

NoticeCast Data Store Does Not Start When Connecting to a Data Store Within an SQL Server Database

You tried to start NoticeCast data store on UNIX connecting to a data store within an SQL server database and encountered an error. The NoticeCast log file, `ncerr.log`, reports problems with failed logon and not being associated with a trusted SQL server connection. The problem is that the SQL server database and authentication are set for Windows only.

Solution

1. Start **SQL Server Enterprise Manager Console**.
2. Right-click the server name and click **Properties**.
3. Click the **Security** tab.
4. Click **SQL Server and Windows Authentication** and click **OK**.

Unable to Start NoticeCast Server on UNIX

Starting the NoticeCast server (`ncserver.exe`) on a UNIX computer is not successful and the error log file (`ncerr.log`) shows a `ClassDefNotFound` message. It is possible that you do not have Sun Java Virtual Machine installed, or you require a version newer than 1.3.0, or the path for it is not defined.

Solution

1. Go to the `installation_location/bin` directory.
2. Type `java -version`
3. If no version is displayed, or a version earlier than 1.3.0 is displayed, contact your UNIX system administrator to have Sun Java Virtual Machine version 1.3.0 or higher installed.

If you receive a command not found error, contact your UNIX administrator to have the path added to the computer.

NoticeCast Server Fails to Start

You cannot start the NoticeCast server and the error log (`ncerr.log`) shows a message telling you that the port is already in use. Another service is already using the port number for the data store or the dispatcher.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
2. Expand **Cognos NoticeCast.NoticeCast Server.NoticeCast Server**.
3. If the error message showed port 10999, change the **Data Store port number** in the **NoticeCast Data Store Port** parameter.
4. If the error message showed port 10998, change the **Dispatcher port number** in the **NoticeCast Dispatcher** parameter.

NoticeCast Server Does Not Start After Installation of Another IBM Cognos Product

You installed NoticeCast, configured NoticeCast parameters using Configuration Manager, then installed another IBM Cognos Series 7 product. You applied the default configuration parameters after the last installation and NoticeCast does not start. The problem is that the apply of your default configuration resets all your configuration values, including those for NoticeCast.

Solution

1. Use Configuration Manager to check all NoticeCast configuration changes for your environment.
2. Save your configuration parameter values in Configuration Manager.
3. If you will be installing another IBM Cognos product, click the option to configure the product manually.

Host Refused Connection Starting Configuration Manager on UNIX

You have Impromptu Web Reports installed and encounter an error condition referring to no handler for exception, server refused the connection, and connection for the local computer is open.

You are presented with three choices of action. Also, you have previously successfully started and configured a connection to ObjectStore and your Impromptu Web Reports data store. When Configuration Manager is started, it tries to connect to ObjectStore to read properties so you can configure them.

The error may occur if ObjectStore services are not running.

Solution

Start the ObjectStore services.

Steps

1. Close Configuration Manager.
2. On the Impromptu Web Reports data store computer, start the two ObjectStore services `osserver` and `oscmgr6`.
3. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.

NoticeCast Data Store Does Not Start Automatically on Windows 2000 Computers

Your NoticeCast data store service shows the status of starting when the Windows or 2000 computer is restarted. You can manually start the service using the **Services** tool in **Control Panel**. The problem is with the order of services started by Windows. The NoticeCast data store service starts and attempts to connect to the data store before the database service has started. This results in a failed connection and NoticeCast data store is unable to complete startup.

Solution

Define a service startup dependency for NoticeCast data store in the Registry Editor.

Steps to Define Startup Dependency

1. From the **Start** menu, click **Run**.
2. Type `regedt32.exe` (NOT `regedit`) and click **OK**.
3. In the **Registry Editor** window, go to the **HKEY_LOCAL_MACHINE, SYSTEM, CurrentControlSet, Services** and click the **IBM Cognos NoticeCast Data Store (cern)** key.
4. From the **Edit** menu, click **Add Value**.
5. Type `DependOnGroup` in the **Value Name** field, click `REG_MULTI_SZ` for the **Data Type**, and then click **OK**.
6. In the **Multi-String Editor** window, click **OK** without typing any value.
7. From the **Edit** menu, click **Add Value**.
8. Type `DependOnService` in the **Value Name** field, click `REG_MULTI_SZ` for the **Data Type**, and then click **OK**.
9. In the **Data** field of the **Multi-String Editor** window, type the name of the database service. You will find the name in the **HKEY_LOCAL_MACHINE, SYSTEM, CurrentControlSet, Services** list. It will depend on the database you are using. For Microsoft SQL Server, the name should look like `MSSQLServer`. For Oracle, the name should look like `OracleServiceoraclename`, where `oraclename` is the name of your Oracle database instance. For IBM DB2, the name should look like `DB2`.
10. Click **OK** to save the value.
11. Close the Registry Editor.
12. Reboot the computer.
13. If the database starts properly, you have solved the problem.

If the database takes a very long time to start, even the above modification may not be adequate and you will have to take additional steps.

Additional Steps

Perform the following steps only if you have performed the steps in "[Steps to Define Startup Dependency](#)" (p. 73) and found them inadequate.

1. On Windows 2000, from the **Services** tool in **Control Panel**, double-click **IBM Cognos NoticeCast Data Store (cern)**. On the **Recovery** tab, click **Restart the Service** entry from the **First failure** drop down control. Click **Apply** and **OK**. This procedure causes NoticeCast Data Store to restart if a start failure occurs in future.
2. Click **IBM Cognos NoticeCast Data Store (cern)**, click **Stop**, and click **OK** to confirm your selection.

3. Click **Start** and then close the **Services** tool.

Cannot Create, Publish, or Display Information

Cannot Open a File

If you cannot open an IBM 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 an IBM 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 Opening an IBM Cognos Sample File

If you installed the IBM 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 IBM Cognos sample files.

Solution

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

Samples Files are Not Installed Properly or Cannot Be Read

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

You can look at the transfer log error file for entries that identify problems transferring the IBM 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 IBM Cognos samples files for the product.

File was Created with a Previous Version

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

Solution

- Follow the upgrade procedures in the installation guide to make your data and model files compatible with the current version.

No Connectivity with a Data Directory Server

There may be problems with the connection between your computer and a data directory 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 computer 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 hosts 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.

Unable to Publish to Upfront

You may receive an error message telling you there was a failure to receive a ticket when you try to publish to Upfront.

The error message appears if the dispatcher does not receive authorization from the ticket service. This problem can occur if the Access Manager Server for the ticket service is not running, or the configuration values are set incorrectly.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
2. Expand **Services.Access Manager - Server.General.Ticket Service**.
3. Verify that the configuration values for the Access Manager Server and its ticket service are correct and update them if necessary.
4. Perform an apply and a start on **Access Manager - Server**.

Message Tunnel Failure While Publishing Report Set

If you try to use Impromptu Web Reports - Report Administration to publish a report set, you may get the following error message:

Request to obtain list of report sets failed on the server. Message Tunnel request failed. Message Tunnel failed to connect the URL. Reason: Error encountered sending parameters to server.

This problem can occur if the Impromptu Web Reports Service Manager service is not running.

Solution for Windows

- Open Control Panel, Services and verify that IBM Cognos IWR Service Manager (*cern*) services has started and that startup set to automatic.

Solution for UNIX

- Type `ps -ef | more` to display the status of processes. If `iwreqman`, `iwschman`, `iwirsdisp`, and `iwirwrdisp` are not running, start them.

Multi-Page Report Does Not Display Properly

If you use Impromptu to view a report in page layout view and then switch to screen layout view, the report may not display properly and you may be unable to switch back to page layout view.

This problem occurs if there is no printer driver installed on your computer or if no printer driver is designated as default.

Solution

1. Ensure that you have at least one printer driver installed.
2. Designate a printer driver as the default printer driver.

Special Characters in Report Titles Not Displayed Properly When PowerPlay Web Report Exported to Microsoft Excel

If you add special characters such as ampersands or euro symbols to report titles in PowerPlay Web, these characters may not display properly in the header of an exported Excel file. This problem only occurs if the administrator has configured the PPSRoot.cfx file in the *installation_location\cern\ppserver* directory to say the following:

```
ExcelTitleInWorksheet="IN,Y,0"
```

This setting specifies that titles appear in the Excel header instead of the first line of the Excel worksheet.

Solution

To avoid this problem, specify that titles appear in the first line of the exported Excel worksheet, instead of the header, by resetting to the default value in the PPSRoot.cfx file as follows:

```
ExcelTitleInWorksheet="IN,Y,1"
```

PDF Report Opens in New Window

If you use your Web browser to open a report that was saved as a PDF, it may open in a new window instead of within your Web browser.

This problem can occur if you installed Adobe Acrobat Reader before you installed your Web browser. Your Web browser was not updated to work with Adobe Acrobat Reader.

Solution

Install Adobe Acrobat Reader from the installation CD or from the Adobe Web site. If prompted to update your browser to work with Adobe Acrobat Reader, click Yes.

Unable to Publish Reports to Another Computer

You may be unable to use Impromptu Web Reports - Report Administration to publish reports to another computer because of connection problems between your computer and the Impromptu Web Reports server on the other computer.

This problem could be caused by one of the following:

- ["Universal Naming Convention Not Used to Specify Server and Partition" \(p. 77\)](#)
- ["Impromptu Web Reports Services Set to Start as System Account" \(p. 77\)](#)

Universal Naming Convention Not Used to Specify Server and Partition

When you specify a report set location, you may experience connection problems between your computer and the Impromptu Web Reports computer if you do not follow the Universal Naming Convention (UNC) to specify the server and partition.

If you choose to use a mapped drive instead of following the UNC, you must ensure that the mapping will still be in effect after the computer is restarted.

Solution

When you publish a report, follow the UNC to specify the report set location. The UNC format is as follows:

\\server name\path\folder

Impromptu Web Reports Services Set to Start as System Account

When using the Universal Naming Convention (UNC) to specify the report location on another computer, ensure the Impromptu Web Reports services are set to start as a user account and not a system account. A system account cannot write to a shared location. The services are installed with the default value set to system.

Solution

1. On the computer where the Impromptu Web Reports services are installed, open **Control Panel, Services** and change the Impromptu Web Reports services to start using a user account. If you have multiple servers in your server group, you must ensure you select the same user account name for all servers.
2. Ensure this account has sufficient access rights to the files and locations you are using.
3. Use Configuration Manager to perform an apply and a start on the server.

Report Elements Not Active

If you view a report or cube on your Web browser remotely using PowerPlay Enterprise Server, you may be unable to manipulate the toolbar or perform drill-downs, or you may see a message that indicates a server mirroring error.

This problem can occur when an environment with mirrored servers is only partially upgraded. The cube you are trying to access is not located on the specified server. It is located on a mirrored server that is running an earlier version of PowerPlay Enterprise Server. IBM Cognos Series 7 Version 4 PowerPlay Enterprise Server does not mirror to servers running earlier versions of PowerPlay Enterprise Server.

Solution

Upgrade all PowerPlay Enterprise Servers in your mirrored environment to IBM Cognos Series 7 Version 4.

Unable to View Impromptu Web Reports

If you are unable to view any reports using Impromptu Web Reports, your administrator user, or your namespace root administrator user basic signon information could be corrupted or might not be set up correctly.

Solution

Access the user profile and verify or correct the basic signon information.

Database Create Error

If you encounter a database creation failed error after installing Impromptu Web Reports on UNIX, the problem could be caused by one of the following:

- ["ObjectStore Server Process Not Running" \(p. 78\)](#)
- ["ObjectStore Cache Manager Launcher Not Configured Properly in UNIX" \(p. 79\)](#)

ObjectStore Server Process Not Running

If the ObjectStore server process is not running, you are not able to access any database files. You need to start ObjectStore and reinstall Impromptu Web Reports.

Solution

1. Log on as root.
2. Check to see if the ObjectStore Server process is running by using the command `ps -efl | grep osserver`
3. If it is not running, start it by using the command `/etc/rc2.d/S80ostore4_start`
4. Reinstall Impromptu Web Reports.

ObjectStore Cache Manager Launcher Not Configured Properly in UNIX

If your ObjectStore server process is running, perform the following procedure to configure your ObjectStore cache manager.

Solution

1. Log on as root.
2. Type `setenv OS_ROOTDIR/opt/ODI/ostore`
3. Type `setenv LD_LIBRARY_PATH/opt/ODI/ostore/lib`
4. Type `/opt/ODI/ostore/bin/osconfig check`
5. Ensure the cache manager launcher has correct modes and ownership. If it does not, reinstall and reconfigure ObjectStore server.
6. Reinstall Impromptu Web Reports.

Problems Publishing from PowerPlay Enterprise Server Administration

Cannot Publish to Upfront

If you cannot publish to Upfront using PowerPlay Administrator, the problem could be caused by PowerPlay Enterprise Server being secured against the wrong namespace (that is, a namespace other than the Upfront namespace) or a corrupt PPSRoot.cfx file.

Solution

1. Go to the `installation_location\ppserver` directory.
2. Delete the PPSRoot.cfx file.
3. In Configuration Manager, stop and start PowerPlay Enterprise Server to create a new PPS-Root.cfx file.
4. Configure PowerPlay Enterprise Server to use the same namespace as Upfront.

Cannot Publish to ReportNet

If you cannot publish to ReportNet using PowerPlay Administrator, the problem could be caused by configuration differences between IBM Cognos Series 7 and Cognos ReportNet or IBM Cognos 8 for the naming format used to identify the location of the IBM Cognos Series 7 namespace. Host name or IP address are valid naming formats for the computer location. However, if one product is configured using host name, and the other product is configured using IP address, publishing will fail

Solution

Ensure that IBM Cognos Series 7 and IBM Cognos ReportNet or IBM Cognos 8 use the same naming format for the computer location of the IBM Cognos Series 7 namespace.

For more information, see the IBM Cognos Series 7 Configuration Manager *User Guide*, and the IBM Cognos ReportNet or IBM Cognos 8 Cognos Configuration *User Guide*.

No Response When Requesting a Report Using a Web Browser

You have an environment in which your gateway service is not located on the local host computer (for example, Impromptu Web Reports). Your request for a report is not executed. It is possible the gateway server parameter has not been changed from the default value of the local server.

Solution

Using Configuration Manager, ensure the value for the gateway is correct.

Unable to Use ObjectStore as an Impromptu Web Reports Data Store When Installed on a Different Computer

Your problem is similar to the Impromptu Web Reports drill through when viewing a report and you are operating in a distributed environment. The Impromptu Web Reports server is not able to access the ObjectStore data store located on another server.

The problem occurs if the server location does not use a fully qualified server name. This solution is beyond those identified in the problem discussing opening a model because the local ObjectStore is not running. The conditions described in that problem could apply here as well if the fully qualified server name is specified.

Solution

Using Configuration Manager, change the **IBM Cognos Impromptu Web Report.Common.Database.Data Store Host** property to specify a fully qualified server name. An example of this is:

```
Servername.Cognos.com:d:\database\iwr_db
```

Data Source Cannot be Accessed, Error with NoticeCast Save

If you try to save a data source using NoticeCast, you receive an error telling you the data source cannot be accessed and to check the user name and password. The access and logon information specified could be incorrect. This problem can be caused by one of the following:

- ["User Logon ID or Password is Incorrect" \(p. 80\)](#)
- ["JDBC Driver Not Available to Link to the Target Database" \(p. 81\)](#)

User Logon ID or Password is Incorrect

The user logon ID or password is not valid.

Solution

1. Check with your database administrator to see that the user ID and password are correct.
2. Save the data source.
3. If the specified user id and password are correct and the problem persists, check the JDBC driver link to the data source.

JDBC Driver Not Available to Link to the Target Database

If the target database is different from the NoticeCast data store database, then no JDBC driver is available to link to the target database. Configuration parameters must be updated.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, IBM Cognos Server Administration**.
2. Click **Alerts and Notifications** to run NoticeCast Server Administration.
3. From the **Tools** menu, click **Maintain Databases**.
4. Click the database connection and from the **File** menu, click **Edit**.
5. In the **Path** box, type or copy the location and file name of the JDBC driver for your database.
6. Click **Test** to test the connection.
7. Click **OK** to close the **Maintain Databases** dialog box.

Sample PowerPrompts Fail on UNIX

If you run the sample report queryreport.xxm by connecting to a UNIX server through a Windows client, it fails.

This problem occurs because the report attempts to connect to the Windows version of the GOSales sample database instead of the UNIX version.

Solution

Use Impromptu Administrator to delete the logical database and recreate it.

To do this, perform the procedure that corresponds to the software you used to create the sample databases on UNIX.

Steps for Sample Database Created with Oracle

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Impromptu Administrator**.
If the **Welcome** dialog box appears, close it.
2. From the **Catalog** menu, click **Databases**.
The **Database Definition Manager** dialog box appears.
3. Expand **ODBC**, click **GOS**, and click **Delete**.
The logical database is deleted.
4. Click **Oracle** and click **New Database**.
The **Database Definition** dialog box appears.
5. In the **Logical database name** box, type **GOS**

6. In the **SQL *Net connect string** box, type the name of the server where the UNIX sample databases are installed.
7. Click **Test**.
The **Attach to Database** dialog box appears.
8. Type a valid user ID and password to access the database and click **OK**.
9. In the **Database Definition** dialog box, click **OK**.

Steps for Sample Database Created with DB2

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Impromptu Administrator**.
If the **Welcome** dialog box appears, close it.
2. From the **Catalog** menu, click **Databases**.
The **Database Definition Manager** dialog box appears.
3. Expand **ODBC**, click **GOS**, and click **Delete**.
The logical database is deleted.
4. Click **DB2** and click **New Database**.
The **Database Definition** dialog box appears.
5. In the **Logical database name** box, type **GOS**
6. In the **DB2 Database name** box, type **gosales**
7. Click **Test**.
The **Attach to Database** dialog box appears.
8. Type a valid user ID and password to access the database and click **OK**.
9. In the **Database Definition** dialog box, click **OK**.

Steps for Sample Database Created with Sybase

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Impromptu Administrator**.
If the **Welcome** dialog box appears, close it.
2. From the **Catalog** menu, click **Databases**.
The **Database Definition Manager** dialog box appears.
3. Expand **ODBC**, click **GOS**, and click **Delete**.
The logical database is deleted.
4. Click **Sybase** and click **New Database**.
The **Database Definition** dialog box appears.

5. In the **Logical database name** box, type **GOS**
6. In the **SQL Server name** box, type the name of the server where the UNIX sample databases are installed.
7. Click **Test**.
The **Attach to Database** dialog box appears.
8. In the **User ID** box and the **Password** box, type **GOSales**
9. Click **OK**.
10. In the **Database Definition** dialog box, click **OK**.

ObjectStore Error Using Impromptu Web Reports on UNIX

You received an error showing a cache manager initialization failure and/or file padding failure that included a temporary ObjectStore location. The problem is that the drive on which your ObjectStore temporary files are located does not have sufficient space available. There are two environmental variables that default to the existing TMP variable value because they are not specifically defined.

Solution

Define the two environmental variables and specify a drive location with adequate space for these files.

1. To set the **OS_ROOTDIR** to point to the directory where you installed ObjectStore, type the following:
OS_ROOTDIR=installation directory; export OS_ROOTDIR
where **installation directory** is the directory where ObjectStore is installed.
2. To add the ObjectStore executables location to the executable search path, type the following:
PATH=installation directory/bin:\$PATH; export PATH
3. To add the two ObjectStore temporary directory locations, type the following commands on your UNIX computer:
OS_CACHE_DIR=ObjectStore tmp directory location; export OS_CACHE_DIR
where **ObjectStore tmp directory location** is the directory for this temporary file.
OS_COMMSEG_DIR=ObjectStore tmp directory location; export OS_COMMSEG_DIR
where **ObjectStore tmp directory location** is the directory for this temporary file.
4. Go to the directory where ObjectStore is installed.
5. Stop and then start the two ObjectStore services (**osserver** and **oscmgr6**) for the tmp file changes to take effect.

Database Create Error with Impromptu Web Reports

If you encounter a database creation failure error using Impromptu Web Reports, the problem could be caused by an invalid database location property.

Solution

Check the properties in Configuration Manager for correct host computer name and location.

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
2. Expand **IBM Cognos Impromptu Web Reports.Common.Database**.
3. Ensure the correct location on the database computer is specified in the **Data Store Location** property value.
4. Ensure the **Data Store Host** property value specifies the correct database host computer name.
5. Expand **IBM Cognos Impromptu Web Reports, Data Store.Create Data Store.Copy Data Store Schema Files**.
6. Ensure the correct location on the server is specified in the **Target Data Store Location** property value.
7. Expand **IBM Cognos Impromptu Web Reports.Data Store.Create Data Store.Create Data Store Location**.
8. Ensure the correct location on the server is specified in the **Data Store Location** property value.
9. Perform an apply and a start on the computer.

Database Not Created or Cannot Be Accessed Error with Impromptu Web Reports

If you encounter an error message stating that the database is not created or cannot be accessed while you are using Impromptu Web Reports, the problem could be caused by one of the following:

- ["Server Computer Database Properties Not Properly Defined to Know the Correct Host" \(p. 84\)](#)
- ["Database Computer Properties Properly Defined and ObjectStore Running but No Database Created" \(p. 85\)](#)
- ["Host Computer is Available but the Database Location is Not Valid" \(p. 85\)](#)

Server Computer Database Properties Not Properly Defined to Know the Correct Host

Solution

1. On the computer where Impromptu Web Reports is installed, start Configuration Manager.
2. Expand **IBM Cognos Impromptu Web Reports.Common.Database**.
3. Verify that the correct location on the server is specified in the **Data Store Location** property value.

Example: D:\Program Files\Cognos\cer7\iwr\database

4. Verify the **Data Store Host** property value specifies the correct database host computer name.

Database Computer Properties Properly Defined and ObjectStore Running but No Database Created

Solution

1. Perform an apply and a start on the computer.
2. Follow the procedure to create a database on the database computer.

Host Computer is Available but the Database Location is Not Valid

Solution

1. On the database computer, create the directory in which the database files are to be saved.
2. Follow the procedure to create the database.

Cannot Run PowerPrompts Samples with UNIX Sample Database

If the sample databases are not set up with the recommended user name and password, the sample PowerPrompts will fail.

This problem occurs because the samples catalog requires a catalog database signon before it runs the PowerPrompts application that connects to the UNIX sample database.

Solution

Change the user name and password for each PowerPrompts sample.

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools**, and click **PowerPrompts**.
The **PowerPrompts Developer Studio** opens.
2. Open the PowerPrompts sample.
3. From the **File** menu, click **Properties**.
The **Application Properties** dialog box opens.
4. In the **Application Properties** dialog box, click the **Catalog** tab.
5. In the **Catalog Database UserID** box, type a valid username for the database.
6. In the **Catalog Database Password** box, type the password for the username.
7. Click **OK**.

PowerPrompts Samples Do Not Work with Sybase Sample Database

Sample PowerPrompts may fail when using a UNIX sample database that was created with Sybase. This is because the SQL syntax for Sybase is different from the SQL syntax used to create the dynamos and recordsets that the PowerPrompts samples use.

Solution

Modify the SQL statements in the dynamos and the recordsets so that they conform with the Sybase SQL syntax.

Note: You must know the database owner value to perform the following procedure.

Steps to Modify the Dynamos to Conform to Sybase SQL Syntax

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools**, and click **PowerPrompts**. The **PowerPrompts Developer Studio** opens.
2. Open the desired PowerPrompts sample.
3. Open Dynamo Manager.
4. Right-click on the desired dynamo and click **SQL**.
5. If the **IBM Cognos Common Logon** dialog box appears, type the default user ID **Administrator**, leave the password box blank, and click **Log On**.
6. In the SQL statement generated by the dynamo, delete the double quotation marks.
7. Add the database owner value to the SQL statement generated by the dynamo so it conforms to the Sybase SQL syntax.

The following example shows the syntax for the sample dynamos as they are installed:

```
Dynamo.SQL='SELECT "database". "table_name". "column_name" FROM "database". "table_name"
```

To conform to the Sybase SQL syntax, the previous example would change to the following:

```
Dynamo.SQL='SELECT database.owner.table_name.column_name FROM database.owner.table_name
```

8. Save the PowerPrompt and leave PowerPrompts Developer Studio open for the next procedure.

Steps to Modify the Recordsets to Conform to Sybase SQL Syntax

1. In PowerPrompts Developer Studio, right-click the page that failed and click **Edit HTML**.
2. Modify the SQL statements to conform to Sybase SQL syntax.

The following example shows the syntax for the sample recordsets as they are installed:

```
rs.variable_name.Open ("SELECT column_name FROM table_name", "database");
```

To conform to the Sybase SQL syntax, the previous example would change to the following:

```
rs.variable_name.Open ("SELECT database.owner.table_name.column_name FROM database.owner.table_name", "database")
```

3. Save the HTML file.

Upfront Icons Not Displaying Correctly

If you configured non-default Web aliases, ensure that all configuration properties are changed to use the correct aliases. After you change configuration values, stop and start Upfront services, and then start Upfront to verify that the icons display correctly.

For more information about configuring non-default Web aliases, see the *Configuration Manager User Guide*.

Other Authentication Problems

Starting Upfront Server Administration Returns an Authentication or Access Privileges Error

You receive an error message referring to the Upfront Administration server user not previously authenticated or not having proper access privileges when starting Upfront Server Administration. The problem is that a ticket service is not installed.

Solution

Install the Access Manager Server from the product installation CD and configure its ticket service.

Access Denied Message Trying to Connect to PowerPlay Enterprise Server After Changing the LDAP Server/Namespace

You have changed the namespace for your directory server, but PowerPlay Enterprise Server is still pointing to the old namespace or you still have the server secured to the old namespace.

Solution

1. Log in to PowerPlay Enterprise Server Administrator as a member of the old namespace.
2. Unsecure the server.
3. Change the namespace used as the authentication source to the new namespace.
4. Restart the PowerPlay Enterprise Server Administrator.
5. Use the menus to secure the server to the new namespace.

Repeated Requests to Log On

You have logged in and are using an IBM Cognos product, but have not finished working with the information presented. You are presented with a Log In window and asked to log in (again). Your session ticket has expired and your session can no longer continue using the product without you logging in and validating yourself. You have exceeded the duration for a session that your administrator has defined for users. You can log in again and access your data again.

If you need to work with data for this length of time regularly, you can ask your administrator to increase the duration of the ticket. There are issues dealing with security for providing longer session times and your administrator can advise you whether a longer session time can be provided.

Solution

1. Ask your administrator to increase the ticket duration value.
2. If your administrator agrees, they will use Configuration Manager to change the **Ticket Duration** property in **Services.Access Manager - Server.General.Ticket Service**.
3. You should be able to access and work with your information in one session without having to log on multiple times.

If your administrator cannot increase the duration of the ticket, you will have to log on at the expiration of each ticket. This could mean you need to log in and access your information multiple times in a day to complete your task.

General Runtime or Installation Problems

File Transfer Fails in UNIX

The installation wizard copies installation files to the /tmp directory temporarily as part of the installation process. If the directory is not large enough to accept all the files and fills up, the install process appears to be running but is stalled while waiting for the current install file to be written.

Solution

Ensure the file system containing the /tmp directory provides sufficient space for the files to be installed.

Access Manager Server Ticket Service Not Responding

If you are using Access Manager - Administration, you may receive a message that tells you that the ticket service is not responding.

This problem can occur if the configuration values for the ticket service are incorrect, if the Access Manager Server is not running, or if the Access Manager Server ticket service cannot be pinged.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos, Tools, Configuration Manager**.
2. Expand **Services.Access Manager - Server.General.Ticket Service**.
3. Verify that the configuration values are correct and update them if necessary.
The default port for the ticket service is 9010.
4. Perform an apply and a start on **Access Manager - Server**.
5. After updating the configuration settings, use Access Manager - Administration to test the ticket service.

Asian Fonts Do Not Display Correctly in PowerPlay

Asian fonts do not display correctly in PowerPlay if the fonts have not been installed on the server.

Solution

Install Asian fonts on the PowerPlay Enterprise Server computer.

Fonts are not supplied with your IBM Cognos software. They are normally included with your operating system.

PowerPlay Request Failures

You may experience PowerPlay request failures.

This problem could be caused by a diagnostic application running on the computer where PowerPlay Enterprise Server is installed.

When a PowerPlay request process encounters difficulties, the PowerPlay dispatcher stops it and starts a new process. Diagnostic applications such as Dr. Watson interfere with this activity and can cause request failures.

Solution

Disable or remove all diagnostic applications running on the computer where PowerPlay Enterprise Server is installed.

If you disable the diagnostic applications, use the **Services** tool in **Control Panel** to ensure that the diagnostic application services are not set for automatic startup. Otherwise, the diagnostic applications will automatically start when the computer is rebooted.

Multiple Request Managers Running on Server

This problem can occur if the Database Share Name does not use the Universal Naming Convention (UNC) to identify the shared name and the location where the database files will be stored.

Solution

1. On each Impromptu Web Reports computer, use Configuration Manager to change **IBM Cognos Impromptu Web Reports.Common.Database.Data Store Host** to specify the path, using the following format:

servername.DNS.Identifier:drive:\path\iwr70.db

An example path for Windows is as follows:

IWRServer.Cognos.com:e:\Program_Files\Cognos\cern\database\iwr70.db

The following example shows a path for UNIX:

server/usr/cognos/cern/database/iwr70.db

2. Perform an apply and a start on the computer.
3. Run the report again.

Apply Failure When Installing and Configuring Sun Java System Directory Server from the IBM Cognos Install Menu

If you encountered an apply failure when installing and configuring the Sun Java System Directory Server, you may have to check an additional file for details. If Configuration Manager reports an error and cannot identify the reason for the failure, check the Sun Java System directory setup log file, identify the problem, and correct it.

Check the installation error as identified in the setup log file and correct the problem.

Solution

1. Check the setup log file at *directory_server_installation_location*\setup\setup.log or in the system temp directory.
2. Determine the cause of the installation failure from the log file.
3. Correct the identified problem and perform an apply to install the Sun Java System directory server.

Runtime Parameters Not Saved in Environment Script File

If you change Runtime Parameter values and then export to an environment script file, the Runtime Parameter values are not saved. If you are planning to use the script file for an unattended installation, no Runtime Parameters will be available and you will have to configure these manually after the file has been used for the installation. The Runtime Parameters are regarded as being computer-specific while the parameters exported to an environment script file apply to multiple computers.

Solution

1. Export your environment to a script file.
2. Perform an unattended installation.
3. Configure the **Runtime Parameters** with Configuration Manager.
4. Save the server configuration to a configuration specification file.

Sun Java System Directory Server Availability Problems

The PowerPlay Enterprise Server Administration is detecting changing status for the Sun Java System directory server and displaying this alternating status. The Sun Java System directory server is encountering a log file space exhaustion problem. It cannot complete the write operation in a timely manner and its availability status keeps changing. This problem is known to Sun Java System and they are working to resolve it.

Solution

Disable logging of events in Sun Java System directory server.

Display Problems When Using AIX with Exceed

You are experiencing window or menu positioning problems on your screen using Exceed 7.0 on your AIX system when running PowerPlay Enterprise Server Administration. The problem originates from the default X Window system and Exceed's inability to work successfully with Java 1.3 to properly display windows and menus. It is recommended that you use another X Window manager until the problem is resolved. Motif Window Manager for X has been tested and functions properly. Other X Window Manager programs are available, but not all have been tested. The Motif Window Manager for X is available on every AIX system. The different manager program affects the decorations and overall look of the Exceed xterm window, but will not affect the look and feel of the PowerPlay Enterprise Server Administration.

Solution

1. Open an xterm window using Exceed.
2. Type `mwm &` to start mwm running in the background.
3. Go to the *installation_location/bin* folder, and launch PowerPlay Enterprise Server Administration using `ppsrvadm.sh`.

Cannot Execute Commands in the Documentation or Commands Are Not Working as Expected (UNIX)

You are using the wrong shell. We officially support the Bourne (standard or sh) shell and document this functionality. You may have changed to another shell such as the C shell (csh) or the Korn shell (ksh). Changing back to the Bourne shell will make commands in the documentation function normally again.

Solution

At the command line, type `sh`

Error Message When Configuring Microsoft Active Directory

You are unable to apply the configuration settings on a Windows computer to remotely configure a Microsoft Active Directory. This problem occurs because a program is missing on the Configuration Manager computer to enable it to remotely configure the Microsoft Active Directory. An ADSI Runtime patch must be installed from the IBM Cognos CD.

Solution

1. Open the folder `\3rdparty\Microsoft\ADSI` on the IBM Cognos CD.
2. Proceed configuring the remote Active Directory.

Menu Shortcuts (Alt+key) Do Not Work in Administration Program (UNIX)

Your keyboard input definitions are set incorrectly.

Solution

1. Start Exceed/Xconfig.
2. Open the **KeyboardInput** dialog box.
3. Find the **Alt Key:** combo box in the **Window Modifier Behavior** group.
4. Click the **To X** option.

Problem Identifying the Namespace When Logging into Upfront

You need to add an identifier to your namespace. You can define an identifier for your namespace using Access Manager Administration. The identifier will appear on the Upfront logon screen to help you identify the namespace.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Server Administration**.
2. Click **Security**.
3. Expand the entries under **Directory Servers**.
4. Click the namespace.
5. Open **Properties**.
6. Click the **Summary** tab.
7. In the **Title** field, type an identifier for the namespace and click **OK**.

Cannot Establish Connection to NoticeCast Data Store

If you encounter an error in NoticeCast when performing a default apply, a problem with connecting to the data store has occurred. The problem could be caused by one of the following:

- Data Store User ID or Password is Incorrect
- Database URL is Incorrect for Your Database
- Database Computer Not Running or Network Not Available
- Database Not Set Up to Contain the NoticeCast Data Store

Data Store User ID or Password is Incorrect

The user ID and password used to access the database data store are not recognized.

Solution

1. Verify the user logon ID and password for accessing the data store with your database administrator.
2. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, Tools, Configuration Manager**.

3. Go to **Cognos NoticeCast.NoticeCast Data Store.database Data Store Configuration**.
4. Change the user ID in the **Data Store Logon ID** property.
5. Change the user logon password in the **Data Store Logon Password** property.

Database URL is Incorrect for the Database

If the database computer is running and network connections are working, the URL specified in the Database URL property in Cognos NoticeCast.NoticeCast Data Store.*database* Data Store Configuration is not correct.

Solution

1. Verify the URL with your database administrator.
2. From the **Start** menu, click **Programs, IBM Cognos Series 7 Version 4, Tools, Configuration Manager**.
3. Expand **Cognos NoticeCast.NoticeCast Data Store.database Data Store Configuration**.
4. Change the URL for the database in the **Database URL** property.

Database Computer Not Running or Network Not Available

If the computer on which the database is located is not running or if you have a network problem, NoticeCast server cannot establish a connection.

Solution

1. Ping the server using the database computer name.
2. If the database computer is responding, ensure the required services are running on it.
3. If the database computer is not responding, ping it using the IP address for the computer.
4. If the database computer is not responding, resolve the network connectivity issue then retest the connection.
5. If the database computer is responding using the IP address but not the database computer name, your network does not recognize the relationship between the database computer and the IP address. Resolve this problem with your network administrator and test the connection.

Database Not Set Up to Contain the NoticeCast Data Store

The NoticeCast data store must be defined within the database for NoticeCast server to be able to connect to the data store.

Solution

- Ensure the database has been set up to contain the NoticeCast data store.

JDBC Driver Not Included in Class Path After Default Configuration

Applying the NoticeCast configuration properties results in an error that the defined JDBC driver is not included in the class path. NoticeCast uses Java Database Connectivity (JDBC) to connect to the data store. If your NoticeCast data store is within an SQL server database, you have a suitable driver installed already. If your data store is within Oracle, Informix, or DB2, you must locate the driver in your installation directories and ensure that this location is specified in Configuration Manager properties.

Note that Java is case-sensitive.

Solution

1. In Configuration Manager, expand **Cognos NoticeCast.NoticeCast Data Store.General**.
2. Verify that the **Data Store Connection File** property is set to the correct database type.
3. Expand **Cognos NoticeCast.NoticeCast Data Store.database Data Store Configuration**, where *database* indicates the type of database in use.
4. Verify that the **JDBC Driver File** property is set to the correct location and filename of your JDBC driver. The path and filename are case-sensitive in UNIX.

Alerts Button on PowerPlay Web Toolbar is Disabled

The alert functionality has been disabled within PowerPlay Enterprise - Server Administration.

Solution

1. From the **Start** menu, click **Programs, IBM Cognos Series 7, IBM Cognos Server Administration**.
2. Click **OLAP Cubes and Reports**.
3. Connect to the PowerPlay Server.
4. From the **Edit** menu, click **Properties**.
5. Click the **Settings** tab.
6. Click **Enabled** for the **PowerPlay Web Explorer Alerts** property value.
7. Click **OK**.
8. Close PowerPlay Enterprise - Server Administration.
9. From the **Start** menu, click **Programs, IBM Cognos Series 7, Tools, Configuration Manager**.
10. Stop and start IBM Cognos PowerPlay Enterprise Server.

UNIX File Transfer May Not Function Properly

On some UNIX terminals or terminal types, if you run the UNIX file transfer (named the installation wizard) in character UI mode, the screens appear jumbled or some or all of the function keys do not work. To avoid this problem, you can copy the files using an unattended transfer.

To do unattended transfer, you must edit the response.ats file and run the command `xwsetup.exe -s Response.ats`

Note: You can designate a full path for the response file so that it can be located in a writable location for editing.

Each section in the response.ats file corresponds to a dialog box in the installation program.

Steps to Edit the Response.ats File

1. Open the Response.ats file using a text editor.

The file is located in the `Cognos/product name` directory in the installation location. Copy it to a writable location for editing.
2. Edit the installation location by editing the APPDIR= entry.

For example: `APPDIR=/usr/cognos/cern`
3. Edit the components to install by editing the "Component List" section.

Entering 0 for a component does not install the component.

Entering 1 for a component will install the component.
4. When you are finished editing the file, save it.
5. Go to the `Cognos/product name` directory.
6. Type the following command:


```
xwsetup.exe -s location/Response.ats
```

where *location* is the path where you saved the response.ats file.

Display Problems When Using HPterm on UNIX

If you see unexpected color combinations or buttons are not clearly visible when you invoke `xwsetup` using `hpterm`, it is probably because `hpterm` does not support VT220 terminal emulation. The installation system requirements state any terminal emulator used should support VT220 emulation or hot keys in the installation might not work. The `hpterm` emulator does not support VT220 emulation. HP recommends using `dterm` if you require VT220 support.

Solution

Install `dterm` and ensure the emulation is set to VT220.

Configuration Manager Cannot Write Properties to Registry in Windows 2000

You receive an error showing Configuration Manager cannot write to the registry when you perform an apply on your Windows 2000 computer. The program is unable to write to `HKEY_LOCAL_MACHINE` or `HKEY_CLASSES_ROOT`. The problem is that you do not have administrator privileges, which permit you to write properties.

Solution

Change your user privileges to allow Configuration Manager to write to the system registry.

1. Using the **Services** tool in **Control Panel**, double-click the **Users & Passwords** icon.
2. If you have administrator privileges, the **Users & Passwords** window appears. Click the **Users** tab if you wish to view your user ID in the **Members** box.

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. Ask your system administrator to add you to the Administrator group.

Failure Transferring or Installing a File in UNIX

If you received a copy failure message when transferring or installing a file in UNIX, your parent directory may not have adequate space to insert the file.

Solution

1. Check the available space in the parent directory.
2. Check the size of the file being copied.
3. If the file is larger than the available space, make more space available in the destination.

If you cannot make more space available, install your files on another disk drive.

Unable to Run the Setup Program issetup on UNIX Installation - Permission Denied

After performing an FTP transfer of installation files from Windows or UNIX instead of installing from the CD, you cannot execute the `xwsetup` program. The problem is that the permissions have been changed and you must change them to allow you to execute the program.

Solution

1. Go to the directory where the `xwsetup` file is located.
2. Change the permissions on this file to give it execute permissions by typing `chmod +x issetup`
3. Type `./issetup` to start the installation wizard.

ObjectStore Server is Unavailable or Not Configured Properly

If you receive an error message while creating a database or while using Configuration Manager to apply values, the problem could be caused by one of the following:

- ["ObjectStore is Not Installed" \(p. 97\)](#)
- ["ObjectStore Services or Database Computer Operating System Not Started" \(p. 97\)](#)
- ["Impromptu Web Server Computer Cannot Access the Database Host Machine" \(p. 97\)](#)

ObjectStore is Not Installed

Ensure the correct version of ObjectStore has been installed successfully on the database machine. See the installation guide for information about installing ObjectStore.

ObjectStore Services or Database Computer Operating System Not Started

Ensure the operating system and the two ObjectStore services have been started before you try to create a database or perform an apply and a start on the Impromptu Web Reports computer. If they have not been started, start them.

1. If the operating system is not running, start the machine as usual.
2. Verify that the two ObjectStore services are running. If they are not running, start them.
 - In **Windows**, open **Control Panel, Services** and verify that **ObjectStore Cache Manager R6.0** and **ObjectStore Server R6.0** have started and that startup is set to automatic.
 - On **UNIX**, type **ps -ef | more** to display the status of processes. Start **osserver** and **oscmgr6** as required.

Impromptu Web Server Computer Cannot Access the Database Host Machine

You may be experiencing network problems, the configuration properties for your database components may be incorrect, or the configuration properties are correct but have not been applied.

Solution

1. If your database resides on another computer, from your Impromptu Web Reports computer, ping the database computer using the server name.
If the ping is successful, proceed to step 3.
2. From the Impromptu Web Reports computer, ping the database computer using the IP address.
If this ping is successful and the ping by server name was unsuccessful, there is a problem connecting by 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. Using Configuration Manager, expand **IBM Cognos Impromptu Web Reports.Common.Database**.
4. Ensure the correct location on the database computer is specified in the **Data Store Location** property value.
5. Ensure the **Data Store Host** property value specifies the correct database host computer name.
6. Perform an apply and a start on the server.

Errors Using the DataDirect ODBC Driver Manager on UNIX with Locale Other Than en_US

A default installation of DataDirect ODBC Driver Manager on UNIX assumes that the LANG environment value is en_US. If your locale is not set to en_US, then the driver may not connect to the database. You may receive an error message 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 same error can occur if the process sets the locale by calling setlocale with an explicitly defined value, and that value is not en_US.

Solution

To correct the error, create a symbolic link in the *installation_location/locale* directory that has the same value as the LANG environment setting. This link must point to the *installation_location/locale/en_US* directory. For IBM Cognos products, this link should use the same value as the Cognos Shared.Locale.Native Locale property in Configuration Manager.

For more information, see the ODBCREAD.ME document, located in the driver installation directory.

Characters Do Not Display Correctly in Email on Mobile Devices

Mobile devices, such as PDAs and mobile phones, do not support all character sets. For example, some mobile devices support only the Shift-JIS character set. When users view alerts or notifications on a mobile device, some characters may not display correctly due to an encoding conflict between the mobile device and the IBM Cognos NoticeCast installation. The most typical problem is characters that appear as question marks (?).

Solution

To correct character display problems, you can change the default encoding used for email generated by the IBM Cognos NoticeCast server. The default encoding for outgoing email is UTF-8.

1. On the computer where the IBM Cognos NoticeCast server is installed, start Configuration Manager.
2. Select **Cognos NoticeCast.NoticeCast Server.Mail Server**.
3. Change the **SMTP Mail Content Encoding** property to a supported character set.
4. Right-click **NoticeCast Server** and click **Apply Selection**.

For more information about IBM Cognos NoticeCast configuration, see the Configuration Manager *User Guide*. For more information about supported character sets, see the IBM Cognos Software Services Web site.

Cannot Configure the Directory Server for Series 7 Via a Secured Port

You cannot configure the directory server for Series 7 via a secured port. You must first configure the directory server for Series 7 via a standard unsecured port and then secure the connection using SSL.

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