IBM Cognos Analytics
Version 11.1.0

Troubleshooting Guide

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Product Information

This document applies to IBM Cognos Analytics version 11.1.0 and may also apply to subsequent releases.

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Contents

Chapter 1. Troubleshoot a problem

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and how to resolve the problem.

Review the following table to help you or customer support resolve a problem.

Table 1. Actions and descriptions

Actions	**Description**
A product fix might be available to resolve your problem.	Apply all known fix packs, or service levels, or program temporary fixes (PTF).
Ensure that the configuration is supported.	Review the information in the Supported Software Environments page.
Look up error messages by selecting the product from the IBM® Support Portal (www.ibm.com/support/entry/portal/support), and then typing the error message code into the **Search support** box on the right vertical menu bar.	Error messages give important information to help you identify the component that is causing the problem.
Reproduce the problem to ensure that it is not just a simple error.	If samples are available with the product, you might try to reproduce the problem by using the sample data.
Ensure that the installation successfully finished.	The installation location must contain the appropriate file structure and the file permissions. For example, if the product requires write access to log files, ensure that the directory has the correct permission.
Review all relevant documentation, including release notes, technotes, and proven practices documentation.	Search the IBM knowledge bases to determine whether your problem is known, has a workaround, or if it is already resolved and documented. For more information, see “Knowledge bases” on page 2.
Review recent changes in your computing environment.	Sometimes installing new software might cause compatibility issues.

If the items on the checklist did not guide you to a resolution, you might need to collect diagnostic data. This data is necessary for an IBM technical-support representative to effectively troubleshoot and assist you in resolving the problem. You can also collect diagnostic data and analyze it yourself.

Troubleshooting resources

Troubleshooting resources are sources of information that can help you resolve a problem that you are having with an IBM Cognos product. Many of the resource links provided in this section can also be viewed in a short video demonstration.

To view the video version, search for "IBM Cognos troubleshooting" through either an Internet search engine or YouTube video community.

IBM Support Portal

The IBM Support Portal is a unified, centralized view of all technical support tools and information for all IBM systems, software, and services.

The IBM Support Portal lets you access all the IBM support resources from one place. You can tailor the pages to focus on the information and resources that you need for problem prevention and faster problem resolution.

Before contacting IBM Support, you will need to collect diagnostic data (system information, symptoms, log files, traces, and so on) that is required to resolve a problem. Gathering this information will help to familiarize you with the troubleshooting process and save you time. Information on what data to collect is available in the form of MustGather technotes.

Problem determination

Several IBM Cognos problem determination tools are available to diagnose and troubleshoot common problems.

These tools can be downloaded from the Cognos Diagnostic Utilities page. IBM Education Assistant provides video and other training resources on some of these diagnostic tools on the Education Assistant Problem Determination website.

Service requests

Service requests are also known as Problem Management Reports (PMRs). Several methods exist to submit diagnostic information to IBM Software Technical Support.

To open a PMR, you can use the IBM Service Request tool.

Fix Central

Fix Central provides fixes and updates for your system's software, hardware, and operating system.

Use the pull-down menu to navigate to your product fixes on Fix Central . You may also want to view Fix Central help.

Knowledge bases

You can find solutions to problems by searching IBM knowledge bases.

You can use the IBM masthead search by typing your search string into the Search field at the top of any ibm.com page.

IBM Knowledge Center

IBM Knowledge Center includes documentation for each release of IBM Cognos Analytics. This documentation is also available through product help menus.

IBM Knowledge Center (http://www.ibm.com/support/knowledgecenter) includes English and translated documentation. Expand the **Cognos** entry in the table of contents to access the documentation for different IBM Cognos products and releases. To find links to the latest known problems and APARs, access the *Release Notes*.

IBM Redbooks

IBM Redbooks® are developed and published by IBM's International Technical Support Organization, the ITSO.

IBM Redbooks provide in-depth guidance about such topics as installation and configuration and solution implementation.

Proven Practices documentation

Created by Cognos experts from customer experiences Business analytics proven practices, provides verified technical information in specific technology environments.

As a troubleshooting resource, Business analytics proven practices provides easy access to the top ten most popular practices, in addition to videos and other information: Cognos Proven Practice documentation.

Software support and RSS feeds

IBM Software Support RSS feeds are a quick, easy, and lightweight format for monitoring new content added to websites.

After you download an RSS reader or browser plug-in, you can subscribe to IBM product feeds at IBM Support site. When you subscribe to product notifications, you are provided with RSS/Atom feed links.

Forums and communities

IBM Cognos product forums offer a place to share ideas and solutions with your peers in the IBM Cognos community.

Active Cognos forums are available at Cognos forums and communities.

Log Files

Log files can help you troubleshoot problems by recording the activities that take place when you work with a product.

Operations performed in IBM Cognos Analytics are recorded in various log files for tracking purposes. For example, if you experienced problems installing IBM Cognos Analytics, consult the transfer log file to learn what activities the installation wizard performed while transferring files.

Before you begin viewing log files, ensure that they contain the information that you need.

Use IBM Cognos Administration to set the level of detail to log for each category.

Use IBM Cognos Configuration to specify the size, number, and location of log files, and to configure the properties of the log server.

When troubleshooting, the following files can assist you:

Transfer log file

This file records the components you installed, disk space information, the selections you made in the transfer dialogs, and any errors the installation wizard encountered while transferring components. It also records the activities that the installation wizard performed while transferring files.

The transfer log file is located in the *install_location*\logs directory. The file name includes the product name and time stamp. The following is an example of the file name format:

```
IBM_Cognos_Analytics_Install_04_21_2016_11_00_59.log
```

Installation Configuration log file

This log file records any configuration activities during the installation. For example, it reports the available port for the dispatcher.

The transfer summary-error log file is located in the *install_location*\logs directory. It is named `install_configuration.log`

The Startup Configuration File

This file records your configuration choices each time you save your property settings. The file name is `cogstartup.xml`.

If you are unable to save your configuration, or are having problems you can revert to a previously saved configuration file. The backup configuration files are located in the *install_location*`/configuration` directory. The following is an example of the file name format for backup configuration files:

`cogstartup_200811231540.xml`

The Startup Configuration Lock File

This file is created each time you open IBM Cognos Configuration. It prevents you from opening more than one IBM Cognos Configuration window.

If you experience problems opening IBM Cognos Configuration, you can check the *install_location*`/configuration` directory for the `cogstartup.lock` file. If the file exists and IBM Cognos Configuration is not open, it means that IBM Cognos Configuration did not shut down properly the last time you used it. You can delete the lock file and then open IBM Cognos Configuration.

The Locale Configuration File

This file records the configuration choices you make in IBM Cognos Configuration for product and content locales, locale mapping, and currency support.

If you experience problems with language support in the user interface or in reports, use these files to track your changes. The backup configuration files are located in the *install_location*`/configuration` directory. The following is an example of the file name format:

`coglocale_200811231540.xml`

The Runtime Log File

The default IBM Cognos log file, named `cogaudit.log` file, or other log files that you configure to receive log messages from the log server, record information after you start the IBM Cognos Analytics service. They are located in the *install_location*`/logs` directory. If you configured another destination for log messages, check the appropriate file or database.

Some log messages indicate problems. Most messages provide information only, but others can help you to diagnose problems in your runtime environment.

The Gateway Log File

The gateways record errors in the gateway log file, which is located in the *install_location*`/logs` directory.

You can use the gateway log file to troubleshoot problems that prevent the gateway from processing requests or from using encryption. Symptoms of these problems are as follows:

- User IDs and passwords do not work
- Single signon does not work
- The dispatcher is running but users receives an error message advising that the IBM Cognos Analytics server is not available

The gateway log file uses the following naming format, where *gateway_interface* is cgi, mod2 (Apache 2.0 module), or isapi.

gw*gateway_interface*.log (for example, gwcgi.log)

The Uninstallation Log File

This file records the activities that the Uninstall wizard performed while uninstalling files. The log file is named cognos_uninst_log.htm and is located in the Temp directory. You can use the log file to troubleshoot problems related to uninstalling IBM Cognos Analytics components.

The Silent Mode Log File

This file records the activities that IBM Cognos Configuration performed while running in silent mode. This log file is named cogconfig_response.csv and is located in the *install_location*/logs directory.

Error Messages

The first indication of a problem is often an error message. Error messages contain information that can be helpful in determining the cause of a problem.

You can click the Details link to see the full error message. The administrator can use this information, as well as other information about what product you are using and what you did before the error message displayed, to resolve an issue.

If you click OK in response to the error message, IBM Cognos Analytics undoes the last action and returns to the previous state.

Core dump files

If you receive an error message about the report server not responding, IBM Cognos Analytics wrote a core dump (.dmp) file to the file system.

Core dump files indicate a serious problem with the program, such as an unhandled exception or an IBM Cognos Analytics process that terminated abnormally. Core dump files create a complete memory dump of the current state of the program when the problem occurs. The core file usually indicates a bug that requires a software fix

If you see the report server not responding message, immediately check the \bin directory of the IBM Cognos Analytics server installation for any core dump files. On Windows, these files are named *processID*.dmp, such as BIBusTKServerMain_seh_3524_3208.dmp. On UNIX, the files are named core. On Linux®, the files are named core.*processID*. These binary files must be viewed with a debugging program such as dbx, GNU debugger, or the WinDbg debugger for Windows.

If your server administrator cannot solve the problem, contact IBM support and provide them with a test case, if possible, and the core files.

Core files can be 300 MB or more, and a new one of the same size is created each time that the problem occurs. In Windows, the files should be checked and cleaned regularly, during regular server maintenance. In UNIX and Linux, system settings can control how and when the core file is written to the file system when a process abnormally terminates.

In Windows, you can use a configuration file to turn off the creation of .dmp files. In a production environment, you can then enable core dumps when you encounter problems. Because not all problems are easy to reproduce, core file creation should be enabled in your testing and development environment so that you can use them.

With some IBM Cognos Analytics hotsite builds, core dump files are automatically created. During an upgrade, configuration settings are not overwritten.

Turn off core file creation

You can turn off core file creation.

Procedure

1. On the server where IBM Cognos Analytics is installed, open the cclWinSEHConfig.xml file from the *install_location*\configuration directory.
2. In the configuration element, change the value of the environment variable setting to 0 (zero) so that it reads

```
<env_var name="CCL_HWE_ABORT" value="0"/>
```

3. Save the file.

Metric Dump File

You can use the metric dump file to obtain detailed information about the state of the system at a particular time, and to track system trends over a given period of time for historical purposes.

The default name of this file is metricdump.xml and it is located in the install_location/logs directory.

The metric dump file records a snapshot of the current system metrics. The file does not appear in the *install_location*/logs directory until metric dumping is enabled in IBM Cognos Administration. For more information, see "Enable Metric Dumping in IBM Cognos Administration" on page 6. By default, metric dumping is disabled.

The process of metric dumping is configured using the metricdumpconfiguration.xml file in the *install_location*/configuration directory. For more information, see "Change the metricdumpconfiguration.xml file" on page 7. This file is used to specify the resources to be tracked in the metric dump file, and to control the size and location of the metric dump file. After metric dumping is enabled in IBM Cognos Administration, you can keep it inactive by renaming the metricdumpconfiguration.xml file. To reactivate metric dumping for a particular event, rename the configuration file back to its original name.

Note: You can rename the metricdump.xml file and change its location using the metricdumpconfiguration.xml file.

Enable Metric Dumping in IBM Cognos Administration

The procedure to enable metric dumping in IBM Cognos Administration is as follows.

Procedure

1. On the **Configuration** tab in **IBM Cognos Administration**, click **Dispatchers and Services**.
2. From the toolbar in the upper-right corner of the page, click the set properties button  .

   The **Set properties - Configuration** page displays.
3. Click the **Settings** tab.
4. For the **Environment** category, next to **Advanced settings**, in the **Value** column, click **Edit**.
5. In the **Set advanced settings** page, in the **Parameter** column, type the following setting:

   DISP.MetricDumpEnabled

   Tip: The setting name is case-sensitive.
6. In the **Value** column, type the URI of the dispatcher.

   You can find the dispatcher URI in IBM Cognos Configuration, under **Environment** > **Dispatcher Settings**. Use only the first part of the URI that ends with /p2pd. For example, type `http://install_server:9300/p2pd`.

Tip: To delete this setting, click the check box next to the setting, click **Delete**, and click **OK** twice.

7. Click **OK** twice.
8. If you have multiple dispatchers, repeat these steps for each dispatcher computer.

Change the metricdumpconfiguration.xml file

The procedure to change the metricdumpconfiguration.xml file is as follows.

Procedure

1. Open the file *install_location*\configuration\metricdumpconfiguration.xml in an editor.
2. To configure the resources for which metrics are to be logged, specify the resource in the following section:

```
<mbeans>
  <mbean>com.cognos:type=Metrics,*</mbean>
  <mbean>com.cognos:type=MetricHealth,*</mbean>
  <mbean>com.cognos:type=ServiceHealth,*</mbean>
  <mbean>com.cognos:type=ServiceOperationalStatus,*</mbean>
</mbeans>
```

   For example, to specify a service, type

```
<mbean>com.cognos:type=Metrics,service=contentManagerService</mbean>
```

3. To rename the metric dump file and change the path, edit the following line:

```
<filename>../logs/metricdump.xml</filename>
```

4. To change the time interval for dumping, edit the following line:

```
<interval>15000</interval>
```

   The time is specified in milliseconds.
5. To specify whether to reset the MBeans after the values were dumped, edit the following line:

```
<resetAfterDump>false</resetAfterDump>
```

   Changing the value to `true` resets metric values back to 0 in the user interface. For more information, see the *IBM Cognos Analytics Administration and Security Guide*.
6. To change the maximum number of dumps, edit the following line:

```
<count>-1</count>
```

   -1 means unlimited number of dumps.
7. To change the maximum file size before rollover, edit the following line:

```
<filesize>10000000</filesize>
```

8. To change the number of metric dump files to keep, edit the following line:

```
<rollover>1</rollover>
```

9. Save the changes.

Microsoft Windows Event Viewer

Microsoft Windows Event Viewer provides information about program, security, and system events. For example, if an IBM Cognos Analytics service fails to start, this fact is recorded in the event log.

Microsoft Windows Event Viewer does not record information that is specific to operations or tasks performed in IBM Cognos Analytics. Consult the IBM Cognos Analytics log files for these problems.

For information about how to use Windows Event Viewer, see the Windows help.

Samples

IBM Cognos Analytics uses samples to highlight product features and to help you learn how to use the product. You can also use samples to troubleshoot problems.

You can use the samples that come with IBM Cognos Analytics to determine if various components are working together as expected. For example, if you are having a problem running a report, you can try running a sample report to see if problem persists. You may discover that the problem is related to connecting to a database.

Chapter 2. Installation and configuration problems

You may encounter problems during installation and configuration, or when setting up IBM Cognos Analytics to run within an application server.

Problems starting IBM Cognos Analytics

You can encounter problems when starting IBM Cognos Analytics.

You may encounter problems when you try to perform the following tasks:

- Start the IBM Cognos Analytics service.
- Open the Welcome page for the IBM Cognos Analytics portal for the first time.
- Start an application server, such as WebSphere®.

The following table shows some common symptoms and their solutions.

Table 2. Symptoms and suggested solutions for starting IBM Cognos Analytics

Symptoms	**Solution**
You do not see the splash screen for the IBM Cognos Analytics portal when you start IBM Cognos Analytics.	Check your Web server configuration.
The service starts, but no tables are created in the content store database.	Check your content store configuration.
The service does not start.	Ensure that you wait a few moments before submitting a request.
The application server does not start.	Check the file permissions and directory names of the application server installation location.

To review an up-to-date list of environments that are supported by IBM Cognos Analytics products, including information on operating systems, patches, browsers, web servers, directory servers, database servers, and application servers, see the IBM Software Product Compatibility Reports page (www.ibm.com/support/pages/node/735235).

CFG-ERR-0106 error when starting the IBM Cognos service in IBM Cognos Configuration

When you start the IBM Cognos Analytics service, you may receive the following error message:

CFG-ERR-0106 IBM Cognos Configuration received no response from the IBM Cognos service in the allotted time. Check that IBM Cognos service is available and properly configured.

There are two possible causes for this problem:

- The IBM Cognos service needs more time to start.
- A standby Content Manager computer may be configured incorrectly.

The IBM Cognos service needs more time

By default, IBM Cognos Configuration checks the progress of the start request every half second for three minutes. If IBM Cognos Configuration does not receive a response within this time, the error message displays.

The amount of time that IBM Cognos Configuration waits to receive a response from the IBM Cognos service is controlled by the ServiceWaitInterval and ServiceMaxTries properties.

The ServiceWaitInterval property represents the time interval, in milliseconds, at which IBM Cognos Configuration checks the progress of the start request. By default, its value is 500, which is equivalent to half a second.

The ServiceMaxTries property represents the number of times that IBM Cognos Configuration checks the progress of the start request. By default, its value is 360.

Content Manager Is configured incorrectly

If the error message displays on a standby Content Manager computer, the setting for storing the symmetric keys may be incorrect.

Changing the wait time for the IBM Cognos service

If you received the CFG-ERR-0106 error because the IBM Cognos service needs more time to start, change the amount of time that IBM Cognos Configuration waits to receive a response from the IBM Cognos service.

By default, IBM Cognos Configuration checks the progress of the start request every half second for three minutes. If IBM Cognos Configuration does not receive a response within this time, the error message is displayed.

The amount of time that IBM Cognos Configuration waits to receive a response from the IBM Cognos service is controlled by the ServiceWaitInterval and ServiceMaxTries properties.

The ServiceWaitInterval property represents the time interval, in milliseconds, at which IBM Cognos Configuration checks the progress of the start request. By default, its value is 500, which is equivalent to half a second.

The ServiceMaxTries property represents the number of times that IBM Cognos Configuration checks the progress of the start request. By default, its value is 360.

Procedure

1. Using IBM Cognos Configuration, stop the IBM Cognos service.
2. Open the *install_location*/configuration/cogconfig.prefs file in an editor.

   This file is created automatically the first time you open IBM Cognos Configuration.
3. Add the following code to the file:

   ```
   ServiceWaitInterval=number of milliseconds
   ```

   ```
   ServiceMaxTries=number of times
   ```

   Tip: Add the numeric values that correspond to your configuration needs.
4. Save the file.
5. Using IBM Cognos Configuration, start the IBM Cognos service.

Changing the location where symmetric keys are stored

If you received the CFG-ERR-0106 error on a standby Content Manager computer, configure the computer to store the symmetric keys locally.

The setting for storing the symmetric keys may be incorrect.

Procedure

1. On the standby Content Manager computer, start IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, click **Cryptography**.
3. In the **Properties** window, under **CSK settings**, set **Store symmetric key locally** to **True**.
4. From the **File** menu, click **Save**.
5. From the **Actions** menu, click **Start**.

   This action starts all installed services that are not running. If you want to start a particular service, select the service node in the **Explorer** window and then click **Start** from the **Actions** menu.

Cryptographic error when starting IBM Cognos Analytics

If the following error occurs when you try to start the IBM Cognos Analytics service after installing server or client components, then your Java™ Runtime Environment (JRE) is missing the encryption and decryption routines.

If you receive this error, then you must copy the Java Archive (.jar) file that is provided to your JRE director since it is required by IBM Cognos Analytics.

```
[Cryptography]
1. [ ERROR ] java.lang.NoClassDefFoundError:
javax/net/ServerSocketFactory:
```

Your Java Runtime Environment (JRE) is missing the encryption and decryption routines that are required by IBM Cognos Analytics. You must copy the Java Archive (.jar) file that is provided to your JRE directory.

Procedure

Copy `bcprov-jdk`*`version`*`.jar` from the *`install_location`*`/bin/jre/`*`version`*`/lib/ext` directory to the *`JRE_location`*`/lib/ext` directory.

If you are using 64-bit components, copy the files from *`install_location`*`/bin64`.

Unable to start the IBM Cognos service because the port is used by another process

You may not be able to start the IBM Cognos Analytics service or process if one of the default ports is used by another process.

Tip: To view the current network TCP/IP network connections, use the netstat command.

Use IBM Cognos Configuration to change the default port that IBM Cognos Analytics uses.

When you change the port used by the local dispatcher, you must change the value of the Dispatcher URI properties. Because the change affects all the URIs that are based on the local dispatcher, you must change the URIs of all local components. By default, local components contain localhost in the URI.

For example, if you install all components on one computer and you want to change the dispatcher port, replace 9300 in all dispatcher and Content Manager URIs with the new port number.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click the appropriate group or component:

- To access the port number in the dispatcher and Content Manager URIs, click **Environment**.
- To access the port number for the local log server, under **Environment**, click **Logging**.
- To access the shutdown port number, under **Environment**, click **IBM Cognos services** > **IBM Cognos Analytics**.
- To access the port number for the location of the applications.xml file used by Portal Services, under **Environment**, click **Portal Services**.

3. In the **Properties** window, click the **Value** box next to the property that you want to change.
4. Change the value from 9300 to the new value.

   Ensure that you change the ports in all URIs that contain localhost:9300.
5. From the **File** menu, click **Save**.
6. From the **Action** menu, click **Start**.

IBM Cognos service does not start or fails after starting

You start the IBM Cognos Analytics service but services either do not start correctly or are very slow to start. After services start, the system fails a short time afterwards. While services are starting, Java uses 100 percent of the CPU time.

You may also receive multiple occurrences of error messages such as the following:

- *DPR-DPR-1035 Dispatcher detected an error.*
- *CAM-CRP-1157 Unable to synchronize the local common symmetric key store with Content Manager.*

Procedure

If you use a DB2® database for the content store, ensure that the database version and Java version are compatible.

For Db2 version 8.2, Java 1.5 is not supported. For Db2 version 9, Java 1.5 is supported on all operating systems except Solaris.

IBM Cognos Analytics server fails to start and gives no error message

An IBM Cognos Analytics server may fail to start after an upgrade or new installation, but no error message displays. This may occur when a previously running or new IBM Cognos Analytics server is configured to use a large amount of memory.

If the server on which IBM Cognos Analytics is installed contains version 1.0 of Microsoft security update 921883, there may be an issue when a lot of contiguous memory is requested by an application.

This is a known issue with version 1.0 of Microsoft security patch 921883. Microsoft distributed a second version of the patch to fix the problem. As a workaround, uninstall the first security patch, or install version 2.0 of the patch. Alternatively, you can configure the IBM Cognos Analytics server to use less memory.

For more information, see the Microsoft knowledge base article about programs using a lot of contiguous memory failing, at the Microsoft support Web site.

Server not available when starting IBM Cognos Analytics

After you configure IBM Cognos components and start the IBM Cognos services, when you connect to the IBM Cognos Analytics portal, the following error message may display:

The Cognos Gateway is unable to connect to the Cognos Analytics server.

The server may be unavailable, or the gateway may not be correctly configured.

Check the IBM Cognos server log file for more information. By default, the `cogaudit.log` file is located in the *`install_location`*`/logs` directory. If you configured another destination for log messages, check the appropriate file or database.

Content Manager may not be able to connect to the content store if the content store is not configured properly. This may occur if

- the content store uses an unsupported character encoding
- the content store uses a database collation sequence that is case sensitive
- the configuration settings you specified in IBM Cognos Configuration are not valid

Unsupported character encoding

If the following messages display in the log file, the database you created for the content store does not use a supported character encoding:

- For Oracle:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

  CM-SYS-5126 The content store database server uses the character set US7ASCII.

  CM-SYS-5125 The content store database client uses the character set US7ASCII.
- For Db2 UDB:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

  CM-SYS-5124 The content store database server uses the code page 1252.
- For Sybase:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-SYS-5121 Content Manager cannot start because the database character set for the content store is not supported.

For Content Manager to connect to the content store, the content store must use the appropriate character encoding, as listed in the following table.

Table 3. Character encoding used by the content store to connect to a specific database type

Database	**Character encoding**
Oracle 9i	AL32UTF8 AL32UTF16
Db2 UDB	Codeset UTF-8
Sybase ASE	UTF-8
Microsoft SQL Server	UTF8 UTF16

To resolve this problem, you must recreate the content store database using the correct character encoding, or convert the character encoding. For more information, see the database documentation.

Case-sensitive collation sequence

If the following messages are in the log file, the database you created for the content store uses a database collation sequence that is case sensitive:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-SYS-5122 The content store database has a default collation that is case-sensitive. *Content Manager requires a content store that has a case-insensitive collation*.

CM-SYS-5123 The content store database server uses the collation <parameter>.

CM-SYS-5007 Content Manager build @cm_build_version@ failed to start! Review the Content Manager log files and then contact your system administrator or customer support.

To resolve this problem, you must recreate the content store database using a database collation sequence that is not case sensitive. For more information, see the database documentation.

Invalid configuration settings

If the following or similar messages are in the log file, you did not configure the content store correctly in IBM Cognos Configuration.

- For Microsoft SQL Server:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-CFG-5036 Content Manager failed to connect to the content store. *The connection string is "jdbc:JSQLConnect://localhost:1433/cm"*.

  Failed Logon:com.jnetdirect.jsql.x: Cannot open database requested in login 'cm'. *Login fails*. *url:jdbc:JSQLConnect://localhost:1433/cm*.

- For Db2:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-SYS-5003 Content Manager is unable to access the content store. *Verify your database connection parameters and then contact your database administrator*.

  [IBM][CLI Driver] SQL1013N The database alias name or database name "CM123" could not be found.

- For Oracle:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-CFG-5036 Content Manager failed to connect to the content store. *The connection string is "jdbc:oracle:thin:@localhost:1521:pb1"*.

  ORA-01017: invalid username/password; logon denied.

- For Sybase:

  CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

  CM-CFG-5036 Content Manager failed to connect to the content store. *The connection string is "jdbc:sybase:Tds:localhost:5000/cm"*.

  JZ006: Caught IOException: java.net.ConnectException: Connection refused: connect.

If you are using an Oracle database, do not use illegal characters, such as an underscore in IBM Cognos Configuration for the Service Name property. If the Service Name includes illegal characters, tables are not created in the content store database when the IBM Cognos service is started.

Configuring a Microsoft SQL Server, Oracle, Db2, Informix, or Sybase content store in IBM Cognos Configuration

If you received a CM-CFG-5036 or CM-CFG-5063 error code, the content store might not be configured correctly. To resolve the issue, reconfigure the content store.

Procedure

1. In the **Explorer** window, go to **Data Access** > **Content Manager**. Right-click **Content Store**, and click **Delete**.

   The default content store is deleted. Content Manager must be configured to access only one content store.
2. Right-click **Content Manager**, and then click **New resource** > **Database**.
3. In the **Name** box, type a name for the database.
4. In the **Type** box, select the type of database, and click **OK**.

   Tip: If you want to use Oracle Net8 keyword-value pair to manage the database connection, select **Oracle database (Advanced)**.
5. In the **Properties** window, provide values depending on your database type:
   - If you use a Microsoft SQL Server database, type the appropriate values for the **Database server with port number or instance name** and **Database name** properties.

     For the **Database server with port number or instance name** property, include the port number if you use nondefault ports. Include the instance name if there are multiple instances of Microsoft SQL Server.

     To connect to a named instance, you must specify the instance name as a Java Database Connectivity (JDBC) URL property or a data source property. For example, you can type `localhost \instance1`. If no instance name property is specified, a connection to the default instance is created.

     The properties specified for the named instance, along with the user ID and password, and database name, are used to create a JDBC URL. Here is an example:

     jdbc:JSQLConnect://localhost\\instance1/user=sa/*more properties as required*
   - If you use a Db2 database, for the **Database name** property, type the database alias.
   - If you use an Oracle database, type the appropriate values for the **Database server and port number** and **Service name** properties.
   - If you use an advanced Oracle database, for the **Database specifier** property, type the Oracle Net8 keyword-value pair for the connection.

     Here is an example:

     (description=(address=(host=myhost)(protocol=tcp)(port=1521) (connect_data=(sid=(orcl)))))
   - If you use a Sybase database, type the appropriate values for the **Database server and port number** and **Database name** properties.
6. If you want to change the logon credentials, specify a user ID and password in the following way:
   - Click the **Value** box next to the **User ID and password** property and then click the edit icon when it is displayed.
   - Type the appropriate values and click **OK**.
7. From the **File** menu, click **Save**.

   The logon credentials are immediately encrypted.

Cannot log on to a namespace

Error displayed when you attempt to create a data source and log on to a namespace.

- *PRS-CSE-1255 Exception error encountered in data decryption*.
- *CAM-CRP-1064 Unable to process the PKCS #7 data because of an internal error. Reason: java.lang.IndexOutOfBoundsException*.

This issue might occur if you do not have the necessary permissions for the following directories:

- *install_location*\configuration
- *install_location*\configuration\csk
- *install_location*\configuration\encryptkeypair
- *install_location*\configuration\signkeypair

Enable the read and execute permissions on the directories listed above for anyone who must start the IBM Cognos service.

IBM Cognos services fail to restart after a network outage

The IBM Cognos Bootstrap Service restarts IBM Cognos services after a network outage.

For installations where you use the default WebSphere Application Server Liberty Profile and where a network IP address is specified in the internal dispatcher URI, the IBM Cognos services might not initialize successfully during the restart. In this case, manually restart the services after the network is restored.

Procedure

To resolve the problem, configure the **Internal dispatcher URI** property in IBM Cognos Configuration to use localhost or the network host name.

No warning that installing a later version will automatically update the earlier version of the content store

You have a version IBM Cognos Business Intelligence installed. You install IBM Cognos Analytics into a new location. You use the same database for the content store for both versions. After you configure the later version and start the IBM Cognos service, the earlier version of IBM Cognos Business Intelligence no longer works because all content is automatically upgraded.

If you want to use both the earlier version of IBM Cognos Business Intelligence and IBM Cognos Analytics after you upgrade, ensure that before you install the later version, you

- back up the database you use for the content store
- restore the backup to a new location

Alternatively, you can choose to use the deployment tool to import the entire content store from an earlier version to the later version. All existing content in the content store database is replaced by the imported content. You receive a warning message about this.

Download of resource fails

If the download resource fails, it may be caused by recent Microsoft XMLHTTP upgrades if you do not have a language preference set in Internet Explorer.

You start Reporting in Internet Explorer and the following error message displays:

The download of the specified resource has failed.

Procedure

To resolve the problem, specify a language preference in Internet Explorer.

Db2 returns SQL1224N error when connecting from AIX

If your content store is a Db2 database and you receive an SQL1224N error on AIX®, check the db2diag.log file for additional information about the error.

If the error includes reason code 18, you might need to change the Db2 configuration to accept more connections. For more information, see the IBM Db2 support pages for the error SQL1224N.

Content Manager error when starting IBM Cognos Analytics

After starting IBM Cognos Analytics, no BIBUSTKSERVMA process is started. There are errors listed in the pogo******.log and cogaudit.log files. Users receive errors in the browser when connecting to the IBM Cognos Analytics portal.

In the pogo******.log file, an error related to Content Manager displays.

In the `cogaudit.log` file, the following error displays:

An attempt to register the dispatcher in Content Manager was unsuccessful. Will retry periodically.

When connecting to http://*computer name*/ibmcognos, the following error messages display in the browser:

- *DPR-ERR-2058 The dispatcher cannot service the request at this time. The dispatcher is still initializing*
- *SoapSocketException: Connection Refused*

IBM Cognos Configuration uses a user ID to bind to the LDAP database. If this user ID is moved to another group, IBM Cognos Configuration can no longer locate it.

Procedure

To correct the problem, move the user ID back to the original group.

Content Manager fails to start or takes a long time to start

On Microsoft Windows, you try to start the service on the computer where you installed Content Manager. As the service is starting, the details include errors similar to the following:

DPR-CMI-4006 Unable to determine the active Content Manager. Will retry periodically.

CM-SYS-5007 Content Manager build x.x.x.x failed to start!

Details within the error log may also include references to OutOfMemoryError.

To resolve this problem, start the service using the DuseCMLargeResultSet parameter. You can add the parameter to the bootstrap configuration file and then start the service using IBM Cognos Configuration or you can add the parameter to the startup configuration file and then run the file.

Resolving an out-of-memory error using the bootstrap configuration file

Start the IBM Cognos service by adding the DuseCMLargeResultSet parameter to the bootstrap configuration file.

Procedure

1. Go to the *install_location*\bin64 directory and open bootstrap_wlp.xml in an XML editor.
2. Find the section that begins with `<param>"${install_path}`.

3. Uncomment the DuseCMLargeResultSet parameter to that section, in the location shown by the bold text in the following example.

```
<param>"-Dcatalina.base=${install_path}/tomcat"</param>
```

```
<param>"-Dcatalina.home=${install_path}/tomcat"</param>
```

```
<param>"-Djava.io.tmpdir=${temp}"</param>
```

```
    <param>-DuseCMLargeResultSet=true</param>
```

4. Save and close the file.
5. Start IBM Cognos Configuration and start the service.

Resolving an out-of-memory error using the startup configuration file (11.1.4 and earlier)

Start the IBM Cognos service by adding the DuseCMLargeResultSet parameter to the startup configuration file.

Note: As of release 11.1.5, the `startup.bat` file no longer exists.

Procedure

1. Go to the *install_location*\bin directory and open startup.bat in a text editor.
2. Find the following line:

```
set CATALINA_OPTS=-Xmx768m -XX:MaxNewSize=384m -XX:NewSize=192m
-XX:MaxPermSize=128m
%DEBUG_OPTS%
```

3. Append the DuseCMLargeResultSet parameter to the line, as shown by the bold text in the following example:

```
set CATALINA_OPTS=-Xmx768m -XX:MaxNewSize=384m -XX:NewSize=192m
-XX:MaxPermSize=128m
%DEBUG_OPTS%-DuseCMLargeResultSet=true
```

4. Save and close the file.
5. Start the service by running the startup.bat file.

Managing the Configuration Server

The configuration server identifies the server that manages configuration values. This is critical in multi-server installations so that configuration values remain available and consistent on all nodes, even after network partitions. The configuration server runs on the same instance as the active content manager. Applies to 11.0.3 (replaced in 11.0.4 by Configuration Group).

About this task

Procedure

1. Start Cognos Configuration.
2. In the **Explorer** window, under **Local Configuration**, click **Environment**.
3. In the **Environment - Group Properties** window, scroll down to the category **Other URI Settings**, and click **Configuration Server**.
4. To set the correct value:

- If this is the active Content Manager server installation, you can set the value to the local server by right-clicking and then clicking **Reset to Default**.
- If this is the standby Content Manager server install, or an Application tier install, you need to set the value by clicking on the edit icon  to launch the edit dialog.

  a. In **Value - Configuration Server** dialog, click on the **Retrieve** button to launch **Retrieve Configuration Servers** dialog. Enter the proper information to access the active Content Manager server, and then click **OK**.

     User ID - The ID with administration privileges on the server.
     Password - The password for the User ID.
     Namespace ID - The value can be found in the **Security**, **Authentication** resource. For example, `CognosEx`
     Cognos Analytics URL - The URL used to run Cognos Analytics. For example, `http://myserver:9300/bi`

  b. The **Configuration Server** value is retrieved. Click **OK** to set the value.
- If you cannot retrieve the value using the **Retrieve** button, you can set the value manually.

  a. On the active Content Manager server, open *`install_location`*`/zookeeper/conf/zoo.cfg`

  b. Find two settings like this:

  ```
  server.1=Myhost.ibm.com:2888:3888
  clientPort=2181
  ```

  c. Concatenate the two value with a semicolon like this:

  ```
  Myhost.ibm.com:2888:3888;2181
  ```

  d. Enter that value in the property.

5. Save the configuration.

DPR-ERR-2014 error in the log file on the Content Manager computer

This error is displayed if Content Manager is installed on a separate computer and the event management service on the Content Manager computer is enabled, or if you have a single-server installation and the event management service is disabled.

The following error message might be displayed in the `cogaudit.log file`:

DPR-ERR-2014 Unable to load balance the request because no nodes in the cluster are available, or no nodes are configured for the service: eventManagementService

To correct the problem, turn off the event management service in a distributed installation with Content Manager on a separate computer, or enable the service in a single-server installation.

Procedure

1. Do one of the following steps:
   - In a distributed installation with Content Manager on a separate computer, start IBM Cognos Configuration on the Content Manager computer.
   - In a single-server installation, start IBM Cognos Configuration.
2. In the **Explorer** pane, go to **Environment** > **IBM Cognos services**.
3. Do one of the following steps:
   - For a distributed installation, set the **Event management service enabled** property to **False**.
   - For a single-server installation, set the **Event management service enabled** property to **True**.
4. Save your changes.

5. Restart the services.

Non-ASCII characters in installation directory cause run-time errors

On all operating systems, if you use non-ASCII characters in the installation directory for IBM Cognos Analytics, it causes run-time errors. It also causes some product functions, such as report execution, to fail.

Install IBM Cognos Analytics in the default directory or use a directory name that contains only ASCII Latin-1 characters.

Cannot Open a Microsoft Cube or PowerCube

You are unable to open a Microsoft Cube or PowerCube, or you can open an Microsoft Cube but only metadata is shown. For an Microsoft Cube, you may receive the following error message:

MO-ERR-0030

Cannot connect to the datasource. Please set the service to run as a domain user with the correct privileges.

To solve this problem, ensure that the user running the IBM Cognos Analytics service has access rights to the cube.

PowerCubes are accessed through mapped drives or UNC path names.

Assigning access rights to Microsoft cubes

For a user account to open Microsoft cubes, it must be assigned the appropriate privileges in the system administrative tools.

Procedure

1. Add the domain user account that starts the IBM Cognos service to the **Act as part of the operating system** privilege:
   - Under Administrative Tools, select **Local Security Policy**.
   - Expand **Security Settings**, **Local Policies** and click **User Rights Assignment**.
   - Right-click the **Act as part of the operating system** policy and select **Properties**.
   - Click **Add User or Group** and add the user account that starts the IBM Cognos service.
2. If you use the domain userID and password method of authentication, add the user account that starts the IBM Cognos service to the domain that includes Content Manager, the Application Tier Components, IIS Web server, and the data source server (Microsoft SQL Server or Microsoft Analysis Server).
3. If you use an external namespace, such as Active Directory Server, for authentication, add the user account that starts the IBM Cognos service to the domain that includes the authentication provider.

   This domain must also include Content Manager, the Application Tier Components, IIS Web server, and the data source server (Microsoft SQL Server or Microsoft Analysis Server).

   For more information about configuring external namespaces for authentication, see the topics about authentication providers in the *IBM Cognos Analytics Installation and Configuration Guide*.

Assigning access rights to PowerCubes

For a user account to open PowerCubes, it must be assigned the appropriate privileges in IBM Cognos Administration.

Procedure

Ensure that the IBM Cognos user profile has sufficient operating system or domain access rights to open the PowerCube file.

The page is not shown when opening a portal after installing IBM Cognos Analytics

After you install and configure IBM Cognos Analytics, you are unable to connect to the Cognos Analytics portal.

This may be because the Web server is not properly configured. For example, the virtual directories required for IBM Cognos Analytics may not exist or they may point to the wrong physical folders.

For information about configuring the Web server, see the *IBM Cognos Analytics Installation and Configuration Guide*.

DPR-ERR-2058 Error Displays in Web Browser When Starting IBM Cognos Analytics

After you start the services in IBM Cognos Configuration and then try to open the portal, a message similar to one of the following may display:

```
DPR-ERR-2058 The dispatcher encountered an error while servicing a request.
XTS handler must be initialized before being invoked.
DPR-ERR-2058 The dispatcher cannot service the request at this time.
The dispatcher is still initializing. Please try again or contact your
administrator.
```

These error messages usually occur when the dispatcher cannot communicate with the Content Manager. To help you determine the specific cause, look in the `cogaudit.log` file in the *`install_location`*`/logs` directory. The following are the most common causes with their solutions.

IBM Cognos Services are Not Done Initializing

After you start the services in IBM Cognos Configuration and the configuration tool shows that the services are running, wait a few minutes for all services to start before you open the portal.

Content Manager is Not Available

In a distributed installation, ensure that Content Manager is installed, configured, and running. Ensure also that the other IBM Cognos computers are configured with the correct Content Manager URI.

The Content Store is Not Available or is Not Configured Properly

Ensure that the content store database was created and that you configured it correctly in IBM Cognos Configuration.

Tables are Not Created in the Content Store

Ensure that you are using a version of Db2, Microsoft SQL Server, Oracle, or Sybase that is supported by IBM Cognos components.

The Logon Credentials for the Content Store Are Incorrect

Check whether the information changed. For example, Db2 reads information from the NT user management. If the password for the NT account changed, you must also change the logon credentials for the content store in IBM Cognos Configuration.

Check for special characters in the logon password. Occasionally, the JDBC driver does not accept characters that are reserved for xml, such as %, !, <, and >.

The User Does not Have Appropriate Permissions

Ensure that the user has the appropriate permissions.

Out of memory on HP-UX

If you are using the application server that is provided with IBM Cognos Analytics, you can determine the issue is related to HP-UX server configuration. You might be exceeding the expected maximum number of simultaneously active threads per process.

Increasing the maximum number of threads per process on HP-UX

If you are exceeding the expected maximum number of simultaneously active threads per process on HP-UX, increase the number of active threads.

Procedure

Have your system administrator change the Kernel parameter as follows:

- max_thread_proc = 512
- nkthread = 1024

Checking for an HP-UX configuration problem

If increasing the maximum number of active threads per process does not resolve the out-of-memory error on HP-UX, perform the following steps.

Procedure

1. In the /bin/startup.sh file, find

   ../tomcat/bin/catalina.sh start "$@"
2. Change it to the following:

   ../tomcat/bin/catalina.sh run "$@"

   The run command causes the Tomcat output to display in the console window for IBM Cognos Analytics.
3. Stop and restart IBM Cognos Analytics using the ./shutdown.sh and ./startup.sh commands.
4. If the following error message displays in the console window for any of the application servers, the issue is an HP-UX configuration problem:

   OutofMemoryException error: Unable to create new native thread on HP-UX.

   The problem is that the default values for HP-UX 11.0 and 11i are set too low for most Java applications.

   Tip: You can check the number of threads in your process by using the -eprof option available in JDK 1.1.8 and by analyzing the Java.eprof file using HPjmeter by selecting the threads metric.

Content Manager Cannot Connect to the Content Store on Oracle

If you are using an Oracle database as a content store, the DPR-ERR-2058 error may be generated when logging onto the portal All tables are created on the database.

You may also receive the following error messages:

- *CM-CFG-5036 Content Manager failed to connect to the content store*.
- *ORA-01017: invalid username/password; logon denied*

Setting the Oracle database server name

The Content Manager might fail to connect to an Oracle database because of inconsistencies between the Oracle server name in IBM Cognos Configuration and the server name in the tsnnames.ora file.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click **Data Access**, **Content Manager**, **Content Store**.
3. Change the Oracle database server name to a fully qualified name such as host_name.companyname:1534 to match the name in the tnsnames.ora file.

DPR-ERR-2022 error displays in Web browser when starting IBM Cognos Analytics

After you start the services in IBM Cognos Configuration and then try to open the portal, a message similar to the following may display:

DPR-ERR-2022 No response generated. This may be due to an incorrect configuration, a damaged installation, or the dispatcher not having finished initializing.

This problem can occur if

- You try to open the portal before IBM Cognos services are initialized.
- A system.xml file has been edited.

  In this case, replace the edited system.xml file in the appropriate subdirectory in *install_location* \templates\ps with a copy from backup or use an XML editor to edit it.

  There are many instances of system.xml in the directories in *install_location*\templates\ps. Ensure that you replace the correct file.

Corrupt characters while installing in some languages on Linux

When running the installation wizard on Linux in Korean, Chinese (simplified or traditional), or Japanese, you may see corrupted characters in the dialog boxes of the user interface or in messages that display during the installation.

To avoid the problem of corrupt characters in the user interface during installation, you can use one of the following solutions:

- Configure the Asian fonts on the Linux server:
  - Set the locale to utf8.

    For example,

    ko_KR.utf8, ja_JP.utf8, zh_CN.utf8, or zh_TW.utf8
  - Ensure that Asian language Fontset *medium-r*--14* is available on X server.
- Run an unattended installation using the default response.ats file that is provided with your IBM Cognos Analytics product. For information about setting up an unattended installation, see the *Installation and Configuration Guide*.

Unable to download the cognos.xts file

After installing IBM Cognos Analytics, you are prompted to download the cognos.xts file when connecting to the IBM Cognos Analytics portal. The following error message may display:

You have chosen to download a file from this location. cognos.xts from servername

This problem occurs when the permissions on the virtual directories are not set properly. You must provide the cgi-bin virtual directory in the Microsoft Internet Information Service (IIS) with execute permissions.

To resolve this problem, recreate the virtual directories in IIS with the permissions from the following table, where *install_location* represents the installation location.

Table 4. Alias, path, and permissions for creating IIS virtual directories

Alias	**Path**	**Permissions**
ibmcognos	*install_location*\webcontent	Read
ibmcognos\ cgi-bin	*install_location*\cgi-bin	Read Execute

For example, the default installation location is C:\Program Files\IBM\Cognos\install.

Application server startup script fails

You may have problems running the startup scripts for an application server to deploy the IBM Cognos application if IBM Cognos Analytics components are installed in a directory with a name that includes spaces.

Procedure

1. Reinstall to a new directory and do not include spaces in the new name.
2. If this solution is not easily handled by the startup scripts, try adding quotation marks around the directory name that includes spaces or use the 8.3 DOS naming convention.

Deploying to an Oracle Application Server when IBM WebSphere Application Server fails

Deploying IBM Cognos Analytics to an Oracle application server or an IBM WebSphere application server may fail.

These errors can occur because the application file that you are trying to deploy is too large. If a deployment fails, any of the following errors may occur:

```
Browser timeout in administration console.
HTTP 500 Internal Error.
Deployment failed: Base Exception: java.rmi.RemoteException (Oracle). Return to
application file selection page in IBM WebSphere.
```

For more information about deploying IBM Cognos Analytics to an application server, see the *IBM Cognos Analytics Installation and Configuration Guide*.

Procedure

1. If you are using the **Build Application Wizard**, clear the **Include static files from the Webcontent folder** check box when you select the application to build.

This will reduce the size of the application file. If static content is required, you can manually copy it to the deployed application location after you have successfully deployed IBM Cognos Analytics into the application server.

2. If you are deploying the application file manually for an Oracle application server, type the following command:

   `dcmctl deployapplication -f path_and_name_of_ear_file -a application_name -co OC4J_instance_name`

   This command is not supported for Oracle Release 3.

Accented or double-byte characters may not display correctly when installing IBM Cognos Analytics on Linux

If you are using issetup under a UTF-8 locale, accented or double-byte characters may not display correctly.

Procedure

1. To resolve this problem when installing in German or French, use a non-UTF-8 locale and then launch issetup to install IBM Cognos Analytics.
2. To resolve this problem when installing in Japanese, change the encoding setting of X Terminal to Shift-JIS, and then install IBM Cognos Analytics using an unattended installation. For more information, see the *IBM Cognos Analytics Installation and Configuration Guide*.

RSV-SRV-0066 a soap fault has been returned or RQP-DEF-0114 the user cancelled the request errors display in high user load environments

These errors may be in the IBM Cognos cogaudit.log if you have a high user load (over 165 users) and interactive reports are running continuously in a distributed installation.

Procedure

1. Increase the async_wait_timeout_ms parameter parameter in webapps/p2pd/WEB-INF/services/reportservice.xml file.

   For more information, see the *IBM Cognos Analytics Installation and Configuration Guide*.
2. Increase the Queue Time Limit setting to 360.

   For information, see the *IBM Cognos Analytics Administration and Security Guide*.

Problems configuring IBM Cognos Analytics

After you install IBM Cognos Analytics components, you may encounter problems when you save changes in IBM Cognos Configuration.

Ensure that you

- configure and start the services on the computer where Content Manager is located before you configure other components
- restart the IBM Cognos service after you make any configuration changes

Running Database and Index Cleanup Scripts

In some troubleshooting situations, you may be advised to start with new configuration data.

You can run SQL scripts to delete all the tables in any of the following databases that IBM Cognos Analytics components use:

- content store for data that IBM Cognos Analytics needs to operate

- delivery database for report notifications
- database for human tasks and annotations

You can run SQL scripts to delete all the tables and indexes in the logging database for log messages.

When you delete a table, its structural definition and data are deleted permanently from the database.

When you delete the indexes from a logging database, they are deleted permanently from the database.

When you restart the IBM Cognos service, a new set of required database tables and indexes are created automatically in the location specified by your configuration settings.

Procedure

1. On each computer where Content Manager is located, stop the IBM Cognos service.
2. Go to the appropriate directory:
   - To delete tables and indexes from the logging database, go to *install_location*\configuration \schemas\logging.
   - To delete tables from the content store, go to *install_location*\configuration\schemas\content.
   - To delete tables from the notification database, go to *install_location*\configuration\schemas \delivery.
   - To delete tables from the human task and annotation database, go to *install_location*\configuration \schemas\hts.
3. Go to the appropriate database directory.
4. Depending on the database and database type, run one of the following scripts in the appropriate database tool to delete the tables.

   The following table lists the script names for the content store database.

Table 5. Database type and script name for the content store database

Database type	**Script name**
Db2	dbClean_db2.sql
Db2 on z/OS®	dbClean_db2zOS.sql
Informix®	dbClean_informix.sql
Microsoft SQL Server	dbClean_mssqlserver.sql
Oracle	dbClean_oracle.sql
Sybase	dbClean_sybase.sql

   The following table lists the script names for the notification database.

Table 6. Database types and script names for the notification database

Database type	**Script name**
Db2	NC_DROP_DB2.sql
Db2 on z/OS	NC_DROP_DB2.sql
Informix	NC_DROP_IFX.sql

Table 6. Database types and script names for the notification database (continued)	
Database type	**Script name**
Microsoft SQL Server	NC_DROP_MS.sql
Oracle	NC_DROP_ORA.sql
Sybase	NC_DROP_SYBASE.sql

The following table lists the script names to clean up tables and indexes for the logging database.

For Informix, the index cleanup script must be edited if you host more than one audit logging database on the Informix instance and use them at the same time. See step 5.

Table 7. Script names to cleanup tables and indexes for the logging database.	
Database type	**Script name**
Db2	LS_dbClean_db2.sql LS_dbCleanIndexes_db2.sql
Db2 on z/OS	LS_dbClean_db2zOS.sql LS_dbCleanIndexes_db2zOS.sql
Informix	LS_dbClean_informix.sql LS_dbCleanIndexes_informix.sql
Microsoft SQL Server	LS_dbClean_mssql.sql LS_dbCleanIndexes_mssql.sql
Oracle	LS_dbClean_oracle.sql LS_dbCleanIndexes_oracle.sql
Sybase	LS_dbClean_sybase.sql LS_dbCleanIndexes_sybase.sql

The following table lists the script names for the Human Task and Annotation database.

Table 8. Script names for the Human Task and Annotation database	
Database type	**Script name**
all types	humanTaskService-dropScript.sql

5. If you have more than one audit logging database on your Informix instance, do the following:
   - Go to *install_location*\configuration\schemas\logging\informix and open the file LS_dbCleanIndexes_informix.sql in a text editor.
   - Replace every instance of IPFSCRIPTIDX with the value that you specified when you created the IPFSCRIPTIDX property in IBM Cognos Configuration. For more information, see the topic about specifying a log messages repository in the *IBM Cognos Analytics Installation and Configuration Guide*.
   - Save and close the file.

6. Start the IBM Cognos service.

Error trying to encrypt information when saving your configuration

When you save your configuration using the configuration tool, you may see an error message that the cryptographic information cannot be encrypted. An error occurred when requesting a certificate from the Certificate Authority.

The cryptographic information cannot be encrypted. Do you want to save the configuration in plain text?

Before you can encrypt your configuration settings, the computer where Content Manager is installed must be configured and running. On UNIX operating systems, ensure that you copied the appropriate .jar files to the installation location of your Java Runtime Environment. In addition, ensure that your Java environment is configured correctly, the URIs are correct, and the same certificate authority password is configured for all Content Manager computers.

On Linux operating systems, ensure that you copied the appropriate .jar files to the installation location of your Java Runtime Environment.

Also, an error message similar to the following may display:

java.lang.NoClassDefFoundError: javax/net/ServerSocketFactory.

The cryptographic error usually means the Java environment is not configured correctly. Ensure that the JAVA_HOME environment variable is set correctly and the appropriate security providers are installed, such as JSSE for JRE 1.5.

Checking the URI properties and certificate authority password

To ensure that configuration settings can be encrypted, ensure that the URI properties and certificate authority password in IBM Cognos Configuration are correct.

Procedure

1. On the Content Manager computer, start IBM Cognos Configuration.
2. In the **Explorer** window, click **Environment**.
3. In the **Properties** window, verify these properties:
   - Under **Gateway Settings** > **Gateway URI**
   - Under **Dispatcher Settings** > **External dispatcher URI** and **Internal dispatcher URI**
   - Under **Other URI Settings** > **Dispatcher URI for external applications** and **Content Manager URIs**
4. In the **Explorer** window, click **Security** > **Cryptography** > **Cognos**.
5. In the **Properties** window, under **Certificate Authority settings**, click the value for **Password**.

   Ensure that the same password is used on all Content Manager computers.
6. Save the configuration and restart IBM Cognos Analytics.

Problems generating cryptographic keys in IBM Cognos Configuration

When you uninstall IBM Cognos Analytics, some temporary folders are left behind. Reinstalling the product to the same location without first removing the temporary folders may cause problems while attempting to generate the cryptographic keys in IBM Cognos Configuration.

Procedure

1. Uninstall IBM Cognos Analytics.
2. Remove the *install_location*/temp/cam folder.
3. Reinstall IBM Cognos Analytics.

CAM-CRP-1315 error when saving configuration

When you save your configuration, an error occurs when there has been a change to your environment's trust domain.

There are several instances when the Cryptographic Keys may need to be regenerated. Beginning with Cognos 10.2.2, the traditional method to regenerate the cryptographic keys is no longer valid and the below steps would need to be followed instead. The trust domain is managed by the certificate authority associated with the content store. The following error occurs if the content store you originally used was removed or if you modified your configuration to use a Content Manager associated with a different content store after you have saved your original configuration.

CAM-CRP-1315 Current configuration points to a different Trust Domain than originally configured.

To resolve the problem, change your configuration to use the original content store or regenerate the cryptographic keys using the following steps.

Procedure

1. On the computer that reports the error, stop the Cognos services and launch **Cognos Configuration** and click **File** > **Export As**.
2. Remove the *install_location*/temp/cam/freshness file.
3. Back up the existing cryptographic keys by saving the following directories to an alternate location that is secure:
   - *install_location*/configuration/csk
   - *install_location*/configuration/certs
4. Delete the csk directory.
5. Except for the jCAPublisherKeystore file, which must be retained, clear the certs directory.
6. Repeat on all computers that report this error.
7. In IBM Cognos Configuration, save the configuration and restart the services.

CAM-CRP-0221 error when logging into the portal

After installing IBM Cognos Analytics on Microsoft Windows operating system (either a 32-bit or 64-bit system) and configuring IBM HTTP Server as the gateway, attempts to log in to the IBM Cognos Analytics portal result in an error message that contains the following:

CAM-CRP-0221 Unable to load the provider 'CAM_Crypto_TOpenSSL.dll' specified in the configuration file.

This error occurs when incompatible versions of OpenSSL libraries are loaded. To resolve the problem, load the OpenSSL libraries that are provided with IBM Cognos Analytics.

Procedure

1. On the gateway computer, go to *IBM_HTTP_location*\conf directory and open httpd.conf in a text editor.
2. Add the following lines to the file:

```
LoadFile "install_location/cgi-bin/ssleay32.dll"
```

```
LoadFile "install_location/cgi-bin/libeay32.dll"
```

where *install_location* is the path to the IBM Cognos Analytics installation directory.

Manually changing the installation directory name affects installations running under an application server

After installing IBM Cognos Analytics using the installation wizard and later renaming the installation directory or manually copying the contents to another directory, you attempted to run IBM Cognos Analytics within an application server.

One of the following problems occurs:

- IBM Cognos Analytics does not start.
- Log directories are empty.
- Logs contain a linkage error or unsatisfied link error.

When you manually change the installation directory, the information in the IBM Cognos Analytics root directory becomes invalid. To resolve the problem, you must either update the IBM Cognos Analytics root directory before you create the IBM Cognos Analytics application file to deploy to the application server or you must reinstall IBM Cognos Analytics in the original location. If you reinstall IBM Cognos Analytics, follow the process for upgrading.

Procedure

1. In the new or renamed installation directory, open *install_location*/webapps/p2pd/WEB-INF/classes/cogroot.link in a text editor.
2. Replace the path with the new location of the installation directory and save the file.
3. To build the application file to be deployed to the application server, in IBM Cognos Configuration, from the **Actions** menu, select **Build Application Files**.
4. If you built and deployed an application file to the application server before updating the cogroot.link file, undo the deployment.
5. Deploy the new application file to the application server.

   For more information about configuring IBM Cognos Analytics for another application server, see the *IBM Cognos Analytics Installation and Configuration Guide*.

Configuration data is locked by another instance of IBM Cognos Configuration

You may get an error message that the configuration data is locked by another instance of IBM Cognos Configuration.

When you start IBM Cognos Configuration, it checks to see if the cogstartup.lock file exists in *install_location*/configuration. The file may exist if a previous instance did not shut down properly or if another instance of IBM Cognos Configuration is running.

Procedure

1. If another instance of IBM Cognos Configuration is running, exit that instance.

   Otherwise, any changes you make to the local configuration may result in errors.
2. If no other instance of IBM Cognos Configuration is running, delete the cogstartup.lock file in *install_location*/configuration.
3. If the IBM Cognos service is stopped, click **Start**.

Unable to exit a tab sequence when using keyboard-only navigation in IBM Cognos Configuration

If you use the Tab key to navigate in IBM Cognos Configuration, you may experience problems exiting a tab sequence. For example, in the Properties window, you can press the Tab key to move from one property to another.

However, because IBM Cognos Configuration is a Java application, when you want to close the Properties window, you must press Ctrl+Tab.

Unable to save your configuration

You may be unable to save your configuration because you are missing a resource. For example, you delete a resource such as the Cognos namespace, a cryptographic provider, or the content store. You can specify a different database type for the content store with Oracle, Microsoft SQL Server, Informix, or Sybase. You can also configure a new cryptographic provider. You cannot specify a new Cognos namespace, but you can recreate it. However, you must then recreate your Cognos groups and roles.

Recreating the Cognos namespace

If you deleted the Cognos namespace, you must recreate it and then recreate your Cognos groups and roles.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, right-click **Authentication** and then click **New resource** > **Namespace**.
3. In the **Name** box, type a name for the resource.
4. In the **Type** box, click **Cognos**, and then click **OK**.

   The Cognos namespace displays in the **Explorer** window.
5. From the **File** menu, click **Save**.
6. Recreate the Cognos groups and roles using IBM Cognos Administration.

   For more information, see the *IBM Cognos Analytics Administration and Security Guide*.

Java error when starting IBM Cognos Configuration

When you start IBM Cognos Configuration, you may receive an error message that the Java Runtime Environment (JRE) has changed and that the current cryptographic information is not compatible with the new JRE. You may then be prompted to regenerate the cryptographic information for the new JRE or exit to switch back to the previous JRE.

This error may occur for one of these reasons:

- Your configuration data was encrypted using a different JRE than the one IBM Cognos Analytics components are currently using.
- The cryptographic information may have been corrupted.

If you click **Regenerate** in the error dialog, the IBM Cognos service is stopped and the cryptographic information is regenerated.

If you click **Exit** in the error dialog, you must set the JAVA_HOME environment variable to point to the JRE that you used to save your configuration.

On Microsoft Windows operating system, if you want IBM Cognos Analytics components to use the JRE that is installed by default, unset JAVA_HOME or set JAVA_HOME to *install_location*/bin/jre.

Note: If you want to change from one JRE to another, see the topic on changing the version of JVM that IBM Cognos Analytics components use. For more information, see the *Installation and Configuration Guide*.

Cryptographic error when starting IBM Cognos Configuration

When you start IBM Cognos Configuration, the following error message may display:

The cryptographic information may have been corrupted or the cogstartup.xml file is invalid. You may have to fix this file or remove it from disk. For more information, see the Installation and Configuration Guide.

This error occurs when IBM Cognos Analytics components detect an error in the cogstartup.xml file. This can occur when the cogstartup.xml file is manually edited and there is an error in the changed text.

To resolve the problem, replace the cogstartup.xml file with a copy from your backup location.

Restarting the IBM Cognos service to apply configuration settings

After changing default property values or adding a resource to your installation in IBM Cognos Configuration and then saving the configuration, you may not see the changes or be able to use the resource in the run-time environment.

To apply the new settings to your computer, you must restart the IBM Cognos service.

Procedure

1. Start IBM Cognos Configuration.
2. From the **Actions** menu, click the appropriate command:
   - If the IBM Cognos service is currently running, click **Restart**.

     This action starts all installed services that are not running and restarts services that are running. If you want to restart a particular service, select the service node in the **Explorer** window and then click **Restart** from the **Actions** menu.
   - If the IBM Cognos service is stopped, click **Start**.

     This action starts all installed services that are not running. If you want to start a particular service, select the service node in the **Explorer** window and then click **Start** from the **Actions** menu.

CM-CFG-029 error when trying to save a configuration that specifies a Microsoft SQL Server content store

In IBM Cognos Configuration, you try to save a configuration and the following error message is in the cogaudit.log file:

CM-CFG-029 Content Manager is unable to determine whether the content store is initialized.

EXECUTE permission is denied on object "sp_tables", database "master", owner "dbo'.

This indicates that you do not have the correct permissions to initialize a content store or create a table in the database.

Ensure that the content store user has permissions to use the sp_tables stored procedure in the master database.

Db2 not found error for Linux on System z

You installed IBM Cognos Analytics and after you ran the C8DB2.sh script, an error stating that Db2 cannot be found is displayed or written to the log files.

Procedure

1. Create a profile that sources the sqllib/db2profile from the user's home directory for the user you enter when you run the script.

   An example .profile would contain something like the following:

   ```
   if [ -f /home/db2user/sqllib/db2profile ]; then
     ./home/db2user/sqllib/db2profile
   fi
   ```

2. Run the C8DB2.sh script again.

DPR-ERR-2079 when Content Manager configured for failover

You configured multiple computers as standby computers to ensure failover for Content Manager. However, the following error message displays to the user:

```
DPR-ERR-2079 Firewall Security Rejection. Your request was rejected
by the security firewall
```

This error message can occur if you have not configured all the standby computers as valid hosts for the IBM Cognos Application Firewall.

To solve this problem, on each distributed computer, start IBM Cognos Configuration and enter the names of all the computers that you are configuring for failover.

Procedure

1. In the **Explorer** pane, click **Security** > **IBM Cognos Application Firewall**.
2. In the **IBM Cognos Application Firewall - Component Properties** window, click in the **Value** column next to **Valid domains or hosts**.
3. Click the edit icon.
4. Enter the names of all the computers that you are configuring for failover.
5. Save and start the configuration.

Importing a large deployment in Windows crashes the Java virtual machine

The Java virtual machine under Microsoft Windows operating system may crash under the following circumstances.

- The maximum Java memory setting is 1152 MB or higher.
- You are importing a large archive from a previous release of IBM Cognos Analytics.
- The archive contains large models that require upgrading.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer**, under **Environment**, **IBM Cognos services**, click **IBM Cognos**.
3. Set the **Maximum memory in MB** property to 768.

CCL-BIT-0006 error message when using WebSphere Application Server on a heavily loaded system

On a heavily loaded system that uses Websphere Application Server, some connections might terminate before IBM Cognos Analytics finishes processing a request.

You might see the following message in the *install_location*/logs cogaudit.log file:

Failure RSV-SRV-0063 An error occurred while executing the 'asynchRun_Request' command. CCL-BIT-0006 The HTTP message is unexpectedly short.

When the connection closes before the request is processed, the request is lost and the user must resubmit the request.

You can help reduce the frequency of this error by increasing the **Persistent Timeout** parameter for the **Web container transport chains** in the WebSphere Administrative Console.

Increase the time in 10-15 second intervals until the error no longer or rarely occurs.

Font on UNIX not found when starting IBM Cognos Configuration

A common problem occurs on UNIX, when you start IBM Cognos Configuration.

The following error message may display:

Font specified in font.properties not found...

This error occurs if the Java Virtual Machine (JVM) is trying to use one or more fonts that are not installed on your computer. However, the JVM should use the system default, and IBM Cognos Configuration should start and run normally.

Procedure

Add the missing fonts to your Java Runtime Environment by editing the font.properties files.

Several font.properties files, which contain standard font environment information, are installed with your Java Software Development Kit. You can find these files in the *JRE_location*/lib directory.

For more information, see the Java documentation.

ESSBASEPATH cannot be detected

For Microsoft Windows and UNIX platforms, Oracle Essbase software uses the ESSBASEPATH environment variable to locate the Essbase 11 client software. The Oracle Hyperion Enterprise Performance Management (EPM) System Installer creates ESSBASEPATH as a user environment variable.

If the IBM Cognos service is configured to run or log on as a system account, you must manually add ESSBASEPATH as a system environment variable, if it does not exist. When IBM Cognos software cannot locate the ESSBASEPATH environment variable, you receive the following error:

DB2-ERR-0044 Essbase environment variable "ESSBASEPATH" cannot be detected. Check if Essbase client is installed.

To resolve this issue, do one of the following, and then restart the IBM Cognos service:

- Double-click IBM Cognos service, and on the Log On tab, specify a user account that has access to ESSBASEPATH.
- Add ESSBASEPATH as a system environment variable.

Note that if you are upgrading to Essbase 11 software from Essbase 9 software, you must install the appropriate client and then edit the qfs_config.xml file to change the library name.

Changing the library name in the qfs_config.xml file

If you are upgrading to Essbase 11 software from Essbase 9 software, then after installing the appropriate client, you must change the library name in the qfs_config.xml file.

Procedure

1. In the *install_location*/configuration directory, open the file named qfs_config.xml.
2. Find the line of code `<provider name="DB2OlapODP" libraryName="essodp93" connectionCode="DO"/>` and change the library name from essodp93 to essodp111.
3. Save the changes.

Problems testing data source connections with IBM Cognos Analytics deployed on SAP NetWeaver Application Server 7.1.1 on UNIX

If you have deployed IBM Cognos Analytics on SAP NetWeaver Application Server 7.1.1 running on a UNIX operating system, you may receive an error when you test your data source connections in IBM Cognos Administration.

To resolve this problem, you must update the library path and all paths used for database client access in a SAP environment file named `.sapenv_`*`servername`*`.sh`, where *`servername`* is the name of your server.

Procedure

1. Go to the SAP administrator user's home directory.
2. Locate the file named `.sapenv_`*`servername`*`.sh`, where *`servername`* is the name of your server.
3. Open the file in a text editor.
4. Add *`install_location`*`/bin64` to the library path and any path locations required for database client access.

   For example, if you have installed IBM Cognos Analytics to `/server1/home/ibm/cognos/install`, your library path would look like the following:

   ```
   LIBPATH=/server1/home/ibm/cognos/install/bin64:/db/oracle/11.1.0.6/lib32:
   /server1/home/db2user/sqllib/lib32:/usr/lib:/lib:$_DEF_EXE; export LIBPATH
   ```

5. Save the file, and restart the SAP and IBM Cognos Analytics processes.
6. Test your database connections.

Group membership is missing from Active Directory namespace

If an Active Directory namespace is configured for the same forest and a user is authenticated using a credential, the group membership will be missing.

The process identity of IBM Cognos Analytics, when running as a local system account or a domain user, must have one of these privileges:

- impersonate a client after authentication
- act as part of the operating system

If the privilege is missing, there is no group membership for the authenticated user.

Note:

To update a user's expired password, you must use a domain admin account (not a local system account).

Adding group membership for an Active Directory namespace

To add group membership for an Active Directory namespace, you must add the process identity for IBM Cognos Analytics to the local security policy.

Procedure

1. From the **Start** menu, click **Settings**, **Control Panel**.
2. Click **Administrative Tools**, and then double-click **Local Security Policy**.
3. In the console tree, click **Security Settings**, **Local Policies**.
4. Click **User Rights Assignment**.
5. Add the process identity of IBM Cognos Analytics to one of the following policies:
   - Impersonate a client after authentication

     The default is Administrators, Service.

     For more information, see the library article fe1fb475-4bc8-484b-9828-a096262b54ca1033.mspx at the Microsoft Web site.
   - Act as part of the operating system

     The default is Local system.

     For more information, see the library article ec4fd2bf-8f91-4122-8968-2213f96a95dc1033.mspx at the Microsoft Web site.

   Both of these privileges give an account the ability to act as another user.

   The privilege Impersonate a client after authentication is similar to the Act as part of the operating system privilege except that it will only allow a process to impersonate after authentication, whereas the privilege Act as part of the operating system allows a process to impersonate before authentication.

   For more information, see the library article tkerbdel.mspx at the Microsoft Web site.

Query fails when using Oracle Essbase Server

You run a query to retrieve metadata or data from an Oracle Essbase server and you receive a message similar to one of the following messages:

- The IBM Cognos gateway is unable to connect to the IBM Cognos Analytics server. The server may be unavailable or the gateway may not be correctly configured.
- DB2-ERR-0005 An unknown error occurred during the login. Database error code: 1,042,006.
- XQE-DS-0006 Unable to logon to the data source.

These IBM Cognos errors can result from Windows not having enough sockets or ports available on the Microsoft Windows operating system. A lack of sufficient ports can cause data retrieval from Essbase to fail because of network communication errors.

To resolve this problem, increase the number of Windows sockets or ports that are available for program use.

Increasing the number of Windows sockets or ports

To resolve connection errors with an Oracle Essbase Server, increase the number of sockets or ports on the Microsoft Windows operating system that are available for program use by adding two entries in Microsoft Registry Editor.

Important: Use Microsoft Registry Editor at your own risk. Incorrect use may cause problems that require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly.

Procedure

1. From the Windows **Start** menu, run the regedit application.

2. In the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters directory, create a new **DWORD** value named **MaxUserPort**.
3. Set the properties for **MaxUserPort** to use a value of **65534** and a base of **Decimal**.

   The range for value is from 30000 to 65534.
4. In the same directory, add another **DWORD** value named **TcpTimedWaitDelay**.
5. Set the properties for **TcpTimedWaitDelay** to use a value of **50** and a base of **Decimal**.

   The range for value is from 30 seconds to 300 seconds, with a default value of 240 seconds (4 minutes).
6. After closing the regedit application, restart the Microsoft CRM server or restart your computer.

Results

For more information, visit the technet2.microsoft.com Web site and search on the terms MaxUserPort and TcpTimedWaitDelay.

Errors displayed when deploying to Oracle 10G Application Server

You are deploying IBM Cognos Analytics to an Oracle 10G Application Server.

The following error message may occur:

```
MDS-RUN-3213 Unable to locate database bulk load utility. Please install the
appropriate database tool for this platform ('bcp' for SQL Server, 'sqlldr'
for Oracle)
```

These errors occur because the bulk loading utilities (SQL Loader on Oracle) are not included in the deployment file created by IBM Cognos Configuration.

Procedure

To install the missing components, use the Oracle client software on the computer where you installed the Oracle 10G Application Server.

Ensure that you install SQL Loader.

CGI timeout error while connected to IBM Cognos Analytics through a Web browser

When performing operations through your Web browser, you receive the following error message:

CGI Timeout, process will be deleted from server.

The error occurs when you use Microsoft Internet Information Services (IIS) as your Web server and the gateway is configured to use CGI. IIS has a default timeout for CGI applications; you can increase the CGI timeout in IIS

Increasing the CGI timeout

To resolve a CGI timeout error in the Web browser, you can increase the duration of the CGI timeout in IIS.

Procedure

1. In the administrative tools for Microsoft Windows operating system, open Internet Information Services.
2. Under the local computer node, right-click **Websites** and select **Properties**.
3. In the **Home Directory** tab, click **Configuration**.
4. In the **Process Options** tab, increase the CGI script timeout.

Desktop icons or IBM Cognos Configuration window flicker on Windows

When you run IBM Cognos Configuration on Microsoft Windows operating system, you may notice that the desktop icons or the IBM Cognos Configuration window flickers.

Procedure

Start IBM Cognos Configuration using the -noddraw command line option.

Missing translations for object names in some locales

After you upgrade IBM Cognos Analytics or import an archive, some object names might not be localized for certain locales. For example, names display in English, and not in the specified language.

This problem might occur in the following situations:

- Cognos Analytics was upgraded to a newer version, but an older content store version was configured as the active Content Manager.
- An archive that was created with IBM Cognos Business Intelligence or an older version of Cognos Analytics was imported into a newer version of Cognos Analytics.

For example, you might encounter untranslated object names in the Catalan, Croatian, Danish, Greek, Kazakh, Norwegian, Slovak, Slovenian, or Thai locale if your IBM Cognos Business Intellignce 10.2 installation is configured with the 10.1 version of Content Manager. Support for the above-mentioned locales was added in IBM Cognos Business Intellignce versions 10.1.1 and 10.2 so your 10.1 version of Content Manager does not have these translations.

To add the translations into the Cognos Analytics environment, perform the following procedure.

Procedure

1. Start IBM Cognos Configuration on the computer where the active Content Manager service is installed.
2. From the **Actions** menu, click **Edit Global Configuration**.
3. Confirm that the required locales are listed on the **Content Locales** and **Product Locales** tabs. If the locales are missing, add them and save your changes.
4. Go to *install_location*/webapps/p2pd/WEB-INF/classes directory, and confirm that a cmmsgsRL_*locale*.properties message file exists for each required locale.
   For example, for Slovenian this message file is the cmmsgsRL_sl.properties file.
5. In the *install_location*\configuration directory, copy the updateInitialContentNames.xml.sample file and save it as updateInitialContentNames.xml.
6. Edit the updateInitialContentNames.xml file:
   a) Specify the locales that you want to add.
      For example, modify the file in the following way to display Croatian and Slovenian object names:

      ```
      <updateInitialContentNames>
      <locales>
      <locale>hr</locale>
      <locale>sl</locale>
      </locales>
      </updateInitialContentNames>
      ```

   b) Remove or comment out any other locales that are not affected by the localization issue.
   c) Save your changes.
7. Start the IBM Cognos service.
8. To add another locale later, repeat these steps.

Results

The localized object names are added during the IBM Cognos service startup process. You can view the results of the operation in the `cogaudit.log` file. The `updateInitialContentNames.xml` file is deleted in the process to prevent unnecessary updates on each restart.

Chapter 3. Security Problems

You may encounter problems when you administer security for IBM Cognos components.

Problems Setting Up Security

The topics in this section document problems you may encounter when setting up security.

Access to Entries Is Denied During Deployment

If you deploy data using the Reports Administrator role, access to security entries may be denied. By default, the Reports Administrator role does not have write access to the Cognos namespace.

Before you deploy, modify the permissions of this role to ensure that it has read and write permissions to the Cognos namespace.

Prompt to Change Passwords When Logging on to an Active Directory Namespace

When logging on to IBM Cognos components using a Microsoft Active Directory namespace, the submitted password is recognized as expired and you are prompted to change it. This occurs even if the password should still be valid. If the password is successfully changed, the behavior still occurs.

The following error message appears:

```
Your password has expired. Please change it.
```

Please type your credentials for authentication.

The solution is to set up the authority for delegated administration for IBM Cognos components. Ensure that the server name or named account for starting the IBM Cognos service is set up in the Active Directory properties as an authority for delegated administration. Without these permissions, IBM Cognos components are unable to read all user properties from the Active Directory server.

For more information, see the Active Directory documentation.

Unable to Log on

If IBM Cognos components use an Active Directory Server as the security provider, you may not be able to log on using only your user ID.

One of the following errors may appear:

```
Your password has expired. Please change it.
The provided credentials are invalid.
```

This problem occurs when the Content Manager service runs under the local system account and runs on a computer that is not part of the Active Directory Server domain.

To log on, you must qualify your user ID using the domain name. For example, when you log on, type

```
domain\user ID
```

If you still cannot log on, contact your IBM Cognos security administrator.

Certificate Authority Error When Logging on

You attempt to log on, entering a valid user ID and Password, in an environment that uses the default IBM Cognos Cryptographic Provider settings. However, the following error message appears:

```
CAM-CRP-1071 Unable to process a remote request for the common symmetric key.
The certificate with the DN 'C=CA,O=Cognos,CN=CAMUSER' issued by the Certificate
Authority with the DN 'C=CA,O=Cognos,CN=CA' is not trusted.
Reason: Exception thrown while doing CertPath validation
Cause: certificate expired on yyyymmddhhmmGMT+00:00
```

This problem occurs when the certificate issued by the Certificate Authority (CA) has expired. You can renew the certificate by saving the configuration in IBM Cognos Configuration on the computer where Content Manager is installed and then restarting the IBM Cognos service.

HTTPS DRP-ERR-2068 Error in Log File When no Error Is Reported During a Switch to HTTPS

You stopped the services on all computers in a distributed installation and configured the computers to use SSL (HTTPS). You started the services successfully, with no reported errors. However, when you checked the log file, you found an error similar to the following:

```
HTTPS DPR-ERR-2068 The administration request failed. Cannot connect to dispatcher.
```

The error occurred because when you restarted the services, the dispatchers were initializing and could not communicate with each other. During the initialization, a normal administration request could not be processed and a fault was generated. The fault was recognized as an initialization fault and so no error was shown during the startup. However, IBM Cognos Application Firewall does not distinguish between a regular fault and an initialization fault. As a security best practice, all messages are sent to the log file.

You can ignore the message in the log file.

Entries Do Not Appear for a Member of a Newly Created Group

A user who is a member of a newly created group, which is itself a member of the Query Users group, logs on. The user sees that some entries, such as My Folders, are missing. The user name may also be missing from the upper-left corner of the page.

The namespace that the user belongs to must have traverse rights to the Query Users group.

Procedure

1. On the **Security** tab in **IBM Cognos Administration**, click **Users, Groups and Roles**.
2. Next to the **Cognos** namespace, click the set properties button.
3. Click the **Permissions** tab.
4. If it is not already there, add the Query Users group to the namespace.
5. Click the check box for Query Users and ensure that **Traverse** permissions are granted.
6. Click **Apply**, and click **OK**.
7. Test with a user.

Existing Passwords May not Work in an SAP Namespace

When you log on using an SAP namespace, some previously functional passwords may no longer work.

The following error message may appear:

Unable to authenticate a user. Please contact your security administrator. Please type your credentials for authentication.

This is because of a policy change in SAP software. In previous versions of SAP software, passwords were not case sensitive. All password characters were automatically converted to uppercase. In SAP RFC 6.40, password characters are not automatically converted to uppercase and so passwords are case sensitive.

To address the password policy change, the SAP BAPI interface introduced a new configuration parameter named bapiPasswordConv. Using this parameter, you can enable or disable the functionality that automatically converts all password characters to uppercase. To ensure that all previously created passwords can still provide successful logon, set the value of the bapiPasswordConv parameter to true.

Procedure

1. Open the file bapiint_config.xml.

   This file is located in the *c8_location*\configuration directory.
2. Change the value of the bapiPasswordConv parameter to true, as shown in the following fragment of code:

```
<bapiAbapDebug value="false"/>
    <bapiTransCall value="false"/>
    <bapiCharConv value="true"/>
    <bapiCmdRecording value="false"/>
    <bapiCacheReset value="false"/>
    <bapiCallLocks value="false"/>
    <bapiSupportCancel value="true"/>
    <bapiMaxSuspendTime value="200"/>
    <bapiPasswordConv value="true"/>
```

3. Save the file.
4. Restart the IBM Cognos service.

Results

For more information, see the following SAP Notes:

- 792850 - Preparing ABAP systems to deal with incompatible passwords
- 862989 - New password rules as of Web AS ABAP 7.0/NetWeaver 2004

Users Are Repeatedly Prompted for Credentials When Trying to Log On to an SAP Namespace

When users whose user IDs or passwords contain special characters try to log on to an SAP namespace, they are repeatedly prompted for credentials and may not be granted access.

This is because SAP BW systems, version 3.5 and older, by default use a non-Unicode code page. Newer SAP systems use a Unicode code page. As a result, the default SAP server code page was modified for the SAP authentication provider to use a Unicode code page, which is SAP CP 4110.

To avoid this issue, in IBM Cognos Configuration, modify the default **SAP BW Server Code Page** parameter for the SAP authentication provider to use a non-Unicode code page, such as SAP CP 1100.

Problems Using Authentication Providers

The topics in this section document problems you may encounter when using an authentication provider.

Unauthorized users can run reports

You use Signons for authentication to create a data source connection, which allows users to use the same user name and password. Later, you modify to use an external namespace instead, such as LDAP, and the original signon is still used for authentication. This happens when the original signon was used because the information is subsequently stored in the content store.

About this task

For example, when a report is in development and testing, you create a data source connection using Signons as the method of authentication. When the report goes to production, you change the authentication to an external namespace. You think that the namespace is being used for authentication but instead the original signon username and password are being used. This could create unexpected results due to order of preference.

Procedure

1. Launch IBM Cognos Administration.
2. On the **Configuration** tab, select **Data Source Connections**.
3. Click the data source and then click the data source.
4. On the next page, click the data source again.
5. Select the check box for the sign on, then click Delete.

Results

The signon is deleted.

Expired Password Error Appears When Using Active Directory Server

You use Active Directory Server as an authentication provider. When you log on to IBM Cognos components, you see the following error message:

```
Your password has expired. Please change it.
Please type your credentials for authentication.
```

Ensure that you set up the authority for delegated administration for IBM Cognos components. The server name or named account for starting the IBM Cognos service must be set up in the Active Directory Server as an authority for delegated administration. IBM Cognos components can then read all user properties from the Active Directory server. For more information, see the Active Directory Server documentation.

Single Signon Is Not Working When Using Active Directory Server

You use Active Directory Server as an authentication provider and single signon is not working.

To ensure that users are not prompted to log on to IBM Cognos components, the following must be true:

- Active Directory is running in native mode.
- The user does not have the **Account is sensitive and cannot be delegated** attribute selected.
- For each IIS Web server, the following must be true:
  - This computer is part of the Active Directory domain.
  - If the process is running as a Local System Account, the **Trust computer for delegation attribute** is selected.
  - If the process is running as a Domain User Account, the **Account is trusted for delegation** attribute is selected.
- For each IBM Cognos Content Manager server, the following must be true:
  - This computer is part of the Active Directory domain
  - If the process is running as a Local System Account, the **Trust computer for delegation** attribute is selected
  - If the process is running as a domain User Account, the **Account is trusted for delegation** attribute is selected.
- Kerberos authentication must be the active WWW-authentication header.

Note: Kerberos will not work in an Internet zone.

Unable to Identify Required SAP Permissions

You may encounter errors using SAP BW because your SAP user signon does not have sufficient permissions. To identify the permissions needed, use the ST01 transaction.

Procedure

1. In SAP R/3, type /ST01 in the command window.
2. Under **Trace components**, select **Authorization check**.
3. Select **Change trace**.
4. In the **Options for Trace Analysis Field**, under **General Restrictions**, enter the user name of the IBM Cognos account you are tracing.

Unable to Access IBM Cognos Administration When an NTLM Namespace Is Used and Single Signon Is Enabled

When you are logged into IBM Cognos software using an NTLM namespace and single signon is enabled for your system, an IBM Cognos Application Firewall (CAF) error may occur when you try to access IBM Cognos Administration.

To avoid this problem, resolve any possible issues related to the gateway host name. You can either ensure that the gateway host name matches the gateway host or you can add the name of the gateway server to the list of valid domains and hosts.

Match the Gateway Host Name

The procedure to match the gateway host name is as follows.

Procedure

1. Open IBM Cognos Configuration.
2. In the **Explorer** window, click **Environment**.
3. In the **Properties** window, under **Gateway Settings**, ensure that **Gateway URI** specifies the correct server name or IP address and not localhost.

   Tip: We recommend specifying a server name or IP address, not localhost, for all URI properties.
4. Save the configuration.

Add the Gateway Server as a Valid Host

The procedure to add the gateway server as a valid host.

Procedure

1. Open IBM Cognos Configuration.
2. In the **Explorer** window, under **Security**, click **IBM Cognos Application Firewall**.
3. In the **Properties** window, click the **Value** column for **Valid domains or hosts** and then click the edit button.
4. Click **Add**.
5. Type the name of the gateway server in the blank row and then click **OK**.

   For more information about valid domains, see the *Installation and Configuration Guide*.
6. Save the configuration.
7. Restart the IBM Cognos service.

Unable to Automatically Connect to an SAP BW Data Source by SSO

You are unable to connect to an SAP BW data source, by SSO, even though it is configured to use an external SAP namespace for authentication.

This problem occurs if all of the following conditions are met:

- An SAP namespace is configured in IBM Cognos pointing to SAP BW System A.
- IBM Cognos users are logged on to the SAP namespace using credentials (a user name and password), and not through the SAP Portal using single sign-on.
- A data source referring to SAP BW system B is defined and is configured to use an external namespace for data source authentication. The namespace referred to as external is the SAP namespace configured for authenticating users to IBM Cognos components.
- SSO tickets are enabled for the SAP BW server associated with the SAP namespace.

The SAP provider generates and caches SAP logon tickets to be used for authentication with an SAP data source. The provider uses the current user credentials, user name and password, to generate an SAP logon ticket.

If the SAP BW system associated with the data source does not accept logon tickets because of the SAP server configuration, or if the logon ticket presented is not valid because it originates from a system in a different SAP SSO domain, data source authentication will fail.

To solve this problem, you can federate the SAP systems into one SAP SSO domain so that the ticket generated for the user in one system is valid in the other system as well. If this solution is not possible, disable the use of SAP BW SSO tickets for the provider to trigger it to fall back to passing the credentials of the current user instead of a logon ticket. The credentials must be valid for all systems accessed as a data source.

You can disable SAP SSO tickets either on the SAP BW system used as a data source, or by specifying the `bapiSSOSupport` parameter in the bapiint_config.xml file installed with IBM Cognos components. As a result, the provider will use the entered credentials of the current user for data source authentication.

To disable the use of SSO tickets for data source authentication in the bapiint_config.xml file, perform the following steps for all IBM Cognos application tier components installed in your system.

Procedure

1. Stop the IBM Cognos service.
2. Open the bapiint_config.xml file.

   This file is located in the *`install_location`*`/configuration` directory.
3. Search for the `bapiSSOSupport` parameter and change its value to 0, as shown in the following example:

   ```
   <bapiSSOSupport value="0"
   ```

   If this parameter is not specified in the file, you must add it under the root element.
4. Save the `bapiint_config.xml` file.
5. Start the IBM Cognos service.

Chapter 4. Administration problems

You may encounter problems when you administer IBM Cognos software.

Data source connection problems

Each data source can contain one or more physical connections to databases. The topics in this section document problems you may encounter when setting up a data source connection.

Cannot Connect to an SQL Server Database Using an OLE DB Connection

You cannot create a native connection to a Microsoft SQL Server using OLE DB.

The following error messages appear:

```
QE-DEF-0285 Logon failure
QE-DEF-0325 The cause of the logon failure is:
QE-DEF-0068 Unable to connect to at least one database during a multi-database
attach to 1 database(s) in: testDataSourceConnection
UDA-SQL-0031 Unable to access the "testDataSourceConnection" database
UDA-SQL-0107 A general exception has occurred during the operation "{0}"
UDA-SQL-0208 There was an error initializing "MSDA" for OLEDB
```

The solution is to ensure that MDAC version 2.71 or higher is installed. The registry of the local system should hold the MDAC version information.

Intermittent Problems Connecting to an SQL Server Database

You use SQL Server database as a reporting data source.

You test the same database connection several times. Sometimes the test succeeds, but other times you see one of the following or a similar error message:

SQL Server cannot be found.

Access denied.

In addition, when you run reports, sometimes they run but other times you see the following or a similar error message:

Connection not found - Check DNS entry or select different connection.

You may also have problems creating the database that is used for the content store.

These errors can occur if you configure named pipes instead of TCP/IP protocol as the default network library in the SQL Server Client Network Utility for a SQL Server reporting or content store database.

Content Manager Connection Problem in Oracle (Error CM-CFG-5036)

Starting the IBM Cognos Service does not create the tables in an Oracle Content Manager.

One of the following error messages is generated:

CM-CFG-5063 A Content Manager configuration error was detected while connecting to the content store.

CM-CFG-5036 Content Manager failed to connect to the content store.

CM-SYS-5007 Content Manager failed to start. Review the Content Manager log files and then contact your system administrator or customer support.

When you create a new database in Oracle, the SID name that is created has no underscore in it. You must use this SID with no underscore as the Service Name in IBM Cognos Configuration.

Procedure

1. Ensure that you can contact the Oracle instance through `tnsping <SID>` where the <SID> does not contain an underscore.
2. Configure the Oracle Content Manager connection in IBM Cognos Configuration so that the Service Name is the same as the <SID> in step 1.

Cannot Connect to an OLAP Data Source

You cannot connect to an OLAP source, such as SAP BW, Essbase, or Db2 OLAP.

Confirm the following:

- You can open the OLAP server from Microsoft Excel. Most OLAP vendors have a plug-in which allows connectivity through Excel.
- You have the correct client software installed on the relevant IBM Cognos servers. Any IBM Cognos computer which retrieves data from the OLAP source must have the appropriate client software.
- For MSAS, check that Pivot Table service is installed and the correct service pack is applied.
- You can open the OLAP source through IBM Cognos Series 7.
- You can open either the OLAP vendor samples or the IBM Cognos samples. The problem may be specific to one model, outline, or cube.
- The user making the request from IBM Cognos software is a Domain user with the appropriate access rights.

Unable to Select ODBC as the Type of Data Source Connection

Because IBM Cognos software on UNIX does not support all ODBC drivers, when you create data source connections to IBM Red Brick®, Microsoft SQL Server, or NCR Teradata databases, you cannot select ODBC as the type of data source connection.

To create an ODBC connection to these database vendors, select Other Type instead.

For the following database vendors, add the associated database codes when you type the connection string.

Table 9. Database codes used for connections string according to the associated database vendor

Database vendor	**Database code**
IBM Red Brick	RB
Microsoft SQL Server	SS
NCR Teradata	TD

Type the data source connection, as follows:

[^UserID:[^?Password:]];LOCAL;{RBSSTD};DSN= Data_Source [; UID=%s[;PWD=%s]][@ASYNC={01}] [@ Connection_Timeout/ Reply_Timeout][@COLSEQ=[Collation_Sequence]]

The following are examples of connection strings:

- ^UserID:^?Password:;LOCAL;RB;DSN=DB62SALES;UID=%s;PWD=%s@ASYNC=0
- ;LOCAL;SS;DSN=TESTSERVER

To create data source connections to Microsoft SQL Server from UNIX, you must use the DataDirect ODBC driver for SQL Server.

Error When Creating a Data Source Connection to a PowerCube

When you create a data source connection to a PowerCube where both the PowerCube and all report servers are on UNIX or Linux computers, the following error may appear:

```
The field "Windows location:" is mandatory
```

To solve the problem, type any characters in the **Windows location** field. The **UNIX or Linux location** must be correct.

Other administration problems

This section documents problems that you might encounter when administering IBM Cognos software.

Restarting Servers After Solving Content Store Problems

If the content store becomes unavailable, after resolving the problem, you must stop and restart IBM Cognos services to resume processing.

An Update or Delete Request Fails

When any property of an object changes, the version property associated with the object changes. If you try to update or delete an object, the request fails if the value of the version property changed after you retrieved the object from the data store.

For example, if two administrators read the properties of the same object at the same time, they both have the same version of the object. If they both try to update, the first update request succeeds. However, the second update request fails because the version of the object no longer matches the version retrieved from the data store.

If this happens when you submit an update request, you must read the data again to get the current version of the object and then resubmit your update request.

Higher Logging Levels Negatively Affect Performance

All the IBM Cognos services send events to the log server, which directs messages to a log file. After an error or problem occurs, you can review the log messages to obtain clues as to what happened.

Log messages also provide the status of components and a high-level view of important events, such as successful completions and fatal errors

In the server administration tool, five levels of logging are available. They range from minimal, which logs the least amount of detail and is intended for less frequent events, to full, which logs more detail and is intended for more frequent events and detailed troubleshooting purposes.

Increasing the logging level may negatively affect the performance of IBM Cognos software. The higher the level of detail logged, the more resources that are used. If performance is slow, you can try lowering the logging levels.

To access the server administration tool, you must have execute permissions for the Administration secured function.

Procedure

1. On the **Configuration** tab in **IBM Cognos Administration**, click **Dispatchers and Services**.
2. In the **Actions** column, click the set properties button for the dispatcher or configuration folder you want.
3. Click the **Settings** tab to view all the configuration settings.
4. In the **Value** column, click a new value for the following settings, each of which represents a logging category:
   - Audit logging level

- Audit run-time usage logging level
- Audit administration logging level
- Audit other logging level

Tip: If you want to reset a configuration setting to its default value, select its check box and click **Reset to parent value**.

5. Click **OK**.

Unable to Identify SAP BW Version and Corrections

You must use supported versions and patch levels of SAP BW, so you must be able to see a list of patches (correction notes) that have been applied.

For more information about supported versions, see the IBM Software Product Compatibility Reports page (www.ibm.com/support/pages/node/735235).

To see a list of correction notes that have been applied, you can run one of two transactions in R/3: SE95, or SNOTE.

In all cases, you must be authorized to run these transactions. In some cases, you may need to run the transactions using the same account that was used to apply the correction notes.

Procedure

1. In SAP R/3, type /SE95 in the command window.
2. Enter an asterisk (*) in the Last Changed By field, to view all notes.
3. Select the type of modification in the Modifications tab.

SBW-ERR-0020 Error When Running Reports Based on SAP BW Data Sources

Occasionally, when you run reports based on an SAP BWdata source, the following error message may appear:

Querying the SAP BW cube's failed. SAP error code: BAP-ERR-0002 A BAPI error has occurred in the function module BAPI_MDDATASET_GET_AXIS_DATA. &INCLUDE INCL_INSTALLATION_ERROR

This message means that SAP BWhas run out of resources.

In this situation, we recommend contacting your system administrator.

Links to Referenced Content Objects are Broken Following Deployment

After you import a deployment archive to a new location, some links for objects associated with reports do not work.

When you import content objects which contain references to other objects that are not in the target environment, these references are removed. For example, if you deploy an archive containing reports based on a metadata package that is not in the deployment archive or the target environment, then the links will remain broken even if the referenced object is subsequently created.

To solve this problem, do one of the following:

- Reimport your deployment package after the target objects have been created. The objects will be automatically linked
- Manually reconnect the links to an object.

Table or View Does not Exist for Sample Database

The schema property in each of the Framework Manager models is synchronized to run against the schemas defined in the sample databases.

If you change any of the database schemas, you receive an error connected to the Framework Manager model that says the table or view does not exist.

To solve the problem, open the model in Framework Manager and update the schema name and then re-publish all packages.

CNC-ASV-0007 Error When Calling a Report Trigger From a Web Service Task

When calling a report trigger from a Web service task, the following error message may appear:

CNC-ASV-0007 An error occurred with the agent Web service task. The operation failed. org.apache.wsif.WSIFException: CloneNotSupportedException cloning context.

This problem is related to the replacement of your existing Java Runtime Environment (JRE) by to the JRE used by IBM Cognos Analytics.

To avoid this problem, modify the bootstrap_win32.xml file in the *installation_location*\bin directory by adding the following line of code for the `spawn` element under `<process name="catalina">`:

```
<param condName="${java_vendor}" condValue="IBM">-Xss128m</param>
```

Java Virtual Machine Fails Under Load When Multiple Users Run IBM Cognos Workspace Dashboards

Using JRE 1.6 SR6 for Microsoft Windows, the following occurs:

- the Java PID disappears
- the Java core is not generated
- the Java.exe disappears
- there is no sign of a memory leak or high CPU utilization
- when the java.exe fails, the following error is reported in the Microsoft Windows Event Viewer:

  Faulting application java.exe, version 6.0.0.0, faulting module j9jit24.dll, version 2.4.0.42924, fault address 0x002ec4c2.
- both the cgsLauncher and BIBus processes become orphans and a new Java process is launched
- no errors are written to IBM Cognos Analytics, version 10.1, log files

The workaround is to set the TR_DisableEBPasGPR environment variable to TR_DisableEBPasGPR = 1, before starting the Java Virtual Machine (JVM).

Oracle Essbase Version 11 Substitution Variables Must Be Set at the Cube Level

In IBM Cognos Analytics, for Microsoft Windows operating systems, substitution variables that are created using the application manager on the Oracle Essbase server can be used to alter the context of a report. For example, by using substitution variables, such as current month or current quarter, you can change the assigned value in one place and the appropriate reports are dynamically updated when the report is run in all IBM Cognos studios. A given substitution variable can be set for an entire server, an application, or a database.

Substitution variables that are created with Oracle Essbase version 11 and intended for use with IBM Cognos Analytics can only be set at the cube level (application or database). but not at the server level. The following Db2 error message is displayed all IBM Cognos studios when attempting to load a cube that contains a substitution variable created at the server level:

```
DB2-ERR-0033 An error occurred while trying to access the substitution variables.
Database error code: 1,051,085.
```

```
Code 1051085 corresponds to the following Oracle Essbase error message:
You do not have sufficient access to get this substitution variable.
```

CNC-SDS-0413 Error when executing a scheduled report

When executing a scheduled report, the user authentication fails with the following error message:

CNC-SDS-0413 There is a problem in executing the task. The user authentication failed. It may not be possible to rerun the task.

About this task

The report fails because the credentials are invalid. Invalid credentials can occur when the user password has expired or been altered, or the user account is invalid. When credentials are invalid, the current user credentials do not match the credentials stored in the Content Store database. You can use a job and schedule monitor service (JSM) trace, previously known as scheduling and delivery service (SDS), to help trap the errors related to the scheduled reports.

If the schedule is using an invalid user account, login as a valid user, schedule the report using the valid account, and click Save. The schedule will now use the valid user account. If the credentials are invalid because they have expired or have been altered, you must renew the credentials.

Procedure

1. In **My Preferences**, renew your credentials.
2. Test for the error.

   You can do this by scheduling the reports to run or creating a trigger to run the reports.

Chapter 5. Problems Authoring Reports

IBM Cognos Analytics - Reporting can be used to create different types of reports, including lists, crosstab reports, charts, and user-designed reports.

You may encounter problems when authoring reports in Reporting or IBM Cognos Query Studio.

Problems Creating Reports

Planned, professional reports are created in IBM Cognos Analytics - Reporting, and ad hoc reports are created in IBM Cognos Query Studio.

The topics in this section document problems you may encounter when creating reports.

Chart Labels Overwrite One Another

In IBM Cognos Analytics - Reporting and Query Studio, if you define a chart and render it in HTML or PDF format using the default sizes, the axis labels of the chart may overwrite each other.

To avoid this problem, make the chart wider or taller by modifying the height and width properties of the chart or enable the **Allow skip** property.

Chart Shows Only Every Second Label

You create a report that includes a chart. The **Allow skip** property is set to false, but when you run the report, labels are skipped.

This can occur if there is not enough room for all labels and the properties **Allow 45° rotation**, **Allow 90° rotation**, and **Allow stagger** are also set to false. IBM Cognos Analytics has no options for making the labels fit, so it skips every second label.

The solution is to select either **Allow 45° rotation**, **Allow 90° rotation**, or **Allow stagger**.

Chart Gradient Backgrounds Appear Gray in Internet Explorer

In IBM Cognos Analytics - Reporting, you can define a custom palette for a chart that includes a gradient. When the chart is rendered in HTML format in Microsoft Internet Explorer, the chart background appears gray. This is an Internet Explorer issue.

To avoid this problem, select the chart and define the color white as the chart background.

For more information, see the Microsoft Knowledge Base article # 294714 at http://support.microsoft.com.

Division by Zero Operation Appears Differently in Lists and Crosstabs

If you have a list that accesses a relational data source, a calculation containing a division by zero operation appears as a null value, such as an empty cell. In a crosstab, the division by zero operation appears as /0.

This happens when the query property **Avoid division by zero** is set to **Yes**, which is the default.

To have a consistent display of null values in lists and crosstabs, define an if-then-else statement in the expression in the crosstab cell that changes the value /0 to the value null.

Application error appears when upgrading a report

When upgrading a report, the following error appears if the report contains data items in the page layout that are not in a data container:

```
RSV-SRV-0040 An application error has occurred. Please contact your Administrator.
```

This error occurs when IBM Cognos Analytics cannot determine the query reference for a data item. Such data items are identified by a red circle with a white x icon.

To correct the error, drag the data items into a container. If the container is a list, we recommend that you drag the data items into the list page header or footer, or the overall header or footer. If you want to see the first row of the item on each page or in the overall report, drag the item to the list page header or overall header. If you want to see the item's last row on each page or in the overall report, drag the item to the list page footer or overall footer.

Tip: If a header or footer does not exist, create it.

Nested List Report Containing a Data Item That is Grouped More Than Once Does Not Run After Upgrade

When you upgrade a nested list report that contains a data item that is grouped in both lists, the report does not run.

The following error occurs when the report is run against a dimensional data source and both lists are using the same query. This error does not occur if the report is run against a relational data source.

OP-ERR-0199: The query is not supported. The dimensions on the edge are inconsistent. The dataItems from dimension="[Product line]" must be adjacent.

For example, you have a list that contains the grouped items Product line and Product type and a nested list that contains the data items Year, Quarter, Product line, and Unit sale price. Year, Quarter, and Product line are grouped items in the nested list.

To resolve the issue, delete the data item that is grouped in both lists from the inner list.

Procedure

1. Click anywhere in the report.
2. Click the **Show properties** icon, and In the **Properties** pane, click the **Select ancestor** icon and click the **List** link that represents the inner list.
3. Double-click the **Grouping & sorting** property.
4. In the **Groups** pane, select the data item that you want and press the Delete key.

Background Color in Template Does not Appear

When creating a Query Studio template in IBM Cognos Analytics - Reporting, if you add a list object and change its background color, the color change does not appear when you apply the template to a Query Studio report.

To work around this issue, do one of the following:

- Edit the style sheet (CSS) classes for lists in Cognos Analytics - Reporting.
- Do not add any objects to the page body when you are creating a Query Studio template.
- Leave the page body blank.

Subtotals in Grouped Lists

When using an IBM Cognos PowerCube that contains a ragged hierarchy, if you group on the first level in the hierarchy, subtotals may appear in the wrong place or show wrong values.

To resolve the issue, group on the second level.

Metadata Change in Oracle Essbase Not Reflected in Reports and in the Studios

When there is a metadata change on the Oracle Essbase server, the change is not immediately reflected in the metadata tree in the studios. In addition, when a report is run, the report does not pick up the republished changes.

To view the new structure, you must restart the IBM Cognos Content Manager server.

Relationships Not Maintained in a Report With Overlapping Set Levels

In a report, the relationship between nested or parallel member sets at overlapping levels in the same dimension may not always be maintained.

For example, a named set in the data source that contains members from both a Year and Month member is nested under Year, but is not properly grouped by year.

In another example, an error message such as this appears:

OP-ERR-0201 Values cannot be computed correctly in the presence of multiple hierarchies ([Product].[B1], [Product].[Product]) that each have a level based on the same attribute (Product).

This problem occurs in the following scenarios involving non-measure data items X and Y, which overlap in the same dimension:

- X and Y together as ungrouped report details
- Y nested under X
- Y appended as an attribute of a group based on X

When using named sets, or sets that cover more than one level of a hierarchy, do not use sets from the same dimension in more than one place in the same report. They should appear on only one level of one edge.

Creating Sections on Reports That Access SAP BW Data Sources

SAP BW data sources may have problems with sections in reports under different circumstances:

If a section in a report uses the lowest-level query item in a ragged hierarchy, such as the children of the not assigned node, the following BAPI error may appear:

BAPI error occurred in function module BAPI_MDDATASET_SELECT_DATA. Value <valueName> for characteristic <cubeName> unknown

For more information about working with ragged or unbalanced hierarchies, see the *IBM Cognos Analytics - Reporting User Guide*.

Lowest-level Query Item in a Ragged Hierarchy

The solution is to remove the section from the lowest-level query item.

Several Multicubes with SAP Variables

The solution is to use one SAP multicube when creating sections in reports.

Error Characters (--) Appear in Reports

When you run a report, you see two dash (--) characters in your report instead of values.

These characters may appear if you use an OLAP data sources other than PowerCube and Microsoft SQL Server 2005 Analysis Services (SSAS), and you apply aggregation to calculations and measures that use rollups other than Sum (Total), Maximum, Minimum, First, Last, and Count.

All other types of rollup either fail or return error cells, which typically display as two dash characters (--).

This problem occurs in, but is not limited to, the following:

- footers
- aggregate function
- summary filters and detail filters that use a summary
- detail, summary, and context filters that select more than one member of a hierarchy that is used elsewhere on the report

If you are working with a SSAS 2005 data source, these characters may also appear in summary cells if you use an OR filter in the summary. To avoid this problem, do not use OR filters in summaries.

Function Unreliable with Sets

If you create an expression that uses the `descendants` function with sets, you may encounter unpredictable results. Some expected members may be missing or may have blank captions or labels.

This problem occurs if the `descendants` function uses a set as its first parameter instead of a single member and if the `descendants` function is nested under another data item from the same hierarchy.

To avoid this problem, replace the first parameter in the `descendants` function with the function `currentmember(H)`, where H is the hierarchy of the desired set and under which the expression is nested. For example, use `descendants(currentmember(H)`.

Columns, Rows, or Data Disappear With SSAS 2005 Cubes

Microsoft SQL Server 2005 Analysis Services (SSAS) has a feature called AutoExists that removes tuples that have no facts at the intersection of two hierarchies of the same dimension.

Columns, rows, or data can disappear if you set the default member of a hierarchy to a member that does not exist with every other member in the dimension. To avoid this problem, change the default member that caused the disappearance to a member that exists with all other members in the dimension.

Columns, rows, or data can also disappear if members are specified that result in one or more non-existent tuples. There is currently no workaround for this scenario. For more information, see Microsoft Knowledge Base article #944527 at http://support.microsoft.com.

You may also encounter unexpected results if the default member of a hierarchy is a member that doesn't also exist in all other hierarchies in the dimension, and if you query members from different hierarchies in the same dimension.

For example a crosstab includes the following (using the Adventure Works cube):

- Rows: Generate([Adventure_Works].[Account].[Accounts],set([Balance Sheet],[Units])) nested with children([Adventure_Works].[Department].[Departments]->:[YK].[[Department]].[Departments]].&[1]]])
- Column: [Adventure_Works].[Account].[Account Number].[Account Number]
- Measure: [Adventure_Works].[Measures].[Amount]

You run the report and notice that the query renders with some blanks cells. You then apply the simple detail filter [Amount]>1 and run the report. Only row labels are displayed and all data and columns are missing.

In the Adventure Works cube, the [Account].[Accounts] attribute has a default member set to [Net Income]. When evaluating the GENERATE set expression, SSAS looks in the entire cube space and looks at all coordinates for the [Account] dimension. These coordinates include both [Account][Account Type].&[] and [Account].[Accounts].[Net Income]. Because these two coordinates don't exist within the same hierarchy, SSAS returns an empty set.

To avoid this problem the SSAS administrator must set the default member in the cube to a member that exists in all other hierarchies.

Unexpected Cell Formatting in Reports

When using data sources other than OLAP and you run a report, cell formatting may not appear as expected. For example, some cells may appear very small. This could be caused by null values returned from the query.

To specify what appears for a data container when there are null values in a query, refer to the *IBM Cognos Analytics - Reporting User Guide*.

You may also see an Invalid Dates message in some cells. This issue is specific to Transformer and occurs when cubes are constructed with unknown date values. For more information, see the *IBM Cognos Transformer User Guide*.

Report Differences Between TM1 Executive Viewer and IBM Cognos Analytics with TM1 Data Sources

When using an IBM Cognos TM1® data source, comparable reports created in IBM Cognos Analytics and in TM1 Executive Viewer may contain different cell values. This occurs because the TM1 Executive Viewer product uses an algorithm for selecting default members for non-projected dimensions that differs slightly from traditional OLAP clients.

To avoid this problem, when filtering your reports in IBM Cognos Analytics, use context filters that match the default selections shown in the Executive Viewer user interface. This ensures that the cell values in IBM Cognos Analytics match the values in Executive Viewer.

Order of Metadata Tree Differs for TM1 Data Sources

When using a an IBM Cognos TM1 data source, the order of members in the metadata tree of the **Source** tab in IBM Cognos Analytics may differ from the order shown in TM1 Architect.

By default, TM1 Architect renders members of hierarchies using a slightly different algorithm than does IBM Cognos Analytics. IBM Cognos Analytics automatically renders member metadata from TM1 data sources in hierarchical order.

From within TM1 Architect, if you want to see how IBM Cognos Analytics will render a hierarchy, click the **Hierarchy Sort** button.

MSR-PD-0012 error when importing external data

When you try to import an external data file, you receive an MSR-PD-0012 error.

MSR-PD-0012: Unable to upload the specified external data file. It exceeds the permitted file size of "0(KB)", as specified by your system administrator.

This error occurs when the size of the file you are trying to import is greater than the value specified for the **Maximum external data file size (KB)** governor in the Framework Manager model.

To resolve the issue, the modeler must update the governor, save the model, and republish the package.

MSR-PD-0013 error when importing external data

When you try to import an external data file, you receive an MSR-PD-0013 error.

MSR-PD-0013: Unable to upload the specified external data file. It exceeds the permitted maximum number of rows "0", as specified by your system administrator.

This error occurs when the number of lines in the file you are trying to import is greater than the value specified for the **Maximum external data row count** governor in the Framework Manager model.

To resolve the issue, the modeler must update the governor, save the model, and republish the package.

Problems Calculating Data

The topics in this section document problems you may encounter when using expressions to calculate data or when aggregating data in your reports.

Summaries in Query Calculations Include Nulls with SAP BW Data Sources

When using an SAP BW data source in IBM Cognos Analytics - Reporting, null values in the database are returned in the result set and the `count` summary function includes the empty cells in the following scenarios:

- A query calculation includes an arithmetic calculation where one or more NULL operands and an aggregation is performed on the calculation.
- The result of a query calculation is a constant, such as `current_time` and `current_date`.

The `count` summary function should normally exclude null values.

To avoid this problem, for the first scenario, ensure that both operands do not return null values. For example, the original expression is [num1]+[num2]. Instead, use the following expression:

`if` ([num1] is null) `then` (0) `else` ([num1])

`if` ([num2] is null) `then` (0) `else` ([num2])

There is no workaround for the second scenario.

Null Results for Calculations Using SAP BW Data Sources

When using a SAP BW data source, the expression you use in your calculation is evaluated as a null value if your expression contains a null item. For example, in the calculation some_expression = result, the result is null if a row or column that the expression references includes a null value.

To avoid obtaining null values as the result of your calculations, suppress null values before you create the calculation.

Unexpected Summary Values in Nested Sets

If a report contains nested sets, summaries other than the inner set summaries may contain unexpected values. For example, you insert a summary in a crosstab that contains a set with years in the rows.

	Revenue
2012	1,495,891,100.9
2013	1,117,336,274.07
Total	2,613,227,374.97

Figure 1. Example of revenue numbers for the years 2012 and 2013

You then nest a product line set within years.

		Revenue
2012	Camping Equipment	500,382,422.83
	Golf Equipment	230,110,270.55
2013	Camping Equipment	352,910,329.97
	Golf Equipment	174,740,819.29
Total		2,613,227,374.97

Figure 2. Example of revenue numbers for the listed products for the years 2012 and 2013

Notice that the summary value does not change to represent the total of the new values. This occurs because the within set aggregation used with dimensional packages does not take into account sets that are nested below the set that is summarized.

To show the correct summary values, if the inner and outer sets do not belong to the same dimension, you can nest a copy of the inner summary item under the outer summary item, as follows.

		Revenue
2012	Camping Equipment	500,382,422.83
	Golf Equipment	230,110,270.55
	Total	730,492,693.38
2013	Camping Equipment	352,910,329.97
	Golf Equipment	174,740,819.29
	Total	527,651,149.26
Total	Total	1,258,143,842.64

Figure 3. Example of the combined aggregate set for the years 2012 and 2013

Incorrect Results in Summaries When Using OLAP Data Sources

When using an OLAP data source, summaries that use `for` clauses give incorrect results.

This occurs because `for` clauses require access to the detail rows of the fact table. OLAP data sources do not have detail rows.

For example, this report uses a dimensionally-modeled relational (DMR) data source and contains the following summaries:

- mx: `maximum` ([Revenue] `for` [Year (ship date)])
- mx2: `maximum` (Aggregate([Revenue]) `for` [Year (ship date)])

Year	Quarter	Revenue	mx	mx2
2010	Q1 2010	221,704,705.31	252,408.9	235,750,316.25
	Q2 2010	222,143,384.57	252,408.9	235,750,316.25
	Q3 2010	235,750,316.25	252,408.9	235,750,316.25
	Q4 2010	234,754,397.59	252,408.9	235,750,316.25
2010 - Summary		**914,352,803.72**		
2011	Q1 2011	293,228,460.53	292,402.7	306,706,702.72
	Q2 2011	278,180,759.96	292,402.7	306,706,702.72
	Q3 2011	281,079,666.95	292,402.7	306,706,702.72
	Q4 2011	306,706,702.72	292,402.7	306,706,702.72
2011 - Summary		**1,159,195,590.16**		
2012	Q1 2012	344,124,267.07	363,575.08	391,874,462.51
	Q2 2012	391,874,462.51	363,575.08	391,874,462.51
	Q3 2012	378,118,012.54	363,575.08	391,874,462.51
	Q4 2012	381,774,358.78	363,575.08	391,874,462.51
2012 - Summary		**1,495,891,100.9**		
2013	Q1 2013	471,624,367.69	349,132.3	479,269,923.82
	Q2 2013	479,269,923.82	349,132.3	479,269,923.82
	Q3 2013	166,441,982.56	349,132.3	479,269,923.82
2013 - Summary		**1,117,336,274.07**		
Overall - Summary		**4,686,775,768.85**		

Figure 4. Example list report that uses a dimensionally-modeled relational data source and revenue for four years

Notice that the mx and mx2 values are different, where mx2 is based on visible data, but mx is not. This result is correct.

The following report uses an OLAP data source and contains the same summaries.

Year	Quarter	Revenue	mx	mx2
2010	2010 Q 1	221,704,705.31	235,750,316.25	235,750,316.25
	2010 Q 2	222,143,384.57	235,750,316.25	235,750,316.25
	2010 Q 3	235,750,316.25	235,750,316.25	235,750,316.25
	2010 Q 4	234,754,397.59	235,750,316.25	235,750,316.25
2010 - Summary		914,352,803.72		
2011	2011 Q 1	293,228,460.53	306,706,702.72	306,706,702.72
	2011 Q 2	278,180,759.96	306,706,702.72	306,706,702.72
	2011 Q 3	281,079,666.95	306,706,702.72	306,706,702.72
	2011 Q 4	306,706,702.72	306,706,702.72	306,706,702.72
2011 - Summary		1,159,195,590.16		
2012	2012 Q 1	344,124,267.07	391,874,462.51	391,874,462.51
	2012 Q 2	391,874,462.51	391,874,462.51	391,874,462.51
	2012 Q 3	378,118,012.54	391,874,462.51	391,874,462.51
	2012 Q 4	381,774,358.78	391,874,462.51	391,874,462.51
2012 - Summary		1,495,891,100.90		
2013	2013 Q 1	471,624,367.69	479,269,923.82	479,269,923.82
	2013 Q 2	479,269,923.82	479,269,923.82	479,269,923.82
	2013 Q 3	166,441,982.56	479,269,923.82	479,269,923.82
	2013 Q 4		479,269,923.82	479,269,923.82
2013 - Summary		1,117,336,274.07		
Overall - Summary		4,686,775,768.85		

Figure 5. Example list report that uses a dimensional data source and revenue for four years

In the example report, mx and mx2 values are now the same. Both summaries are based on visible data. The mx value is incorrect.

Incorrect results also appear for footer summaries.

To avoid this problem, when using OLAP data sources, ensure that the parameter that precedes the `for` clause is an `aggregate` function.

Incorrect Results with IBM Cognos PowerCubes and Time Measures

If a report uses an IBM Cognos PowerCube data source and a combination of data items, you will encounter incorrect results.

The following combination of data items in a report that uses an IBM Cognos PowerCube data source will give incorrect results.

- a measure with a **Time State Rollup** set to **Average** or **Weighted Average**
- an `aggregate` (*members from time dimension*) expression
- an intersection with a member in a relative time hierarchy

To avoid incorrect results, do not use this combination in your reports.

Unexplained Discrepancies in Number Calculations

You might find unexplained discrepancies in number calculations due to round-off errors.

For example:

- You run regression tests and find differences in numbers. They are different only because of the rounding off of decimal places.
- You choose not display zeros in reports, but the zeros are displayed anyway because there are decimal places (0.00000000000000426, for example) that are rounded off to zero in reports.

Round-off problems are not specific to IBM Cognos software. They can occur in any environment where rounding off occurs.

Binary Round-Off Errors

Discrepancies in calculations might occur due to binary round-off errors. For example, if the number 1.1 is represented as a binary floating point number and your report format includes a large number of decimal places, the number 1.1 might actually be something like 1.09999999999997.

If your report is formatted to use only one decimal point, decimal round-off takes place, compensating for the binary round-off. So the number appears to be 1.1 when it is really 1.09999999999997. When the number is used in calculations, you might get round-off errors. For example, Microsoft Excel calculations use binary numbers (without rounding off decimal places) but formatting in reports shows rounded off decimal places, which can create small discrepancies.

Division Round-Off Errors

Calculations that involve division typically incur round-off errors, regardless of how the numbers are represented. Examples of such calculations are Average and Percent of Base.

Design Guidelines to Minimize Round-Off Effect

The best solution is to change the underlying database schema or cube model but that may not always be possible. Another solution is to minimize the round-off effect by following these guidelines when authoring reports and creating models in IBM Cognos Framework Manager and external OLAP cubes:

- Avoid storing data in floating point format whenever possible. This is especially true for currency values, which should be stored as either fixed-point decimals or as integers with a scale value such as 2.

  For example, in a cube, the Revenue for Camping Equipment in 2012 is $20,471,328.88. If revenue details are stored as floating point numbers, round-off errors might occur when revenue is calculated.

  The round up errors might have slight differences, depending on the order of calculation. If revenue for Products is calculated first and revenue for Time is calculated second, you might get a different round-off error than if Time is calculated first and Products is calculated second.

  Total revenue might be calculated as the number shown in the previous example. Or there might be slight discrepancies, for example, $20,471,328.8800001 as opposed to $20,471,328.88. The internal number might be slightly different than what is displayed. The number might even be for different runs of the same report, depending on the order that the OLAP engine uses for calculation.
- In reports, avoid division whenever possible. When division is unavoidable, try to do it as late as possible in the calculation process. For example, instead of Total([Revenue]/1000), use Total([Revenue])/1000.
- When doing comparisons, add a margin to allow for round-off. For example, you may want [Profit %] to be a fractional value formatted as a percentage with no decimals. However, the filter [Profit %]<>0 (or [Profit %] NOT BETWEEN 0 and 0) rejects zero values and may still return values that appear to be 0% after formatting.

  To avoid this, filter in one of these two ways:

  – [Profit %] NOT BETWEEN -0.005 and 0.005
  – ([Profit %] <- 0.005) OR ([Profit %]> 0.005)

Note that 0.005 is equivalent to 0.5%, which displays as either 0% or 1%, depending on floating point precision losses.

In some cases, you may prefer control round-off errors by rounding values explicitly. For example, instead of [Profit %], use round([Profit %],2).

- Recalculate numbers every time instead of reusing calculations that might contain rounded off decimals.

There might be additional considerations for Microsoft Analysis Services 2005/2008, especially when comparing report results from different runs (as happens in Lifecycle Manager). Refer to Microsoft documentation for more information.

Error when filtering on a _make_timestamp column

You cannot filter on a _make_timestamp column. If you do that, the following error messages appear:

```
UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive

UDA-SQL-0206 The OLEDB driver returned the following value:
HRESULT= DB_E_CANTCONVERTVALUE

RSV-SRV-0025 Unable to execute this request
```

The solution is to apply the filter after aggregation, and not before.

Problems Distributing Reports

The topics in this section document problems you may encounter when distributing reports.

A Report Link in an Email Notification Does Not Work

If a report link in an email notification does not work, the Gateway URI may not be configured correctly.

You must change the host name portion of the Gateway URI from localhost to either the IP address of the computer or the computer name. If the URL in the email contains localhost, remote users cannot open the report.

Report Contains No Data

In IBM Cognos Event Studio, if an agent running against a dimensionally-modeled data source passes values to a report based upon a relational source, the report may contain no data.

When the source is dimensional, the agent passes member unique names (MUNs) to the target report. If the target report is based upon the same dimensional source, the report runs correctly. However, if the report is based upon a relational source, the agent must pass values (not MUNs) for the report to run correctly.

Procedure

1. Drag the data item from the **Insertable Objects** tree to the **Value** field in the report task page.
2. Click in the field.
3. From the **Insert** menu, click **Caption**.

Hyperlinks in Email Messages Are Stripped Out When the Agent is Saved

In Event Studio, hyperlinks are stripped out when the agent is saved. The administrator must allow email links to ensure that the links remain in emails created by agents.

Procedure

1. To allow links in an email, do the following:

- Add the following line to templates/ps/system.xml: <param name="allow-email-links">true</param>
- Restart the server.

Note: Adding this setting does not fix existing agents.

2. To insert a link in an email, do the following:
   - Highlight some text in the email.
   - Press Ctrl-K.
   - Enter a URL into the box that appears.

Errors When Running Web Service Tasks

When running a Web service task, you might encounter errors.

You must modify one the following files to add the ThreadStackSize (Xss) parameter:

- bootstrap_win32.xml in the bin folder for a 32-bit installation
- bootstrap_win64.xml in the bin64 folder for a 64-bit installation

Adding this parameter prevents these errors:

CNC-ASV-0001 The Following Agent Service General Error Occurred: java.lang.StackOverflowError

CNC-ASV-0007 An error occurred with the agent Web service task.

Procedure

1. Open the appropriate version of the *install_location*\bin\bootstrap_win.xml file in an XML editor.
2. Add the following text for the parameter (shown in bold) exactly as shown here:

```
...
<condValue="Sun">-XX:NewSize=${dispatcherMaxMemoryBy4}m</param>
        <param condName="${java_vendor}" condValue="Sun">-XX
        <process name="catalina"> ...<param condName="${java_vendor}"
            condValue="Sun">-XX:MaxPermSize=512m</param><
            param condName="${java_vendor}"
            condValue="IBM">-Xss512m</param>
```

The maximum stack size (Xss) parameter is set to 512 MB to avoid an overflow exception error.

Cannot Call the SDK from Event Studio

Even though IBM Cognos Event Studio has a feature to insert a web service as a task, it is not possible to call the IBM Cognos SDK web service. Due to the complexity of the SDK and complex data types and options, the web service feature in Event Studio does not handle the IBM Cognos SDK.

The exception to this rule is the trigger command that can be called from Event Studio.

Chapter 6. Problems Running, Viewing, or Printing Reports and Analyses

You may encounter problems when running, viewing, or printing reports.

Problems Running Reports and Analyses

The topics in this section document problems you may encounter when running reports.

Summaries in a report do not correspond to the visible members

If a crosstab or chart created in IBM Cognos Analytics - Reporting using a dimensional data source has a context-dependent set function such as `filter` or `topCount` on an edge, summaries do not correspond to the visible members.

This problem occurs because a summary that has the query property **Use set aggregation** set to **Yes**, which produces an expression that contains the `within set` clause, uses a set that is dependent on the members that it intersects with on the opposite edge. For example, the following crosstab has the top three products returned as columns. The expression used to generate the columns is

`topCount` ([Product],3,[Return quantity])

where [Product] is the level.

Return quantity	*BugShield Lotion*	*BugShield Extreme*	*Sun Shelter 30*	Total	Minimum
Americas	*25,219*	*19,870*	*13,814*	**62,392**	**17,303**
Asia Pacific	*22,822*	*19,171*	*6,389*	**54,758**	**12,765**
Northern Europe	*8,325*	*14,634*	*4,065*	**32,936**	**8,325**
Central Europe	*17,627*	*13,854*	*14,089*	**45,570**	**13,854**
Southern Europe	*7,196*	*4,726*	*5,401*	**20,220**	**5,790**
Total	***81,189***	***72,255***	***43,758***	**215,876**	**58,037**
Minimum	***7,196***	***4,726***	***4,065***	**20,220**	**5,790**

Figure 6. A crosstab showing that the summary values for all rows do not correspond to the visible members.

The summary values for **Total** and **Minimum** for all rows except **Central Europe** do not correspond to the member values in the crosstab. This means that the top three products returned in all regions except for Central Europe are not Bug Shield Lotion, Bug Shield Extreme, and Sun Shelter 30. Note that the summary values for **Total** and **Minimum** for all columns do correspond to the visible member values. That is because those summary values represent the total and minimum quantities returned for those three products in each region.

You can see what the top three products returned in each region are by dragging the columns to the right of the rows.

Americas	*BugShield Lotion*	*25,219*
	BugShield Extreme	*19,870*
	TrailChef Water Bag	*17,303*
	Minimum	**17,303**
	Total	**62,392**
Asia Pacific	*BugShield Lotion*	*22,822*
	BugShield Extreme	*19,171*
	Single Edge	*12,765*
	Minimum	**12,765**
	Total	**54,758**
Northern Europe	*BugShield Extreme*	*14,634*
	Star Peg	*9,977*
	BugShield Lotion	*8,325*
	Minimum	**8,325**
	Total	**32,936**
Central Europe	*BugShield Lotion*	*17,627*
	Sun Shelter 30	*14,089*
	BugShield Extreme	*13,854*
	Minimum	**13,854**
	Total	**45,570**

Figure 7. A single-edge crosstab showing the Total Returned Products and Minimum Returned Products for each region

To obtain summary values that reflect the visible members, modify the expression of the data item containing the context-dependent set function so that it includes a tuple that is locked to the default member of every hierarchy that appears on the opposite edge. For this example, modify the expression to the following:

`topCount` ([Product],3,`tuple`([Return quantity], `defaultMember`([Retailer site])))

where [Product] is the level and [Retailer site] is the hierarchy.

When you run the report, all summary values reflect the visible members in the crosstab.

Return quantity	*BugShield Lotion*	*BugShield Extreme*	*Sun Shelter 30*	Total	Minimum
Americas	*25,219*	*19,870*	*13,814*	**58,903**	**13,814**
Asia Pacific	*22,822*	*19,171*	*6,389*	**48,382**	**6,389**
Northern Europe	*8,325*	*14,634*	*4,065*	**27,024**	**4,065**
Central Europe	*17,627*	*13,854*	*14,089*	**45,570**	**13,854**
Southern Europe	*7,196*	*4,726*	*5,401*	**17,323**	**4,726**
Total	***81,189***	***72,255***	***43,758***	**197,202**	**42,848**
Minimum	***7,196***	***4,726***	***4,065***	**17,323**	**4,065**

Figure 8. A crosstab showing the return quantity of products in different regions of the world

Unexpected Results for Analysis Studio Reports Using Suppression and Nested Rows

In IBM Cognos Viewer, you run an IBM Cognos Analysis Studio report for which page breaks have been set. Detail items appear only on the page that contains the item for which suppression is applied, and only summary items appear on all other pages.

This may occur because of the following combined conditions:

- The report contains nested levels.
- Suppression is applied to an item nested inside the outermost group.
- In the report options, the page breaks setting is applied to the outermost groups on rows.

To avoid this result, in Analysis Studio you can do one of the following:

- In the report options, clear the page breaks setting.
- Move the outermost group to the context filter area before applying suppression.
- Remove all suppression.

  You can also run the report as is. To prevent this message from appearing, from the **Run** menu, click **Report Options**. On the **Display** tab, clear the checkbox under **Warning page**.

  If you do not have access to Analysis Studio, contact your administrator.

Defining Languages for OLAP Data Sources

The first time you publish a cube definition, you must identify all the languages that represent the data contained in the cube. If you add a language to the model after the cube is published, users with locales that match the added language locale may find that Analysis Studio does not recognize references to the member unique names. There is no impact on users whose locale matches the original language list.

Crosstab Shows Percentage But Chart Shows Values

When the crosstab calculates the percentage of the total for an item, the chart does not show the values as a percentage.

Cannot Drill when Caption Represents a Blank or a Zero-length String

A dimensional model over relational data may return a zero length or blank caption in the row or column in Analysis Studio. When it does, you cannot drill up or down from the set because no link appears.

If this occurs, you can right-click the caption and select **Drill Up** or **Drill Down** in the shortcut menu.

DPR-ERR-2082 The Complete Error Has Been Logged by CAF With SecureErrorID

You cannot run a report.

The following error messages appear:

DPR-ERR-2082 An error has occurred. Please contact your administrator. The complete error has been logged by CAF with SecureErrorID: timestamp-#number.

RSV-DR-0002 Unable to execute this request.

These error messages do not indicate an IBM Cognos Application Firewall problem.

You can view a more detailed error message, in the c8server.log file that resides in the logs directory on the IBM Cognos Analytics server.

Procedure

1. Open the cogaudit.log file in the *install_location*\logs directory on the IBM Cognos Analytics server.
2. Search for SecureError or the timestamp-error number combination shown in the error message, such as 2004-06-29-15:15:03.796-#8.
3. The error message is under the SecureErrorID heading.

Query Studio Does Not Generate a SELECT DISTINCT statement if a Column is Aliased Without Using the Actual Column Name

When filtering on a column name, the query does not generate a SELECT DISTINCT statement if the referenced column is aliased by manually typing the alias in the SQL of the query subject.

To avoid this situation, do not manually type the alias. Instead, in IBM Cognos Framework Manager, rename the column by right-clicking on it and selecting the **Rename** option.

QE-DEF-0288 Cannot Find the Database in the Content Store

You cannot retrieve data from the selected database when running a report.

The following error message appears:

QE-DEF-0288 Unable to find the database...

If this error does not occur when you are logged on as an administrator, then to solve the problem, ensure that the user has permissions to the signon embedded. If this error always occurs, the data source has not been created. Create the data source with the name mentioned in the error message.

Parse Errors When Opening or Running an Upgraded Report

Earlier versions of IBM Cognos ReportNet and IBM Cognos Business Intelligence included the `cast_Date` function for reports that run on an Oracle database. This function does not exist for Oracle in IBM Cognos 8.1.2 MR1 and later versions. If a report that uses an Oracle database includes the `cast_Date` function, parse errors will be received when you try to open or run the report.

Overflow Error Occurs When a Value in a Crosstab Is More Than 19 Characters

In a crosstab report, values support a maximum of 19 characters, including the decimal point. If a value exceeds 19 digits, an overflow error occurs. By default, the decimal precision is set to 7 digits, which restricts the number of integers to 11 digits.

To use more than 11 integers, you must edit the qfs_config.xml file in the *install_location*\configuration directory.

IBM Cognos Analytics Runs Out of TEMP Space

By default, IBM Cognos Analytics stores temporary files in the *install_location*/temp directory. The amount of space required by the temporary files directory depends upon several factors, including the number and type of reports created.

The following error message indicates that the temporary files directory ran out of space:

QE-DEF-0177 An error occurred while performing operation 'sqlOpenResult'.

UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive.

UDA-TBL-0004 There was a Write error while processing a temporary file.

If this error occurs, ensure that the disk on which the temporary files directory is located has adequate space. You should also periodically delete unwanted files from this directory.

A Report Does Not Run as Expected

A report may not run as expected if the model contains errors or the wrong governor settings.

Procedure

1. Open the model in Framework Manager.
2. Ensure governors are set to **disallow**.
3. In the diagram view, ensure that there are no cross-join errors or ambiguous joins.
4. Check the package for a missing query subject.
5. Run the **Verify Model** function, and correct any errors detected.

Performance Issues when Showing Multiple Attributes Using Dimensionally-modeled Relational Data Sources

If you display multiple attributes for the items in a set on the crosstab, you can only select one attribute at a time, so Analysis Studio executes a query for each attribute selection.

The performance of this approach is an expensive one to execute against a relational data source because of the query necessary to retrieve the attribute and its value.

You can select multiple attributes for a selected crosstab set in Analysis Studio by using the **Properties** pane. By selecting multiple attributes before clicking **OK** or **Apply** in the dialog box, only a single query for all selected attributes is executed, instead of one per attribute. Multiple selection in the UI is the preferred approach for enabling the display of more than one attribute for dimensionally modeled relational data source packages, because of the reduced performance impact on the relational data source.

Error Occurs in Japanese Internet Explorer 7 When Running an Excel Report in Analysis Studio

An error may occur when you close Japanese Microsoft Internet Explorer 7 installed on Microsoft Windows XP SP2 while it is running an Analysis Studio report in Excel format.

To solve this problem, Microsoft recommends that you unregister the msctf.dll file using the following command:

```
Regsvr32/U Msctf.dll
```

This .dll file is part of the ctfmon.exe speech recognition application. You may turn off any speech recognition application installed on your computer before unregistering the .dll file.

For more information about turning off speech recognition, see Microsoft Knowledge Base article 313176.

The ORA-00907 Error Appears When Running a Report

When using an Oracle 9.2 data source, under certain circumstances, multiple or nested join operations may fail and produce the following error.

```
ORA-00907: missing right parenthesis
```

A query that uses both a left outer join and an ON clause condition returns zero values instead of null values.

Scheduled Reports Fail

You schedule reports that previously ran successfully, but now fail.

The following error message appears when the reports fail:

```
CAM.AAA Error authenticating user
```

This may happen because a user changed a password. IBM Cognos Analytics uses a copy of the user ID and password to run the scheduled report.

The solution is for the user to renew their credentials.

Procedure

From **My Preferences**, renew your credentials.

This option is not available to users from an IBM Cognos Series 7 namespace.

The Table or View Was Not Found in the Dictionary

When you run a report, the following error message appears:

The table or view "xxx" was not found in the dictionary.

This may occur if permissions were not properly set.

Ensure that the user defined in the data source has SELECT privileges for the affected table.

Mixed Languages Are Displayed When Using Samples

When you select a PowerCube, a mixture of languages is displayed.

When you restore the Cognos_samples.zip file in the webcontent/samples/content folder it contains multilingual content. When you change the locale setting on your computer, reports appear in the language specified for your computer. This is not true for sample IBM Cognos PowerCubes. When you restore Cognos_PowerCube.zip, a different folder is set up for each language. If you select a PowerCube from a language folder that is different than the language specified by the locale setting on your computer, a mixture of languages is displayed.

There are two options for solving this problem:

- Re-install Cognos_PowerCube.zip. First ensure that your computer is set to the locale that is consistent with the language of the PowerCube package you are installing. Then, install only the package from the language folder that matches the locale setting.
- Open each PowerCube package, click the **Set Properties** button, and in the **Language** box, select the language of the IBM Cognos PowerCube.

Unable to Select Multiple Report Formats When Running a Report

When running a report with options, you cannot select multiple formats when the delivery option is to view the report.

Before selecting multiple formats on the **Run with advanced options** page, you must first change the Delivery option to Save the report, print it, or send an e-mail.

A Report or Analysis Does Not Run Because of Missing Items

You attempt to run a report or analysis and a message indicates that one or more items are missing or changed. Each missing item is listed by its MUN (member unique name). The MUN includes the complete path within the hierarchy for the item. When you place your cursor on an item in the **Source** tab, the MUN for that item is displayed in a tooltip. This situation may occur if members have been removed from or changed in the data source. It may also occur when you attempt to run a report that uses items to which you do not have access. For example, an administrator may create an analysis that includes items that you do not have the correct permission to access.

The solution is to find a suitable replacement in the **Source** tab, and drag it to the work area. The report or analysis will then run.

Cannot View Burst Report

When you burst a report, each burst output is sent to the associated list of recipients.

If a list of recipients contains invalid entries, the following occurs:

- The burst output is not saved to IBM Cognos Content Manager.

  Consequently, you cannot view the burst output.
- If you choose to send the output by email, only valid recipients will receive an email. Although the output is sent as an attachment if you select the **Attach the report** check box, no link is generated if you select the **Include a link to the report** check box.
- The following error message appears in the run history for the report, where parameter 1 is the burst key, parameter 2 is the list of recipients, and parameter 3 contains the error messages returned by Content Manager:

  An error occurred while saving the output for the burst instance <param type="string" index="1"/> with the recipients (<param type="string" index="2"/>). Here are the details: <param type="string" index="3"/>

  Note: The list of recipients includes both the valid and invalid recipients.

For example, a report is set up to burst on Country or Region, and the recipients are managers. Running the report produces the following countries and regions and recipients:

- Canada: John, Mary
- US: Peter, Frank
- France: Danielle, Maryse

Frank is an invalid recipient. The burst outputs for Canada and France are saved to Content Manager, but not the U.S. output. If you choose to send an e-mail to each recipient and you selected the **Include a link to the report** check box, the e-mail to Peter will not contain a link to the output for US. The error message that is generated will contain Peter and Frank as values for parameter 2 with no indication as to which is invalid.

Procedure

1. View the error message in the run history for the report.
2. From the list of recipients, determine which recipients are invalid.

   You may need to consult with your administrator to find out which recipients are invalid.
3. Correct or remove the invalid recipients.

   Correcting or removing invalid recipients will depend on how the list of recipients was defined, such as through a calculated field or a burst table.
4. Run the report again.

Recursive evaluation error

You run a report and encounter the following error.

```
PCA-ERR-0057 Recursive evaluation has exceeded limit. Calculated member trace:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1:
COG_OQP_USR_Aggregate(Retailer Type): COG_OQP_INT_m2: COG_OQP_INT_m1
```

You may encounter this error when two or more data items form a recursive evaluation. For example, in this error, the calculation of Aggregate(Retailer Type) is dependent on a column expression while at the same time the column expression is dependent on Aggregate(Retailer Type). Therefore, the cyclic relationship cannot be resolved.

To avoid this problem, ensure that calculations do not have cyclic relationships.

Arithmetic Overflow Error When Running a Report in PDF Format

If you use a Microsoft SQL Server 2005 data source and your report includes aggregations, you may encounter the following error when you run your report in PDF format:

RQP-DEF-0177 An error occurred while performing operation 'sqlOpenResult' status='-28'. UDA-SQL-0114 The cursor supplied to the operation "sqlOpenResult" is inactive. UDA-SQL-0564 [Microsoft OLE DB Provider for SQL Server] Arithmetic overflow error converting expression to data type int. (SQLSTATE=22003, SQLERRORCODE=8115)

This error occurs because the action is performed in the database, and the database data type is too small.

To avoid this problem, increase the size of the the database data type.

RQP-DEF-0177 An error occurred while performing operation 'sqlPrepareWithOptions' status='-69' UDA-SQL-0043 Error

You cannot run a report in IBM Cognos Analytics - Reporting or IBM Cognos Query Studio, and the following error messages appear.

RQP-DEF-0177 An error occurred while performing operation 'sqlPrepareWithOptions' status='-69' UDA-SQL-0043 The underlying database detected an error during processing the SQL request.[NCR][ODBC Teradata Driver][Teradata Database] Partial string matching requires character operands

These error messages do not indicate an IBM Cognos Application Firewall problem.

There is a problem with your data source not converting numeric data items. Ask your administrator to consult the topic *Enable Conversion of Numeric Search Keys to Strings in Queries* in the *IBM Cognos Analytics Administration and Security Guide*.

PCA-ERR-0087 error when you run a large report

You run a large report and you receive a PCA-ERR-0087 error that indicates that the report exceeds the maximum number of tuples allowed.

PCA-ERR-0087 The "crossJoinSet" operator is not applicable. The limit on the number of tuples per edge has been exceeded (<value>).

This error appears when there is an item in a query that has no relationship to the rest of the data or does not make sense in the query.

To resolve the problem, review the query for unrelated items. If an item is found, redesign the query or apply a filter on the item to reduce the number of results returned.

If you still receive the error, ask your administrator to modify the maximum number of tuples setting in IBM Cognos Analytics. The setting is an XML attribute named maxTuplesPerEdge. For more information, see the *IBM Cognos Analytics Administration and Security Guide*.

Microsoft Excel report does not open when using the ui.backURL parameter with Microsoft Internet Explorer 9.x

When the ui.backURL URL parameter points to a web address other than a Cognos Analytics 8.4.1 server and you are using Microsoft Internet Explorer 9.x, the "Do you want to open or save from <*server_name*>" message flashes quickly in Microsoft Internet Explorer 9.x and then disappears.

If you do not use the ui.backURL parameter then the "Do you want to open or save from <*server_name*>" message appears and the Microsoft Excel report opens when you click the **Open** button.

You can also open the Microsoft Excel report if the ui.backURL parameter uses the same hostname as the Cognos Analytics server that contains the Excel report or if you use Microsoft Internet Explorer 8.x.

Differences in the appearance of charts that are run in different formats or on different operating systems

IBM Cognos Analytics - Reporting charts can appear differently when reports are run in different formats or on different operating systems. For example, donut and pie charts can appear smaller in reports that are run on the Linux on System z® operating system compared to the Windows operating system.

The differences in appearance occur only with Cognos Analytics - Reporting default charts. Cognos Analytics - Reporting legacy charts are not affected. When default charts are rendered in HTML or PDF, the following font-related problems might occur.

- The font that is used in HTML output is different than the font used in PDF output.
- Some chart items appear misaligned. For example, a pie chart might show smaller pies in PDF output than in HTML output.
- The font that is used in the chart is different from the expected font.
- The font that is used in the chart is different when you run the chart in different operating systems.

There are two possible causes to the font-related problems.

- The Java Runtime Environment (JRE) used by IBM Cognos Analytics did not find the font that is specified in the chart, and substituted the font with a different font.
- An unknown default font is specified.

To resolve the problem, ask your administrator to configure JRE to find the installed fonts on the Cognos Analytics server. There are two ways that you can configure JRE to find the installed fonts:

- Copy the installed fonts to the `jre/lib/fonts` folder.

  For example, to use the Cognos Analytics default font Andale WT, copy Andalewt.ttf from the `install_location/bin/fonts` folder to `jre/lib/fonts`.
- Configure the JRE font search path to point to the location where the fonts are installed.

  On AIX, set the shell environment variable `JAVA_FONTS=<`**`list of directories`**`>`

  Tip: Setting this variable is equivalent to setting the properties `java.awt.fonts` and `sun.java2d.fontpath`.

The default fonts configuration in your Cognos Analytics server default style sheet can also cause font-related problems, particularly when the operating system is UNIX. On UNIX systems, fonts must be purchased and installed. To ensure that a specific font is used, perform one of the following tasks:

- Ask your administrator to update the Cognos Analytics server default style sheet to reflect the fonts that are installed on the server.
- Update the chart fonts that are used in your report to use that font, and do not rely on any default fonts.

Out-of-memory errors with reports that are run in interactive HTML format

Out-of-memory errors occur when you run a report in interactive HTML format. The errors do not occur when you run the report in other formats, such as PDF or saved HTML.

Out-of-memory errors occur in reports that contain many objects that require memory intensive processing, such as crosstabs and charts that are linked together with master-detail relationships. Running reports in interactive HTML can consume more memory than running reports in other formats. When a report is run in interactive HTML, data sets are kept in memory for all pages in the report. For report formats like PDF, data sets are released from memory after the report is rendered.

Under certain conditions, you can exceed the memory limitations of a 32-bit configuration of the Cognos Analytics server report server component when you interact with an interactive HTML report. For example, scrolling through a report page by page or drilling up or drilling down can consume more memory and processing capacity in interactive HTML than in other output formats.

Drill-through links in active reports do not work

When viewing an active report that contains drill-through links in Microsoft Internet Explorer 8 and later, the links do not work.

Clicking on a drill-through link produces an error like the following:

The search path "<*drill_through_target_search_path*>" is invalid. An object may contain invalid syntax, or an unsupported character, or the user account in the namespace may not have sufficient privileges. Check the object to ensure that the target destination location does not contain special characters.

Details

CM-REQ-4069 The property "na" is unknown. Replace it with a valid property.

When clicking a link in an active report, you are attempting to move from a local domain (the active report MHT file on your computer) to the IBM Cognos Analytics server's domain. Internet Explorer views this as a potential risk. To resolve the problem, make the following changes to the security settings in Internet Explorer.

Procedure

1. Click **Tools**, **Internet Options**.
2. Click the **Security** tab.
3. Click **Trusted sites** and then click **Sites**.
4. In the **Add this website to the zone** box, type the IBM Cognos Analytics server's domain.
5. Click **Add** and then **Close**.
6. Click **Custom level**.
7. In the **Scripting** section, under **Enable XSS filter**, click **Disable** and then click **OK** twice.

Performance Problems When Running Reports

The topics in this section document performance problems you may encounter when running reports.

CGI Timeout Error While Transferring Data to IBM Cognos Analytics Components

When performing operations through your Web browser, you receive an error message.

The following error message appears when you use Microsoft Windows Internet Information Services (IIS) as your Web server and the gateway is configured to use CGI. IIS has a default timeout for CGI applications.

CGI Timeout, process will be deleted from server.

To resolve this problem, you can configure the gateway to use ISAPI. IIS does not have a default timeout for ISAPI applications. Or, if you want to keep using a CGI gateway, you can increase the CGI timeout in IIS.

Procedure

1. To change the gateway to ISAP, do the following:
   - On the gateway computer, start IBM Cognos Configuration.
   - Under Environment, for the Gateway URI property, change the cognos.cgi portion of the URI to cognosisapi.dll.
   - In your Web browser, specify the ISAPI URI:

     http://*computer_name*/ibmcognos/isapi
2. To inclrease the CGI timeout, do the following:
   - In the Microsoft Windows administrative tools, open **Internet Information Services**.
   - Under the local computer node, right-click **Websites** and select **Properties**.
   - In the **Home Directory** tab, click **Configuration**.
   - In the **Process Options** tab, increase the **CGI script timeout**.

The BAP-ERR-0002 BAPI Error

When using IBM Cognos Analytics with an SAP BW data source, the following error message may appear:

BAP-ERR-0002 BAPI error occurred in function module BAPI_MDDATASET_CHECK_SYNTAX. Error occurred when starting the parser.

This error usually occurs because the SAP BW server is overloaded.

To resolve this problem, restart the IBM Cognos Analytics server or close all open connections from the SAP BW Administrator Workbench.

The Out of Memory Error Appears in HP-UX

In HP-UX, the default setting for the threads per process is too low for most Java applications.

To avoid out of memory errors, increase the value for the following kernel parameters:

- `max_thread_proc`
- `nkthread`.

Note: The `nkthread` parameter should be double the value of the `max_thread_proc` parameter.

For more information, see the HP Web site.

A Query Is Slow When Filtering Non-ASCII Text

When using an SAP BW data source, and range filters are defined on non-ASCII text values, such as city names that contain accented characters, the query may take longer to run. This occurs because the filter must be performed on the application server and not on the SAP BW server because SAP BW 3.0B supports queries only if they use ASCII values.

To avoid this problem, do not filter non-ASCII values.

Report Output Takes a Long Time to Run

You click **Run with Options** and select the **Save the report** delivery option. This action returns all data, renders the report, and stores it in the content store, which can take a long time.

It is quicker to run the report manually, using the **Run** command, which generates the report a page at a time.

Report runs slowly

The following is a list of questions that will help you to troubleshoot a slow report.

- Does your IBM Cognos environment conform with the supported environments?
- Has the report always been slow or did it recently become slow?

  If it recently became slow, can you identify an event that occurred just before the report began to run slowly? Events could include changes to configuration settings, changes to tuning settings, a recent upgrade where your previous settings have not been applied, an introduction of firewalls or proxies, changes to existing firewalls or proxies, changes to virus scans on temp directories, or temporary table space restrictions on the database. This event could have caused the change in report performance.
- Is the performance slow for all reports or just one report?

  If all reports are slow, the issue may be due to your environment or database. If all reports from a specific package are slow, the issue may due to the model design. If just one report is slow, the issue may be due to a specific report element.
- How many queries does your report contain?

  The number of queries on the report will proportionally affect the report execution time.
- Does the report run slowly for everyone, or just for one user?

  If the report runs slowly for just one user, the issue may be due to something in that user's environment, such as virus scanning, page file size or location settings, or their location on the network.
- Is the report burst or run often by many people?

  If many people are running the same report at the same time, you may need to scale your environment or consider using dispatcher routing rules to direct all requests for a specific package or group of users to a specific server or server group. For more information, see the *IBM Cognos Analytics Administration and Security Guide*.
- Do your queries require local processing?

  The following report elements require local processing: crosstabs and charts, master relationships, unions or joins, multiple fact queries, bursting, and non-vendor specific functions. Local processing requires the IBM Cognos server to compute operations on the result set returned by the database, which can impact the SQL execution time.
- Does your environment use a Custom Authentication Provider?

  Using a Custom Authentication Provider could cause a memory leak if the code is not destroying objects correctly.
- Have you reviewed the logs in the *install_location*/logs directory and the audit logs?

  They may help you identify the source of the problem. Monitoring your processes, such as the Java and the bus processes could also identify excessive memory use.
- Is your environment tuned correctly?
- Have you recently upgraded?

  Ensure that any tuning settings that were applied to your previous installation are applied to the new environment. Ensure that your models have been verified, upgraded, and republished. Verify that the IBM Cognos Framework Manager governor that allows enhanced model portability at runtime is not enabled. Depending on your upgrade method, you may also need to open and save the reports again after upgrading.

Problems Viewing Reports

The topics in this section document problems you may encounter when viewing reports.

Unresolved column references in data sets that are created or refreshed in 11.1.7.0

Cognos Analytics 11.1.7.0 data sets generate schema information where the column names are not consistent with those used in previous releases. This error is resolved in 11.1.7 FP1.

If you upgraded to 11.1.7.0, then created or refreshed a data set

Scenario: You upgrade to 11.1.7.0 and then

- create a data set

  OR
- refresh a data set that had been created in an earlier release

In this scenario, a dashboard or report that references the 11.1.7.0 data set may show this message:

`Identifier not found '`*`name`*`'.`

where *name* is a column name in the data set.

Solution:

To resolve the column name references, see References to columns in data sets do not resolve in Cognos Analytics 11.1.7 (https://www.ibm.com/support/pages/node/6349499).

If you upgraded to 11.1.7.0 but did not create or refresh a data set in 11.1.7.0

You do not need to edit any data sets. However, you should upgrade to 11.1.7 FP1 or later to avoid encountering unresolved column references in data sets in the future.

Solution:

To download Cognos Analytics 11.1.7 FP1, follow the instructions in Cognos Analytics 11.1.7 Fix Pack 1 (https://www.ibm.com/support/pages/node/6335329).

An upgraded report does not retain its original look

When you upgrade a report to IBM Cognos Analytics, a new style sheet is applied that changes the look of the report.

To preserve the formatting that was used in the original report, you can select a different style sheet. This retains the original look of the report and specifies that any new items added to the report, such as list columns or crosstab levels, have the original formatting applied to them.

Procedure

1. Open the report in IBM Cognos Analytics - Reporting.
2. Click the **Pages** icon  or the **Queries** icon  , and then click the **Report** icon  .
3. Click the **Show properties** icon, and in the **Properties** pane, click the **Report styles** property and select one of the available values.

   For example, to use the IBM Cognos ReportNet style sheet, select **1.x styles**.

Preventing font changes that cause text wrapping in PDF report outputs

In an upgraded IBM Cognos Analytics environment, if you work with reports created in older versions, you might find that some query data in PDF reports now wraps onto a second line. You can set the advanced

property RSVP.RENDER.PDF_FONT_SWITCHING to restore the font-choosing behaviour of earlier versions of IBM Cognos Analytics.

About this task

IBM Cognos Analytics software uses preferred fonts. The preferred font is any font listed in a report specification, followed by the fonts listed in the global styles cascading stylesheet (css) file. If the first font cannot be used, the software uses the next font in the list. In previous versions of IBM Cognos Analytics, a font was used only if all characters in a string could be displayed using that font. Starting with IBM Cognos Analytics 10.1, the preferred font is applied at the character level. When a character is not available in the preferred font, it is displayed in the next font specified. As a result, one word can be displayed using different fonts, or some fonts might be bigger, which can cause word wrapping. If you have this problem, configure IBM Cognos software to choose fonts using the rules from previous versions of the product. You can do this by setting the RSVP.RENDER.PDF_FONT_SWITCHING advanced setting to **false** for the report and batch report services.

Procedure

1. In IBM Cognos Administration, on the **Configuration** tab, click **Dispatchers and Services**.
2. Click the dispatcher.
3. For the **BatchReportService**, in the **Action** column, click the **Set properties** icon.
4. Click the **Settings** tab.
5. For **Advanced settings**, click **Edit**.
6. Click **Override the settings acquired from the parent**.
7. Type the parameter `RSVP.RENDER.PDF_FONT_SWITCHING`
8. In the **Value** column type `False`
9. Click OK.
10. Repeat steps 3 to 9 for the **ReportService**.

Measure Format Disappears in SSAS 2005

Microsoft SQL Server 2005 Analysis Services (SSAS) does not propagate formatting through calculations. IBM Cognos compensates for this whenever possible, but cannot guarantee to do so in all cases. As a result, if you are working with a Microsoft SSAS cube, any calculation (other than a non-count summary) that is based on or intersects with a formatted measure, such as a currency, may lose the measure format. This may also happen if you use a detail filter or context filter (slicer).

For example, a crosstab includes members on one edge and a measure with formatting, such as a currency symbol and decimal places, applied on the other edge. When you run the report, you see the formatting for each cell. However, if you add a detail filter, such as measure > 1 and run the report, all the formatting disappears.

Additionally, the fine details of the MDX generated by IBM Cognos Analytics can change from release to release. As the SSAS behavior depends on the MDX generated, the loss of formatting in reports might not occur in a future release.

To avoid this problem, specify explicit formatting for the affected row, column, or cell.

A Running Total in Grouped Reports Gives Unexpected Results

You have a running total calculation in a grouped report that returns unexpected values.

Because tabulation of the running total calculation depends on the order in which the grouping is executed, you must ensure that the grouped totals are tabulated before applying the running total.

To ensure that the grouping is executed in correct order, define a running total calculation as a freestanding calculation outside the query subject in IBM Cognos Framework Manager, and ensure that the Regular Aggregate property is set to Automatic.

This may also be an issue with other running, moving, and ranking aggregations.

The Page Cannot Be Found Error Appears for Reports

When a report is distributed by email, no error message appears if the report output from the email link is not available. This can occur when the output is deleted or when the user does not have permissions to the report. Instead, the error The Page Cannot Be Found appears.

You are unable to view the report output from the email link when **Allow Anonymous Access** is set to **True** and when the Anonymous user does not have access to the report output.

When you run a secured report from an email link and when **Allow Anonymous Access** is set to **True**, a passport is automatically issued to the Anonymous user. The Anonymous user is not prompted to log on and is unable to view the report output.

Non-English Characters Appear as Placeholders

IBM Cognos Analytics and Framework Manager are Unicode applications. A Unicode application permits handling of content in any language, or any combination of languages. However, if your database contains non-English characters, and if the database client is not configured to receive these characters, some characters may appear as placeholder characters, such as boxes or inverted question marks.

To avoid this problem, ensure that your database clients are properly configured. For more information, see your database vendor documentation.

For Oracle 9, you can force the use of Unicode on the client by ensuring that the system environment variable NLS_LANG is set to "xxx.UTF8", where xxx is whatever is needed for other applications on that computer. If there are none, the value can be simply .UTF8.

While enforcing the use of Unicode on the database client guarantees that it can handle multilingual data, some characters in some character sets may still appear incorrectly, such as Japanese Shift-JIS.

Charts Do Not Appear in HTML reports

In IBM Cognos Analytics, HTML output reports are displayed in Microsoft Internet Explorer 6.x with 24-bit transparency to ensure that the appropriate color depth is displayed, typically for charts.

If you operate in an environment that requires the Internet Explorer 6.x security level to be set to high, charts may not appear. If you cannot lower the security setting for security reasons, you may want to disable chart transparency. Charts are displayed in Internet Explorer with transparencies displayed in white.

You must have the required permissions to access **IBM Cognos Administration** functionality.

Procedure

1. On the **Status** tab in **IBM Cognos Administration**, click **System**.
2. In the upper-left corner of the **Scorecard** pane, click the arrow to view the Change view menu. Click **Services**, **Report Data**
3. Click the arrow next to the service to display the Actions menu, and then click **Set Properties**.
4. Click the **Settings** tab.
5. For the **Environment** category, next to **Advanced settings**, click the **Edit** link.
6. If it appears, select the **Override the settings acquired from the parent entry** check box. Otherwise, proceed to the next step.
7. In the **Parameter** column, type **EnableChartTransparencyIE**.
8. In the **Value** column, type **False** to disable chart transparency in Internet Explorer.

9. Click **OK**.
10. Click **OK** again.

Crosstab disappears in PowerPlay Studio when changing the zoom level in IE8

When changing the zoom view in Microsoft Internet Explorer 8, the crosstab in IBM Cognos PowerPlay® Studio disappears.

The crosstab in PowerPlay Studio does not have an absolute position, and therefore might disappear from the screen when changing the zoom level.

To resolve the problem, switch your browser from full screen mode to window mode and change the size of your browser window slightly. Most of the time, the crosstab will reappear.

Based on the size of your browser window, the crosstab will disappear on a different percentage of zoom.

Cognos Statistics object is not displayed in a report

An IBM Cognos Statistics object is not displayed in a report.

Each removed statistical object is replaced with an image in the report:

Figure 9. Image that replaces statistical objects in upgraded reports

A warning also is displayed in the **Upgrade Information** window for each statistical object that is replaced with the image.

Beginning with IBM Cognos Business Intelligence version 10.2.1, IBM Cognos Statistics is no longer available.

To ensure that reports that were created in previous releases and that contain statistical objects run, statistical objects are removed when the reports are upgraded.

Tip: Queries, and their data items, that are associated to statistical objects are not removed from upgraded reports.

You can use IBM SPSS® Statistics to perform statistical reporting and analysis.

Portal Problems

The topics in this section document problems you may encounter with a portal when viewing reports.

Cannot Connect to a SQL Server Database Using an ODBC Driver

The connection works in IBM Cognos Framework Manager, and metadata can be imported. When testing the database connection in the portal, errors occur.

When the following errors occur, the solution is to change the Network Library Configuration for SQL Server to use TCP/IP instead of Named Pipes.

```
QE-DEF-0285 Logon failure
QE-DEF-0325 The cause of the logon failure is:
QE-DEF-0068 Unable to connect to at least one database during a multi-database
attach to 1 database(s) in: testDataSourceConnection
UDA-SQL-0031 Unable to access the "testDataSourceConnection" database
UDA-SQL-0129 Invalid login information was detected by the underlying database
```

```
[Microsoft][ODBC SQL Server Driver] [SQL Server] Login failed for user '(null)'.
Reason Not associated with a trusted SQL
```

Procedure

1. Open **ODBC Data Source Administrator**.

   Tip: In Microsoft Windows 2000 you can do this by clicking **Start**, **Settings**, **Control Panel**, **Administrative Tools**, **Data Sources (ODBC)**.
2. Select the data source name defined for SQL Server on the **System** or **User DSN** tab.
3. Click **Configure**.
4. On the **Microsoft SQL Server DSN Configuration** page, click **Next**.
5. Click **Client Configuration**.
6. Ensure that **TCP/IP** is selected for the Network library entry.

Unable to Click Links

Links will not work if your browser is not properly configured. Consequently, you cannot perform operations such as running a report or starting Reporting.

For all Web browsers, cookies and JavaScript must be enabled. For more information, see your browser help.

For Microsoft Internet Explorer Web browser only, the following must be enabled:

- Run ActiveX controls and plug-ins
- Script ActiveX controls marked safe for scripting
- Active scripting

IBM Cognos software does not provide or download ActiveX controls as part of IBM Cognos Analytics. IBM Cognos Analytics - Reporting uses the native Internet Explorer XML support, which is an integral component of the browser. Because Microsoft implements XML using ActiveX, you must enable ActiveX support for Reporting.

Procedure

1. In Internet Explorer, from the **Tools** menu, click **Internet Options**.
2. On the **Security** tab, click **Custom Level**.
3. In the **Security Settings** dialog box, scroll to the **Activex controls and plug-ins** settings and enable **Run Activex controls and plug-ins** and **Script Activex controls marked safe for scripting**.
4. Scroll to the **Scripting** settings and enable **Active scripting**.
5. Click **OK**.

Missing Images in a PDF Report

Images that appear in reports rendered as HTML are missing in reports rendered as PDF.

The embedded GIF, JPG, and BMP images do not appear. Only the borders of the missing images appear.

If you use Microsoft Internet Information Services (IIS), go to the properties sheet of the Web site and ensure that the **Enable the HTTP Keep Alives** option is selected.

Ensure that the virtual directory where the images are stored has anonymous access enabled. Open IIS and open the properties sheet for the virtual directory for your images. Select the **Anonymous Access** check box.

If you do not want to open up anonymous access to all users, ensure that the account that is running the dispatcher has access to the virtual directory where the images are stored.

Problems Printing Reports

The topics in this section document problems you may encounter when printing reports.

Charts in PDF Output Show Unexpected Results

Charts, when viewed in PDF output, have different levels of interaction support, depending on the version of Adobe Acrobat Reader and the style of chart element.

Adobe Reader version 5 does not support tooltips. Drill up and down and Go to links have limited support, due to technical limitations. Only rectangular areas in charts, such as bars, columns, horizontal labels on the axis, or legend labels can be enabled for drill or Go to interaction. Non-rectangular areas, such as pie slices in pie charts, cannot be enabled for drill or Go to interactions.

Adobe Reader version 6 and 7 supports tooltips, drill up and down, and Go to links for all chart types. When chart elements overlap or are separated by only a few pixels, the interactive region may be smaller than the area shown.

A Printed HTML Report is Unsatisfactory

Printing HTML may produce unsatisfactory results.

For best results, use the View in PDF Format command, and then print the PDF. This alternative gives you more control over such things as pagination than the browser does.

Understanding Drill-Through Results

The topics in this section document unexpected results that you may encounter when using drill-through.

Filters Are Not Correct When Users Drill Through to Upgraded Targets in Analysis Studio

If the target of a drill-through definition is an IBM Cognos Analysis Studio report with a drill-through filter (defined by setting a context filter as a **Go To** parameter), and the application has been upgraded from IBM Cognos Analytics, version 8.3, to IBM Cognos Analytics, version 10.1, filters may not be correctly passed from the source to the target. Instead, the Analysis Studio report appears as it did in its last saved state without any filtering occurring from the source report, or users may be prompted to select a context.

This is true for authored drill-through definitions (created in an IBM Cognos Analytics - Reporting report) and package drill-through definitions that use parameterized drill through.

This problem occurs because of changes in how parameters are automatically named in Analysis Studio. To correct the problem, recreate the mapping in the drill-through definition, and save the definition.

Steps for Authored Drill Through

If filters are not correctly passed from the source to the target, you can correct the problem by recreating the mapping in the drill-through definition, and save the definition.

Procedure

1. In Reporting, open the source report.
2. Select the report item that contains the drill-through definition.
3. From the **Properties** pane, open the drill-through definition (**Data, Drill-Through Definitions**).
4. From the **Drill-Through Definitions** window, open the **Parameters** table, and re-select the target parameter(s).
5. Save the drill-through definition settings and then save the report.

6. Test the drill through to confirm that the problem is resolved.

Results

For more information, see the *IBM Cognos Analytics - Reporting User Guide*.

Steps for Package Drill Through

If filters are not correctly passed from the source to the target, you can correct the problem by recreating the mapping in the drill-through definition, and save the definition.

Before you begin

Note: Package drill-through is not supported on visualizations.

Procedure

1. Launch **Drill-through Definitions**.
2. Navigate to the root of the source package, locate the drill-through definition to be updated, and click **Set Properties**.
3. In the **Target** tab, under **Parameter mapping**, re-select the target parameters.
4. Save the drill-through definition.
5. Test the drill through to confirm that the problem is resolved.

Results

For more information, see the *IBM Cognos Analytics Administration and Security Guide*.

Drill-through Links are Not Active in the Safari Browser

When viewing a PDF report in the Macintosh Safari browser, you cannot open hyperlinks. This is because the Macintosh Safari browser does not have the necessary Adobe Acrobat plug-in.

To avoid this problem, use the HTML format when creating drill-through reports that may be viewed in Safari.

Unexpected or Empty Results When Drilling Through

When you drill from a source report to a target report, there might be no data returned. This might be the correct result if there is no data that corresponds to the drill-through selections or if you do not have permission to view the data.

In other cases, if no data or the wrong data appears, the source item might not be mapped to the target correctly or the values in the data sources might not be conformed (the values do not match in both data sources).

If you have the necessary permissions, you can debug drill-through definitions by using the drill-through assistant from the **Go To** page (right-click the selection in the source report and select **Go To**). You can view the passed source values and the mapping to the target report parameters. You can use this tool for both authored and package drill-through definitions.

You might be able to correct the problem by modifying the parameter mapping in the drill-through definition. For example, when you drill from a cube to a relational data source, sometimes no data is returned or the wrong data is returned because the business key values in the two data sources do not match. You can change the drill-through definition to pass the caption of the IBM Cognos PowerCube member instead of the business key, but you must also change the target report to filter on the corresponding string value and not the business key value.

However, it is best to ensure the data sources are conformed. In this example, the business keys in the cube should match the business keys in the relational source. Filtering on a key is more efficient than filtering on a larger string that may or may not be indexed in the database.

For more information on data source conformance, search for "conformed dimensions" and "business keys" in the *IBM Cognos Transformer User Guide* and the *IBM Cognos Analytics - Reporting User Guide*.

Procedure

1. Ensure that the target report filters on a string value that matches the caption being passed from the PowerCube.
2. Edit the drill-through definition as follows:
   - If the drill-through definition was created in IBM Cognos Analytics - Reporting, open the report, and go to the drill-through definition associated with the drill-through source object. On the parameter mapping page, select **Member caption** in the **Property to pass** column.
   - If the drill-through definition was created in the source package, in the IBM Cognos Analytics portal, click the **New** icon  , **Other**, **Drill-Through Definitions**. Open the package drill-through definition. On the **Target** tab of the drill-through definition, select **Member caption** in the **Property to pass** column for the appropriate parameter.

Results

When you drill through, instead of the business key, the caption is passed to the target.

Cannot Drill Through From a Relational Source to a Cube

By default, you cannot drill through from a relational data source to a cube. This is because a cube expects a Member Unique Name (MUN) as a parameter value and relational sources do not use MUNs.

Members have properties which include a business key and a caption. If either of these match data items within the relational source, drilling through can be performed as long as the cube target report is authored in Reporting.

If the source data source has a query item, for example display name, that corresponds to a member property in the target cube, for example caption, you must create the parameter on the caption in the target report.

To pass the data item to the cube target, do the following:

- In the cube target report, create a parameter that accepts the caption of the member. This parameter should be created in a Query calculation object from the **Toolbox** icon  with the following syntax. Type the following

```
filter([ Hierarchy or Level],caption([Hierarchy of Level]) = ?Parameter?)
```

For example:

```
filter([sales_and_marketing].[Products].[Products].[Product line],
caption([sales_and_marketing].[Products].[Products].[Product line])
= ?Product Line?)
```

Cannot Drill Through Between PowerCubes Because MUNs Do Not Match

We recommend that business keys be unique throughout the dimension for PowerCubes. These keys are used as the source value for levels in a hierarchy of a dimension. If the values are not unique throughout the dimension, the corresponding Category Code values may be generated with tildes.

For example, if a category for the Product Line level has a source value of 101 and a category in the Product Type level has a source value of 101, the Category Code value for the Product Type level is automatically generated with a unique value such as 101~245. The Category Code values are used in the Member Unique Name (MUN) for each member, for example, **[Sales and Marketing].[Products].[Products].[Product type]->:[PC].[@MEMBER].[101~245]**.

Because these values are generated automatically, they cannot be guaranteed from one cube build to the next or in a build for another cube with the same dimension structure using the same source values. Therefore, drilling from one PowerCube to another on what appears to be the same member might not work since the MUNs might not match.

If the MUNs do not match, consult the cube modellers to see if the business keys can be made unique throughout the dimension. If this is not likely, or might take some time to resolve, you can use calculations to pass the source value from one PowerCube to another for drill-through.

Procedure

1. In the target report, create a filter with the following syntax:

   ```
   filter([Hierarchy or Level], roleValue('_businessKey', [Hierarchy or Level])
   = ?Parameter?)
   ```

   For example:

   ```
   filter([Sales Cube].[Products].[Products].[Product type],
   roleValue('_businessKey',[Sales Cube].[Products].[Products].[Product type])
   = ?Prod Type?)
   ```

2. In the source report, create a Query Calculation which is used to pass the business key (source value) to the target report by mapping it to the target parameter in the drill-through definition. Use the following syntax:

   ```
   roleValue('_businessKey', [Hierarchy or Level])
   ```

   For example:

   ```
   roleValue('_businessKey', [sales_and_marketing].[Products].[Products].
   [Product type])
   ```

Drilling Through to IBM Cognos Analytics from an IBM Cognos Series 7 Product Results in a Firewall Error

You use an IBM Cognos Series 7 product that is configured to use a proxy server.

When you drill through to IBM Cognos Analytics, the following error message appears:

DPR-ERR-2079 Firewall Security Rejection. Your request was rejected by the security firewall. Please try again or contact your administrator.

This is because the IBM Cognos Analytics Web server does not recognize the proxy server name and rejects the entry.

To correct this problem, add the proxy server name in IBM Cognos Configuration.

Procedure

1. Start IBM Cognos Configuration.
2. In the **Explorer** window, click **Security**, and then click **IBM Cognos Application Firewall**.
3. In the **Valid domains or hosts** box, add the proxy server name.
4. From the **File** menu, click **Save**.
5. From the **Action** menu, click **Start**.

Detail Cells are Not Displayed for Excluded Items When Drilling Through to PowerPlay Studio

In IBM Cognos PowerPlay Studio, you can use the Hide/Show feature to hide items in a report. If you drill through to a PowerPlay Studio target report to an item that is hidden in the source report, the target has no detail cells for the hidden item.

For example, the year 2005 is hidden on the row edge in a PowerPlay Studio target report. You drill-through to the target report on 2005 in a PowerPlay Studio, Analysis Studio, or Reporting source report. The target report shows no detail cells for 2005 they are hidden.

However, if the Show Summaries option is selected for the hidden categories in the target report, then the summary row will display the total values for 2005.

To correct this problem, do not exclude items in the source report if you want to see the details cells in the target report.

Drill-Through Parameter is Ignored in PowerPlay Studio Due to a Custom Set

When a target PowerPlay Studio report contains a custom subset, you may not see the results you expect when you drill through from a source report in Analysis Studio, PowerPlay Studio, or Reporting. For example, the target PowerPlay Studio report contains a custom subset for the year 2006. If you drill through from the source report in Analysis Studio, PowerPlay Studio, or Reporting, the year 2006 is displayed. But, since the custom subset does not include the year 2004, the drill-through parameter for 2004 is ignored and items for 2004 are not displayed.

To avoid this problem, ensure that the target report has custom subsets that include the items you want to display during drill-through from source reports.

Drill-Through Definition is Not Available

When a drill-through definition is created there is an option to specify the scope for the drill-through definition. The specified item can be a query subject, query item, measure, dimension, or level. The item must be present and selected in the source report when drilling through to a target report for the drill-through definition to work. It must also be available in the list of drill-through target links on the Go To page.If the scope item is not included in the source report when it is created in Analysis Studio, Reporting, or PowerPlay Studio, the drill-through target link does not appear on the **Go To** page.

Calculations Do Not Appear in the Target Report

If you drill through to PowerPlay Studio from a report in Reporting, Analysis Studio, or PowerPlay Studio, calculations on the edges in the target report might not appear.

For example, you have a target report with the calculation Personal Accessories+100 as a column in a crosstab report. When you drill through from a source report to the target report, if Personal Accessories is filtered out of the target report (Personal Accessories is not one of the items that is returned on the column edge), then the Personal Accessories+100 calculation does not appear. Personal Accessories has been filtered out of the target report and is not available to fulfill the calculation.

To see the calculations in the target report, ensure the items used in the calculations are returned in the result set (not filtered out).

Target Report Does Not Filter Properly Without "Go-To" Parameters

In Analysis Studio, you can multi-select two or more items from a dimension and add them to the **Context Filter** area to create a list of items (a set of members from one dimension) that the analysis is filtered on. For example, Telephone, Web, Sales Visit and Special are multi-selected from Order method type and dropped onto the **Context Filter** area of an Analysis Studio target report.

If a drill-through definition is created for this target report, when you drill through from a source Reporting, PowerPlay Studio, or Analysis Studio report, all context filter items are returned even though they are not part of the intersection selected for drill-through. This is because Analysis Studio does not dynamically filter from source reports.

Enable **Go To** parameters on the context filter in order to drill through and filter the reports as expected. In the drop down menu for the **Context Filter**, select **Use as "Go To" Parameter**. For any items that you wish to filter on in an Analysis Studio target report drill-through, a context filter must be created and set as a **Go To** parameter.

Empty Cells Returned in a Target Report with Excluded Items

In IBM Cognos Analytics, to filter an Analysis Studio target report on a drill through, context filters must be created and set as **Go To** parameters. Each context filter must contain all the items from the dimension that you wish to filter on, for example, a context filter might contain the years 2004, 2005, 2006, 2007. For example, an Analysis Studio target report has context filter for years, but excludes the year 2005 on the row edge. If you drill through to this target report on 2005 from a PowerPlay Studio, Reporting, or Analysis Studio report, the report displays empty cells.

This is an accurate result since the target report has filtered out the years displayed in the report layout (for example, 2004, 2006, 2007). The report has been filtered on the excluded item, 2005. However, the summary total row shows values for 2005 since it provides the overall total for included and excluded items of the report.

Nested Crosstab Only Filters on Some Items

If you perform a parameter-based drill-through from a source report to an IBM Cognos Analytics - Reporting target report with two or more dimensions nested on a row or column, you may encounter unexpected results depending on the filters applied to the target report.

For example, a target Cognos Analytics - Reporting report has the following two filters:

- [sales_and_marketing_mdc].[Order method].[Order method].[Order method type]=?Order Method Type?
- [sales_and_marketing_mdc].[Retailers].[Retailers].[Region]=?Region?

Order method type and Region both have filters, but Product line does not. A drill-through definition mapped to the appropriate parameters, in this case Order method type and Region, is created.

When the source report is run and the intersection of Outdoor protection, Northern Europe, and Telephone is selected to drill through to the target report, the order method type and region display as expected, but all product lines are returned. This is because there are filters on Order method type and Region but not Product line.

Data Does Not Appear in a Target Report or the Wrong Data Appears

If no data appears when you drill through to a target report or if the wrong data appears, the problem might be data source conformance. The business keys might be different or might be mismatched.

For example, the business key for Camping Equipment might be 100 in the data source for the source report and 1 in the data source for the target report, in which case no data appears in the target report. Another example might be that the business key for Camping Equipment is 100 in the data source for the source report but, in the data source for the target report, 100 is the business key for Golf Equipment, in which case the wrong data appears in the target report.

To solve the problem, ensure that business keys have the same value in both data sources. If there are cases where data does not appear to match, contact your database administrator or data modeler.

For more information about data source conformance, search for "conformed dimensions" and "business keys" in the *IBM Cognos Transformer User Guide* and the Reporting *User Guide*.

You might also want to see “Unexpected or Empty Results When Drilling Through” on page 83.

Data is Not Filtered in the Target Report After Drill-Through

You drill through to a target report, but no filtering occurs in the target report. For example, you drill through on a crosstab intersection of Camping Equipment and 2010 and expect to see only data for Camping Equipment for 2010 in the target report. Instead you see all products for all years. This occurs because the target report has no filters for the parameters that were passed.

To solve the problem, ensure that the target report has the correct filters. In the previous example, the correct filters in the target report are Product line and Year. Alternatively, you can enable Dynamic Drill-Through in a package-based drill-through definition.

Chapter 7. IBM Cognos Workspace Administration Problems

Use this troubleshooting information to help solve problems you may encounter during or after the installation of IBM Cognos Workspace.

Secure Connection Failed error when accessing IBM Connections

You have enabled collaboration using IBM Connections, and you receive an error in your Mozilla Firefox Web browser when you access IBM Connections.

The following error can occur if you are using secure socket layer (SSL) protocol when the SSL algorithms do not match between the browser and your application.

```
Secure Connection Failed An error occurred during a connection to server_name.
Cannot communicate securely with peer: no common encryption algorithm(s).
```

To resolve the error, update your ssl3 settings in your Web browser.

Procedure

1. Open your Mozilla Firefox Web browser.
2. In the URL box, type about:config, and press Enter.
3. In the **Filter** box, type ssl3.
4. Change any attributes marked **False** in the **Value** field to **True**.
5. Restart your Web browser, and try to access IBM Connections again.

Problems saving a workspace in IBM Cognos Workspace

You tried to save a large workspace and you received an error.

The following error might occur if Microsoft Internet Information Services (IIS) is blocking the request.

```
Unable to save the workspace.
```

Or, you might see a continuously spinning hourglass.

To resolve the error, increase the maxAllowedContentLength on IIS to prevent IIS from blocking your request to save a large workspace.

Procedure

1. Open your IIS Manager that is hosting the IBM Cognos Gateway.
2. Select your Site.
3. Open the **Request Filtering** feature.
4. Select **Edit Feature Settings**.
5. Increase the **Maximum allowed content length** to a larger value. You can perform a network trace to learn the minimum content length required.
6. Save your changes.
7. Restart IIS and try to save your workspace again.

Chapter 8. Problems when using IBM Cognos Analytics on mobile devices

Use this troubleshooting information to solve problems that you might encounter when configuring, running, and viewing IBM Cognos Analytics content on mobile devices. Problems might occur on the Cognos Analytics Mobile Reports server or on the Cognos Analytics Mobile Reports client.

Cognos Analytics Mobile Reports service problems

You may encounter problems when configuring and running IBM Cognos content on Cognos Analytics Mobile Reports.

Charts and images not appearing

Charts and other images do not appear in reports in Cognos Analytics Mobile Reports if IBM Cognos Analytics and Cognos Analytics Mobile Reports have been installed on a UNIX operating system that does not have X server software installed.

To resolve this problem, configure IBM Cognos Analytics to run with X server software.

Procedure

1. Find the `bootstrap_*.xml` file located in the *`install_location`*`\bin` directory or in the *`install_location`*`\bin64` directory.

   The exact `bootstrap_*.xml` filename depends on the version of UNIX that you are using.
2. Add the line `<param>-Djava.awt.headless=true</param>` to the following startup parameter in the `bootstrap_*.xml` file:

```
<process name="catalina">
       <start>
           <spawn sync="1" wait_time="5">
               <path>${java_home}/bin/java</path>
               <param>-d64</param>
               <param>-Djava.awt.headless=true</param>
               <param condName="${ip_protocol}"
condValue="IPv6">-Djava.net.preferIPv6Addresses=true</param>
               <param>-Xmx${dispatcherMaxMemory}m</param>
<param>-XX:MaxNewSize=${dispatcherMaxMemoryBy2}m</param>
```

3. Save the modified file, and then restart the IBM Cognos Analytics server from the IBM Cognos Configuration tool.

   For more information, see the *IBM Cognos Analytics Installation and Configuration Guide*.

List prompt items consisting of only a single space are not supported

While running a report, a user chooses an item from a list prompt that consists of only a single space and the report generates an error and fails to run.

To resolve this problem, either do not include single space items in list prompts or, if you do include the single space then ensure that the user does not select it when running the report.

Cognos Analytics Mobile Reports service configuration settings are reset to the defaults after upgrading

The Cognos Analytics Mobile Reports configuration settings and advanced settings may be reset to their defaults after IBM Cognos Analytics is upgraded.

To resolve this problem, reapply the settings.

Advanced HTML functionality is not supported

Some advanced HTML functionality, such as Javascript and HTML tables, cannot be viewed in Cognos Analytics Mobile Reports.

To obtain table functionality, you can use IBM Cognos Analytics - Reporting to create a table.

java.lang.NoClassDefFoundError

This error can occur while a report is running on a UNIX operating system if the server is running in headless mode.

To resolve this problem, in the *install_location*/bin directory, in the IBM Cognos Analytics startup.sh file, add the following parameter:

```
JAVA_OPTS=-Djava.awt.headless=true
```

java.lang.InternalError: Can't connect to X11 Windows server using ':0.0' as the value of the DISPLAY variable

The server cannot run a report because the DISPLAY environment variable was not set or was set incorrectly.

To render a report to a .png file, the Cognos Analytics Mobile Reports server invokes graphics routines. As part of this process, the server must also invoke the Java Abstract Windows Toolkit (AWT) libraries. This error occurs when the DISPLAY environment variable was not set or was set incorrectly and the server cannot find the AWT libraries.

To resolve this problem, ensure that the DISPLAY environment variable is set to X11.

Cognos Analytics Mobile Reports service starts but then stops

Cognos Analytics Mobile Reports service fails during system startup. This means that the service has encountered a fatal error, such as being unable to create database tables.

Check the logs for additional information, take the appropriate action to correct the problem, and restart the service.

Cognos Analytics Mobile Reports database tables are not created

After IBM Cognos Analytics Mobile Reports was installed with IBM Cognos Analytics, the scripts to create the MOB_* tables were not run.

Under normal circumstances, the Cognos Analytics Mobile Reports tables are created automatically after the Mobile service starts for the first time.

This problem might occur when Cognos Analytics Mobile Reports application tier components and Cognos Analytics Content Manager are installed in different locations, and the Cognos Analytics Mobile Reports database is not configured properly.

Ensure that the Cognos Analytics Mobile Reports database is configured as documented in the *IBM Cognos Analytics Installation and Configuration Guide*.

Cognos Analytics Mobile Reports client problems

Users might encounter problems when accessing IBM Cognos content on Cognos Analytics Mobile Reports.

Images do not appear on Cognos Analytics Mobile Reports

Report images do not appear on Cognos Analytics Mobile Reports. This happens when users use their own SSL certificates, which are not trusted by the Java virtual machine (JVM).

To resolve this problem, users need to use the Oracle Sun keytool utility to import their SSL certificate into their JVM. For more information, see the Sun software documentation.

Cognos Analytics Mobile Reports does not filter downstream prompts for cascading prompts using reprompt

Users do not see the expected results in reports that have been set up with cascading prompts that require reprompting, that is where the user must click **Reprompt** in Cognos Viewer.

IBM Cognos Analytics Mobile Reports does not apply the filters correctly downstream for the cascading prompts.

To resolve this problem, change the report's prompt options to Auto-Submit. With this option, IBM Cognos Analytics will apply the filters to the downstream prompts as expected.

Repeater tables render incorrectly

A report that includes a repeater table that is within a block or table element does not render correctly in Cognos Analytics Mobile Reports.

To resolve this problem, rewrite the report so that repeater tables are not within blocks or table elements.

Calendar prompts show only the Gregorian calendar

When a report with a non-Gregorian calendar date prompt is displayed in the IBM Cognos Analytics Mobile Reports app, the prompt appears in the Gregorian calendar format. The report runs after the user enters values in the prompt, but the results may be empty or inaccurate.

Cognos Analytics Mobile Reports fails to connect to Microsoft SQL Server

IBM Cognos Analytics Mobile Reports accesses Microsoft SQL Server through the Java Database Connectivity (JDBC) driver, which uses a TCP socket to connect to the database.

If Microsoft SQL Server is not configured to allow TCP connections, then Cognos Analytics Mobile Reports will not connect to the database and will report errors in the logs.

To resolve this problem, enable TCP connectivity in Microsoft SQL Server.

Long text messages may be truncated

Long text messages may appear truncated on some parts of the device user interface for some languages.

For example, the user may observe that report long names and some translated text messages are truncated.

No reports available when logged on from Cognos Analytics Mobile Reports

The mobile user is logged on to the IBM Cognos Analytics Mobile Reports client, but cannot access any reports.

Reports need to be run before they appear in the mobile device inbox.

Procedure

1. In Cognos Analytics Mobile Reports, click **Browse**.
2. Click a report.

3. Click **Run Report**.

   The report runs on the server.
4. Click **Refresh inbox** to refresh the inbox.

   The report appears in the list.

Some Cognos Analytics Mobile Reports users do not receive burst reports

All Cognos Analytics Mobile Reports users specified as recipients of a burst report should receive the report on their mobile devices as scheduled. If some users do not receive the report, the report might not be properly scheduled.

In the schedule settings for the report, ensure that the following check boxes are selected:

- **Burst the report** under **Bursting**.
- **Send the report to mobile recipients** under **Delivery**.

  Do not select recipients for this option because burst reports are delivered to users defined in the burst specification. Any recipients selected here are ignored.

Next time when the report is run, all mobile users should receive it.

Only those reports for which the report author defined burst options can be distributed by bursting. For more information about burst reports, see the *IBM Cognos Analytics - Reporting User Guide* and the *IBM Cognos Analytics Administration and Security Guide.*

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