

# IBM Cognos diagnostics

## IBMCognos8\_BIDiagnostic



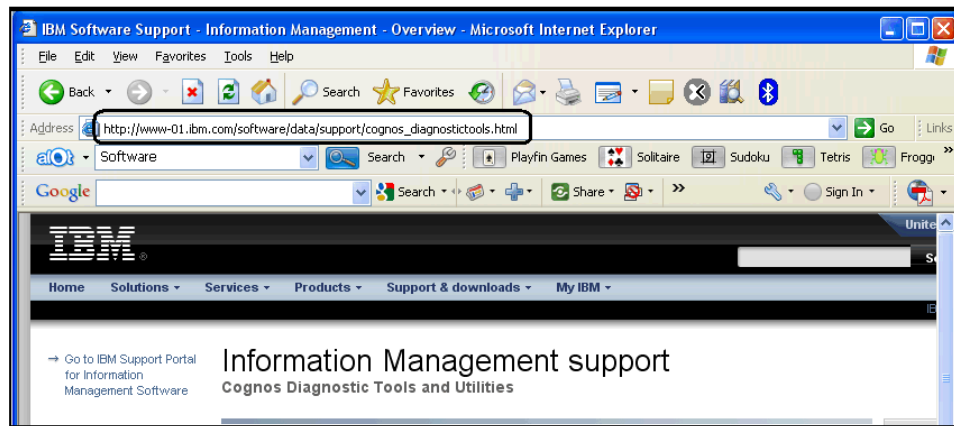
Information Management

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

This presentation gives you overall information about the IBMCognos8\_BIDiagnostic tool. The diagnostic retrieves system and product information about the IBM Cognos 8 BI product.

## Diagnostics installation location



[http://www.ibm.com/software/data/support/cognos\\_diagnostictools.html](http://www.ibm.com/software/data/support/cognos_diagnostictools.html)

To install the IBMCognos8\_BIDiagnostic go to the IBM Software Support Web landing page, which lists all the diagnostics.

## Install process (1 of 5)

**IBM Cognos 8 BI**

**IBM Cognos 8 BI Diagnostic** This diagnostic will retrieve system and product information about IBM Cognos 8 BI.

**IBM Cognos 8 BI Content Store Diagnostic:** Retrieves Content Store Database Information. This diagnostic is executed when customer has problems with getting tables created in IBM Cognos 8 BI.

**IBM Cognos 8 BI Health Check Diagnostic:** This diagnostic gathers information about your system and checks the installed software on your machine if compliant with the supported IBM Cognos software environments.

**IBM Cognos 8 Framework Manager Diagnostic:** This diagnostic will retrieve system and product information about IBM Cognos 8 Framework Manager.

**IBM Cognos 8 PowerPlay Server Batch Administration:** Execute administration commands for IBM Cognos 8 PowerPlay Server for Cognos 8 administration commands directly from the Microsoft® Windows® DOS® command prompt or UNIX® command shell.

**Update IBM Cognos 8 BI PowerCube DataSources Utility:** To update IBM Cognos 8 BI PowerCube data sources whose source cubes have changed locations.

**IBM Cognos Software Development Kit**

**Validate Report Specifications Diagnostic:** The validation tool is command line driven and requires the IBM Cognos 8 SDK be installed. The Validate tool runs a health check of the report specification in the Content Store and reports any errors returned by the Validate capability. To find out more about this tool, please read the Validate Tool document.

<http://www-01.ibm.com/support/docview.wss?rs=0&uid=swg24020669>

On the landing page choose the IBM Cognos 8 BI tab, and double click the IBM Cognos 8 BI Diagnostic.

## Install process (2 of 5)

### IBM Cognos 8 BI Diagnostic

#### Downloadable files

**Abstract**  
To retrieve system and product information about IBM® Cognos® 8 BI

**Download Description**  
Run this diagnostic to help you troubleshoot issues with general IBM Cognos 8 BI. For more information please read the documentation file attached to the diagnostic.

**Certain Advantages**

- To troubleshoot printing reports
- To check processes
- To compare settings between development and production systems

**Summary of Information Collected**

- Log Files
- JAVA \_HOME environmental variable
- Contents of the file cogroot.link
- Contents of the file cogconfig.prefs
- Processes
- Email Settings
- Authentication Information
- IBM Cognos Configuration

**Prerequisites**

- Sun® Microsystems® Java® Runtime Environment (JRE)
- JRE version 1.4.x or higher must be installed
- Sun Microsystems Java (Java) must be in the system path

#### Document information

Product categories:

**Software**

**Business Intelligence & Financial Performance Management**

**Reporting & Analysis**

[Cognos 8 Business Intelligence](#)

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

Software version:  
**8.1, 8.2, 8.3, 8.4**

Reference #:  
**4020669**

IBM Group:  
**Software Group**

Modified date:  
**2009-01-29**

#### Translate My Page

Select language

The first half of the landing page gives you generic information about the diagnostic.

It summarizes the collected information, outlines requirements, lists supported Cognos 8 versions and supported operating systems.

## Install process (3 of 5)

**Rate this page**  
 ↓ Help us improve this page. Your response will be used to improve our document content. Requests for assistance, if applicable, should be submitted through your normal support channel as we cannot respond from this site.

**Installation Instructions**

To Run Diagnostic do one of the following steps:

**For Microsoft® Windows®:**

- From a Microsoft® Windows® DOS® command, run the batch file.
  - This is the recommended way, as progress will appear in the command window.
- Run the jar file
  - This will run in the background, no progress will appear, only the result once the diagnostic has been completed.

**For UNIX®:**

- X Windows System Display is required to provide Graphical User Interface (GUI) protocol
- Download the tar file and uncompress all the files to the same directory using the command:  
**tar xpf IBM Cognos8\_ux.tar**
- To run the diagnostic do one of the following steps:  
 type **IBMCognos8\_ux.sh**  
 type **java -jar IBMCognos8\_ux.jar**

**Download package**

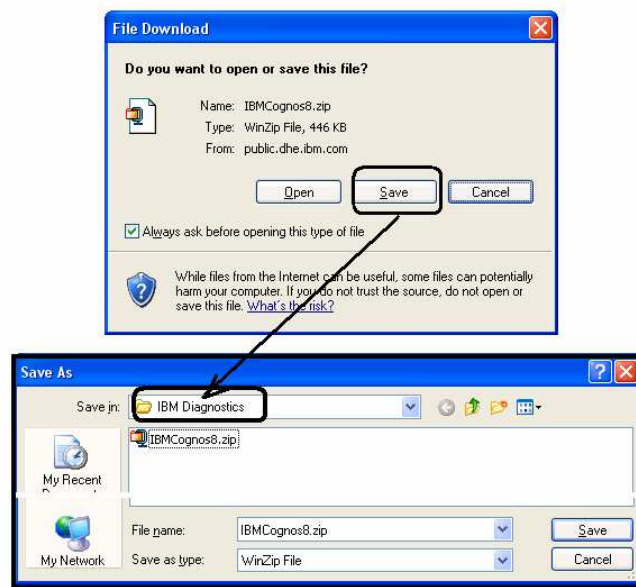
Download	RELEASE DATE	LANGUAGE	SIZE (Bytes)	Download Options
IBM Cognos 8 BI	20/10/2008	English	178457	<a href="#">FTP</a>
IBM Cognos 8 BI (UNIX)	26/11/2008	English	110080	<a href="#">FTP</a>

**Technical support**  
 If you are unable to download this product, please log a PMR or Email:  
[diagtool@ca.ibm.com](mailto:diagtool@ca.ibm.com)

The second half of the landing page describes the installation process.

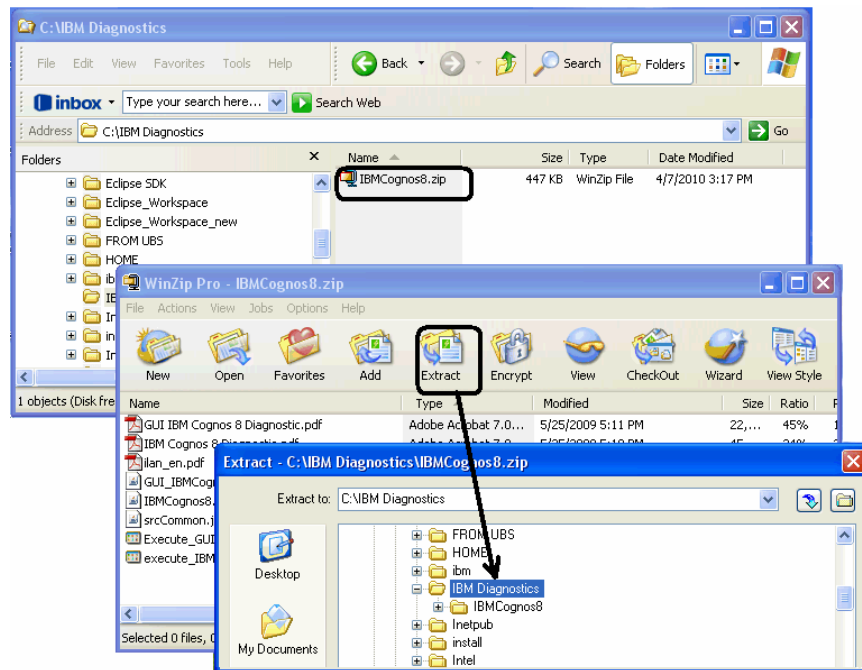
To install the diagnostic, choose a Windows® or UNIX® operating system and double click the FTP link to download the package.

## Install process (4 of 5)



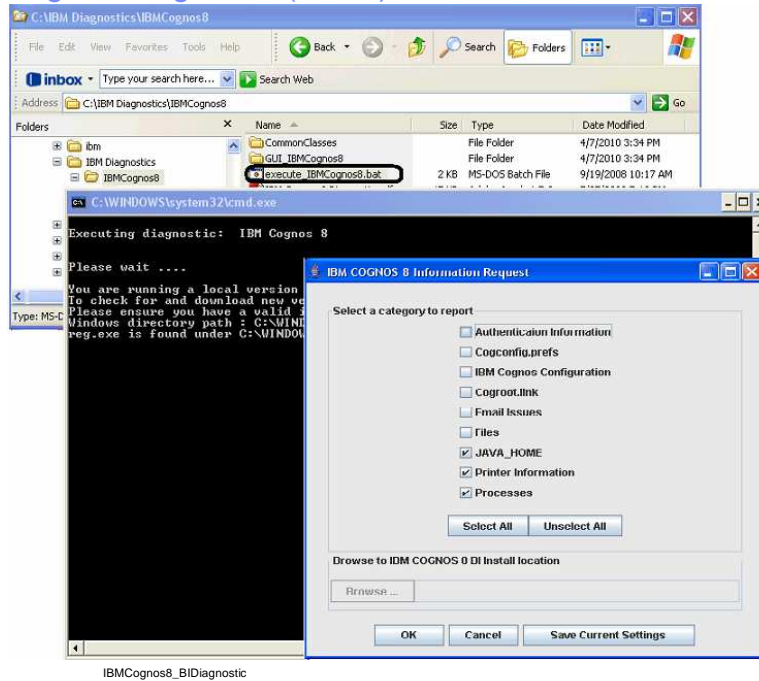
Save the package in the designated directory on your local drive.

## Install process (5 of 5)



Double click the package and extract the content.

## Running the diagnostic (1 of 3)



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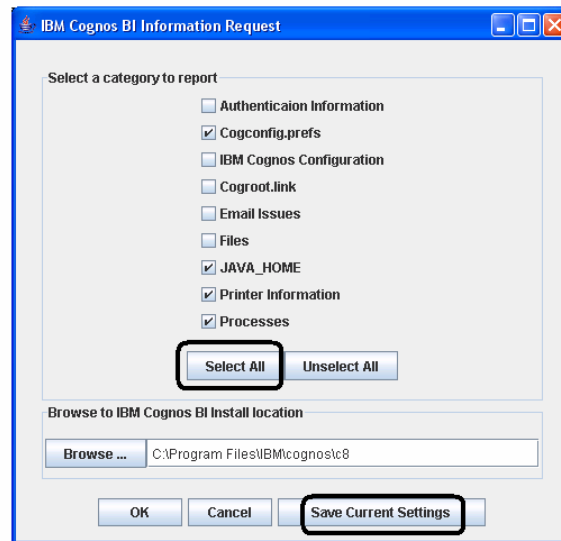
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To launch the diagnostic, double click the .bat file.



## Running the diagnostic (2 of 3)



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You are prompted to select from a list of reporting categories. Depending on the categories selected, you may also be prompted for the Cognos 8 Install location.

The 'Select All' button automatically selects all categories.

The 'Save Current Settings' button saves all the selection settings and Cognos BI Install location.

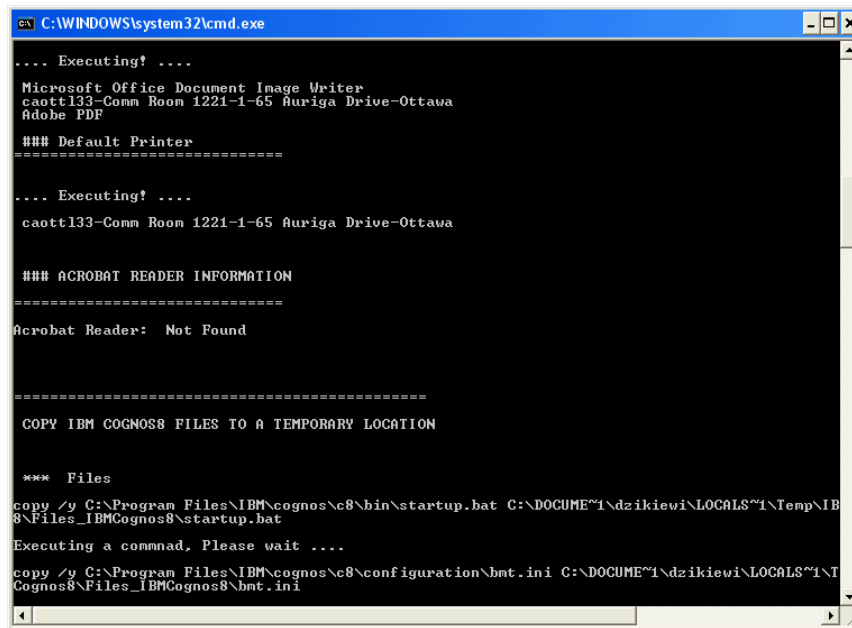
The next time the diagnostic is run, input parameters will be populated with the saved settings.

Select the reporting categories.

If the Browse button is enabled, enter the Cognos installation location.

Click OK.

## Running the diagnostic (3 of 3)



```
C:\WINDOWS\system32\cmd.exe

.... Executing! ....

Microsoft Office Document Image Writer
caott133-Comm Room 1221-1-65 Auriga Drive-Ottawa
Adobe PDF

### Default Printer
=====

.... Executing! ....

caott133-Comm Room 1221-1-65 Auriga Drive-Ottawa

### AROBAT READER INFORMATION
=====
Acrobat Reader: Not Found

=====

COPY IBM COGNOS8 FILES TO A TEMPORARY LOCATION

*** Files
copy /y C:\Program Files\IBM\cognos\c8\bin\startup.bat C:\DOCUME~1\dzikiewi\LOCALS~1\Temp\IB
8\Files_IBMCognos8\startup.bat
Executing a command, Please wait ....
copy /y C:\Program Files\IBM\cognos\c8\configuration\bmt.ini C:\DOCUME~1\dzikiewi\LOCALS~1\T
Cognos8\Files_IBMCognos8\bmt.ini
```

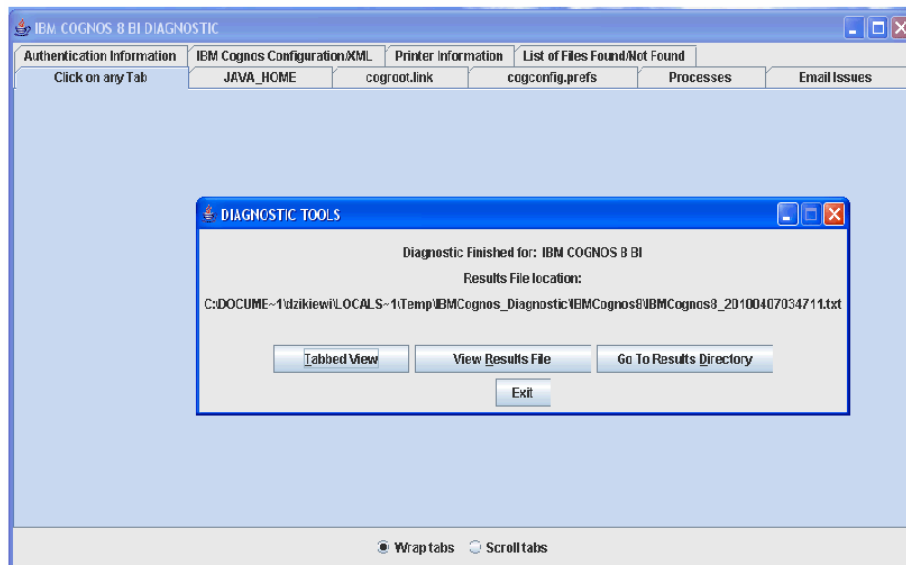
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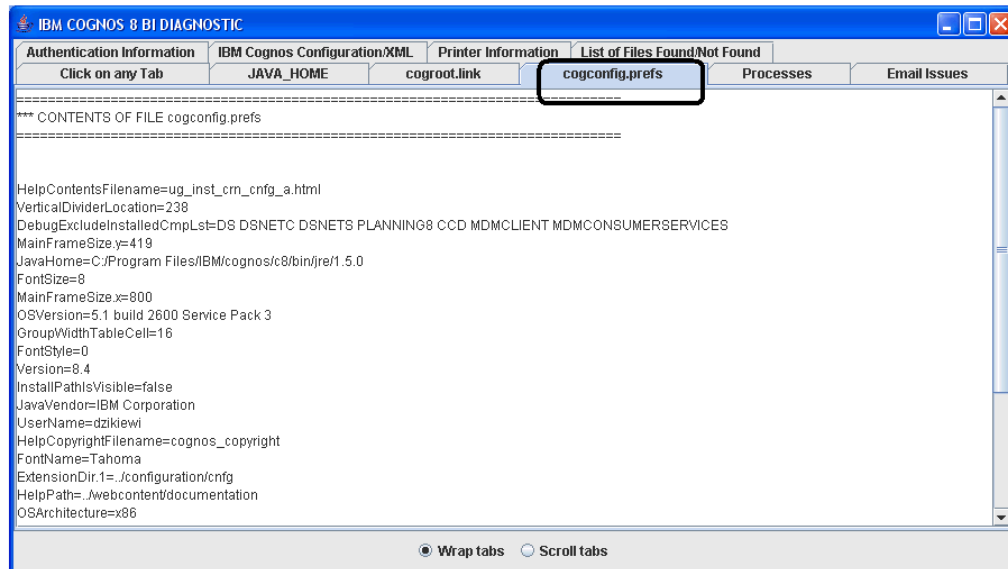
The command window will display the diagnostic progress.

## Results



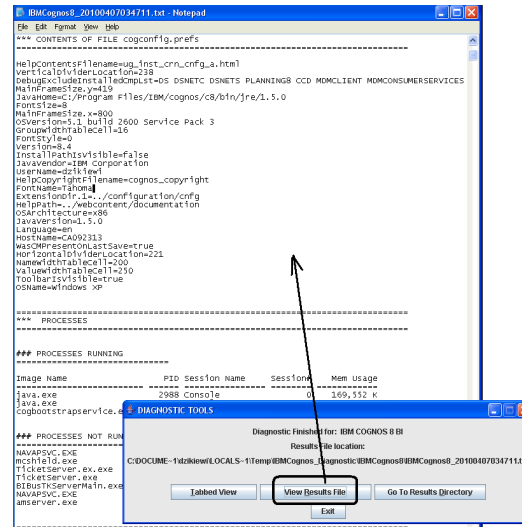
A successful diagnostic will display a 'DIAGNOSTIC TOOLS' results information window. The results are displayed in TAB form. Each tab corresponds to each of the previously selected categories.

## View results



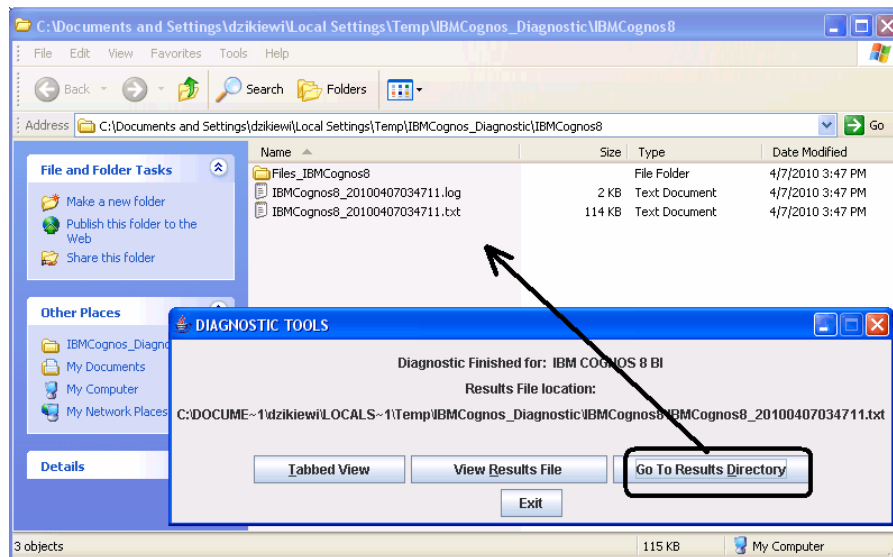
Click any tab to view the results for a particular category.

## View results in TEXT format



Click "View Results File" to view the results in a TEXT file format.

## View results directory



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IBMCognos8\_BIDiagnostic

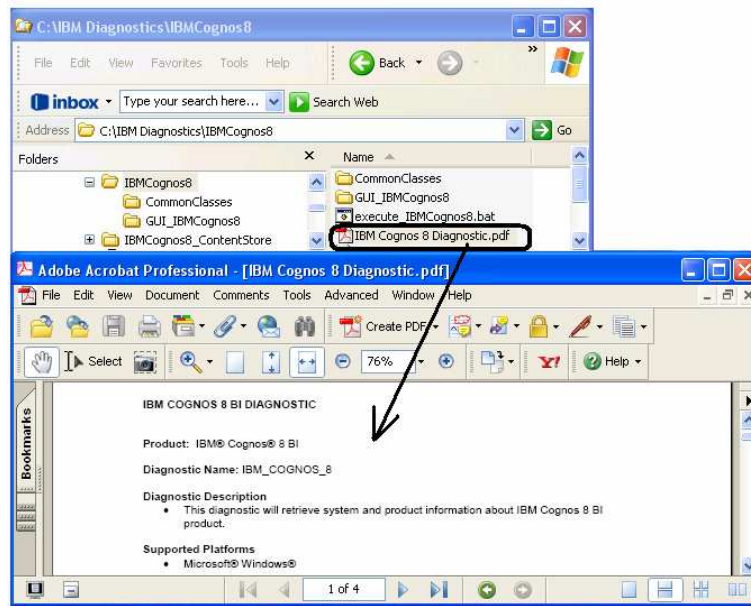
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The results files are stored in the IBMCognos\_Diagnostic directory under the 'user', or if not set, the 'system' temporary directory.

Click "Go to Results Directory" to view the results file.

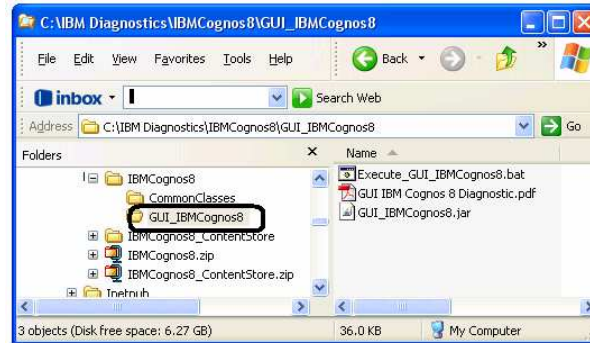
Note that results files from the previous run are not deleted, as they may be useful for file comparison purposes. It is up to you to clean up this directory.

## Documentation



To learn more about the diagnostic, refer to the PDF documentation file that is included in the diagnostic package.

## Converting TEXT results back into a TAB form (GUI) (1 of 4)

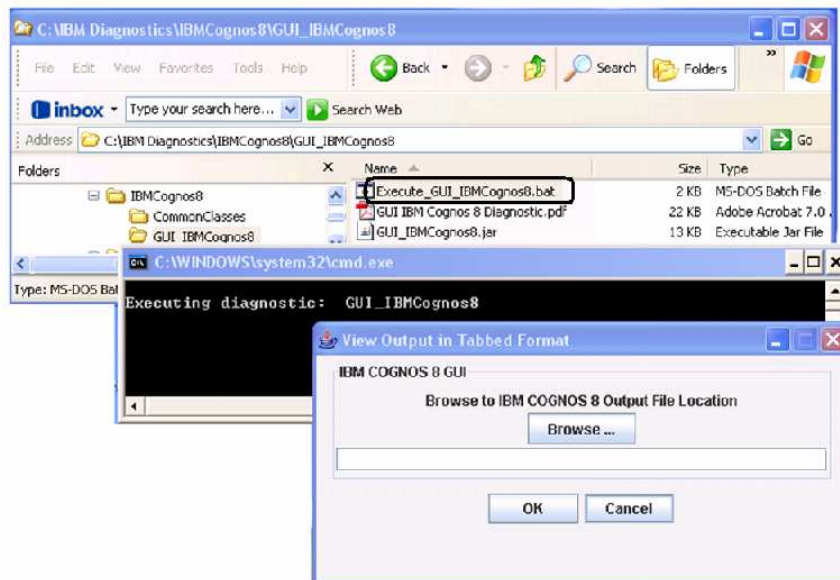


The installation package also contains the diagnostic GUI\_IBMCognos8, which converts the text result file created by IBMCognos8\_BIDiagnostic to the TAB form.

It is useful if you want to view the results later on in a TAB form.



## Converting TEXT results back into a TAB form (GUI) (2 of 4)



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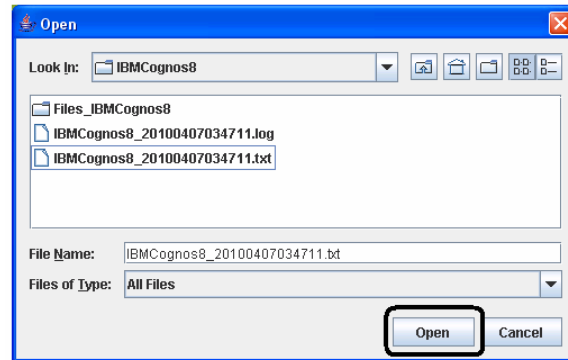
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To launch the GUI diagnostic, double click the GUI .bat file. You will be prompted for text result file name.

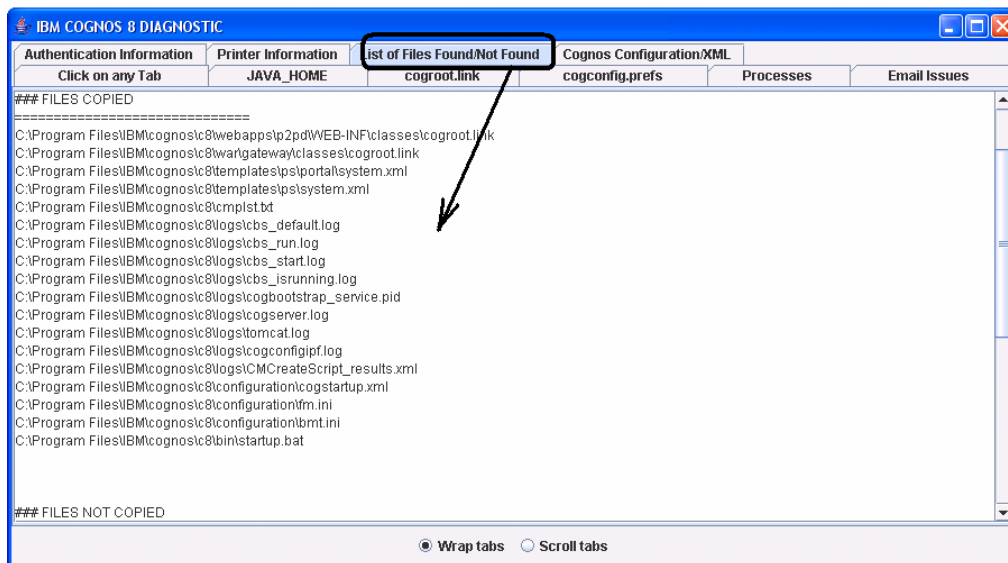
Enter the full file name or browse to the location of a file by clicking Browse.

## Converting TEXT results back into a TAB form (GUI) (3 of 4)



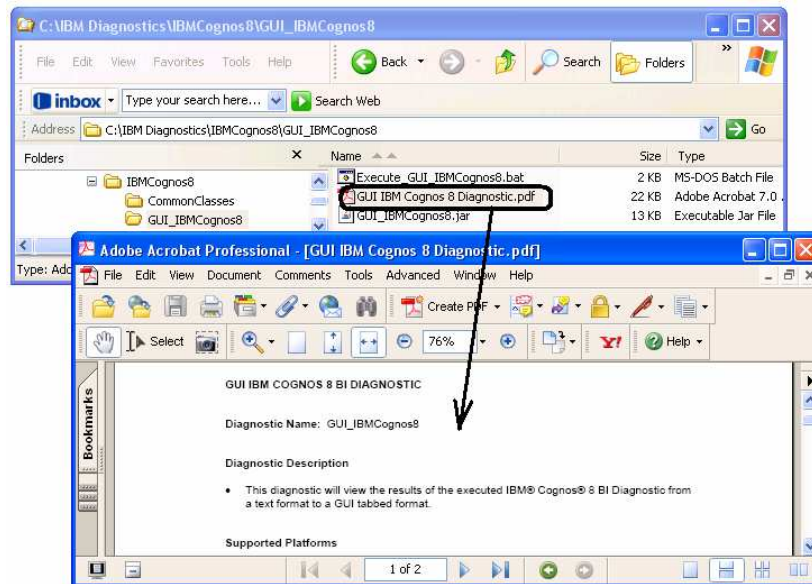
If you use the Browse button, you are directed to the default IBMCognos8\_BIDiagnostic results directory. Choose a file name with a .txt extension and open it.

## Converting TEXT results back into a TAB form (GUI) (4 of 4)



The text file is converted back to the TAB form. Click any tab to view the results for a particular category

## GUI documentation



To learn more about this GUI diagnostic, refer to the PDF documentation file that is included in the IBMCognos8\_BIDiagnostic package.

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This module is also available in PDF format at: [../IBMCognos8\\_BIDiagnostic.pdf](http://IBMCognos8_BIDiagnostic.pdf)

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