

New URLs to Bookmark

As of January 1, 2009, much of the <http://support.cognos.com> site has been moved to www.ibm.com/cognos.

This guide will help you update your existing Web site bookmarks:

IBM Cognos Support home page	www.ibm.com/cognos/support
IBM Cognos Customer Center	www.ibm.com/cognos/customercenter (Coming soon)
IBM Cognos Insight	http://support.cognos.com/insight (NO CHANGE)
IBM Cognos Support Contact Information	http://support.cognos.com/support/about/contact (NO CHANGE)
IBM Cognos Education home page	www.ibm.com/cognos/training
IBM Cognos Professional Services home page	www.ibm.com/cognos/consulting
IBM Cognos home page	www.ibm.com/cognos

Agenda

- Summary of Important Web Information
- Demo of Cognos content on IBM.com



Objectives:

Provide information that will give you an understanding of the following:

- Important information to help you navigate
- How Cognos software support information is organized on IBM.com
- Where and how to log service requests
- New URLs to book mark

Important Web Information

- Cognos Software is part of the IBM Business Intelligence and Performance Management segment within Information Management.
 - Web information can be found under [“Business Intelligence and Financial Performance Management”](#) (BI & FPM)
 - [“Information Management”](#) is important to know when navigating ibm.com

Your IBM Web ID

Your unique IBM web ID allows you to personalize your experience on ibm.com

My IBM

- My accounts
- My interests
- My community spaces
- My profile

Related links

- Electronic services
- Stockholder services

My IBM

LET'S GET PERSONAL
Help us help you find exactly what you need when you need it

Customize your experience

- **My accounts**
Streamline doing business with IBM.
- **My interests**
Quick access to information important to you.

Customer support

- [General warranty information](#)
- [Contracts](#)
- [Orders and delivery](#)
- [Inventory and maintenance](#)
- [Invoices and payments](#)
- [Self-service tools](#)

- Visit www.ibm.com/account/ and following the on-screen instructions
- We recommend that you create your ID using your existing Cognos log-in email address
- Once you receive your company's (ICN), you should register the ICN to your IBM web ID
- At this time, you do NOT need your IBM web ID to log on-line service requests – continue using IBM Cognos Insight and your Cognos web ID

Opening Service Requests

Cognos Business Intelligence and Financial Performance Management support

Overview

Download

Troubleshoot

Search

Documentation

Forums & Communities

Plan

Open service request

Assistance

Cognos Business Intelligence and Financial Performance Management support

Open service request

To electronically report and track problems with Cognos Business Intelligence and Financial Performance Management, read the descriptions below and then select the appropriate link.

Electronic service request reporting tools

If you are an IBM Software Support customer or an IBM Business Partner with a software subscription and service or service contract, use our Electronic IBM Service Request tool (called ESR, or SR) to open and manage service requests with IBM Software products.

→ ESR /  help

Other support tools

If your maintenance contract is not supported by ESR, you will need to use other IBM service request submission methods:

- [Cognos Insight! \(Service Request / Case management\)](#)
- [Candle OS/390 and legacy contracts](#)
- [Consul Legacy - zSecure](#)
- [DataPower](#)
- [Isogon z/OS legacy contracts](#)
- [PLM \(Product Lifecycle Management\) products](#)
- [ServiceLink/IBMLink](#)
- [U2 TechConnect](#)

Cognos Business Intelligence and Financial Performance Management support

Overview

Download

Troubleshoot

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Continue to

Log Service Requests Today

- IBM Cognos Insight – <http://support.cognos.com/insight>
- IBM Cognos Support phone numbers – <http://support.cognos.com/support/about/contact>

Getting Ready for IBM's online Electronic Service Requests (ESR)

- Primary Contacts, may receive a welcome to IBM's online case management system (ESR) email.
- To prepare you for the case management transition planned for later this year, please:
 - Follow the links and instructions in the e-mail
 - Set up your contacts
 - Share your ICN with these contacts to prepare you for the case management transition planned for later this year.
- Do not use ESR as your case management tool at this time

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IBM Cognos Support home page	www.ibm.com/cognos/support
IBM Cognos Customer Center	www.ibm.com/cognos/customercenter (Coming soon)
IBM Cognos Insight	http://support.cognos.com/insight (NO CHANGE)
IBM Cognos Support Contact Information	http://support.cognos.com/support/about/contact (NO CHANGE)
IBM Cognos Education home page	www.ibm.com/cognos/training
IBM Cognos Professional Services home page	www.ibm.com/cognos/consulting
IBM Cognos home page	www.ibm.com/cognos

Other Important Resources For You

- Visit <http://support.cognos.com/go/dbwi> for all resources, including:
 - Assignment letters and Doing Business With IBM documents
 - “Continuing Business Within IBM” articles
 - Archived webinar “Introduction to IBM.com”
 - Archive of this webinar to come
 - Frequently Asked Question Documents (more to come)
 - Bookmark cheat sheet to come
 - And more...
- Email asksupp@ca.ibm.com with any questions

Demo

www.ibm.com/cognos

www.ibm.com/cognos/support

www.ibm.com/cognos/customercenter



YOUR QUESTIONS



Thank
YOU

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www.ibm.com

IBM


Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

This is really an inauguration for all of us... to start building a smarter future together

→ Learn about the 3 ways a smarter planet
can lead to a stronger economy

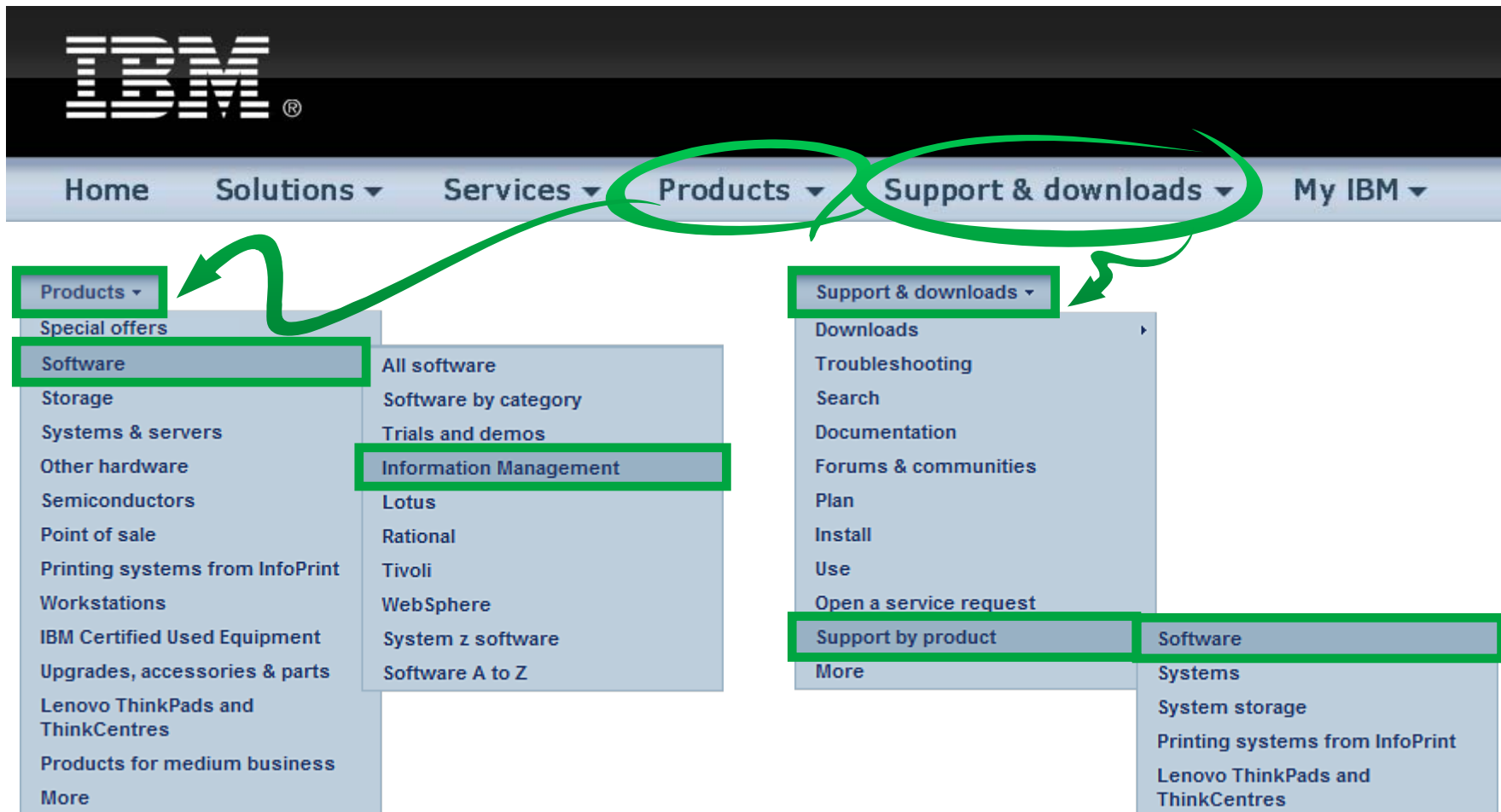
 Inauguration Week
Red, white and lots of Blue

 What does a smarter
planet look like?

 See what
can do for

IBM News: IBM reports 2008 fourth-quarter and full-year results

IBM.COM Navigation Paths



Information Management Software

Home Solutions **Services** Products Support Downloads My IBM

- Information Management
- Products
- Services
- Downloads
- Library
- Case studies
- News
- Training and certification
- Events
- Support

Software > Information Management >

Information Management



web
The Inf
Construct
Optimizat



Are you a

What we offer

[Data Management](#)

Manage business data and support operational and analytic applications with powerful data servers.

[Enterprise Content Management](#)

Helps organizations managing content, optimize business processes and enable compliance.

[Cognos Business Intelligence and Performance Management](#)

Create and administer reports, scorecards, plans & forecasts with data from multiple sources.

[Information Integration and Master Data Management](#)

Real-time access to business information and an enterprise-wide view of their critical business data.

[Express Middleware](#)

Easy to install, fast to deploy products for small and medium businesses.

→ [View all products](#)

www.ibm.com/cognos

Products > Software > Information Management > BI & FPM

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾
Welcome [IBM Sign in] [Register]

Cognos Business Intelligence and Financial Performance Management

- Products
- Solutions
- Services
- Library
- Success stories
- Training and certification
- Support

Software > Information Management >

Cognos Business Intelligence and Financial Performance Management

Cognos software, services, best practices and support

Reports, plans and scorecards come together for better Performance Management.

[LEARN MORE](#)

	1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Related links

- Partners

Why IBM

Cognos [business intelligence](#) and financial performance management software is used by more than 23,000 leading companies and organizations around the world. IBM [Cognos software](#) and services can help you deliver your information on demand.

What we offer

Cognos products

Deliver reporting, analysis and scorecards that integrate with finance-led budgeting, plans, forecasts and financial reporting.

- [Cognos 8 Business Intelligence](#)
- [Cognos TM1](#)

We're here to help

Easy ways to get the answers you need.

Call me

or call us at
866-601-1934

Demos

- [Cognos 8 Business Intelligence - product demo](#)
- [Cognos 8 Planning - product demo](#)

IBM.COM Navigation Paths: Support & downloads

The screenshot shows the IBM.COM navigation menu with the following structure:

- Home
- Solutions ▾
- Services ▾
- Products ▾
- Support & downloads ▾**
- My IBM ▾

Support & downloads ▾ sub-menu:

- Downloads ▾
- Troubleshooting
- Search
- Documentation
- Forums & communities
- Plan
- Install
- Use
- Open a service request
- Support by product**
- More

Support by product sub-menu:

- Software**
- Systems
- System storage
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

Products ▾ sub-menu (greyed out):

- Special offers
- Software**
- Storage
- Systems & servers
- Other hardware
- Semiconductors
- Point of sale
- Printing systems from InfoPrint
- Workstations
- IBM Certified Used Equipment
- Upgrades, accessories & parts
- Lenovo ThinkPads and ThinkCentres
- Products for medium business
- More

Software sub-menu (greyed out):

- All software
- Software by category
- Trials and demos
- Information Management**
- Lotus
- Rational
- Tivoli
- WebSphere
- System z software
- Software A to Z

Support & Downloads > Support by product > Software > Information Management

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

- Software
- Products
- Services
- Downloads
- Library
- News
- Training and certification
- Events
- Support

- Related links
- IBM Business Partners
 - ISVs
 - Developers

Software ▾

Software support

Overview

Welcome to IBM support, your technical resource gateway. Use the support task navigator to find the information you need.

Navigate to a brand or product Support page

Select a brand and/or product:

Select one ➔

Select one

- Information Management**
- Lotus
- Rational
- Tivoli
- WebSphere
- Other software

Enter search terms

➔

- #### Software Support
- Overview
 - Download
 - Troubleshoot
 - Search
 - Documentation
 - Forums & Communities
 - Plan
 - Install
 - Use
 - Open service request
 - Assistance

Support & Downloads > Support by product > Software > Information Management > Choose Cognos Product

The screenshot shows the IBM Support & Downloads website interface. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A dropdown menu is open under 'Support & downloads', listing various Cognos products. The 'Software' category is highlighted in the left sidebar. Below the dropdown, there is a search bar for IBM Software support, a 'Related links' section, and a 'Search IBM Software support' section. On the right side, there are several utility boxes: 'Stay informed' (subscribe to notifications), 'System availability' (last updated Thursday, January 15, 2009), 'Support feedback' (help improve online support), and 'Translate my page' (select a language).

Home Solutions Services Products Support & downloads My IBM

Welcome [IBM Sign in] [Register]

Software
Products
Services
Downloads
Library
News
Training and certification
Events
Support

Select one
Classification Module
Cloudscape
Cognos 8 Business Intelligence
Cognos 8 Business Viewpoint
Cognos 8 Controller
Cognos 8 Financial Performance
Cognos 8 Go!
Cognos 8 Planning
Cognos 8 Workforce Performance
Cognos Application Development Tools
Cognos Consolidator
Cognos Finance
Cognos Now!
Cognos Performance Applications
Cognos Planning
Cognos ReportNet
Cognos Series 7
Cognos TM1
CommonStore for Exchange Server

Related links
• IBM Business Partners
• ISVs
• Developers

Select one

Search IBM Software support
Your focused search in IBM Software support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.
Enter search terms

Forums & Communities
Plan
Install
Use
Open service request
Assistance

Stay informed
Subscribe to receive support notifications
My notifications

System availability
Last updated
Thursday, January 15, 2009 2:00:00 PM

Support feedback
Help us improve online software support

Translate my page
Select a language
Translate

www.ibm.com/cognos/support

Software > Information Management > Cognos BI and FPM >

Cognos Business Intelligence and Financial Performance Management support

Overview

Business Intelligence and Financial Performance Management

Products

Solutions

Services

Library

Success stories

Training and certification

Support

Welcome to Cognos Business Intelligence and Financial Performance Management support, your technical resource gateway. Use the support task navigator to find the information you need.

Choose from one of the following Cognos Business Intelligence and Financial Performance Management products:

Select a product

Select one

Search Cognos Business Intelligence and Financial Performance Management support

Your focused search in Cognos Business Intelligence and Financial Performance Management support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

Cognos Business Intelligence and Financial Performance Management support

Overview

Download

Troubleshoot

Search

Documentation

Forums & Communities

Plan

Open service request

Assistance

Stay informed

Subscribe to receive support notifications

My notifications

System availability

Last updated

Thursday, January 15, 2009 2:00:00 PM

Support feedback

Help us improve online software support

Translate my page

Select a language

Translate

Additional support links

News

Related

Select a Product

Software > Information Management > Cognos BI and FPM >

Cognos Business Intelligence and Financial Performance Management support

Overview

Welcome to Cognos Business Intelligence and Financial Performance Management support, your task navigator to find the information you need.

Choose from one of the following categories:

Select a product

Select one

- Business Intelligence and Financial Performance Management
- Products
- Solutions
- Services
- Library
- Success stories
- Training and certification
- Support

Software > Information Management > Cognos BI and FPM >

- Select one
- Cognos 8 Go!
- Cognos Application Development Tools
- Cognos Performance Applications
- Cognos Series 7
- Cognos 8 Business Intelligence**
- Cognos 8 Business viewpoint
- Cognos 8 Controller
- Cognos 8 Financial Performance
- Cognos 8 Planning
- Cognos 8 Workforce Performance
- Cognos Consolidator
- Cognos Finance
- Cognos Now!
- Cognos Planning
- Cognos ReportNet
- Cognos TM1

Select one

Search Cognos Business Intelligence and Financial Performance Management support

Your focused search in Cognos Business Intelligence and Financial Performance Management support can be refined on the results page.

Cognos 8 Business Intelligence Support Home Page

Software > Information Management > Cognos BI and FPM > Products >

Cognos 8 Business Intelligence Support

Overview

Welcome to Cognos 8 Business Intelligence support, your technical resource gateway. Use the support task navigator to find the information you need.

Search Cognos 8 Business Intelligence support

Your focused search in Cognos 8 Business Intelligence support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms



Flash: [Cognos 8 Business Intelligence Software Environments](#)

Flash 23 Dec, 2008: [Creating service requests / managing cases with Cognos Insight!](#)

Cognos 8 Business Intelligence support

- [Overview](#)
- [Download](#)
- [Troubleshoot](#)
- [Search](#)
- [Documentation](#)
- [Forums & Communities](#)
- [Plan](#)
- [Install](#)
- [Use](#)
- [Open service request](#)

Additional Support Links

- News
- Stay up to date
- Support Tools
- Related
- Buying and Managing Support
- Browse by Document Type


EXAMPLE:

Additional support links

News

- [Continuing Business Within IBM](#)

Stay up to date

- [RSS feeds of support content](#) 
- [Request e-mail updates](#)

Support tools

- [Product Support Lifecycle - Information Management](#)
- [IBM Support Assistant](#)
- [Software Support Toolbar](#)
- [Software Support Handbook](#)
- [Cognos Support Guides](#)
- [Cognos Insight!](#)
- [Cognos Diagnostic Tools](#)
- [Cognos Proven Practices](#)

Related

- [Cognos Customer Center](#)
- [Cognos Supportlink](#)
- [Cognos Forums in developerWorks](#)
- [Course Search & Registration](#)
- [Cognos Supported Products](#)
- [Cognos Software Environments](#)
- [Cognos Product Downloads](#)
- [Cognos Product Advisories](#)

Buying and managing support

- [Support Offerings](#)
- [Why renew your Support?](#)
- [Software Subscription and Support](#)
- [Passport Advantage](#)
- [ServiceLink/IBMLink](#)
- [Cognos Support Renewals](#)

Browse by document type

- [Technotes](#)
- [White papers](#)

IBM Cognos Support Guides

Software > Information Management > Cognos BI and FPM > Products >

Support & downloads

Cognos 8 Business Intelligence

Capabilities

Extensions

Platform

Library

Success stories

Training and certification

Services

Support

IBM Cognos Support Guides available on www.ibm.com

News

Abstract
English versions of the IBM Cognos Support Guides are now available on www.ibm.com.

Content

IBM Cognos Support Plans Guide
IBM Cognos Support Plans detail Cognos Customer Support offerings and policies, defining the service delivery levels our customers should expect.

- [IBM Cognos Support Plans Guide \(English\)](#)

Translations of the Guide will be available soon.

IBM Cognos Support User Guide
Everything you need to know about Cognos Support and how to use the innovative resources and tools available on the Cognos Support Web site.

- [IBM Cognos Support User Guide \(English\)](#)

Translations of the Guide will be available soon.

Copyright and trademark information

IBM, the IBM logo and ibm.com are trademarks of International Business Machines Corp. registered in many jurisdictions worldwide. Other product and

Document information

Product categories:

- Software
- Data Management
- Data Warehousing, Business Intelligence & Analysis
- Cognos Family Support

Operating system(s):
AIX, HP-UX, Linux, Solaris, Windows

Software version:
7.0, 8.0

Reference #:
1366682

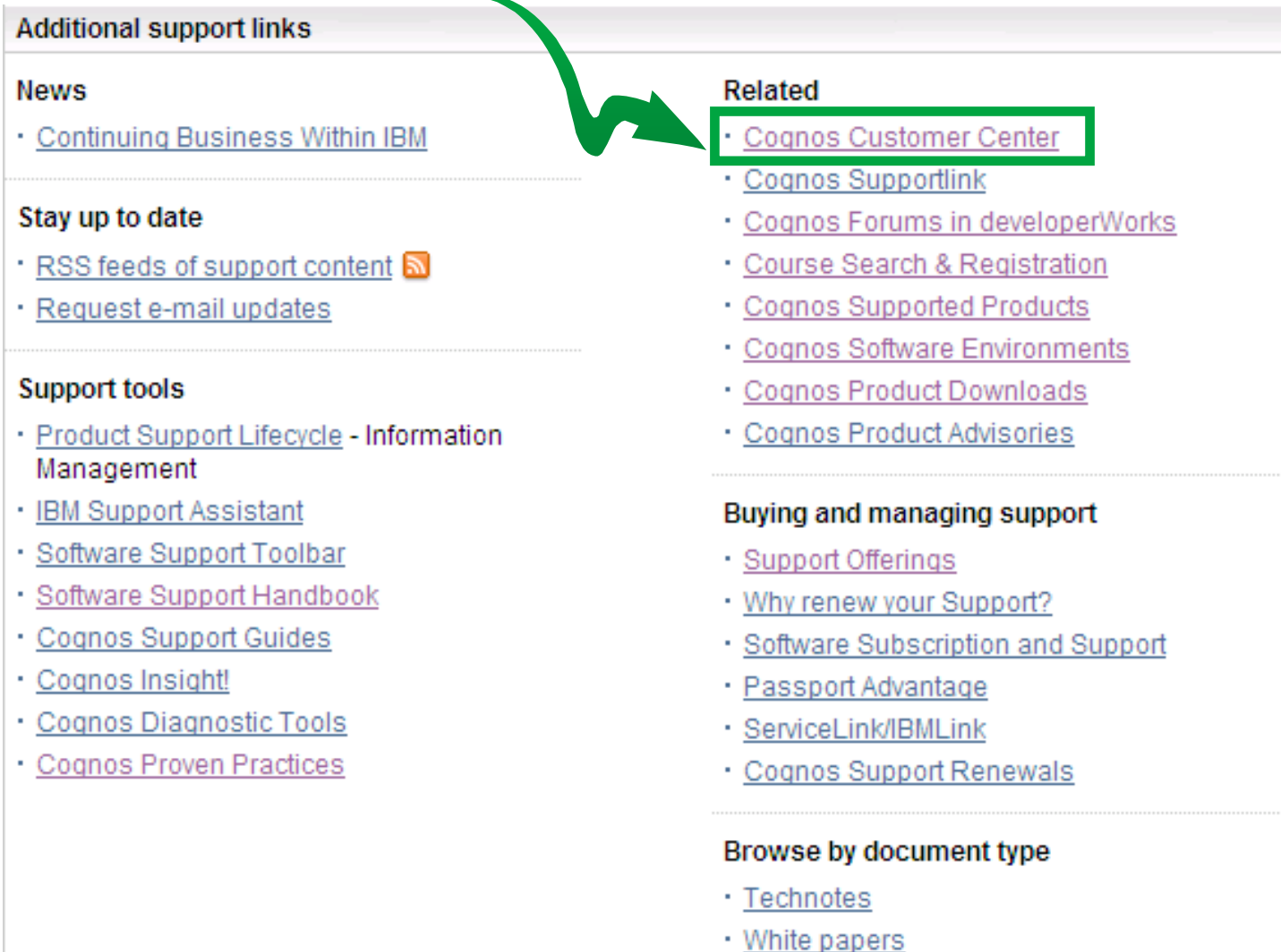
IBM Group:
Software Group

Modified date:
2009-01-16

Translate My Page

Select language

Cognos Customer Center – live now (new url www.ibm.com/cognos/customercenter to come)




Additional support links

News

- [Continuing Business Within IBM](#)

Stay up to date

- [RSS feeds of support content](#) 
- [Request e-mail updates](#)

Support tools

- [Product Support Lifecycle - Information Management](#)
- [IBM Support Assistant](#)
- [Software Support Toolbar](#)
- [Software Support Handbook](#)
- [Cognos Support Guides](#)
- [Cognos Insight!](#)
- [Cognos Diagnostic Tools](#)
- [Cognos Proven Practices](#)

Related

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- [Cognos Supportlink](#)
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Buying and managing support

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- [ServiceLink/IBMLink](#)
- [Cognos Support Renewals](#)

Browse by document type

- [Technotes](#)
- [White papers](#)

Cognos Customer Center

Need help now?

[Search for your solution](#), [create a service request](#), or [find a course](#).

Hot Topics

Migration

Become a Champion

What's Hot

- [Resources to help you make the transition from Cognos to IBM](#)
- [IBM Cognos 8 Business Viewpoint](#)
- [New IBM Cognos BI Implementation Roadmap Available](#)

Product Updates

- [Dec 22: Product Advisory: Error message when processing TM1 data through the IBM Cognos 8 BI Studios ...](#)
- [Dec 19: IBM Cognos 8.5.1 MR3 - No ...](#)
- [Dec 18: IBM Cognos 8.5.1 Executive View ...](#)
- [Dec 15: IBM Cognos Series 7.1.11 ... French, Dutch, Swedish and Spanish](#)

Cognos Software Services Quick Links

Support

- Knowledge Base
- Documentation
- Proven Practices
- Software Environments
- Supported Products
- Product Downloads
- Support Guide
- Diagnostic Tools
- Supportlink
- Forums on developerWorks

Professional Services

- Services Overview
- Migration & Conversion
- BI Competency Centers
- Guardian Services
- Implementation Methodology
- Contact Professional Services

Education

- Search & Registration
- Course Curricula
- Instructor-led Online
- Self Paced Education
- Contact Education

Education and Professional Services Links

- **NEW Course Search & Registration**
- Use key words: cognos, cognos 8, etc.
- Choose Country

Education	Professional Services
<ul style="list-style-type: none"> • Course Search & Registration • Course Curricula • Instructor-led Online • Self Paced Education • Contact Education 	<ul style="list-style-type: none"> • Services Overview • Migration & Conversion • BI Competency Centers • Guardian Services • Implementation Methodology • Contact Professional Services

Search for:

Search | [Search tips](#)

You may specify search criteria:
 (Some country selections will redirect for additional offerings.)

Country:

Provider:

Free or fee:

You may choose more than one offering type.

Offering type:

- All offering types
- Classroom
- e-Learning
- Redbooks
- Tutorials

Business as usual – links to all information IBM Cognos Professional Services information

Support Links

Support

- Service Requests
- Knowledge Base
- Documentation
- Proven Practices
- Software Environment
- Supported Products
- Product Downloads
- Support Guides
- Diagnostic Tools
- Supportlinks
- Forums on demand

IBM Cognos Insight!

[My Profile](#) | [Help](#) | [I](#)

Service & Support

Home:



Welcome to Cognos Insight!

Wednesday, January 21

- As of January 1, 2009, much of the support.cognos.com web site was transferred to ibm.com. However, Cognos Insight continue to be used to manage your IBM Cognos software service requests until later in 2009.
- Search our [Knowledge Base](#) to find answers to all of your product related questions.

Service & Support

User Login

Personal Data and Privacy: Any personal data provided to Cognos Insight! will be used by Cognos to provide service and support for our products, and to monitor, analyze, and improve our service and support performance.

*User ID:

My Company

To avoid delays, please review our [service request priority guidelines](#) before submitting a [Service Request](#).

[Submit a Technical Service Request](#)

Get fast, convenient technical assistance on your supported IBM Cognos products.

Support Links

Support

- Service Requests
- Knowledge Base
- Documentation
- Proven Practices
- Software Environment
- Supported Products
- Product Downloads
- Support Guide
- Diagnostic Tools
- Supportlink
- Forums on developerWorks

Business Intelligence and Financial Performance Management

- Products
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- Library
- Success stories
- Training and certification
- Support

Software > Information Management > Cognos BI and FPM >

Cognos Business Intelligence and Financial Performance Management support

Search

Find support information about your Cognos Business Intelligence and Financial Performance Management.

Search Cognos Business Intelligence and Financial Performance Management support

Enter search terms
modeling

Limit and sort results

Limit results by unchecking document types:

Troubleshooting documents
Includes Troubleshooting technotes, FAQs, Flashes and Forums

APARs
Defect reports (Authorized Program Analysis Reports)

Learning documents
Includes Manuals, Redbooks, White Papers, Education and Newsletters

Sort by:

Relevancy Date: newest first Date: oldest first

Cognos Business Intelligence and Financial Performance Management support

- Overview
- Download
- Troubleshoot

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- Forums & Communities
- Plan
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- Assistance

Search

[Search tips](#)

Results of “modeling” search

Software > Information Management > Cognos BI and FPM >

Cognos Family

Search within results for: **modeling**
 Optionally, limit results by choosing one or more of the items below.

Additional search terms:

Sort results by:

Rank order

→ Start a new search

Product category:

Select one

Document type:

Results

Technical support | Information centers | Publications

1 - 10 of 102 items found* Next →

Modified date

		Modified date
1.	<p>What is the different between C8 BI OLAP Builder, C8 BI OLAP Modeling and C8 BI Modeling?</p> <p>What is the different between IBM Cognos 8 Business Intelligence OLAP Builder, Cognos 8 Business Intelligence OLAP Modeling and Cognos 8 Business Intelligence Modeling?[</p>] [More items like this found in Data Warehousing, Business Intelligence & Analysis]</p>	2007-10-10
2.	<p>Modeling Tips: When to use Dimensional Modeling in Cognos 8</p> <p>Modeling Tips: When to use Dimensional Modeling in Cognos 8[</p>] [More items like this found in Data Warehousing, Business Intelligence & Analysis]</p>	2008-08-28
3.	<p>installation errors for OLAP Modeling, the default namespace could not be found</p> <p>Installing the Cognos 8 components in the following order:[</p> <p>1. Cognos Reportnet Server
 2. IBM Cognos 8 BI Modeling
 3. Cognos Powerplay Server
 4. Cognos Supplementary Software
 5. Cognos 8 BI OLAP Modeling</p> <p>On the 5th step, during installation of OLAP Modeling, selected "system" as the namespace name. The following error results.</p>] [More items like this found in Data Warehousing, Business Intelligence & Analysis]</p>	2008-02-19
4.	<p>Warning to run ncoptimizer when publishing a cube built in Transformer</p>	2008-04-07

Support Links

Support

- Service Requests
- Knowledge Base
- Documentation
- Proven Practices
- Software Environments
- Supported Products
- Product Downloads
- Support Guide
- Diagnostic Tools
- Supportlink
- Forums on developerWc

Software > Information Management > Cognos BI and FPM >

Cognos Business Intelligence and Financial Performance Management support

Documentation

Browse our library to find information for Cognos Business Intelligence and Financial Performance Management. Learn about your product, available fixes, and find answers to your questions.

Choose from one of the following Cognos Business Intelligence and Financial Performance Management products:

Select a product

Select one

Search Cognos Business Intelligence and Financial Performance Management support for Documentation material

Your focused search in Cognos Business Intelligence and Financial Performance Management support can be refined on the results page. You can also access advanced options by choosing Search in the

Cognos Business Intelligence and Financial Performance Management support

- Overview
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Support Links

Support

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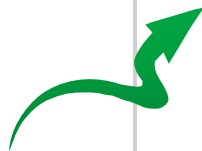
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IBM Cognos Software Environments

Product documentation

Abstract

The software environments listed are applicable to those environments configured to use the Latin 1 code page only. Cognos products will integrate with 3rd party 32-bit libraries only. All references to Windows refer to Windows on x86 Architecture.

All versions stated of an environment presume the initial release of a 3rd party product without any need for patches/service packs or equivalent terms unless stated. Equally, unless stated, we presume that patches/service packs are upward compatible for our products.

Unless stated, Cognos considers all packaged versions of databases released by our supported database vendors to be indistinguishable to Cognos products.

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IBM Cognos Supported Products

Product documentation

Abstract

This page outlines the support status of all versions of Cognos software. Support status of Active or Inactive indicates what type of support services are available to supported customers for a particular software version – see details below. Cognos' policy is to provide fixes only for active versions of our software, therefore we highly encourage customers to upgrade to an active software version.

Please note that this page applies to both English and localized versions of Cognos products unless otherwise noted.

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Document information

Product categories:

Software

Data Management

Data Warehouse

Business

Intelligence &

Analysis

Cognos Family

Support

Operating system(s):

AIX, HP Itanium

HP-UX, Linux,

Solaris, Window

Software version:

8.4

Reference #:

7014713

IBM Group:

Software Group

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IBM Cognos Product Downloads

Downloadable files

Abstract

Where to find IBM Cognos product downloads

Download Description

If you have an active IBM Cognos product entitlement on January 1, 2009 you can continue to download Cognos products from the downloads area of <http://support.cognos.com> until May 1, 2009. A Primary or Secondary login id is required. For login assistance, please send an email to coqcsslo@ca.ibm.com.

ICNs (IBM Customer Numbers) will be assigned to your company after January 1, 2009. Once received, product downloads will be available at the IBM Software and Services site (<http://www.ibm.com/software/howtobuy/softwareandservices>). This site requires an IBM Web ID. After you have created your own unique Web ID, you are encouraged to start using this site to download current IBM Cognos product. This will provide you an early experience using the functionality of the IBM Software and Services site before the Cognos download site is disabled on May 1, 2009.

To create your own IBM Web ID, visit <http://www.ibm.com/account/us/en/>. If you don't have your company's ICN before March 1, 2009 please contact

Document information

Product categories:

Software
Data Management
Data Warehousing, Business Intelligence & Analysis
Cognos Family Support

Operating system(s):

AIX, HP-UX, Linux, Solaris, Windows

Software version:

7.0, 8.0

Reference #:

4021671

IBM Group:

Software Group

Modified date:

2009-01-08

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IBM Cognos Support Guides available on www.ibm.com

News

Abstract

English versions of the IBM Cognos Support Guides are now available on www.ibm.com.

Content

IBM Cognos Support Plans Guide

IBM Cognos Support Plans detail Cognos Customer Support offerings and policies, defining the service delivery levels our customers should expect.

- [IBM Cognos Support Plans Guide \(English\)](#)

Translations of the Guide will be available soon.

IBM Cognos Support User Guide

Everything you need to know about Cognos Support and how to use the innovative resources and tools available on the Cognos Support Web site.

- [IBM Cognos Support User Guide \(English\)](#)

Translations of the Guide will be available soon.

Document information

Product categories:

Software
Data Management
Data Warehousing, Business Intelligence & Analysis
Cognos Family Support

Operating system(s):

AIX, HP-UX, Linux, Solaris, Windows

Software version:

7.0, 8.0

Reference #:

1366682

IBM Group:

Software Group

Modified date:

2009-01-16

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Information Management support

IBM Cognos Diagnostic Tools and Utilities

IBM® Cognos® developed a number of diagnostic tools to help verify your environment, identify and troubleshoot issues, provide you with a way to automate data collection and detailed systems information when you need it.

Diagnostic results can be attached to cases logged with IBM Cognos Support, significantly reducing time spend during the manual data collection.

Most diagnostics are read-only and do not make any changes to your environment or IBM Cognos products. We highly recommend to read the documentation of each diagnostic prior to execution.

Diagnostics are developed for IBM Cognos 8 Business Intelligence (BI), IBM Cognos ReportNet (CRN), IBM Cognos Software Development Kit (SDK), Financial Performance Management (PM), and other generic diagnostics.

We are co

IBM Cognos 8 BI

IBM CRN

IBM Cognos SDK

Generic Diagnostics

IBM Cognos Series 7

Finance PM

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December Update: Continuing Business Within IBM

As we continue our Cognos integration into IBM systems and processes, customers and partners will be notified of changes on a monthly basis through this "Continuing Business within IBM" article series. In addition, a one-time transfer of business communication was sent both electronically and by courier in early December.

[Learn More](#)

Mark Your Calendar Now—for IBM Cognos Forum 2009!

In turbulent economic times, organizations need to learn every trick in the book to squeeze the maximum possible value from all of their investments. That's precisely why it makes so much sense to attend this year's IBM Cognos Forum, the annual conference for IBM Cognos customers and partners. [Learn More](#)

Performance 2008 Wraps Up a Successful World Tour!

A very sincere THANK YOU to the many thousands of customers and partners around the world who attended Performance 2008 and made it a huge success. [Learn More](#)

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Decision making happens at every level, in every function, in every region of your organization. Especially in these turbulent economic times

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