Tivoli Common Reporting

Installation and Upgrade Guide

SC14-7614-00

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Note
Before using this information and the product it supports, read the information in Notices.

Second edition

This edition applies to Tivoli Common Reporting and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Chapter 1. Installing

A complete Tivoli® Common Reporting installation comprises multiple components. Before installing one or more of these components, you must understand them and the installation process.

Hardware and software requirements

Tivoli Common Reporting is available on a range of operating systems and supports several browser types.

Table 1. Hardware and software requirements.

Hardware requirements:

- Main memory - 2 GB
- Processor speed - for best performance, processor speeds must be at least 1 GHz for RISC architectures and 2 GHz for Intel® architectures. Choosing faster processors should result in improved response time, greater throughput, and lower processor utilization.
- Disk storage:
  - **For single-computer installation** - up to 2.4 GB, depending on installation options selected.
  - **For distributed installation** - Cognos-based Tivoli Common Reporting engine - 800 MB, user interface - 1.5 GB.
  - **For existing Cognos BI infrastructure installation** - 450 MB.
  - **Temporary directory** - 800 MB.

Note: The optional, separately installed IBM Cognos 8 Business Intelligence Modeling component requires additional disk space of 700 MB.

Table 1. Hardware and software requirements. (continued)

Supported operating systems:

HP-UX **HP-UX**

- HP-UX 11i v3 IA 64-bit
- HP-UX 11i v3 PA-RISC 32-bit and 64-bit Tolerate

AIX **IBM® AIX®**

- IBM AIX version 5.3 32-bit and 64-bit
- IBM AIX version 6.1 32-bit and 64-bit
- IBM AIX version 7.1 32-bit and 64-bit

Linux Red Hat **Red Hat Enterprise Linux**

Important: Because Tivoli Common Reporting installs 32-bit binary files, you must install the 32-bit versions of the prerequisite libraries, even on 64-bit system. Otherwise, the installation fails.

- RedHat Enterprise Linux 5.0 Advanced Platform x86 32-bit and 64-bit
  Restriction: The following system libraries must be installed:
  - compat-libstdc++-33.3.2.3
  - compat-glibc-2.3.4-2.26
  - openmotif22-2.2.3-18
- RedHat Enterprise Linux 5.0 - System z 31-bit and 64-bit
  Restriction: Tivoli Common Reporting can only run on this system with the following libraries installed:
  - libXmu-1.0.2-5
  - libXp-1.0.0-8
  - openmotif22-2.2.3-18

Linux SUSE **SUSE**

- SUSE Linux Enterprise Server 10.0 - x86 32-bit and 64-bit
- SUSE Linux Enterprise Server 11.0 - x86 32-bit and 64-bit
  Restriction: The following system libraries are required to run Tivoli Common Reporting:
  - compat-32bit
  - compat-libstdc++
  - openmotif-libs-32bit-2.2.4
- SUSE Linux Enterprise Server 10.0 - System z 31-bit and 64-bit
- SUSE Linux Enterprise Server 11.0 - System z 64-bit
  Restriction: The following system libraries are required to run Tivoli Common Reporting on SUSE systems:
  - libstdc++33-32bit-3.3.3-11.9
  - compat-32bit-2009.1.19-2.1
  - openmotif22-libs-32bit-2.2.4-138.18.1

Solaris **Solaris**

- Solaris 9 on SPARC 32-bit and 64-bit
- Solaris 10 on SPARC 32-bit and 64-bit

Windows **Microsoft Windows**

- Microsoft Windows Server 2003 R2 Enterprise Edition 32-bit and 64-bit
- Microsoft Windows Server 2008 R2 Standard Edition 64-bit
- Microsoft Windows Server 2008 Standard Edition 32-bit and 64-bit
- Microsoft Windows Server 2008 Enterprise Edition 32-bit and 64-bit
- Microsoft Windows Server 2008 R2 Enterprise Edition 64-bit

Table 1. Hardware and software requirements. (continued)

Deployment Engine: 400 MB in the `/usr` directory or your home directory at least 1 MB in the `/var` directory **Important:** If you are installing on a non-Windows operating system, and you have the `var` and `usr` directories mounted on a different partition, ensure that the partition is not empty. Otherwise, the Deployment Engine will not install.
Supported web browsers: • Windows Internet Explorer version 7 or 8 on Microsoft Windows **Tip:** For some operations, the browser security settings are too restrictive. See the Troubleshooting section of the information center for additional security configuration of the Internet Explorer browser. • Mozilla Firefox version 3.6

Installation scenarios and installation modes

You can choose from two installation modes and three main Tivoli Common Reporting installation configurations.

You can choose from the following installation modes:

- **Install new instance of Tivoli Common Reporting**
- **Reuse the existing instance of Tivoli Integrated Portal**. Use this option if you already have a product based on Tivoli Integrated Portal in your infrastructure. This mode allows you to install Tivoli Common Reporting on the same instance of Tivoli Integrated Portal as the product you already have.

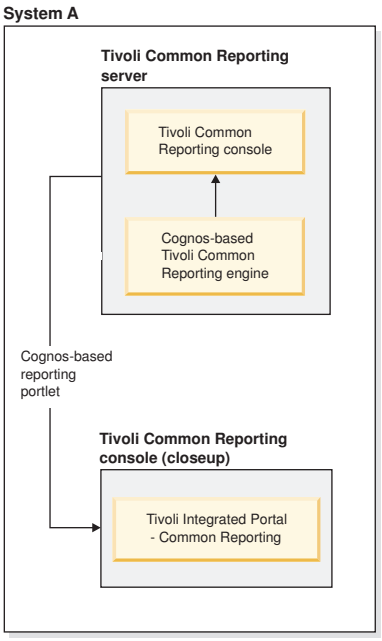
Tivoli Common Reporting, version 2.1.1 introduces a 64-bit installer alongside the 32-bit installer present in previous versions.

Important: The 64-bit installer can only be used for a stand-alone Tivoli Common Reporting installation and only Tivoli Integrated Portal version 2.2 can be reused. Because the previous Tivoli Common Reporting versions were 32-bit, you cannot use the 64-bit installer to upgrade an existing Tivoli Common Reporting version.

The following installation scenarios are available:

- Single-computer installation
- Distributed installation
- Integration with existing IBM Cognos® BI infrastructure

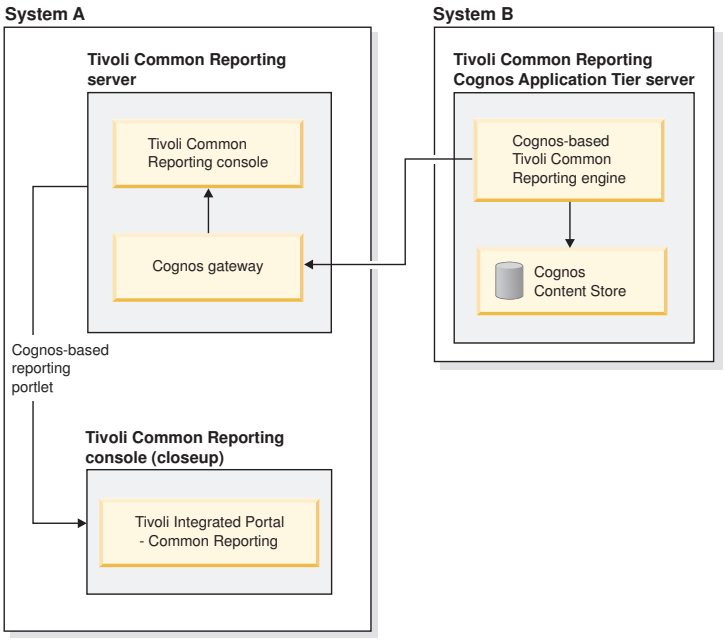
Scenario A: Single-computer installation



Use this scenario for non-scalable, lightweight reporting with all the components installed on a single system.

You can use a file-based user registry from embedded WebSphere® Application Server a as user repository.

Scenario B: Distributed installation

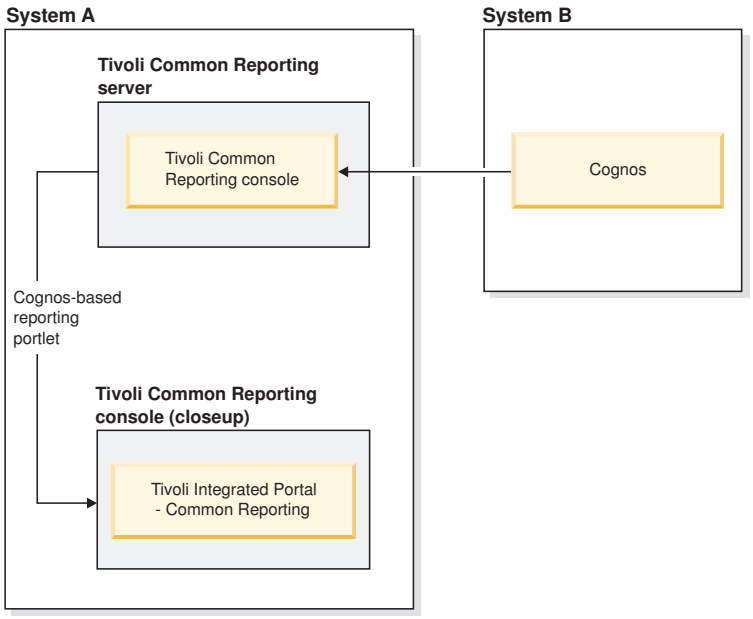


Use this configuration for scalable, enterprise-wide installation with the components dispatched on at least two machines.

In this installation scenario, LDAP can be used as the user repository to enable single sign-on.

- Two-phase installation:
  1. The Cognos-based Tivoli Common Reporting engine is installed first on at least one computer in the organization.
  2. Then the Tivoli Common Reporting user interface is installed anywhere users will work with reports.

Scenario C. Integrating existing Cognos BI infrastructure



Use this if you already use Cognos BI infrastructure.

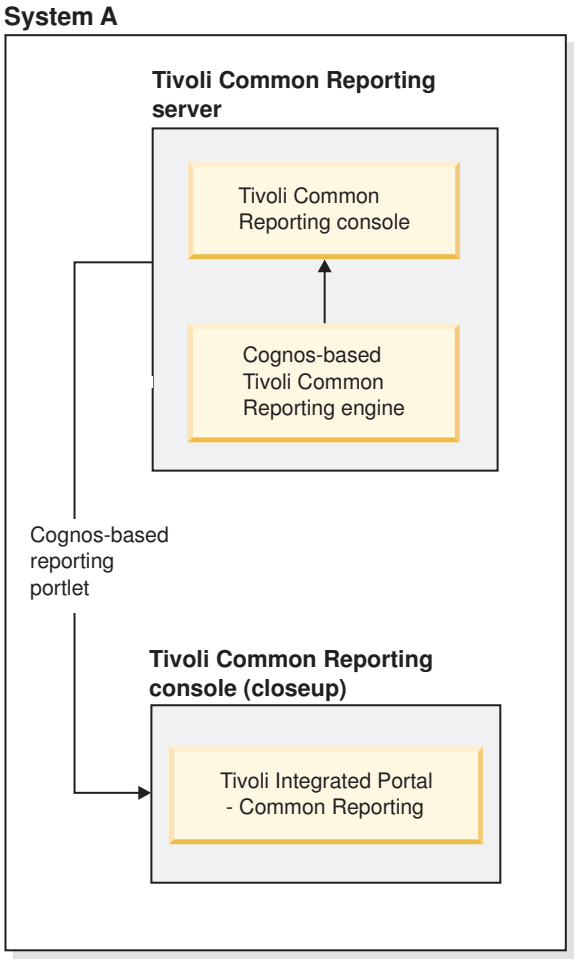
The Tivoli Common Reporting user interface is installed on one computer, and configured to work with a Cognos that was installed from a source other than the IBM Tivoli Common Reporting installation program. The engine can be an IBM Cognos BI Server or IBM Cognos 8 Business Intelligence Reporting.

Technical overview

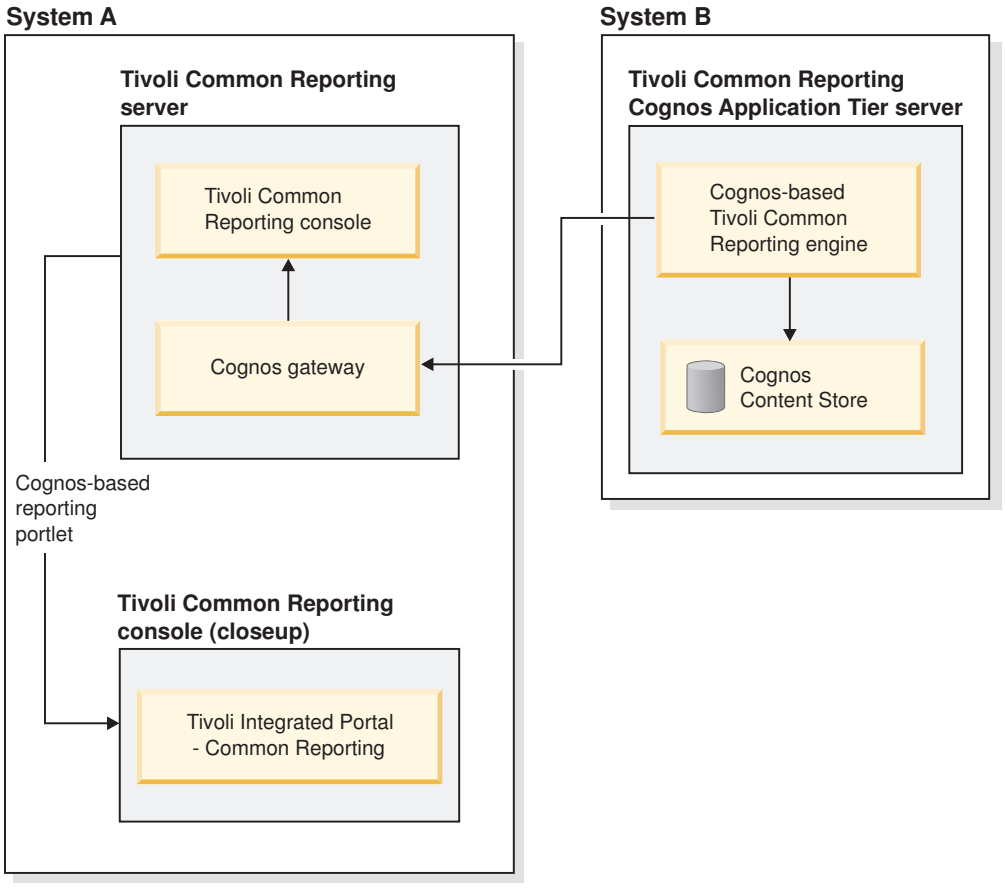
IBM Tivoli Common Reporting consists of data stores, reporting engines, their corresponding web user interfaces displayed in Tivoli Integrated Portal, and a command-line interface.

Tivoli Common Reporting provides a flexible structure that can be adapted for load balancing. The following diagrams illustrate the possible distributions of the product components:

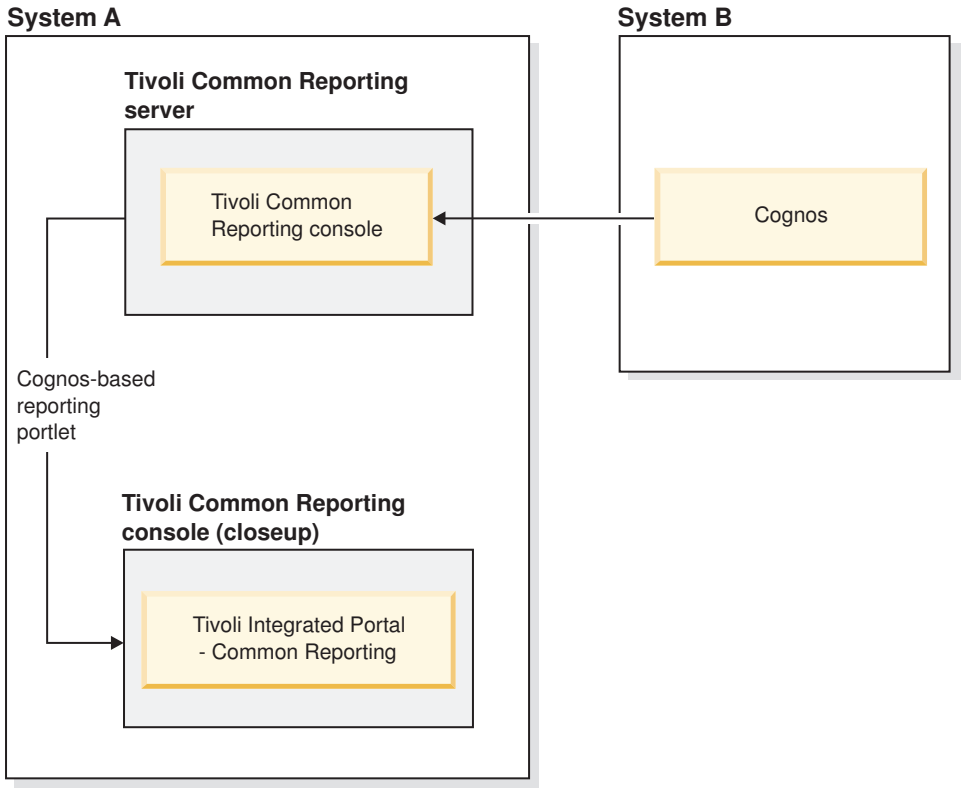
Single computer:



Distributed environment:



Integration with an existing Cognos instance:



Note: Tivoli Common Reporting version 2.1.1 is based on Cognos Business Intelligence Reporting version 8.4.1, Fix Pack 3.

Table 2. Software components

Core components	Optional components
Tivoli Common Reporting Server The application server is a J2EE lightweight implementation of the embedded WebSphere Application Server. It provides a single sign-on service based on the WebSphere security module and Lightweight Third-Party Authentication (LTPA). **Cognos-based Tivoli Common Reporting engine** The dispatcher is the entry point for IBM Cognos 8 service requests sent by a web server gateway or other software. The dispatcher handles the routing requests and balances the load of user requests to the various IBM Cognos 8 services. **Cognos gateway** A portal enabling communication between Tivoli Common Reporting Server and the Cognos-based Tivoli Common Reporting engine. **Cognos Content Store** A database that contains data that IBM Cognos 8 needs to operate, such as report specifications, published models, and the packages that contain them; connection information for data sources; information about the external namespace, and the Cognos namespace itself; and information about scheduling and bursting reports. **Tivoli Integrated Portal web user interface** Based on Tivoli Integrated Portal, the following web user interface is available for the reporting solution: • **Common Reporting** - a web portal for IBM Cognos 8 and a component which interacts with the Cognos Content Store. It is a frontend to publish, find, manage, organize, and view organization's reports.	**Tivoli Common Reporting Cognos Application Tier Server** **Cognos** An existing instance of IBM Cognos BI Server or IBM Cognos 8 Business Intelligence Reporting.

Tivoli Common Reporting installation paths

Learn about the location of the Tivoli Common Reporting installation directories that depends on the installation scenario. The installation paths in version 2.1.1 remain the same as the installation paths in version 2.1.

Changes in Tivoli Common Reporting version 2.1

The structure of the catalogs into which Tivoli Common Reporting 2.1 is installed is different than in previous versions. This is caused by architectural changes in Tivoli Integrated Portal on which Tivoli Common Reporting is based. The installation directory is now divided into two catalogs - one containing Tivoli Integrated Portal only, and the other containing Tivoli Integrated Portal-based components and products. This solution makes upgrading to a higher version of Tivoli Integrated Portal easier.

During the installation of the reporting engine, only one directory is created, as the reporting engine is not a Tivoli Integrated Portal-based component.

Installation directories

The following installation directories are created for default Tivoli Common Reporting stand-alone installation:

- The directory that contains the uninstaller and the installation log files. In documentation, it is referred to as *TCR_install_dir*.

  Windows operating systems: `C:\IBM\tivoli\tcr`

  non-Windows operating systems: `/opt/IBM/tivoli/tcr`
- Tivoli Integrated Portal installation directory, referred to as *TIP_install_dir*:

  Windows operating systems: `C:\IBM\tivoli\tipv2`

  non-Windows operating systems: `/opt/IBM/tivoli/tipv2`
- *TIP_components_dir* directory containing Tivoli Integrated Portal components. Tivoli Common Reporting is one of Tivoli Integrated Portal components but there may be others installed as well:

  Windows operating systems: `C:\IBM\tivoli\tipv2Components`

  non-Windows operating systems: `/opt/IBM/tivoli/tipv2Components`Tivoli Common Reporting is located in the `TCRComponent` directory, in the documentation referred to as *TCR_component_dir*:

  Windows operating systems: `C:\IBM\tivoli\tipv2Components\TCRComponent`

  non-Windows operating systems: `/opt/IBM/tivoli/tipv2Components/TCRComponent`

Cognos installation directory

The directory that Cognos is installed into is called `c8_locations` and can be found in the following locations:

- For a single-computer installation and for the user interface of the distributed installation: *TCR_component_dir*`\cognos`.
- For the reporting engine of a distributed installation: *TCR_install_dir*`\cognos`

Preparing to install

Verify that your environment meets basic requirements for an IBM Tivoli Common Reporting installation. The installation program automatically verifies most requirements but you must check some prerequisites manually.

Preinstallation Step 1: Read the release notes

Release notes contain late-breaking information about installation.

To access the release notes , go to: http://publib.boulder.ibm.com/infocenter/tivihelp/v35r1/index.jsp?topic=/com.ibm.tivoli.tcr.doc_21/tcr_relnotes.pdf

Preinstallation Step 2: Verify the environment

Tivoli Common Reporting comprises a collection of components and applications that work together to form a powerful reporting system. You must ensure that you meet the requirements for all the product components.

Make sure that you meet the prerequisites before you start to install the product:

- Verify the Hardware and software requirements.
- Choose your installation scenario.
- Gather all the following information required during the installation procedure:

Installation scenario	Information required
Single-computer installation and **Distributed installation**	If you choose to configure the Lightweight Directory Access Protocol (LDAP) user repository, gather the following LDAP server information: **Tip:** If you do not have access to the LDAP information at the time of the installation, you can configure it after the installation completion. • Server host name • Server port number • Bind distinguished name • Bind password • Distinguished name of a base entry • PersonAccount entity type • Base entity for PersonAccount • Group entity type • Base entry for group • OrgContainer entity type • Base entry for OrgContainer
Integrating existing Cognos BI infrastructure	• If you choose to configure the LDAP user repository, gather the information shown in the preceding row of this table. • You will also require the URL to the existing Cognos engine you want to integrate.

- Make sure that you have a range of 14 port numbers free, starting with the port number you enter during an interactive installation wizard (GUI or console mode).

Note: The default port number for the installation program which starts the sequence is `16310`. However, in the silent installation mode, you can manually assign ports for each application server component. Therefore, the server installed in a silent mode may not use 14 subsequent port numbers. In that case, make sure all the ports selected during silent installation are free. Additionally, port `1527` is used by the IBM Cognos 8 application, and port `9300` is used during a distributed installation on the reporting engine system. Also the `9362` port is used for reporting component logging.

- If you are installing on a non-Windows operating system, ensure that the number of open files for processes is set to a value higher than 1024. If it is not, perform the following steps to increase this value:

  AIX : Change or add the **nofiles=***XXXXX* parameter in the `/etc/security/limits` file, or by using the **chuser nofiles=** *XXXXX* **user_id** command.

  Linux HP-UX Solaris : Run the following command: **ulimit -n** *nnnn*, where *nnnn* is the wanted number of open files.

  Tip: On Linux operating system, you can configure the open file limits globally. To do this, open the `/etc/security/limits.conf` file and add the following line: `* hard unfile 2048`.
  .

Preinstallation Step 3: Preparing installation media

IBM Tivoli Common Reporting includes installation media for the Cognos-based Tivoli Common Reporting engine version 8.4.1 and prerequisite software.

There are two forms of installation media:

- Product disks.
- Installation images which licensed customers can download from the IBM Passport Advantage® website.

For non-Windows operating systems, there are additional installation media (either an installation image or a disk) that include IBM Cognos 8 Business Intelligence Modeling 8.4.1, and IBM Cognos 8 Enhanced Encryption for OpenSLL. For Windows operating systems, the Cognos Modeling installer is located on the Tivoli Common Reporting image.

Procedure

1. Linux and UNIX Log on as the same user used to install the full Tivoli Common Reporting product.
2. Place all the downloaded installation images in a single directory on the computer where you are installing. For example

   Windows `C:\install_images`

   Linux and UNIX `/install_images`
3. Extract the contents of all installation images to the directory that you created.

What to do next

The installation images are now ready.

Validation of additional disk space required for the installation process

The installation process of Tivoli Common Reporting involves the validation of additional disk space required for both temporary directory (**TEMP**) and the target installation directory in which Deployment Engine is installed.

Important: This topic describes **additional** disk space required to successfully finish the installation process. The main disk space required for the installation of Tivoli Common Reporting is described in the **Hardware and software requirements** section of the Installation Guide.

Procedure

1. UNIX :
   a. disk space required for the **TEMP** folder is checked - the space required is 800 MB.

      Note: Additional disk space in the **TEMP** folder is required only for the time of the installation.
   b. disk space required for the installation of Deployment Engine is checked:

      Note: Deployment Engine drives the installation process and stores information about the installed components after the process is finished.

      Note: Deployment Engine may already exist on your hard drive.
      - If you are installing as root and */var* and */usr* are on the same partition, the disk space required is 255 MB.
      - If you are installing as root and */var* and */usr* are on different partitions, the disk space required is 5 MB on the */var* partition and 250 MB on the */usr* partition.
      - If you are installing as non-root, the disk space required is 255 MB on the *home* partition (e.g. /**home**).
2. Windows :
   a. additional disk space required for the installation of Deployment Engine in the target installation location is 255 MB.
   b. If the **TEMP** folder is located on the same partition as the target installation directory, the installation requires additional 800 MB on this partition.
   c. If the **TEMP** folder is located on a different partition than the installation directory, the installation requires 800 MB on that partition.

Installing using the installation wizard

Use the graphical user interface to install the product automatically, and to interactively check whether all the required configuration options are in place.

Two installation scenarios are possible when installing Tivoli Common Reporting.

About this task

Windows : To perform tasks described in this section, you must belong to the Administrators group or be an Administrator.

Installing on one computer

Install the components on a single system for non-scalable reporting.

The installation program guides you through the process step by step.

About this task

`C:\tivoli` is the default installation directory.

Procedure

1. Insert the product DVD or, if you are installing from an image, open the directory that contains the files that you have previously extracted.
2. Start the installation launchpad:
   - Windows `launchpad.exe`
   - Linux and UNIX `launchpad.sh`

   Tip: You can also run the installation wizard directly:
   - Windows `install.bat`
   - Linux and UNIX `install.sh`
3. Read the installation information, and click **Install IBMTivoli Common Reporting 2.1.1**.

   Tip: At any time of running the installation you can go back to the launchpad to access the on-line documentation, or the PDF version of the *Installation Guide*.
4. Choose your installation language, read the Welcome page, and accept the terms of the license agreement.
5. Select **Install new instance of Tivoli Common Reporting** as the installation mode.
6. On the Installation scenarios page, select **Single-computer installation**. Click **Next**
7. Choose the target directory for your installation, and click **Next**. Apart from the installation directory, two new directories are created:
   - `C:\IBM\tivoli\tipv2` containing Tivoli Integrated Portal, and
   - `C:\IBM\tivoli\tipv2Components\TCRComponent` containing, among others, the component, and scripts.

   The directories are created because of Tivoli Integrated Portal 2.2 requirements.
8. Create administrative user credentials for Tivoli Integrated Portal by choosing user ID and password and provide the port number. Click **Next**.
9. Provide the port number for IBM Cognos content database.
10. Read the pre-installation summary panel and click **Install**. The installation process, which may take a longer time, begins. No action is required. When the installation is complete, a summary panel is displayed.

Results

You have now completed the full installation procedure, and can start to run reports on a single system by logging in to the reporting interface.

What to do next

In this installation scenario, the Tivoli Common Reporting VMMProvider is used for Lightweight Directory Access Protocol (LDAP) by default and no additional configuration is required.

Important: During the installation procedure you have created an administrative user. You can now create new users and user groups, and grant them permissions to access various reporting resources and functions. Before you do, make sure you configure security permissions.

Configuring security permissions

Increase the security settings for the Common Reporting user permissions. By default, all the users created, including the one specified during the installation process, have full administrative privileges. You can modify them in Administration.

About this task

To find out more about Tivoli Common Reporting, version 2.1.1, security settings for authorizations, see Cognos Administration and Security Guide.

By default, all new users created for the Common Reporting portlet are assigned to `Everyone` user group which is a subset of `System Administrators`. To increase the security of your reporting solution, edit the members of the `System Administrators` user group.

Procedure

1. Log in to Tivoli Integrated Portal:
   a. Navigate to the following URL: http://*hostname:port*/ibm/console. The default URL is http://localhost:16310/ibm/console. Replace *hostname* with the TCP/IP host name of the system where Tivoli Common Reporting is installed, or `localhost` if you are running the web browser on the same system. Replace *port* with the port number that you specified during installation.

      Tip: On a Windows system where Tivoli Common Reporting is installed locally, you can click **Start → Tivoli Common Reporting → Launch Reporting Browser** to open the default browser with the correct URL.
   b. On the Tivoli Integrated Portal login page, log in with a user ID that has access to Tivoli Common Reporting. Access is determined by user roles associated with user IDs. This might be the user ID and password you specified during the installation process, or a user ID and password provided to you by an administrator. The Tivoli Integrated Portal navigation window opens.

      Tip: Only one logon is required when accessing the reporting interface. The single sign-on option is enabled between the two reporting options.
2. Go to **Reporting → Common Reporting**.
3. Open the **Launch** drop-down list, and choose Administration.
4. On the **Security** tab, go to **Users, Groups, and Roles**, and edit the `Cognos` user namespace.
5. Locate the `System Administrators` group, and set properties for the group by clicking **More → Set properties**.

6. On **Members** tab, click **Add** to add an individual administrative user.
7. Add the administrative user of your choice from the `VMMProvider` namespace, and click **OK** to save the settings.
8. Remove the `Everyone` user group from `System Administrators` by checking the checkbox, and clicking **Remove**.
9. Click **OK** to save the new settings.

Installing in a distributed environment

Install the components on separate systems to enable engine load balancing. First, you have to install the Cognos-based Tivoli Common Reporting engine on one computer and configure the Lightweight Directory Access Protocol (LDAP) user repository. Then, on a separate computer, you have to install the Tivoli Common Reporting user interface.

Before you begin

Ensure that all the components that you want to install are of the same bitness. The user interface and the reporting engine must both be either 32-bit or 64-bit.

Installing the Cognos-based Tivoli Common Reporting engine

Perform the first step in a distributed installation - install the Cognos-based Tivoli Common Reporting engine component.

Procedure

1. Insert the product DVD or, if you are installing from an image, open the directory that contains the files that you have previously extracted.
2. Start the installation launchpad:
   - Windows launchpad.exe
   - Linux and UNIX launchpad.sh
3. Read the installation information, and click **Install Tivoli Common Reporting**.

   Tip: At any time of running the installation you can go back to the launchpad to access the on-line documentation, or the PDF version of the *Installation Guide*.
4. Choose your installation language, read the Welcome page, and accept the terms of the license agreement.
5. Select **Install new instance of Tivoli Common Reporting** as the installation mode.
6. On the Scenario Selection page, select the **Distributed installation**.
7. Select to **Install the Tivoli Common Reporting engine**.
8. Choose the installation directory for the reporting engine.
9. Provide the port number for IBM Cognos content database. Up to 15 ports can be used, whose numbers begin with the port number that you provide and increase.

   Note: Depending on the scenario, additional ports belonging to tomcat will be used by the Cognos-based Tivoli Common Reporting engine.
10. After confirming the installation details, click **Install**.

Results

You have now installed the Cognos-based Tivoli Common Reporting engine on one computer. View the **Installation summary** panel, and make note of the **Cognos-based Tivoli Common Reporting engine URL** as this information will be used during the second component installation.

What to do next

Configure Lightweight Directory Access Protocol if you want to use it as your repository. When you have done that, proceed to install the Tivoli user interface.

Installing Tivoli Common Reporting user interface

When you have installed the Tivoli Common Reporting engine, proceed to install the Tivoli user interface to complete the distributed installation.

About this task

`C:\IBM\tivoli` is the default installation directory.

Procedure

1. Repeat steps 1 through 6 of the reporting engine installation instructions on the computer where you want to install the Tivoli user interface, and choose to **Install the Tivoli Common Reporting user interface**.
2. Specify the installation directory and click **Next**. Apart from the installation directory, two new directories are created:
   - `C:\IBM\tivoli\tipv2` containing Tivoli Integrated Portal, and
   - `C:\IBM\tivoli\tipv2Components\TCRComponent` containing, among others, the component, and scripts.

   The directories are created because of Tivoli Integrated Portal 2.2 requirements.
3. Create an administrative Tivoli Integrated Portal user by providing **User ID**, and **Password**, and click **Next**.
4. When prompted for the Cognos-based Tivoli Common Reporting engine URL, provide the address that you noted when you finished installing the reporting engine, and click **Next**. Example: `http://example.com:9300/p2pd/servlet/dispatch`.
5. Provide the port number for IBMCognos content database.
6. Read the **Pre-Installation Summary** information, and choose to **Install**.

Results

You have installed the reporting engine on one computer, and installed the user interface on another. Now you can start Tivoli Common Reporting.

Important: During the installation procedure you have created an administrative user. If you are planning to use LDAP, you can now configure it. You can also create new users and user groups, and grant them permissions to access various reporting resources and functions. Before you do, make sure you increase the security settings for the Common Reporting user interface described in the Configuring section of the information center.

Configuring LDAP or Microsoft Active Directory

After installation, you can configure a Lightweight Directory Access Protocol (LDAP) server or Microsoft Active Directory as a user registry.

Perform the following configuration steps depending on the installation scenario you selected:

Installation scenario	Configuration path
Single-computer installation	1. Configure the Tivoli Common Reporting Server. 2. Recommended for large user repositories: Configure the engine.
Distributed installation	• On the computer with Tivoli Common Reporting user interface installed configure the Tivoli Common Reporting Server • On the computer with Cognos-based Tivoli Common Reporting engine installed, configure the reporting engine.
Integrating existing Cognos BI infrastructure	• On the computer with Tivoli Common Reporting user interface installed, configure the Tivoli Common Reporting Server. • On the computer with IBM Cognos 8 installed, configure the reporting engine. **Important:** The configuration of the existing IBM Cognos 8 may already be set to a specified user repository. By performing these instructions you can modify it.
Upgrade	**Upgrade of single-computer installation** 1. Configure the Tivoli Common Reporting Server. 2. Recommended for large user repositories: Configure the engine.
	Upgrade to a distributed installation • On the computer with Tivoli Common Reporting user interface installed configure the Tivoli Common Reporting Server: • On the computer withCognos-based Tivoli Common Reporting engine installed, configure the reporting engine.

Configuring Tivoli Common Reporting Server

Configure the Tivoli Common Reporting Server to communicate with an external repository such as Lightweight Directory Access Protocol (LDAP) or Microsoft Active Directory.

Before you begin

If you want all LDAP communications to be encrypted, you can specify SSL communications. If so, be sure to import the LDAP signer's certificate into the trust store of the Tivoli Common Reporting Server before starting this task.

Procedure

1. Log in as an administrative user.
2. If you need to add a new LDAP repository, open the Tivoli Integrated Portal administrative console by direct link: `https://hostname:port_number/ibm/console/secure/securelogon.do` or from Tivoli Common Reporting user interface: `https://hostname:port_number/ibm/console`, from the navigation tree on the left, select **Settings** → **WebSphere Admin Console**, and **Launch WebSphere Admin Console**. When the console opens in a new window, perform the following steps:
   a. Go to **Security** > **Global security**.
   b. Select **Federated repositories** from the available realm definitions, then click **Configure**.
   c. Click **Manage repositories** under **Related Items**. Then click **Add** to add a new LDAP Repository.
   d. Enter LDAP security setting information. The primary host name and the distinguished name must contain no spaces.
   e. Select **Require SSL communications** if all LDAP communications should be encrypted.
   f. Select **Centrally managed**.
   g. Click **OK**
3. Return to **Global security** > **Federated repositories** and add an entry to the base realm:
   a. Click **Add Base entry to Realm**.
   b. Enter the distinguished name (DN) of a base entry that uniquely identifies this set of entries in the realm. This base entry must uniquely identify the external repository in the realm.
   c. Click **OK**.

   If multiple repositories are included in the realm, use the DN field to define an additional distinguished name that uniquely identifies this set of entries within the realm. For example, repositories LDAP1 and LDAP2 might both use o=ibm,c=us as the base entry in the repository. So o=ibm,c=us is used for LDAP1 and o=ibm2,c=us for LDAP2. The specified DN in this field maps to the LDAP DN of the base entry within the repository (such as o=ibm,c=us b). The base entry indicates the starting point for searches in this LDAP directory server (such as o=ibm,c=us c).
4. Click **Global security**, and then click **set as current** button to mark the federated repository as the current realm. The Mark Federated repository must be set as `current`.
5. Apply and save the changes.
6. Restart the server to enable the configuration.
7. Verify that the federated repository is correctly configured:
   a. In the navigation tree, click **Users and Groups** > **Manage Users**.
   b. Select **User ID** from the **Search by** list.
   c. Click **Search** to search Users in federated repository. This list includes users from both LDAP and the local file registry.

   On the Tivoli Common Reporting Server, LDAP users are queried only by the **userid** attribute. When users are imported into LDAP using an LDIF file, an auxiliary class of type **eperson** and **uid** attribute is added to the LDAP user ID. Note this is to be done only if you want to search the LDAP repository using VMM from the server.

8. If you want to create a user in LDAP, click **Users and Groups** > **Manage Users**, then click **Create** and continue as for the previous step: Enter user ID, first name, last name, email, and password.
9. For the changes to take effect, save, stop, and restart the Tivoli Common Reporting Server.

What to do next

If you intend to enable single sign-on (SSO) so that users can log in once and then traverse to other applications without having to re-authenticate, check out the Tivoli Integrated Portal information on how to configure SSO.

Configuring Cognos-based Tivoli Common Reporting engine

Configure the engine to use the same user repository as the Tivoli Common Reporting Server with the user interface. You can configure a Lightweight Directory Access Protocol (LDAP) server or Microsoft Active Directory. This procedure is recommended for large user repositories.

About this task

If you have installed your Tivoli Common Reporting instance on a single computer, the Tivoli Common Reporting WMMProvider is used for LDAP by default, and no additional LDAP configuration is required. In the case of distributed installation, you must configure LDAP on both computers.

Procedure

1. Open the IBM Cognos Configuration by running:
   - Windows **Start → All Programs → Tivoli Common Reporting 2.1.1 → IBM Cognos Configuration**
   - Linux and UNIX *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh
2. In the **Explorer** navigation on the left, go to **Security**, and right-click **Authentication** section.
3. Select **New resource → Namespace...**.
4. Type in a name, select the registry type from the drop-down list, and click **OK**. New user registry is added to the list.
5. Select the entry you just created, and edit the fields required for configuration. You have to provide different values depending on the type of user registry selected. For details on how to configure the user registry, see Configuring IBM Cognos 8 Components to Use an Authentication Provider of IBMCognos information center.
6. Test the connection configuration to verify it before saving.
7. Select **Cognos** entry, and edit the **Allow anonymous access?** field, changing it to **False**.
8. Save the new configuration.

Results

Important: When you have configured LDAP, the reporting portlet can no longer be used by users not contained in the configured LDAP.

Installing by using the console mode

Use the console installation method to install IBM Tivoli Common Reporting from a command line.

About this task

The console installation has the same logical flow as the graphical user interface installation wizard.

Windows : To perform this task, you must belong to the Administrators group or be an Administrator.

Procedure

1. Copy the installation program file to a temporary directory on the target system. The installation program file is in the `TCRInstaller` directory of the installation DVD or downloaded installation image. Use the installation program for your operating system:
   - Windows `install.exe`
   - Linux and UNIX `install.sh`
2. Start the installation program from the command line. Use the following command:

   ```
   <install_program> -i console
   ```

   For example, to run the Windows installation program, run this following command:

   ```
   install -i console
   ```
3. Follow the instructions to complete the installation.

   Tip: At any time during the installation, you can type in `previous` to go back to the previous pane, or `quit` to quit the installation.
   You need the following information:
   - The location where you want to install IBM Tivoli Common Reporting . The path can contain only alphanumeric characters and the following special characters:
     - underscore (_)
     - hyphen (-)
     - period (.)
     - colon (:)
     - slash (/)
     - backslash (\)
     - space
   - The user ID and password you want to use to log on to IBM Tivoli Common Reporting (you can create additional user IDs after installation). User IDs and passwords can contain only alphanumeric characters and the following special characters:
     - underscore (_)
     - hyphen (-)
     - period (.)

   Apart from the installation directory, two new directories are created:
   - `C:\IBM\tivoli\tipv2` containing Tivoli Integrated Portal, and

- `C:\IBM\tivoli\tipv2Components\TCRComponent` containing, among others, the component, and scripts.

The directories are created because of Tivoli Integrated Portal 2.2 requirements.

Results

After the installation program finishes, IBM Tivoli Common Reporting is installed and ready to use.

Installing using the silent mode

Silent installation, also known as unattended installation, uses a response file to automate the installation process. No user interaction is required.

Tip: Choose silent installation when you want to perform identical installation on several computers.

About this task

Windows : To perform this task, you must belong to the Administrators group or be an Administrator.

Important: If you are installing in distributed scenario, ensure that the reporting engine and the user interface are both either 32-bit or 64-bit. Installing components of different bitness is not supported and returns errors.

Procedure

1. Copy the installation program file to a temporary directory on the target system. The installation program file is in the `TCR21Installer` directory of the installation DVD or downloaded installation image. Use the installation program for your operating system:
   - Windows install.exe
   - Linux and UNIX install.sh
2. Copy the `TCR_sample_response.txt` file available from the installation DVD or downloaded installation image to a directory on the target system.

   Fast path: If you already know your installation scenario, choose one of the scenario-specific response files that include only options relevant to your installation type.
   - For the **single-computer installation** scenario, use the `TCR_sample_response_embedded.txt` file
   - For the **distributed installation** scenario, first use the `TCR_sample_response_dispatcher.txt` file on the computer where you want to install the reporting engine, and then the `TCR_sample_response_gateway.txt` on the computer where you want to install the user interface.
   - For the integration with **existing Cognos BI** scenario, use the `TCR_sample_response_external.txt` file.
3. Edit the sample response file using a text editor.

   You must update the file to indicate acceptance of the software license, installation directory, and installation scenario selection.

Additionally, depending on the installation scenario, you can specify the following parameters:

Single-computer installation
single_computer_installation:

All parameters can be used except for **COGNOS_URL**.

Distributed installation
ui_for_cognos:

All parameters can be used.

Integrating existing Cognos BI
integrate_existing_cognos:

All parameters can be used.

4. Start the installation program from the command line. Use the following command, specifying the name and the location of your response file:
   `<install_program> -i silent -f TCR_sample_response.txt`

Results

The installation program runs without any prompts or user interaction.

Apart from the installation directory, two new directories are created:

- *install_dir*\tipv2 containing Tivoli Integrated Portal, and
- *install_dir*\tipv2Components\TCRComponent containing, among others, the component and scripts.

Tip: See installation paths for more information.

This is caused by Tivoli Integrated Portal 2.2 requirements.

What to do next

Check the installation log for any error messages generated by the installation. Locate the TCR211InstallTrace00.log and TCR211InstallMessage00.log files in your home directory.

If you installed in a distributed environment, configure the connection with the engine.

Note: During the installation procedure you have created an administrative user. You can now create new users and user groups, and grant them permissions to access various reporting resources and functions. Before you do, make sure you configure security permissions.

Response file for silent installation

The installation media and images for Tivoli Common Reporting provide scenario-specific response files that are tailored to include only options relevant to your installation type.

Fast path: If you already know your installation scenario, choose one of the scenario-specific response files that include only options relevant to your installation type.

- For the **single-computer installation** scenario, use the TCR_sample_response_embedded.txt file

- For the **distributed installation** scenario, first use the TCR_sample_response_dispatcher.txt file on the computer where you want to install the reporting engine, and then the TCR_sample_response_gateway.txt on the computer where you want to install the user interface.
- For the integration with **existing Cognos BI** scenario, use the TCR_sample_response_external.txt file.
- TCR_sample_response_embedded.txt
- TCR_sample_response_dispatcher.txt
- TCR_sample_response_gateway.txt
- TCR_sample_response_external.txt

TCR_sample_response_embedded.txt:

```
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##############################################################################
##
## InstallAnywhere variables to configure the install of
## Tivoli Common Reporting @TCR_VERSION@ components.
##
## Usage: install[.sh|.bat] -f <full path to this file> -i <installation mode>
##        available modes:  silent
##                          console
##                          gui
##
##  On Windows, install.exe will return immediately. To avoid this, you should
##  use the batch file install.bat which wraps it.
##
##  # sign is used here to comment out the lines that follow it
##
##############################################################################
##############################################################################
##
##  This response file example is profiled for the embedded (single box)
##  installation scenario (for further details on installation scenarios see
##  TCR @TCR_VERSION@ documentation).
##
##  Variables that are necessary in this scenario have been left uncommented
##  and with example values.
##
##############################################################################

#----
#---- Set Silent License Acceptance
#---- To accept the license agreement: change the value to true.
#----                  example: LICENSE_ACCEPTED=true
#---- If the LICENSE_ACCEPTED has a value other than 'true' the installation
#---- will exit.
#----
#---- By removing the # sign before the #LICENSE_ACCEPTED=false string
#---- and changing 'false' to 'true' you mark that you agree to
#---- the Tivoli Common Reporting @TCR_VERSION@ license agreement.
LICENSE_ACCEPTED=false

#----
#---- Choose the preferred installation language
```

```
#---- For default leave commented. Available values are: cs, de, en, es, fr,
#---- it, ja, ko, pl, pt, pt_BR, ru, tr,zh, zh_CN, zh_TW
INSTALLATION_LANGUAGE=en

#----
#---- Install into existing WebSphere Application Server
#---- Specify decision to install Tivoli Common Reporting into an existing
#---- WebSphere Application Server.
#---- Note that:
#----   If this property is set to true, then the following
#----   TCR_INSTALLATION_DIRECTORY property must be correctly set to the existing
#----   WebSphere Application Server location (aka WAS_HOME).
INSTALL_INTO_EXISTING_WAS=false

#----
#---- Choose Installation Folder
#---- Silent installation: provide a fully qualified path
#----                  example: TCR_INSTALLATION_DIRECTORY=C:\\IBM\\tivoli\\tcr
#---- Note that:
#----   Backslash "\" is considered to be a special character and needs to be
#----   escaped, so use double backslashes: "\\" when defining the path on
#----   Windows.
#----
#---- Silent uninstallation: do not define the TCR_INSTALLATION_DIRECTORY,
#----                    leave it commented out
#----
#---- For reuse of an instance of Tivoli Common Reporting, point to its
#---- existing installation location.
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tcr
#----   For UNIX platform: /opt/IBM/tivoli/tcr
TCR_INSTALLATION_DIRECTORY=

#---- For the TIP specific part of the solution
#----
#---- If INSTALL_INTO_EXISTING_WAS=true, the install folder must be the
#---- location of WebSphere Application Server such as:
#---- TIP_INSTALLATION_DIRECTORY=C:\\IBM\\WebSphere\\AppServer
#----
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tip
#----   For UNIX platform: /opt/IBM/tivoli/tip
TIP_INSTALLATION_DIRECTORY=

#---- For the reuse scenario
#----
#---- If installing in a reuse scenario to simply add some additional components
#---- to already installed instance, set this variable to: 'true', otherwise comment
#---- it out or set to: 'false' (the default).
#----
#---- Example:
#----   REUSE_EXISTING_INSTALLATION=true
REUSE_EXISTING_INSTALLATION=false

#----
#---- Installation scenario
#---- Choose one of the following installation components configuration for
#---- this installation procedure:
#----   cognos_reporting_engine - first step of the distributed installation
#----                             scenario (INSTALLATION_SCENARIO=cognos_reporting_engine)
#----   ui_for_cognos - second step of the distributed installation scenario
#----                   (INSTALLATION_SCENARIO=ui_for_cognos)
#----   single_computer_installation
#----   integrate_existing_cognos
INSTALLATION_SCENARIO=single_computer_installation

#----
```

```
#---- Port number for IBM Cognos content database
#----
COGNOS_CONTENT_DATABASE_PORT=1527

#----
#---- Tivoli Integrated Portal configuration related
#----

#---- WebSphere information
#----
#---- Enter a WebSphere Application Server administrator user name
#---- and password. If the password is not provided the installer
#---- will fail.
WAS_USER_NAME=tipadmin
WAS_PASSWORD=tipadmin

# Should it be upgrade?
PERFORM_UPGRADE=false

# Following variables are for upgrade only
#
# Path to the previous instance of TCR or migration package
#UPGRADE_SOURCE=/opt/IBM/tivoli/tip
#or on Windows systems (note double backslashes):
#UPGRADE_SOURCE=C:\\IBM\\tivoli\\tip
#
# Define type of the upgrade source: existing instance or a migration package.
# Valid values: instance, package
#UPGRADE_MODE=instance
#
# These are only for upgrade from existing instance of TCR
#PREVIOUS_INSTANCE_USER_ID=tipadmin
#PREVIOUS_INSTANCE_USER_PASSWORD=xxx

#----
#---- Enter the ports that WebSphere Application server will use.
#---- Only WAS_WC_defaulthost is required. The rest of the ports, if not
#---- specified, will be derived basing on the WAS_WC_defaulthost.
WAS_WC_defaulthost=16310
#WAS_WC_defaulthost_secure=16311
#WAS_BOOTSTRAP_ADDRESS=16312
#WAS_SOAP_CONNECTOR_ADDRESS=16313
#WAS_IPC_CONNECTOR_ADDRESS=16314
#WAS_WC_adminhost=16315
#WAS_WC_adminhost_secure=16316
#WAS_DCS_UNICAST_ADDRESS=16318
#WAS_ORB_LISTENER_ADDRESS=16320
#WAS_SAS_SSL_SERVERAUTH_LISTENER_ADDRESS=16321
#WAS_CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS=16322
#WAS_CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS=16323
```

TCR_sample_response_dispatcher.txt

```
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##
## InstallAnywhere variables to configure the install of
## Tivoli Common Reporting @TCR_VERSION@ components.
```

```
##
## Usage: install[.sh|.bat] -f <full path to this file> -i <installation mode>
##        available modes:  silent
##                          console
##                          gui
##
##  On Windows, install.exe will return immediately. To avoid this, you should
##  use the batch file install.bat which wraps it.
##
##  # sign is used here to comment out the lines that follow it
##
################################################################################
################################################################################
##
## This response file example is profiled for the dispatcher installation
##  scenario (for further details on installation scenarios see TCR @TCR_VERSION@
##  documentation).
##
## Variables that are necessary in this scenario have been left uncommented
##  and with example values.
##
################################################################################

#----
#---- Set Silent License Acceptance
#---- To accept the license agreement: change the value to true.
#----                  example: LICENSE_ACCEPTED=true
#---- If the LICENSE_ACCEPTED has a value other than 'true' the installation
#---- will exit.
#----
#---- By removing the # sign before the #LICENSE_ACCEPTED=false string
#---- and changing 'false' to 'true' you mark that you agree to
#---- the Tivoli Common Reporting @TCR_VERSION@ license agreement.
LICENSE_ACCEPTED=false

#----
#---- Choose the preferred installation language
#---- For default leave commented. Available values are: cs, de, en, es, fr,
#---- it, ja, ko, pl, pt, pt_BR, ru, tr,zh, zh_CN, zh_TW
INSTALLATION_LANGUAGE=en

#----
#---- Choose Installation Folder
#---- Silent installation: provide a fully qualified path
#----                  example: TCR_INSTALLATION_DIRECTORY=C:\\IBM\\tivoli\\tcr
#---- Note that:
#----   Backslash "\" is considered to be a special character and needs to be
#----   escaped, so use double backslashes: "\\" when defining the path on
#----   Windows.
#----
#---- Silent uninstallation: do not define the TCR_INSTALLATION_DIRECTORY,
#----                    leave it commented out
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tcr
#----   For UNIX platform: /opt/IBM/tivoli/tcr
TCR_INSTALLATION_DIRECTORY=

#----
#---- Installation scenario
#---- Choose one of the following installation components configuration for
#---- this installation procedure:
#----   cognos_reporting_engine - first step of the distributed installation
#----                             scenario (INSTALLATION_SCENARIO=cognos_reporting_engine)
#----   ui_for_cognos - second step of the distributed installation scenario
#----                   (INSTALLATION_SCENARIO=ui_for_cognos)
#----   single_computer_installation
#----   integrate_existing_cognos
```

```
INSTALLATION_SCENARIO=cognos_reporting_engine

#----
#---- Port number for IBM Cognos content database
#----
COGNOS_CONTENT_DATABASE_PORT=1527

# Should it be upgrade?
PERFORM_UPGRADE=false

# Following variables are for upgrade only
#
# Path to the previous instance of TCR or migration package
#UPGRADE_SOURCE=/opt/IBM/tivoli/tcr
#or on Windows systems (note double backslashes):
#UPGRADE_SOURCE=C:\\IBM\\tivoli\\tcr
#
# Define type of the upgrade source: existing instance or a migration package.
# Valid values: instance, package
#UPGRADE_MODE=instance
#
```

TCR_sample_response_gateway.txt

```
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##
## InstallAnywhere variables to configure the install of
## Tivoli Common Reporting @TCR_VERSION@ components.
##
## Usage: install[.sh|.bat] -f <full path to this file> -i <installation mode>
##        available modes:  silent
##                          console
##                          gui
##
##  On Windows, install.exe will return immediately. To avoid this, you should
##  use the batch file install.bat which wraps it.
##
##  # sign is used here to comment out the lines that follow it
##
##############################################################################
##############################################################################
##
##  This response file example is profiled for installing the UI for Cognos
##  component of the distributed installation scenario (for further details
##  on installation scenarios see TCR @TCR_VERSION@ documentation).
##
##  Variables that are necessary in this scenario have been left uncommented
##  and with example values.
##
##############################################################################

#----
#---- Set Silent License Acceptance
#---- To accept the license agreement: change the value to true.
#----                  example: LICENSE_ACCEPTED=true
#---- If the LICENSE_ACCEPTED has a value other than 'true' the installation
#---- will exit.
```

```
#----
#---- By removing the # sign before the #LICENSE_ACCEPTED=false string
#---- and changing 'false' to 'true' you mark that you agree to
#---- the Tivoli Common Reporting @TCR_VERSION@ license agreement.
LICENSE_ACCEPTED=false

#----
#---- Choose the preferred installation language
#---- For default leave commented. Available values are: cs, de, en, es, fr,
#---- it, ja, ko, pl, pt, pt_BR, ru, tr,zh, zh_CN, zh_TW
INSTALLATION_LANGUAGE=en

#----
#---- Install into existing WebSphere Application Server
#---- Specify decision to install Tivoli Common Reporting into an existing
#---- WebSphere Application Server.
#---- Note that:
#----   If this property is set to true, then the following
#----   TCR_INSTALLATION_DIRECTORY property must be correctly set to the existing
#----   WebSphere Application Server location (aka WAS_HOME).
INSTALL_INTO_EXISTING_WAS=false

#----
#---- Choose Installation Folder
#---- Silent installation: provide a fully qualified path
#----                  example: TCR_INSTALLATION_DIRECTORY=C:\\IBM\\tivoli\\tcr
#---- Note that:
#----   Backslash "\" is considered to be a special character and needs to be
#----   escaped, so use double backslashes: "\\" when defining the path on
#----   Windows.
#----
#---- Silent uninstallation: do not define the TCR_INSTALLATION_DIRECTORY,
#----                    leave it commented out
#----
#---- For reuse of an instance of Tivoli Common Reporting, point to its
#---- existing installation location.
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tcr
#----   For UNIX platform: /opt/IBM/tivoli/tcr
TCR_INSTALLATION_DIRECTORY=

#---- For the TIP specific part of the solution
#----
#---- If INSTALL_INTO_EXISTING_WAS=true, the install folder must be the
#---- location of WebSphere Application Server such as:
#---- TIP_INSTALLATION_DIRECTORY=C:\\IBM\\WebSphere\\AppServer
#----
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tip
#----   For UNIX platform: /opt/IBM/tivoli/tip
TIP_INSTALLATION_DIRECTORY=

#---- For the reuse scenario
#----
#---- If installing in a reuse scenario to simply add some additional components
#---- to already installed instance, set this variable to: 'true', otherwise comment
#---- it out or set to: 'false' (the default).
#----
#---- Example:
#----   REUSE_EXISTING_INSTALLATION=true
REUSE_EXISTING_INSTALLATION=false

#----
#---- Installation scenario
#---- Choose one of the following installation components configuration for
#---- this installation procedure:
#----   cognos_reporting_engine - first step of the distributed installation
```

```
#----                              scenario (INSTALLATION_SCENARIO=cognos_reporting_engine)
#----   ui_for_cognos - second step of the distributed installation scenario
#----                   (INSTALLATION_SCENARIO=ui_for_cognos)
#----   single_computer_installation
#----   integrate_existing_cognos
INSTALLATION_SCENARIO=ui_for_cognos

#----
#---- URL to Cognos
#---- The URL should point to the machine on which the Cognos reporting engine
#---- is installed.
COGNOS_URL=http://<hostname>:9300/p2pd/servlet/dispatch

#----
#---- Tivoli Integrated Portal configuration related
#----

#---- WebSphere information
#----
#---- Enter a WebSphere Application Server administrator user name
#---- and password. If the password is not provided the installer
#---- will fail.
WAS_USER_NAME=tipadmin
WAS_PASSWORD=tipadmin

# Should it be upgrade?
PERFORM_UPGRADE=false

# Following variables are for upgrade only
#
# Path to the previous instance of TCR or migration package
#UPGRADE_SOURCE=/opt/IBM/tivoli/tip
#or on Windows systems (note double backslashes):
#UPGRADE_SOURCE=C:\\IBM\\tivoli\\tip
#
# Define type of the upgrade source: existing instance or a migration package.
# Valid values: instance, package
#UPGRADE_MODE=instance
#
# These are only for upgrade from existing instance of TCR
#PREVIOUS_INSTANCE_USER_ID=tipadmin
#PREVIOUS_INSTANCE_USER_PASSWORD=xxx

#----
#---- Enter the ports that WebSphere Application server will use
#---- Only WAS_WC_defaulthost is required. The rest of the ports, if not
#---- specified, will be derived basing on the WAS_WC_defaulthost.
WAS_WC_defaulthost=16310
#WAS_WC_defaulthost_secure=16311
#WAS_BOOTSTRAP_ADDRESS=16312
#WAS_SOAP_CONNECTOR_ADDRESS=16313
#WAS_IPC_CONNECTOR_ADDRESS=16314
#WAS_WC_adminhost=16315
#WAS_WC_adminhost_secure=16316
#WAS_DCS_UNICAST_ADDRESS=16318
#WAS_ORB_LISTENER_ADDRESS=16320
#WAS_SAS_SSL_SERVERAUTH_LISTENER_ADDRESS=16321
#WAS_CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS=16322
#WAS_CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS=16323
```

TCR_sample_response_external.txt

```
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#################################################################################
##
## InstallAnywhere variables to configure the install of
## Tivoli Common Reporting @TCR_VERSION@ components.
##
## Usage: install[.sh|.bat] -f <full path to this file> -i <installation mode>
##        available modes:  silent
##                          console
##                          gui
##
##  On Windows, install.exe will return immediately. To avoid this, you should
##  use the batch file install.bat which wraps it.
##
##  # sign is used here to comment out the lines that follow it
##
#################################################################################
#################################################################################
##
##  This response file example is profiled for the external installation
##  scenario (for further details on installation scenarios see TCR @TCR_VERSION@
##  documentation).
##
##  Variables that are necessary in this scenario have been left uncommented
##  and with example values.
##
#################################################################################

#----
#---- Set Silent License Acceptance
#---- To accept the license agreement: change the value to true.
#----                  example: LICENSE_ACCEPTED=true
#---- If the LICENSE_ACCEPTED has a value other than 'true' the installation
#---- will exit.
#----
#---- By removing the # sign before the #LICENSE_ACCEPTED=false string
#---- and changing 'false' to 'true' you mark that you agree to
#---- the Tivoli Common Reporting @TCR_VERSION@ license agreement.
LICENSE_ACCEPTED=false

#----
#---- Choose the preferred installation language
#---- For default leave commented. Available values are: cs, de, en, es, fr,
#---- it, ja, ko, pl, pt, pt_BR, ru, tr,zh, zh_CN, zh_TW
INSTALLATION_LANGUAGE=en

#----
#---- Install into existing WebSphere Application Server
#---- Specify decision to install Tivoli Common Reporting into an existing
#---- WebSphere Application Server.
#---- Note that:
#----   If this property is set to true, then the following
#----   TCR_INSTALLATION_DIRECTORY property must be correctly set to the existing
#----   WebSphere Application Server location (aka WAS_HOME).
INSTALL_INTO_EXISTING_WAS=false

#----
#---- Choose Installation Folder
#---- Silent installation: provide a fully qualified path
#----                  example: TCR_INSTALLATION_DIRECTORY=C:\\IBM\\tivoli\\tcr
#---- Note that:
#----   Backslash "\" is considered to be a special character and needs to be
#----   escaped, so use double backslashes: "\\" when defining the path on
```

```
#----   Windows.
#----
#---- Silent uninstallation: do not define the TCR_INSTALLATION_DIRECTORY,
#----                   leave it commented out
#----
#---- For reuse of an instance of Tivoli Common Reporting, point to its
#---- existing installation location.
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tcr
#----   For UNIX platform: /opt/IBM/tivoli/tcr
TCR_INSTALLATION_DIRECTORY=

#---- For the TIP specific part of the solution
#----
#---- If INSTALL_INTO_EXISTING_WAS=true, the install folder must be the
#---- location of WebSphere Application Server such as:
#---- TIP_INSTALLATION_DIRECTORY=C:\\IBM\\WebSphere\\AppServer
#----
#---- Examples:
#----   For Windows platform: C:\\IBM\\tivoli\\tip
#----   For UNIX platform: /opt/IBM/tivoli/tip
TIP_INSTALLATION_DIRECTORY=

#---- For the reuse scenario
#----
#---- If installing in a reuse scenario to simply add some additional components
#---- to already installed instance, set this variable to: 'true', otherwise comment
#---- it out or set to: 'false' (the default).
#----
#---- Example:
#----   REUSE_EXISTING_INSTALLATION=true
REUSE_EXISTING_INSTALLATION=false

#----
#---- Installation scenario
#---- Choose one of the following installation components configuration for
#---- this installation procedure:
#----   cognos_reporting_engine - first step of the distributed installation
#----                             scenario (INSTALLATION_SCENARIO=cognos_reporting_engine)
#----   ui_for_cognos - second step of the distributed installation scenario
#----                   (INSTALLATION_SCENARIO=ui_for_cognos)
#----   single_computer_installation
#----   integrate_existing_cognos
INSTALLATION_SCENARIO=integrate_existing_cognos

#----
#---- URL to Cognos
#---- The URL should point to the selected instance of Cognos which has been
#---- installed from a source other than the IBM Tivoli Common Reporting @TCR_VERSION@
#---- installation program.
COGNOS_URL=

#----
#---- Tivoli Integrated Portal configuration related
#----

#---- WebSphere information
#----
#---- Enter a WebSphere Application Server administrator user name
#---- and password. If the password is not provided the installer
#---- will fail.
WAS_USER_NAME=tipadmin
WAS_PASSWORD=tipadmin

# Should it be upgrade?
PERFORM_UPGRADE=false
```

```
# Following variables are for upgrade only
#
# Path to the previous instance of TCR or migration package
#UPGRADE_SOURCE=/opt/IBM/tivoli/tip
#or on Windows systems (note double backslashes):
#UPGRADE_SOURCE=C:\\IBM\\tivoli\\tip
#
# Define type of the upgrade source: existing instance or a migration package.
# Valid values: instance, package
#UPGRADE_MODE=instance
#
# These are only for upgrade from existing instance of TCR
#PREVIOUS_INSTANCE_USER_ID=tipadmin
#PREVIOUS_INSTANCE_USER_PASSWORD=xxx

#----
#---- Enter the ports that WebSphere Application server will use
#---- Only WAS_WC_defaulthost is required. The rest of the ports, if not
#---- specified, will be derived basing on the WAS_WC_defaulthost.
WAS_WC_defaulthost=16310
#WAS_WC_defaulthost_secure=16311
#WAS_BOOTSTRAP_ADDRESS=16312
#WAS_SOAP_CONNECTOR_ADDRESS=16313
#WAS_IPC_CONNECTOR_ADDRESS=16314
#WAS_WC_adminhost=16315
#WAS_WC_adminhost_secure=16316
#WAS_DCS_UNICAST_ADDRESS=16318
#WAS_ORB_LISTENER_ADDRESS=16320
#WAS_SAS_SSL_SERVERAUTH_LISTENER_ADDRESS=16321
#WAS_CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS=16322
#WAS_CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS=16323
```

Installing into an existing Cognos infrastructure

Use this installation scenario if you already use Cognos BI infrastructure. The existing infrastructure can be either IBM Cognos BI Server or IBM Cognos 8 Business Intelligence Reporting.

Procedure

1. Insert the product DVD or, if you are installing from an image, open the directory that contains the files you extracted previously.
2. Start the installation launchpad:
   - Windows launchpad.exe
   - Linux and UNIX launchpad.sh
3. Read the installation information, and click **Install Tivoli Common Reporting**.

   Tip: At any time of running the installation you can go back to the launchpad to access the on-line documentation, or the PDF version of the *Installation Guide*.
4. Choose your installation language, read the Welcome page, and accept the terms of the license agreement.
5. Select **Install new instance of Tivoli Common Reporting** as the installation mode.
6. On the Installation scenarios page, select **Integrate your existing Cognos BI infrastructure**. Click **Next**
7. Choose the installation directory, and click **Next**. Apart from the installation directory, two new directories are created:
   - `C:\IBM\tivoli\tipv2` containing Tivoli Integrated Portal, and

- `C:\IBM\tivoli\tipv2Components\TCRComponent` containing, among others, the component, and scripts.

The directories are created because of Tivoli Integrated Portal 2.2 requirements.

8. Create user credentials for Tivoli Integrated Portal by choosing user ID and password and specify the port number for IBM Cognos content database. Up to 15 ports can be used, whose numbers begin with the port number that you provide and increase.
9. Provide a URL to the existing Cognos engine that you want to integrate, and click **Next**.
10. After confirming the installation details, click **Install**.

Results

You have now completed the full installation procedure, and can start using the reporting solution on single system by logging in to the reporting interface.

Installing Tivoli Common Reporting into an existing Tivoli Integrated Portal instance

If you already have a product based on Tivoli Integrated Portal 2.1 in your infrastructure, you can install Tivoli Common Reporting components into it so that the two products are in the same Tivoli Integrated Portal instance.

About this task

You can use either the installation wizard or silent mode to install into an existing Tivoli Integrated Portal instance. In silent mode, the **WAS_USER_NAME** and **WAS_PASSWORD** are credentials that you use to log into the existing Tivoli Integrated Portal console.

Windows : To perform this task, you must belong to the Administrators group or be an Administrator.

Procedure

1. Start the installation launchpad from the product DVD or the installation image:
   - Windows launchpad.exe
   - UNIX Linux launchpad.sh
2. Read the installation information, and click **Install Tivoli Common Reporting**
3. Choose the installation language, read the Welcome page, and accept the license agreement.
4. On the Installation Mode pane, select to **Reuse the existing instance of Tivoli Integrated Portal**.
5. Choose the installation scenario.
6. Select the installation directory and the location of the existing Tivoli Integrated Portal.
7. Provide administrative user credentials that you use to log into Tivoli Integrated Portal console.
8. Provide the port number for IBM Cognos content database.
9. Read the summary panel and click **Install**.

Installing Framework Manager

Framework Manager is a modeling tool for creating and modifying business views of data. The output of the Framework Manager is a package used for creating reports in Tivoli Common Reporting.

About this task

Framework Manager is a Windows-based utility included in the Cognos Modeling product. The installation image for Cognos Modeling is located on the Tivoli Common Reporting Windows image in the following location: `\CognosModeling\win32\issetup.exe` for Windows operating systems, and as a separate image for non-Windows systems.

Beginning with Tivoli Common Reporting 2.1.1, you can install Framework Manager on a 64-bit computer but it must be installed in a separate directory from the 64-bit components.

Procedure

1. Run the installation image and provide all the necessary parameters.

   Note: If you are installing the 64-bit Framework Manager, create a `FrameworkManager` directory in the *`TCR_component_dir`* directory and select it as the Framework Manager installation path.
2. If you installed a 32-bit Tivoli Common Reporting server on a remote host or in a different directory, install the Cognos FIPS package by running `CognosModelingFix\win32\issetup.exe`. Specify the same installation directory as the directory you specified for Framework Manager. If you installed a 64-bit Tivoli Common Reporting server, do not install FIPS.

Verifying the installation

After you have installed the reporting solution, access it in a Web browser to verify its installation.

Procedure

1. Log in to the Tivoli Integrated Portal, and verify that the reporting section is present in the left-hand navigation bar under **Reporting**. For instructions on logging in to the reporting interface, see the information center.

   Tip: You are prompted for user ID and password when accessing the console from the Tivoli Integrated Portal.
2. Expand the **Reporting** section, click the **Common Reporting** section, and verify that the view in the right window opens up a new portlet.
3. Run the sample overview report that is provided with the reporting tool, and verify that it only displays information about this particular report.

Post-installation tasks

Refer to this section to find out how you can modify your existing Tivoli Common Reporting installation.

Migrating to a distributed environment

Migrate a single-computer installation to a distributed environment. First, you need to install the Cognos-based Tivoli Common Reporting engine, then, you have to modify the existing single-computer installation.

Note: Paths given in the instruction are default path values from the installation procedure.

Procedure

1. Install the Cognos-based Tivoli Common Reporting engine.
2. Export data from the existing Tivoli Common Reporting instance.
3. Modify single-computer installation.
4. Import data.

Exporting data from Tivoli Common Reporting

During the migration from single to distributed installation, you will need to export all data from the existing Tivoli Common Reporting instance to preserve them.

Procedure

1. Export the complete Cognos Content Store from Web user interface:
   a. Select **Launch** → **Administration**.
   b. Go to the **Configuration** tab and select **Content Administration**.
   c. Create new package export by clicking  .
   d. Follow the wizard to export the archive.

   The exported archive is now visible in the **Administration** window.
2. For versions earlier than 2.1, archive the *TCR_component_dir*\data directory where all BIRT objects are stored.
3. Archive the directory where report images are stored.

What to do next

Modify the existing single-computer installation.

Modifying the existing single-computer installation

Perform this task as the first step in migrating from single-computer installation to distributed installation.

Before you begin

Ensure that you have a computer with Cognos installed.

Procedure

1. Navigate to the following directory, and edit the web.xml file:
   - Windows *TCR_component_dir*\cognos\war\gateway
   - Linux and UNIX *TCR_component_dir*/cognos/war/gateway

   Before the </web-app> string, add the following lines:

```
<servlet-mapping>
  <servlet-name>ServletGateway</servlet-name>
  <url-pattern>/servlet/component/*</url-pattern>
</servlet-mapping>
<security-constraint>
  <web-resource-collection>
    <web-resource-name>C8</web-resource-name>
    <url-pattern>/servlet/component/*</url-pattern>
    <http-method>GET</http-method>
    <http-method>POST</http-method>
  </web-resource-collection>
  <auth-constraint>
    <role-name>cps_user</role-name>
  </auth-constraint>
</security-constraint>
<login-config>
  <auth-method>BASIC</auth-method>
  <realm-name>Cognos 8</realm-name>
</login-config>
<security-role>
  <role-name>cps_user</role-name>
</security-role>
```

2. Open the IBM Cognos Configuration by running:
   - Windows **Start → All Programs → Tivoli Common Reporting → IBM Cognos Configuration**
   - Linux and UNIX *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh
3. In IBM Cognos Configuration generate the `ServletGateway.ear` file by performing these steps:
   a. Go to **Actions → Build Application Files...**.
   b. In the **Application** section, deselect the **IBM Cognos 8**, and check **Servlet gateway**.
   c. In the **Application Server Type** section, check **IBM WebSphere 6.x**, and click **Next**.
   d. Check **EAR file** in the **File type** section, specify location, type in `tarf` as **Context root**, and click **Next**.
4. If stopped, start the server from a command-line interface:
   a. Navigate to the installation subdirectory:
      - Windows *TCR_component_dir*\bin, and run the startTCRserver.bat command.
      - Linux and UNIX *TCR_component_dir*/bin, and run the startTCRserver.sh command.
5. Uninstall IBM Cognos 8 from WebSphere Application Server:
   a. Navigate to the installation subdirectory:
      - Windows *TIP_install_dir*\profiles\TIPProfile\bin, and run the wsadmin.bat command.
      - Linux and UNIX *TIP_install_dir*/profiles/TIPProfile/bin, and run the wsadmin.sh command.
      - Provide the login and password for a Tivoli Common Reporting administrator.
      - Run the following commands:
        1) $AdminApp uninstall “IBM Cognos 8”
        2) $AdminConfig save

6. Install IBM Cognos 8 Servlet Gateway to WebSphere Application Server by running the following commands in the wsadmin console:
   a. $AdminApp install <directory_with_ServletGateway.ear>/ ServletGateway.ear {-MapWebModToVH {{.* .* default_host}} -MapRolesToUsers {{"cps_user" No Yes "" "" }} }

      Note:

      Windows When specifying the `<directory_with_ServletGateway.ear>/ ServletGateway.ear` directory change all slashes to forward ones. If there is a space character in the path escape it by typing in / or placing it in double quotation marks.
   b. $AdminConfig save

   Exit the console by typing in `quit`.
7. Modify the class loader function by:
   a. Navigating to the following directory:
      - Windows *TCR_component_dir*\conf
      - Linux and UNIX *TCR_component_dir*/conf

      and replacing the lines:

      ```
      strApplicationName=sys.argv[0]
      strClassloaderMode=sys.argv[1]
      ```

      with the following ones:

      ```
      selectedScenario=sys.argv[0]
      strClassloaderMode=sys.argv[1]

      if selectedScenario=="gateway":
       strApplicationName='IBM Cognos 8 Servlet Gateway'
      else:
       strApplicationName='IBM Cognos 8'
      ```

      as well as appending `AdminConfig.save()` at the end of the `modifyClassloader.py` file.
   b. Navigating to the following directory:
      - Windows *TIP_install_dir*\profiles\TIPProfile\bin
      - Linux and UNIX *TIP_install_dir*/profiles/TIPProfile/bin

      and running the following command: `wsadmin -f TCR_install_dir/ TIP21Components/TCRComponent/conf/modifyClassloader.py gateway PARENT_LAST`. You are asked to provide a username and a password.
8. Stop the server from a command-line interface:
   a. Navigate to the installation subdirectory:
      - Windows *TCR_component_dir*\bin, and run the stopTCRserver.bat command.
      - Linux and UNIX *TCR_component_dir*/bin, and run the stopTCRserver.sh command.
9. Edit the stop and start server scripts:
   - Edit the startTCRserver script by commenting out the following lines:
     – Windows Using :: characters:

       ```
       start /B /D%COGNOS_DIR%\bin tcr_cogconfig.bat -s
       ```

– Linux and UNIX Using the # character:

```
"$COGNOS_DIR/bin/tcr_cogconfig.sh" -s
```

- Edit the stopTCRserver script by commenting out the following lines:
  – Windows Using :: characters:

```
call %COGNOS_DIR%\bin\tcr_cogconfig.bat -stop
```

  – Linux and UNIX Using the # character:

```
"$COGNOS_DIR/bin/tcr_cogconfig.sh" -stop
```

10. Open the IBM Cognos Configuration as described in step 2, and edit it:
    a. In the **Explorer** navigation on the left, go to **Environment** section. **Group Properties** panel opens on the right.
    b. Go to **Gateway Settings**, and locate **Dispatcher URIs for gateway**. Click on the value field, and update it with the URI to your Tivoli Common Reporting server that is installed on a different computer, as stated in prerequisites. `http://<server_hostname>:9300/p2pd/servlet/dispatch`
    c. Save the new configuration.
11. Start the server as described in step 4.
12. Clear the cookie files in your browser before running the application.

Results

You have migrated from a single-computer installation to a distributed installation.

What to do next

Export and import your data.

Importing data

Import data from the previous Tivoli Common Reporting instance to preserve them. You can also use this procedure to move data from one system to another, for example, from test to production environment provided the systems are configured in the same way.

Procedure

1. Import the previously exported package.
2. Copy the report images to the Tivoli Common Reporting server.

Importing report packages

Import report packages to your workspace using the user interface and start using an existing report model and reports. This importing method can be used for Cognos reports only.

Before you begin

You have to obtain a report package you want to work with. You can download packages from ISML library, or you can create one using the **Content Administrator** interface. All the packages you want to import have to be stored in the `deployment` folder in *`TCR_component_dir`*`\cognos\deployment`.

Procedure

1. Log in to the Tivoli Common Reporting interface, and go to **Common Reporting**.

2. In the **Work with reports** window on the right choose the **Administration** from the **Launch** drop-down list.
3. Go to **Configuration** tab, and open the **Content Administration** section.
4. Create new package import by clicking  . This opens a **New Import wizard**.
5. Follow the wizard to import a new package.

   Tip: For more information, see the IBM Cognos 8 Reporting Getting Started Installation Guide 8.4.1.

Copying report images to the Tivoli Common Reporting server

Cognos report packages do not contain images, so after you have imported a Cognos-based report package, you need to copy the static images to a folder on your computer for the images to display.

Before you begin

Import a report package.

About this task

Cognos report packages do not contain images; this is why you need to copy the images manually. The image location depends on the installation scenario that you chose.

Procedure

1. For single-computer installation: Copy the images to the following location: *TCR_install_dir*\profiles\TIPProfile\installedApps\TIPCell\IBM Cognos 8.ear\p2pd.war\tivoli
2. For distributed installation:
   a. Copy the images to all computers with user interface installed to the following location: *TCR_install_dir*\profiles\TIPProfile\installedApps\TIPCell\IBM Cognos 8 Servlet Gateway.ear\ServletGateway.war\tivoli
   b. Copy the images to all computers with Tivoli Common Reporting engine, to the following location: *TCR_component_dir*\cognos\webcontent\tivoli

Changing ports for the Tivoli Common Reporting console

You can assign new ports to an installed Tivoli Common Reporting console.

Procedure

1. Create a properties file containing values such as host name that match your environment. The exemplary properties file below uses default values. Modify the values to match your environment. Save the file in any location.

```
WAS_HOME=C:/ibm/tivoli/tip22
was.install.root=C:/ibm/tivoli/tip22
profileName=TIPProfile
profilePath=C:/ibm/tivoli/tipv2/profiles/TIPProfile
templatePath=C:/ibm/tivoli/tipv2/profileTemplates/default
nodeName=TIPNode
cellName=TIPCell
hostName=your_TCR_host
portsFile=C:/ibm/tivoli/tipv2/properties/TIPPortDef.properties
```

2. Edit the *TCR_install_dir*\properties\TIPPortDef.properties file to contain the desired port numbers.
3. Stop the Tivoli Common Reporting server by navigating to the following directory in the command-line interface:
   - Windows *TCR_component_dir*\bin, and running the stopTCRserver.bat command.
   - UNIX and Linux *TCR_component_dir*/bin, and running the stopTCRserver.sh.
4. In the command-line interface, navigate to the *TCR_install_dir*\bin directory.
5. Run the following command: `ws_ant.bat -propertyfile C:\temp\tcrwas.props -file "C:\IBM\tivoli\tipv2\profileTemplates\default\actions\updatePorts.ant" C:\temp\tcrwas.props` is the path to the properties file created in Step 1.
6. Change the port numbers in IBMCognos Configuration:
   a. Open IBMCognos Configuration by running *TCR_component_dir*\cognos\bin\tcr_cogconfig.bat for Windows operating systems and *TCR_install_dir*/cognos/bin/tcr_cogconfig.sh for Linux and UNIX.
   b. In the **Environment** section, change the port numbers to the desired values, as in Step 2.
   c. Save your settings and close IBMCognos Configuration.
7. Start the Tivoli Common Reporting server by navigating to the following directory in the command-line interface:
   - Windows *TCR_component_dir*\bin, and running the startTCRserver.bat command.
   - UNIX and Linux *TCR_component_dir*/bin, and running the startTCRserver.sh.

Enabling Cognos Application Firewall

After installing Tivoli Common Reporting, you can optionally enable the Cognos Application Firewall.

About this task

After installing Tivoli Common Reporting, the Cognos Application Firewall is by default disabled. You can enable and configure the firewall. To find out more about the firewall and how to enable it, visit Cognos information center.

Uninstalling

You can uninstall the report components either from a GUI or in silent mode. It is also possible to remove components manually, for example if the uninstallation program was accidentally deleted or not completely installed.

Remember: Run the uninstallation procedure on each machine you have installed the program components on.

Uninstalling using the uninstallation wizard

The uninstallation program guides you through the uninstallation procedure in graphical user interface.

Procedure

1. From the program directory
   - Windows Go to **Start** → **All Programs** → **Tivoli Common Reporting 2.1.1**, and choose the **Uninstall** option.
   - Linux and UNIX *TCR_product_dir*/_uninst/TIPInstall21 run the `uninstall.sh` file.

     Important: If you have installed Tivoli Common Reporting in silent mode, you need to add the **-i** parameter with the *gui* argument to invoke the installer in GUI mode.

   Tivoli Common Reporting uninstaller is launched.
2. Read the information, and click **Next**.
3. Type in a password for the administrative user created upon installation, and click **Uninstall**.

   Tip: You do not need to provide this information if you are uninstalling the Cognos-based Tivoli Common Reporting engine component. Also, you will not be asked for password if WebSphere Application Server has been stopped. If you forgot your password, you can kill WebSphere Application Server process first, then run the uninstallation. You will not be asked for the password.
   The uninstallation process is now started, and will take a moment to remove the Tivoli Common Reporting from your file system.
4. Windows (Recommended) Restart your computer.

What to do next

Check the uninstallation process by going through the verification steps.

Uninstalling using the console mode

Use the console uninstallation method to uninstall IBM Tivoli Common Reporting from a command line.

Procedure

1. At a command prompt, navigate to the `/_uninst/TIPInstall21` subdirectory of the IBM Tivoli Common Reporting installation directory.
2. Run the **uninstall** command, specifying console mode:
   - Windows

     ```
     uninstal.exe -i console
     ```
   - Linux and UNIX

     ```
     uninstall.sh -i console
     ```
3. Follow the displayed instructions to complete the uninstallation. You will need to provide a user ID and password with the tipadmin role (typically the same user ID you used to install IBM Tivoli Common Reporting).

   Tip: You will not be asked for password if WebSphere Application Server has been stopped. If you forgot your password, you can kill WebSphere Application Server process first, and then run the uninstallation. Your password will not be required.

Uninstalling using the silent mode

Use the silent uninstallation procedure for unattended uninstallation. It can be performed with the use of a response file. You can choose the silent mode of uninstallation by using *silent* argument for the **-i** parameter.

Procedure

1. From the following location *TCR_component_dir*/_uninst/TIPInstall21, open, and edit the TCR_sample_response_uninstall.txt file with the user ID and password:

   Tip: You will not be asked for password if WebSphere Application Server has been stopped. If you forgot your password, you can kill WebSphere Application Server process first, and then run the uninstallation. Your password will not be required.

   ```
   ############################################################# {COPYRIGHT-TOP} ###
   # OCO Source Materials
   # 5724-T69
   #
   # © Copyright IBM Corp. 2011
   #
   # The source code for this program is not published or otherwise
   # divested of its trade secrets, irrespective of what has been
   # deposited with the U.S. Copyright Office.
   ############################################################# {COPYRIGHT-END} ###
   ##############################################################
   ##
   ## InstallAnywhere variables to configure the installation of Tivoli
   ## Common Reporting for Asset and Performance Management
   ##
   ## Usage: uninstall[.sh|.exe] -f<full path to this file> -i<installation mode>
   ##        available modes: silent
   ##                         console
   ##                         gui
   ##
   ##  On Windows, uninstall.exe will return immediately. To avoid
   ##  this, you should wrap the uninstall.exe command in a batch
   ##  file.
   ##
   ##  # sign is used here to comment out the lines that follow it
   ##
   ##############################################################

   #----
   #---- Enter a WebSphere Application Server password.
   #---- If the password is not provided, the uninstaller will fail.
   IAGLOBAL_WASUserID=tipadmin
   IAGLOBAL_WASPassword=
   ```

   Save the file.

2. Evoke the silent uninstallation from a command-line interface by:

   - Windows navigating to *TCR_install_dir*_uninst\TIPInstall21, and running the uninstall.exe -i silent -f *TCR_install_dir*_uninst\TIPInstall21\TCR_sample_response_uninstall.txt command.
   - Linux and UNIX navigating to /*TCR_install_dir*/_uninst/TIPInstall21, and running the uninstall -i silent -f *TCR_install_dir*/_uninst/TIPInstall21/TCR_sample_response_uninstall.txt command.

   Important: Provide the full path to the response file in your command.

Results

You have now uninstalled Tivoli Common Reporting without any user interaction. You can verify the uninstallation procedure by going through the verification steps.

Uninstalling manually

In most cases, you should follow one of the other choices for uninstalling Tivoli Common Reporting. However, if the uninstallation program is not present or if an aborted installation did not create a complete and functional uninstallation program, you can manually uninstall the product. Follow this procedure only on the machine where Tivoli Common Reporting Server was installed.

About this task

The manual uninstallation should only be performed when none of the standard uninstallation methods are possible.

Procedure

1. Stop the Tivoli Common Reporting Server by navigating to the following directory in the command-line interface:
   - Windows `cd` *`TCR_component_dir`*`\bin`, and running the `stopTCRserver.bat` command.
   - Linux and UNIX *`TCR_component_dir`*`/bin`, and running the `stopTCRserver.sh`.

   Note: If the server does not stop, terminate Tivoli Common Reporting processes.
2. Remove the Deployment Engine by navigating to the following directory in the command-line interface:

   CAUTION:
   Removing this component if you have other Tivoli Common Reporting or Tivoli Integrated Portal instances installed on your computer will prevent you from performing upgrades. If you have other programs that use the Deployment Engine, they may not work properly after removing it. In this case, see: Uninstalling the Deployment Engine.

   Windows

   a. Open the command-line interface, and source the DE environment by evoking `C:\%Program Files%\IBM\Common\acsi\setenv.cmd`.
   b. Uninstall DE - `C:\%Program Files%\IBM\Common\acsi\bin\si_inst.bat -r -f`.

      Note: The command might fail if a DE operation ends abnormally. In such case, go to *`DE_install_dir`*`\asci\logs` and delete all files whose filenames begin with `.lock`.
   c. Remove database backup - `rmdir /s C:\%Program Files%\IBM\Common\acsi`.

   Linux and UNIX

   Note: For a non-root user Deployment Engine is located at `<USER_HOME_DIR>/.acsi*`. Follow the same steps modifying your file paths.

   a. Source the DE environment by evoking the following command `. /var/ibm/common/acsi/setenv.sh`.

Important: Make sure you include the . (dot and space) characters when running the command.

b. Uninstall DE - `/usr/ibm/common/acsi/bin/si_inst.sh -r -f`.

Note: The -r -f command might fail if a DE operation ends abnormally. In such case, go to *DE_install_dir*`\asci\logs` and delete all files whose filenames begin with `.lock`.

3. Windows Remove the registered services by following the steps:
   a. Open **Control Panel** → **Administrative Tools** → **Services**, and find the following services:
      - `Tivoli Integrated Portal - TIPProfile_Port_XXX` service
      - Any `IBM Cognos Content Database` service.
   b. Right-click on the service, and choose **Properties**.
   c. Copy the property name enclosed in parentheses, for example `"IBMWAS70Service - TIPProfile_Port_16310"`, and `"IBM Cognos Content Database"`, and `"IBM Cognos 8"`.
   d. Open the command-line interface, and run the following command: `sc delete "IBMWAS70Service - TIPProfile_Port_16310"`, and `sc delete "IBM Cognos Content Database"`, and `sc delete "IBM Cognos 8"`.
4. In the file system, manually remove the program installation directory. Do not remove the Tivoli Integrated Portal directory, if you were reusing an existing version of Tivoli Integrated Portal for your Tivoli Common Reporting installation:
   - Windows *TIP_components_dir* and *TIP_install_dir*`\tipv2`
   - Linux and UNIX *TIP_components_dir* and *TIP_install_dir*`/tipv2`
5. Windows Remove the shortcuts from menu **Start**. Right-click the **Tivoli Common Reporting** in the menu, and select to delete it.
6. Windows (Recommended) Restart your computer.

Results

You have now finished performing manual cleanup of your environment.

Verifying the uninstallation

Verify the uninstallation procedure after you have performed the procedure using the graphical user interface, console or silent mode.

Procedure

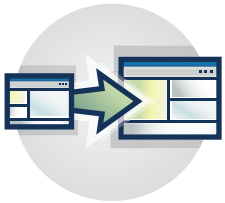
1. Check that the Tivoli Common Reporting installation directories are empty.
2. Windows Check if there are any services registered for the program by opening **Control Panel** → **Administrative Tools** → **Services**, and searching for `Tivoli Integrated Portal - TIPProfile_Port_XXX` service.
3. If the Deployment Engine registry contained other components than Tivoli Common Reporting, verify that there are no entries related to Tivoli Common Reporting in the Deployment Engine registry, by listing the existing components:
   - Windows `C:\%Program Files%\IBM\Common\acsi\bin\listIU.cmd`
   - Linux and UNIX `/usr/ibm/common/acsi/bin/listIU.sh`

4. If your Tivoli Common Reporting instance was the only component in Deployment Engine registry, verify if the Deployment Engine has been removed completely.
5. Windows Verify that there is no Tivoli Common Reporting entry in menu **Start**.

What to do next

If any of the items were not removed correctly by the uninstallation procedure, uninstall the program manually.

Chapter 2. Upgrading to Tivoli Common Reporting version 2.1.1



You can upgrade your instance of Tivoli Common Reporting to version 2.1.1. Three upgrade scenarios are available, depending on your needs:

- Single-computer scenario
- Distributed scenario
- Upgrading from package

Preparing to upgrade

Before upgrading, review this section to learn about hardware requirements and other considerations.

Basic upgrade information

You can upgrade to Tivoli Common Reporting version 2.1.1 from the following versions:

- Tivoli Common Reporting 1.1.1
- Tivoli Common Reporting 1.2.0
- Tivoli Common Reporting 1.2.0.1
- Tivoli Common Reporting 1.3
- Tivoli Common Reporting 2.1

There are two upgrade scenarios available, one for single-computer and one for distributed upgrade scenarios. With versions 1.1.1 and 1.2.x, distributed upgrade is a manual procedure in which you migrate a single-computer installation to a distributed one.

If you are upgrading from Tivoli Common Reporting 2.1, the 2.1.1 version upgrades it together with its components, such as Tivoli Integrated Portal, which is upgraded from version 2.1 to version 2.2, and Cognos 8 Business Intelligence Reporting, which is upgraded from version 8.4.1 to version 8.4.1, fix pack 3. If you are upgrading from version 2.1, the upgrade process does not change the port numbers or file paths. For versions older than 2.1, the upgrade is a side-by-side process in result of which you have two instances of Tivoli Common Reporting, the 2.1.1 version and the older version, on your system. To keep only the newest version of Tivoli Common Reporting on your computer, uninstall the older version.

Tivoli Common Reporting, version 2.1.1 introduces a 64-bit installer. However, you cannot use this installer to upgrade a previous version of Tivoli Common Reporting because of the discrepancy in bitness.

Users and groups are not migrated because they are usually stored in LDAP. You can use the `TIPProfile\upgrade\bin\exportLDAPconfig.bat` file to export the LDAP settings. The installer creates `tipadmin` as the default user present before and after upgrade.

JNDI data sources are not migrated. You must recreate them manually after upgrade.

Upgrade modes

There are two upgrade modes that you can select from:

- Upgrading from the existing instance of Tivoli Common Reporting. Choose this upgrade mode if you have 4 GB of available main memory.
- Upgrading from the package, which allows you to upgrade your Tivoli Common Reporting instance on a different computer than the one on which it is installed, by using a previously generated package. This upgrade mode requires 2 GB of available memory.

Upgrading on a single computer

Choose this scenario to upgrade Tivoli Common Reporting version 1.1.1 and 1.2. For versions 1.3 and 2.1, this method is suitable if your existing installation is on a single computer. You can upgrade interactively with the installation wizard as a single point of reference for the whole upgrade process, or in silent mode, which does not require any interaction on your part.

Before you begin

Ensure that you have completed the following tasks:

- Ensure that you know the administrative user login and password
- If you are upgrading from Tivoli Common Reporting version 1.3 or 2.1, ensure that all your report images are in the *TCR_install_dir*/profiles/TIPProfile/installedApps/TIPCell/IBM Cognos 8.ear/p2pd.war/tivoli directory, because only this directory is moved over to version 2.1.1.
- If you are upgrading from version 1.3 and you have LDAP configured to connect directly with Cognos, enable anonymous access from VMMProvider:
  1. Open the IBM Cognos configuration by running:
     - Windows **Start → All Programs → Tivoli Common Reporting → IBM Cognos Configuration**
     - Linux UNIX *TIP_install_dir*/tipv2/products/tcr/Cognos/c8/bin/tcr_cogconfig.sh
  2. Select **Security → Authentication → Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **True**.
  3. Save your configuration and restart the Tivoli Common Reporting server.

  CAUTION:
  Enabling anonymous access makes Cognos open for anonymous connections without any authentication. It is recommended that you upgrade in maintenance mode and secure access to Cognos with a firewall.

About this task

When upgrading from Tivoli Common Reporting version 2.1, Tivoli Integrated Portal is not upgraded. You can manually upgrade Tivoli Integrated Portal to version 2.2.

Procedure

1. Start the upgrade by following steps 1 to 4 in Tivoli Common Reporting installation instructions.
2. Choose to **upgrade the existing Tivoli Common Reporting instance**.
3. Choose **Single computer installation** as the upgrade scenario.
4. Select the installation directory and the existing instance of Tivoli Common Reporting to be upgraded.
5. Provide the administrative user credentials.
6. Specify the administrative user credentials that you used to log in to the previous version of Tivoli Integrated Portal and the port number that you want to use to create Tivoli Integrated Portal profile.
7. On the IBM Cognos Content Database panel, provide the port number for IBM Cognos Content database. The default port number is 1527.

   Remember: The ports you select must be free and must be different from the ports used by the previous Tivoli Common Reporting instance. The default Tivoli Integrated Portal port numbers are the same as the default port numbers in Tivoli Common Reporting version 1.3. When upgrading, these port numbers must differ.
8. Decide whether you want to import report snapshots.

   Attention: Importing report snapshots may take a while, especially if there are many BIRT reports in your infrastructure, because each BIRT snapshot is run and exported into a PDF file.
9. Confirm your choices to begin the upgrade process. No more action is required on your part.

Results

You have upgraded to Tivoli Common Reporting, version 2.1.1 and the following data was imported:

- Database drivers
- Report snapshots were generated to PDF format and saved as saved reports.
- Cognos Content Store was migrated from the embedded derby database. If your Content Store was located on an external database instead of on the embedded derby, the same database is used by the new instance of Tivoli Common Reporting.

What to do next

1. If you want to use LDAP as your user repository, configure it again. LDAP configuration is not automatically transferred to the upgraded instance of Tivoli Common Reporting. A file with LDAP information exported from the previous version of Tivoli Common Reporting is in *TCR_component_dir*/logs/upgrade/*repository Id*.properties. If you upgraded from Tivoli Common Reporting version 1.3 or 2.1, configure LDAP in Tivoli Integrated Portal only.
2. Create new schedules for your reports. Report schedules that are created for versions of Tivoli Common Reporting versions earlier than 2.1 are not mapped to Cognos scheduler.
3. "Configuring JDBC data sources using JNDI" on page 50 the same way as you configured them for the Tivoli Common Reporting version that you previously used. JNDI data sources are not transferred during the upgrade process.
4. Verify that all your report images have been moved.

5. Log in to the Tivoli Integrated Portal console and check whether all your reports appear in the **Common Reporting** → **Connection** view. Try to run a sample report to check whether it is working properly.
6. If you decided to import report snapshots, ensure that the snapshot appears as **Run history** of the report for which it was generated.
7. Disable anonymous access from VMMProvider:
   a. Open the IBM Cognos configuration by running:
      - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
      - Linux UNIX User interface: *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh, reporting engine: *TCR_install_dir*/cognos/bin/tcr_cogconfig.sh
   b. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **False**.
   c. Save your configuration and restart the Tivoli Common Reporting server.

Scheduling reports

A report schedule is a schedule for running a report at some time in the future. You can create a schedule to run a report once or repeatedly.

About this task

To learn how to schedule reports, go to IBM Cognos Connection User Guide - Schedule Management.

Configuring JDBC data sources using JNDI

You can use WebSphere Application Server scripting to configure JDBC providers and data sources for your reports, and to configure JNDI names for reports to use when accessing data sources. If you use this method, the data source properties for reports can access the data source using JNDI without directly specifying the JDBC information.

Before you begin

Data sources are configured in the embedded WebSphere Application Server environment. To use scripting, you must start the WebSphere wsadmin tool. For more information, refer to the WebSphere Application Server documentation at http://publib.boulder.ibm.com/infocenter/wasinfo/v7r0/topic/com.ibm.websphere.nd.iseries.doc/info/iseriesnd/ae/txml_script.html?.

Any JDBC driver properties required by your database vendor must also be set as data source properties in the WebSphere Application Server configuration. For more information, refer to the WebSphere Application Server documentation and the documentation for your database software.

If you have Tivoli Common Reporting installed in distributed environment, the reporting engine runs on a Tomcat web server. In such case, the JNDI data sources must be configured on that server. For more details, see Tomcat documentation.

Procedure

1. Configure a JDBC provider.
2. Configure a JDBC data source and its JNDI name.

Logging in to the reporting interface

Use your web browser to access the reporting interface based on the Tivoli Integrated Portal.

About this task

With the reporting interface, you can perform simple lightweight tasks as well as more advanced scalable reporting.

Common Reporting
Scalable, enterprise reporting option provided by IBM Cognos 8 Business Intelligence Reporting.

Using this feature you can access the following reporting options:

- Create on demand reports.
- Use the Web-based report authoring.
- Email reports.

Tip: To access Tivoli Common Reporting or Tivoli Integrated Portal documentation from the user interface, click **Help** in the upper right corner. To access Cognos Administration and Security guide, click  in the console. For more Cognos guides, click  .

Procedure

1. Navigate to the following URL:

   http://*hostname*:*port*/ibm/console

   The default URL is:

   http://localhost:16310/ibm/console

   - Replace *hostname* with the TCP/IP host name of the system whereTivoli Common Reporting is installed, or `localhost` if you are running the web browser on the same system.
   - Replace *port* with the port number that you specified during installation.

   Tip: On a Windows system where Tivoli Common Reporting is installed locally, you can click **Start** → **Tivoli Common Reporting** → **Launch Reporting Browser** to open the default browser with the correct URL.
2. On the Tivoli Integrated Portal login page, log in with a user ID that has access to Tivoli Common Reporting. Access is determined by user roles associated with user IDs. This might be the user ID and password you specified during the installation process, or a user ID and password provided to you by an administrator. The Tivoli Integrated Portal navigation window opens.

   Tip: Only one logon is required when accessing the reporting interface. The single sign-on option is enabled between the two reporting options.

3. In the navigation pane on the left side of the window, click the plus sign **+** beside **Reporting** to expand the tree.
4. Choose **Common Reporting** to work with the enterprise reporting options.

Running the sample overview report

After you have installed Tivoli Common Reporting 2.1.1, you can run a check on the reporting functionality by running your first sample report. The report can also be run for an overall reporting overview.

Before you begin

You can set file location to save copy of report output to use it again later or for archive purposes. If you decide to use a post-processing script, it must include two parameters:

- **Parameter 1** specifies the name of the file that is the report
- **Parameter 2** specifies the name of the file that is the XML descriptor file.

Procedure

1. Log in to your reporting interface by following the login instructions .
2. Navigate to the **Common Reporting**. A new tab opens on the right.
3. Open the out-of-the-box **Common Reporting** package in your **Public Folders** view.
4. Click on **Reporting Overview** report to run it.
5. Specify the date parameters to limit the time frame of the report.

   Tip: If you run this as an overview of your reporting activities, you can also limit the scope of data to a given report package, a specific report, or a report owner by specifying the appropriate filters.
6. Click **Finish**. The report is now generated.

Upgrading distributed environment

Select this scenario to upgrade Tivoli Common Reporting versions 1.3 or 2.1 installed in distributed environment to version 2.1.1. You can upgrade interactively with the installation wizard as a single point of reference for the whole upgrade process, or in silent mode which does not require any interaction on your part.

Before you begin

Ensure that you have completed the following tasks:

- Ensure that you know the administrative user login and password
- If you are upgrading from Tivoli Common Reporting version 1.3 or 2.1, ensure that all your report images are in the *TCR_install_dir*/profiles/TIPProfile/installedApps/TIPCell/IBM Cognos 8.ear/p2pd.war/tivoli directory, because only this directory is moved over to version 2.1.1.
- If you are upgrading from version 1.3 and you have LDAP configured to connect directly with Cognos, enable anonymous access from VMMProvider:
  1. Open the IBM Cognos configuration by running:
     - Windows **Start → All Programs → Tivoli Common Reporting → IBM Cognos Configuration**

– Linux UNIX *TIP_install_dir*/tipv2/products/tcr/Cognos/c8/bin/tcr_cogconfig.sh

2. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **True**.
3. Save your configuration and restart the Tivoli Common Reporting server.

CAUTION:
Enabling anonymous access makes Cognos open for anonymous connections without any authentication. It is recommended that you upgrade in maintenance mode and secure access to Cognos with a firewall.

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Note: If LDAP was configured for version 1.3 or 2.1, after the upgrade, Tivoli Common Reporting 2.1.1 command line is only able to authenticate users from LDAP.

About this task

When upgrading from Tivoli Common Reporting version 2.1, Tivoli Integrated Portal is not upgraded. You can upgrade Tivoli Integrated Portal to version 2.2 manually.

Procedure

1. Upgrade Tivoli Common Reporting engine.
2. Upgrade Tivoli Common Reporting user interface.
3. Confirm your choices to finish the upgrade.

Results

You have upgraded to Tivoli Common Reporting, version 2.1.1 and the following data was imported:

- Database drivers
- Report snapshots were generated to PDF format and saved as saved reports.
- Cognos Content Store was migrated from the embedded derby database. If your Content Store was located on an external database instead of on the embedded derby, the same database is used by the new instance of Tivoli Common Reporting.

What to do next

1. If you want to use LDAP as your user repository, configure it again. LDAP configuration is not automatically transferred to the upgraded instance of Tivoli Common Reporting. A file with LDAP information exported from the previous version of Tivoli Common Reporting is in *TCR_component_dir*/logs/upgrade/*repository Id*.properties. If you upgraded from Tivoli Common Reporting version 1.3 or 2.1, configure LDAP in Tivoli Integrated Portal only.
2. Create new schedules for your reports. Report schedules that are created for versions of Tivoli Common Reporting versions earlier than 2.1 are not mapped to Cognos scheduler.
3. "Configuring JDBC data sources using JNDI" on page 50 the same way as you configured them for the Tivoli Common Reporting version that you previously used. JNDI data sources are not transferred during the upgrade process.
4. Verify that all your report images have been moved.

5. Log in to the Tivoli Integrated Portal console and check whether all your reports appear in the **Common Reporting** → **Connection** view. Try to run a sample report to check whether it is working properly.
6. If you decided to import report snapshots, ensure that the snapshot appears as **Run history** of the report for which it was generated.
7. Disable anonymous access from VMMProvider:
   a. Open the IBM Cognos configuration by running:
      - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
      - Linux UNIX User interface: *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh, reporting engine: *TCR_install_dir*/cognos/bin/tcr_cogconfig.sh
   b. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **False**.
   c. Save your configuration and restart the Tivoli Common Reporting server.

Upgrading Tivoli Common Reporting engine

Upgrade your Tivoli Common Reporting versons 1.3 or 2.1 instance to 2.1.1. The reporting engine must be upgraded before the user interface is upgraded.

Before you begin

Enable anonymous access to the reporting engine:

1. Open the IBM Cognos **Configuration** by running:
   - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
   - Linux UNIX *TCR_install_dir*/tip/products/tcr/Cognos/c8/bin/tcr_cogconfig.sh
2. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field, changing it to **True**.
3. Save your configuration and restart the reporting engine.

About this task

Perform this task on the computer where Tivoli Common Reporting engine is installed.

Procedure

1. Start the upgrade by following steps 1 to 4 and 6 to 8 in Tivoli Common Reporting installation instructions.
2. Choose **Upgrade the existing instance of Tivoli Common Reporting** and select **Distributed installation** as your upgrade scenario.
3. Select **Install the Tivoli Common Reporting engine**.
4. Choose the existing Tivoli Common Reporting installation directory as the base for upgrade.
5. Provide the port number that is to be used for Cognos database. The port number must be different than the default port (1527).
6. Confirm your choices. The upgrade runs in the background.

What to do next

Upgrade the user interface.

Upgrading Tivoli Common Reporting user interface

Upgrade your Tivoli Common Reporting user interface to finish the upgrade process.

About this task

For this task, you need the administrative user login and password. Perform this task on the computer where the Tivoli Common Reporting user interface instance is installed.

Procedure

1. Start the upgrade process by performing steps 1 to 4 in the installation instructions.
2. Select the upgrade option and choose the existing Tivoli Common Reporting user interface as the base for the upgrade.
3. Choose **Distributed installation** as your installation scenario, and select to **Install the Tivoli Common Reporting user interface**.
4. Select the existing instance that you want to upgrade and confirm your choices.
5. Provide the user credentials and port number that will be used to create the Tivoli Integrated Portal profile.
6. Provide the administrative user credentials that you used to log in to the previous version of Tivoli Common Reporting.
7. Confirm your choices. The upgrade process runs in the background.

Upgrading with the use of a package

To upgrade across computers, you can upgrade your Tivoli Integrated Portal instance on a computer different than the one on which the existing version is installed. It also requires less free memory than the wizard upgrade mode.

About this task

To upgrade in this mode, you need 2 GB of available memory. You can upgrade in this mode in both single-computer and distributed scenarios, but the distributed scenario is available for versions 1.3 and 2.1 only. When upgrading from Tivoli Common Reporting version 2.1, Tivoli Integrated Portal is not upgraded. You can upgrade Tivoli Integrated Portal to version 2.2 manually.

Upgrading using a package in single-computer scenario

Generate a package that contains all the data from your existing Tivoli Common Reporting instance and upgrade to a higher version.

Before you begin

- Ensure that you know the administrative user login and password
- If you are upgrading from Tivoli Common Reporting version 1.3 or 2.1, ensure that all your report images are in the *TCR_install_dir*/profiles/TIPProfile/installedApps/TIPCell/IBM Cognos 8.ear/p2pd.war/tivoli directory, because only this directory is moved over to version 2.1.1.

- If you are upgrading from version 1.3 and you have LDAP configured to connect directly with Cognos, enable anonymous access from VMMProvider:
  1. Open the IBM Cognos configuration by running:
     - Windows **Start → All Programs → Tivoli Common Reporting → IBM Cognos Configuration**
     - Linux UNIX *TIP_install_dir*/tipv2/products/tcr/Cognos/c8/bin/tcr_cogconfig.sh
  2. Select **Security → Authentication → Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **True**.
  3. Save your configuration and restart the Tivoli Common Reporting server.

  CAUTION:
  Enabling anonymous access makes Cognos open for anonymous connections without any authentication. It is recommended that you upgrade in maintenance mode and secure access to Cognos with a firewall.

About this task

Perform this task as an administrative user.

Procedure

1. Create the package with Tivoli Common Reporting data:
   a. Copy the following .zip files from Tivoli Common Reporting 2.1.1 to the computer where previous version of Tivoli Common Reporting is installed:
      - TCRInstaller/COI/PackageSteps/TIPCore/FILES/tipUpgradeUtil.zip
      - TCRInstaller/COI/PackageSteps/TCRCore/FILES/tcr/TCRPlugins.zip

   b. Extract the files you have just copied:
      - If you are upgrading from version 2.1, 1.3 or 1.2, extract TCRInstaller/COI/PackageSteps/TIPCore/FILES/tipUpgradeUtil.zip and TCRInstaller/COI/PackageSteps/TCRCore/FILES/tcr/TCRPlugins.zip to the *TCR_install_dir*/profiles/TIPProfile folder of your existing Tivoli Common Reporting instance, prior to version 2.1.1.
      - If you are upgrading from version 1.1.1, extract TCRInstaller/COI/PackageSteps/TCRCore/FILES/tcr/TCRPlugins.zip to the *TCR_install_dir* of your existing Tivoli Common Reporting instance, prior to version 2.1.1.

      Important: On non-Windows platforms, run the following command to add run permissions for all upgrade scripts:

      ```
      chmod +x existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/*.sh
      ```

   c. Run the following command to finish creating the package:
      - For Tivoli Common Reporting versions 2.1, 1.3 and 1.2 single-computer installation:

        Windows

        ```
        existing_TCR_install_dir\profiles\TIPProfile\upgrade\bin\preupgrade.bat
        existing_TCR_install_dir --username username --password password --productId TCR
        ```

        UNIX Linux

        ```
        existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/preupgrade.sh
        existing_TCR_install_dir --username username --password password --productId TCR
        ```

      - For Tivoli Common Reporting version 1.1.1:

Windows

```
existing_TCR_install_dir\upgrade\bin\tcrUpgrade.bat
existing_TCR_install_dir\upgrade
java_home_dir
 -operation export -username username -password password
-location existing_TCR_install_dir
[-customPropertiesFile existing_TCR_install_dir\upgrade\plugins\tcrCustomProperties.prope
```

UNIX Linux

```
existing_TCR_install_dir/upgrade/bin/tcrUpgrade.sh
existing_TCR_install_dir/upgrade
java_home_dir
-operation export -username username -password password
-location existing_TCR_install_dir

[-customPropertiesFile existing_TCR_install_dir/upgrade/plugins/tcrCustomProperties.prope
```

- For Tivoli Common Reporting 2.1, 1.3 and 1.2 installed as a separate product:

Windows

```
existing_TCR_install_dir\profiles\TIPProfile\upgrade\bin\preupgrade.bat
 --username username --password password --productId TCR
```

UNIX Linux

```
existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/preupgrade.sh
 --username username --password password --productId TCR
```

The package is created in the following location:

- For versions 1.2, 1.3, and 2.1: *existing_TCR_install_dir*/profiles/TIPProfile/upgrade/data/upgradeData.zip
- For version 1.1.1: *existing_TCR_install_dir*/upgrade/data/upgradeData.zip

2. Perform steps 1 to 4 of installation instructions.
3. Select **Upgrade Tivoli Common Reporting from the package** as the installation mode.
4. Choose **Single-computer installation** as the upgrade scenario.
5. Choose the installation directory and provide the location of the package.
6. Enter the user ID and password that you use to log into Tivoli Integrated Portal console.
7. Provide the port number for IBM Cognos content database.
8. Read the summary panel and click **Install**.

Results

You have upgraded to Tivoli Common Reporting, version 2.1.1 and the following data was imported:

- Database drivers
- Report snapshots were generated to PDF format and saved as saved reports.
- Cognos Content Store was migrated from the embedded derby database. If your Content Store was located on an external database instead of on the embedded derby, the same database is used by the new instance of Tivoli Common Reporting.

What to do next

1. If you want to use LDAP as your user repository, configure it again. LDAP configuration is not automatically transferred to the upgraded instance of Tivoli Common Reporting. A file with LDAP information exported from the previous version of Tivoli Common Reporting is in *TCR_component_dir*/logs/upgrade/*repository Id*.properties. If you upgraded from Tivoli Common Reporting version 1.3 or 2.1, configure LDAP in Tivoli Integrated Portal only.
2. Create new schedules for your reports. Report schedules that are created for versions of Tivoli Common Reporting versions earlier than 2.1 are not mapped to Cognos scheduler.
3. "Configuring JDBC data sources using JNDI" on page 50 the same way as you configured them for the Tivoli Common Reporting version that you previously used. JNDI data sources are not transferred during the upgrade process.
4. Verify that all your report images have been moved.
5. Log in to the Tivoli Integrated Portal console and check whether all your reports appear in the **Common Reporting** → **Connection** view. Try to run a sample report to check whether it is working properly.
6. If you decided to import report snapshots, ensure that the snapshot appears as **Run history** of the report for which it was generated.
7. Disable anonymous access from VMMProvider:
   a. Open the IBM Cognos configuration by running:
      - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
      - Linux UNIX User interface: *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh, reporting engine: *TCR_install_dir*/cognos/bin/tcr_cogconfig.sh
   b. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **False**.
   c. Save your configuration and restart the Tivoli Common Reporting server.

Upgrading with the use of a package in distributed scenario

Upgrade the reporting engine and user interface to Tivoli Common Reporting 2.1.1. The distributed upgrade scenario is available for Tivoli Common Reporting versions 2.1 and 1.3 only.

Before you begin

- Ensure that you know the administrative user login and password
- If you are upgrading from Tivoli Common Reporting version 1.3 or 2.1, ensure that all your report images are in the *TCR_install_dir*/profiles/TIPProfile/installedApps/TIPCell/IBM Cognos 8.ear/p2pd.war/tivoli directory, because only this directory is moved over to version 2.1.1.

Procedure

1. Upgrade the reporting engine.
2. Upgrade the user interface.

Results

You have upgraded to Tivoli Common Reporting, version 2.1.1 and the following data was imported:

- Database drivers

- Report snapshots were generated to PDF format and saved as saved reports.
- Cognos Content Store was migrated from the embedded derby database. If your Content Store was located on an external database instead of on the embedded derby, the same database is used by the new instance of Tivoli Common Reporting.

What to do next

1. If you want to use LDAP as your user repository, configure it again. LDAP configuration is not automatically transferred to the upgraded instance of Tivoli Common Reporting. A file with LDAP information exported from the previous version of Tivoli Common Reporting is in *TCR_component_dir*/logs/upgrade/*repository Id*.properties. If you upgraded from Tivoli Common Reporting version 1.3 or 2.1, configure LDAP in Tivoli Integrated Portal only.
2. Create new schedules for your reports. Report schedules that are created for versions of Tivoli Common Reporting versions earlier than 2.1 are not mapped to Cognos scheduler.
3. "Configuring JDBC data sources using JNDI" on page 50 the same way as you configured them for the Tivoli Common Reporting version that you previously used. JNDI data sources are not transferred during the upgrade process.
4. Verify that all your report images have been moved.
5. Log in to the Tivoli Integrated Portal console and check whether all your reports appear in the **Common Reporting** → **Connection** view. Try to run a sample report to check whether it is working properly.
6. If you decided to import report snapshots, ensure that the snapshot appears as **Run history** of the report for which it was generated.
7. Disable anonymous access from VMMProvider:
   a. Open the IBM Cognos configuration by running:
      - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
      - Linux UNIX User interface: *TCR_component_dir*/cognos/bin/tcr_cogconfig.sh, reporting engine: *TCR_install_dir*/cognos/bin/tcr_cogconfig.sh
   b. Select **Security** → **Authentication** → **Cognos** in the navigation on the left, and edit the **Allow anonymous access?** field changing it to **False**.
   c. Save your configuration and restart the Tivoli Common Reporting server.

Upgrading the reporting engine using a package

Perform the first part of the upgrade process with the use of a previously generated package that contains all the data from your existing Tivoli Common Reporting instance.

Before you begin

Enable anonymous access to the reporting engine:

1. Open the IBM Cognos **Configuration** by running:
   - Windows **Start** → **All Programs** → **Tivoli Common Reporting** → **IBM Cognos Configuration**
   - UNIX Linux *TIP_install_dir*/products/tcr/Cognos/c8/bin/tcr_cogconfig.sh
2. Select **Security** → **Authentication** → **Cognos** and edit the **Allow anonymous access?** field changing it to **True**.

3. Save your configuration and restart the reporting engine.

Procedure

1. Create the package with Tivoli Common Reporting data:
   a. From the Tivoli Common Reporting 2.1.1 installation media, extract the `TCRInstaller/COI/PackageSteps/TCRCore/FILES/tcr/TCRPlugins.zip` to the *TCR_install_dir* of your existing Tivoli Common Reporting instance, prior to version 2.1.1.

      Important: On non-Windows platforms, run the following command to add run permissions for all upgrade scripts:

      ```
      chmod +x existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/*.sh
      ```

   b. Run the following command:

      Windows

      ```
      reporting_engine_install_dir\upgrade\bin\tcrUpgrade.bat
      reporting_engine_install_dir\upgrade java_home_dir
      -operation export -location reporting_engine_install_dir
       -output reporting_engine_install_dir\upgrade\output
      [-customPropertiesFile reporting_engine_install_dir\upgrade\plugins\tcrCustomProperties.prope
      ```

      UNIX Linux

      ```
      reporting_engine_install_dir/upgrade/bin/tcrUpgrade.sh
      reporting_engine_install_dir/upgrade java_home_dir
      -operation export -location reporting_engine_install_dir
      -output reporting_engine_install_dir/upgrade/output
      -[customPropertiesFile reporting_engine_install_dir/upgrade/plugins/tcrCustomProperties.prope
      ```

      The package is created in the *existing_TCR_install_dir*`/upgrade/data/upgradeData.zip` folder.
2. Repeat steps 2 to 8 in "Upgrading using a package in single-computer scenario" on page 55.

What to do next

1. Disable anonymous access from VMMProvider:
   a. Open the IBM Cognos configuration by running:
      - Windows **Start → All Programs → Tivoli Common Reporting → IBM Cognos Configuration**
      - Linux UNIX user interface: *TCR_component_dir*`/cognos/bin/tcr_cogconfig.sh`, reporting engine: *TCR_component_dir*`/cognos/bin/tcr_cogconfig.sh`
2. Upgrade the user interface.

Upgrading user interface using a package

Finish the upgrade procedure by upgrading the Tivoli Common Reporting user interface.

Procedure

1. Create the package with Tivoli Common Reporting data:
   a. From the Tivoli Common Reporting 2.1.1 installation media, extract the `TCRInstaller/COI/PackageSteps/TCRCore/FILES/tcr/TCRPlugins.zip` to the *TCR_install_dir* of your existing Tivoli Common Reporting instance, prior to version 2.1.1.

Important: On non-Windows platforms, run the following command to add run permissions for all upgrade scripts:

```
chmod +x existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/*.sh
```

b. Run the following command:

Windows

```
existing_TCR_install_dir\profiles\TIPProfile\upgrade\bin\preupgrade.bat
--username username --password password --profuctId TCR
```

UNIX Linux

```
existing_TCR_install_dir/profiles/TIPProfile/upgrade/bin/preupgrade.sh
--username username --password password --profuctId TCR
```

The package is created in the *existing_TCR_install_dir*/upgrade/data/upgradeData.zip folder.

2. Repeat steps 1 to 8 in "Upgrading using a package in single-computer scenario" on page 55.
3. When the user interface has been updated, copy the package to the reporting engine.

What to do next

You must manually move the upgrade package from the user interface to the reporting engine that you previously upgraded. The post-upgrade panel informs you where a package with all the data was stored (*TCR_ui_install_dir*/profiles/TIPProfile/upgrade/data/upgradeData.zip). Make a note of the package location and copy the upgradeData.zip package to the computer where the reporting engine is installed. Use the tcrUpgrade.bat (Windows) or tcrUpgrade.sh (Linux) located in the *TCR_install_dir*/upgrade/bin directory to import the package to the previously upgraded Tivoli Common Reporting engine. Use the following command to import the package to the computer with the reporting user interface installed:

```
tcrUpgrade.sh upgrade_directory_location java_home_directory
-operation import -location reporting_engine_path
-upgradeDataFile upgradeData.zip_location
```

upgrade_directory_location

For Tivoli Integrated Portal-based Tivoli Common Reporting, version prior to 2.1.1, the directory is: *TCR_install_dir*/profiles/TIPProfile/upgrade, and for version 2.1: *TCR_component_dir*/integration. For non-Tivoli Integrated Portal-based (such as Tivoli Common Reporting 2.1 reporting engine), the directory is *TCR_install_dir*/upgrade.

Upgrading with external Cognos

Upgrade Tivoli Common Reporting to version 2.1.1 using the existing Cognos instance.

Before you begin

Ensure that you have done the following tasks:

- Prepare administrative user login and password

Perform the following steps to upgrade your Tivoli Common Reporting instance to version 2.1.1:

About this task

When upgrading from Tivoli Common Reporting version 2.1, Tivoli Integrated Portal is not upgraded. You can upgrade it manually to version 2.2.

Procedure

1. Start the upgrade by following steps 1 to 4 in Tivoli Common Reporting installation instructions.
2. Select to **Upgrade the existing Tivoli Common Reporting instance**.
3. Choose **Integrate the existing Cognos BI infrastructure** as the upgrade scenario.
4. Select the installation directory and the existing instance of Tivoli Common Reporting to be upgraded.
5. Specify the administrative user credentials that you used to log in to the previous version of Tivoli Integrated Portal and the port number that you want to use. The port number must be different than the one you used for installation of the previous version of Tivoli Common Reporting.
6. Provide the URL to the existing Cognos instance.
7. On the IBM Cognos Content Database panel, provide the port number for IBM Cognos Content database. The default port number is 1527.
8. Confirm your choices. The upgrade runs in the background.

Results

You upgraded to Tivoli Common Reporting, version 2.1.1. The Cognos instance was not changed and Cognos configuration was moved.

What to do next

1. If you want to use LDAP as your user repository, configure it again. LDAP configuration is not automatically transferred to the upgraded instance of Tivoli Common Reporting. If you upgraded from Tivoli Common Reporting version 1.3, it is enough to configure LDAP in Tivoli Integrated Portal only.
2. Create new schedules for your reports. Report schedules created for previous versions of Tivoli Common Reporting are not mapped to Cognos scheduler.
3. "Configuring JDBC data sources using JNDI" on page 50 the same way as you configured them for the Tivoli Common Reporting version that you previously used. JNDI data sources are not transferred during the upgrade process.

Upgrading across scenarios

When you have upgraded Tivoli Common Reporting, you can migrate the upgraded Tivoli Common Reporting from single to distributed environment and enable Tivoli Common Reporting 2.1.1 to use Cognos installed on a different computer.

Before you begin

Ensure that you have a computer with Cognos installed.

Procedure

1. Migrate the upgraded product from a single computer to a distributed environment.

2. Configure Tivoli Common Reporting to use Cognos installed on a separate computer.

Exporting data from Tivoli Common Reporting

Before you enable your Tivoli Common Reporting instance to use external Cognos, export the data to preserve it.

Procedure

1. Export the complete Cognos Content Store from Web user interface:
   a. Select **Launch → Administration**.
   b. Go to the **Configuration** tab and select **Content Administration**.
   c. Create new package export by clicking  .
   d. Follow the wizard to export the archive.

   The exported package is visible in the **Administration** window. All choices that you made with the export wizard are saved in this export package so you can use it later to run an export with the same settings. The export package is located in *TCR_component_dir*/cognos/deployment.
2. Archive the directory where report images are stored.

What to do next

Enable Tivoli Common Reporting to use external Cognos.

Migrating to a distributed environment

Migrate a single-computer installation to a distributed environment. First, upgrade the Cognos-based Tivoli Common Reporting engine, then modify the existing single-computer installation.

Procedure

1. Upgrade Tivoli Common Reporting..
2. Export data from the existing Tivoli Common Reporting instance.
3. Modify the single-computer installation.
4. Import data.

Configuring Tivoli Common Reporting 2.1.1 to use Cognos installed on a separate computer

You can modify your Tivoli Common Reporting instance and enable it to use Cognos installed on a different computer.

Procedure

1. Export data from Tivoli Common Reporting.
2. Enable Tivoli Common Reporting to use external Cognos.
3. Import the data to the computer where Cognos is installed. See IBM Cognos information center for details.

Enabling Tivoli Common Reporting to use external Cognos

After you have exported your data, you can modify your Tivoli Common Reporting instance to use Cognos installed on a different computer.

Procedure

1. Ensure that the Tivoli Common Reporting server is started. If it is stopped, start it from the command-line interface:
   a. Navigate to the installation subdirectory:
      - Windows *TCR_component_dir*\bin and run the startTCRserver.bat command.
      - Linux UNIX *TCR_component_dir*/bin, and run the startTCRserver.sh command

      and exit the console by typing `quit`.
2. Uninstall IBM Cognos 8 from WebSphere Application Server:
   a. Navigate to the installation subdirectory:
      - Windows *TIP_install_dir*\profiles\TIPProfile\bin and run the wsadmin.bat command
      - Linux UNIX *TIP_install_dir*/profiles/TIPProfile/bin, and run the wsadmin.sh command.
   b. Provide the login and password for a Tivoli Common Reporting administrator.
   c. Run the following commands:
      - `$AdminApp uninstall "IBM Cognos 8"`
      - `$AdminConfig save`
3. Stop the server from the command-line interface:
   a. Navigate to the installation subdirectory:
      - Windows *TCR_component_dir*\bin and run the stopTCRserver.bat command.
      - Linux UNIX *TCR_component_dir*/bin, and run the stopTCRserver.sh command.
4. Edit the stop and start server scripts:
   a. Edit the `startTCRserver` script by commenting out the following lines:
      - Windows using the `::` characters:

        ```
        start /B /D%COGNOS_DIR%\bin tcr_cogconfig.bat -s
        ```
      - Linux UNIX using the # character:

        ```
        "$COGNOS_DIR/bin/tcr_cogconfig.sh" -s
        ```
   b. Edit the `stopTCRserver` script by commenting out the following lines:
      - Windows using `::` characters:

        ```
        call %COGNOS_DIR%\bin\tcr_cogconfig.bat -stop
        ```
      - Linux UNIX using the # character:

        ```
        "$COGNOS_DIR/bin/tcr_cogconfig.sh" -stop
        ```
5. Modify the `urlconfiguration.properties` file:
   a. Go to:
      - Windows *TCR_component_dir*\lib\configuration

- Linux UNIX *TCR_component_dir*/lib/configuration

b. Change the following lines in the script:
   - by adding the # character at the beginning of the first line
   - urlprovider.contextRoot=/tarf by adding the # character at the beginning of the line
   - urlprovider.servletMapping=/servlet/component by adding the # character at the beginning of the line
   - urlprovider.portNumber=9300 by providing the Cognos port number. The default port number is 9300.
   - urlprovider.hostName=*host_name* by providing the name of the Cognos host

   Here is an example of the modified script:

```
#Tue Jul 06 11:40:05 CEST 2010 74
 #urlprovider.local.portNumber=16311
 #urlprovider.contextRoot=/tarf
 #urlprovider.servletMapping=/servlet/component
 urlprovider.portNumber=9300
 urlprovider.protocol=http
 urlprovider.hostName=nc046074.kraklab.pl.ibm.com
```

6. Remove the cognos, tools, and data directories located in *TCR_component_dir*
7. Start the server as described in step 1.
8. Clear the cookie files in your browser before running the application.

What to do next

Import the data you have previously exported. See IBM Cognos information center for details.

Exporting data from previous instances manually

Migrate the data from your previous Tivoli Common Reporting instances to Tivoli Common Reporting version 2.1.1.

Procedure

1. Export BIRT reports from previous version of Tivoli Common Reporting to version 2.1.1:
   a. Run the **tcrmd -export** command to export the reports from the older version of Tivoli Common Reporting. See the documentation to your old Tivoli Common Reporting instance documentation for details.
   b. Import the reports into version 2.1.1 by running the "trcmd -import" on page 66 command.
2. Copy your own custom .jar files from *previous_TCR_install_dir*/lib to *new_TCR_component_dir*/lib.
3. Copy the report images to a folder with reports in Tivoli Common Reporting 2.1.1 installation directory.
4. If you are migrating data from Tivoli Common Reporting, version 1.3 or 2.1, export the Cognos data:
   a. Open the Tivoli Integrated Portal console and select **Launch** → **Administraton**.
   b. Go to the **Configuration** tab and select **Content Administration**.

c. Create new package export by clicking  .
d. Import the previously exported data.

trcmd -import

The **-import** command flag for the **trcmd** command imports BIRT and Cognos report packages and report designs. The type of a package is recognized automatically. This command can be used for single-box installation and on the reporting engine. It is not supported for other scenarios.

Syntax

Use this syntax to import a report package:

trcmd -import -bulk *pkgFile* [**-reportSetBase** *rsBase*] [**-resourceBase** *resourceBase*] [**-designBase** *designBase*] [**-help**]

Use this syntax to import a report design and also create a new report associated with the design:

trcmd -import -design *designPath* [**-resourceDir** *resourcePath*] **-reportSetBase** *rsBase*

During Cognos reports import, the **-resourceBase**, **-designBase**, and **-resourceDir** parameters are ignored.

You can import a single Cognos report from an .xml file using the **-design** parameter.

Note:

1. Authentication by **-user** *userID* and **-password** *password* is required in all cases.
2. If you have configured more than one user repository, specify the **-namespace** value. By default, **-namespace** points to VMMProvider.

Arguments

-bulk *pkgFile*
The local path and file name (including .zip extension) of the report package file to be imported.

-design *designPath*
The local path of the design file to be imported.

-help
Displays syntax and usage information of a command flag.

The following parameters are optional:

-reportSetBase *rsBase*
A search path to the package where a report is to be imported.

-resourceBase *resourceBase*
An optional base name for any resource directories imported from a report package. The base name for a resource directory is used as the name of the top-level parent directory for the resources in the package. Use this option to avoid naming conflicts when importing resources in a package that have the same names and locations as existing resources in the data store.

-designBase *designBase*
An optional base name for any report designs imported from a report package. The base name for a report design is used as the top-level location for the designs in the package. Use this option to avoid naming conflicts when importing report designs in a package that have the same names and locations as existing designs in the data store.

-resourceDir *resourcePath*
The path in the data store for imported resources.

Examples

- This example imports a BIRT package named `avail_skills.zip` with its resource directory imported from `C:\download\sth\report`.

```
trcmd -import -bulk C:\download\sth\report\avail_skills.zip
-reportSetBase myReportSetBase -resourceBase myResourceBase
-designBase myDesignBase -user tipadmin -password admin
```

Chapter 3. Troubleshooting the installation

Identify and resolve problems that might occur when you are installing, upgrading or uninstalling the product.

Tivoli Common Reporting does not install after upgrading and uninstallation

Symptoms

After upgrading Tivoli Common Reporting instance to version 2.1 and then uninstalling version 2.1, Tivoli Common Reporting 2.1 does not install again.

Resolving the problem

1. Remove the program installation directory.
2. Install Tivoli Common Reporting into a different directory.
3. Set the `IAGLOBAL_ENABLE_OPTIONAL_PRECHECKS` property to `false`.

Installation fails because the Deployment Engine fails to initialize

Symptoms

Installation or upgrade fails with the following error: `Deployment Engine failed to initialize`.

Resolving the problem

1. Go to *DE_install_dir*`/logs` and remove all `.lock_*` files.
2. Ensure that all installer processes are closed. To do this run the following commands:
   - Linux UNIX `ps -ef | grep java | grep -v grep`
   - Windows `tskmgr`, look for Java processes pointing to the **tmp** parameter

   and kill the processes.
3. Remove the temporary files from previous unfinished installations.
4. Ensure that the Java process connected with Deployment Engine derby is closed by running the following command:
   - Linux UNIX `ps -ef | grep derby | grep -v grep`
   - Windows `tskmgr`, and look for Java process with a parameter pointing to the derby database and Deployment Engine installation directory

   and kill the processes.

Non-root installation fails

Symptoms

When running the Tivoli Common Reporting installer on a RedHat Linux operating system, the following link error is reported:

```
java.lang.UnsatisfiedLinkError: java/awt/Component.initIDs()V
at java.awt.Component.<clinit>(Component.java:595)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:192)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at com.zerog.ia.installer.util.BidiUtilImpl.setDefaultLocale(DashoA10*..)
at ZeroGay.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.j(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.e(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.Main.main(DashoA10*..)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.zerog.lax.LAX.launch(DashoA10*..)
at com.zerog.lax.LAX.main(DashoA10*..)
```

Causes

The problem is in the InstallAnywhere code that requires extra libraries to be installed into the system.

Resolving the problem

Run the installer in debug mode to discover what kind of library is missing:

1. Set the installer for DEBUG mode by running the export LAX DEBUG=1 command.
2. Run the installer.
3. Collect the output.

Below is an exemplary system output:

```
Exception in thread "main" java.lang.UnsatisfiedLinkError:
/tmp/install.dir.20635/Linux/resource/jre/jre/bin/xawt/libmawt.so
(libXft.so.2: cannot open shared object file: No such file or directory)
at java.lang.ClassLoader.loadLibraryWithPath(ClassLoader.java:957)
at java.lang.System.load(System.java:441)
at java.lang.ClassLoader.loadLibraryWithPath(Native Method)
at java.lang.ClassLoader.loadLibraryWithPath(ClassLoader.java:949)
at java.lang.ClassLoader.loadLibraryWithClassLoader(ClassLoader.java:926)
at java.lang.System.loadLibrary(System.java:453)
at sun.security.action.LoadLibraryAction.run(LoadLibraryAction.java:77)
at java.security.AccessController.doPrivileged(AccessController.java:193)
at sun.awt.NativeLibLoader.loadLibraries(NativeLibLoader.java:75)
at sun.awt.DebugHelper.<clinit>(DebugHelper.java:57)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:192)
at java.awt.Component.<clinit>(Component.java:582)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:192)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at com.zerog.ia.installer.util.BidiUtilImpl.setDefaultLocale(DashoA10*..)
at ZeroGay.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.j(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.e(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.Main.main(DashoA10*..)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
```

```
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.zerog.lax.LAX.launch(DashoA10*..)
at com.zerog.lax.LAX.main(DashoA10*..)
java.lang.UnsatisfiedLinkError: java/awt/Component.initIDs()V
at java.awt.Component.<clinit>(Component.java:595)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:192)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:157)
at com.zerog.ia.installer.util.BidiUtilImpl.setDefaultLocale(DashoA10*..)
at ZeroGay.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.j(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.e(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.LifeCycleManager.a(DashoA10*..)
at com.zerog.ia.installer.Main.main(DashoA10*..)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.zerog.lax.LAX.launch(DashoA10*..)
at com.zerog.lax.LAX.main(DashoA10*..)
Invocation of this Java Application has caused an InvocationTargetException. This application will
```

In this example, the missing library is the following:

```
libXft.so.2: cannot open shared object file: No such file or directory
```

Install the rpm related to this library.

After upgrading from Tivoli Common Reporting 1.3, the reporting engine does not work

Symptoms

After upgrading from version 1.3 to version 2.1, the reporting engine does not start.

Causes

The problem appears most probably because you have manually modified the *TCR13_instal_dir*\products\tcr\Cognos\c8\webapps\p2pd\WEB-INF\lib\ directory, for example by adding a DB2 driver for an external content store.

Resolving the problem

Modify the *TCR21_install_dir*\cognos\webapps\p2pd\WEB-INF\lib\ directory in the same way as you have modified *TCR13_instal_dir*\products\tcr\Cognos\c8\webapps\p2pd\WEB-INF\lib\.

Installation using the `install.sh` script fails

Symptoms

When running the `install.sh` script using the relative path, the installation fails and the following error occurs: `Deployment Engine failed to initialize`.

Resolving the problem

Run the installation command again specifying the absolute path to the `install.sh` script.

Installation fails on a system with Turkish locale

Symptoms

The installation of Tivoli Common Reporting fails on a system with Turkish locale.

Resolving the problem

Change your system locale to English for the time of the installation. When the installation has finished, change the locale back to Turkish.

The Work with reports panel displays an error

Symptoms

This problem occurs if you have installed Tivoli Common Reporting, logged into the reporting console and then uninstalled Tivoli Common Reporting without logging out of the console. If, after performing these steps, you install Tivoli Common Reporting again and try to open the Work with reports panel, you get the following error: `PRS-CSE-1258 Problem encountered during verification of session capability information.`

Resolving the problem

To resolve the problem, restart the web browser or delete the cookie files.

Cognos Business Intelligence does not install on Windows 2008 64-bits R2

Symptoms

Cognos does not officially support Windows 2008 64-bits R2 and the installer fails if you try to install it on this system. You can test it by double-clicking the *unpacked_image*`\TCR21Installer\COI\DeploymentSteps\FCI INST COG\FILES\win32\issetup.exe`. An error message saying that you cannot install on this computer appears.

Resolving the problem

Run Cognos in compatibility mode.

1. Unpack the Tivoli Common Reporting installation image.
2. Navigate to the *unpacked_image*`\TCR21Installer\COI\DeploymentSteps\FCI_INST_COG\FILES\win32` and locate the `issetup.exe` file.
3. Right-click the file, select **Properties**, go to the **Compatibility** tab and select to **Run this program in compatibility mode for Windows XP**.
4. Install Tivoli Common Reporting.

Cognos Business Intelligence does not install on Linux

Symptoms

Cognos does not install and the following error appears:

```
Error while loading shared libraries: libXm.so.3: cannot open shared object file: No such file or
```

Resolving the problem

Cognos is linked to the openmotif library 2.2.X that contains a symbolic link to libXm.so.3. When libXm.so.3 library is upgraded, the openmotif library is upgraded as well. Newer versions of openmotif do not have the symbolic link to libXm.so.3 but rather to libXm.so.4, while Cognos requires libXm.so.3.

Create a new symbolic link: `ln -s libXm.so.4 libXm.so.3` and return to the installer.

UDA-SQL-0031 Unable to access database: QE-DEF-0285 Logon failure

Symptoms

Testing a database signon returns an error saying that the password is invalid, despite the fact that the credentials used are correct.

Resolving the problem

After you have installed Tivoli Common Reporting and the remote database, add the following lines to the `startTCRserver.sh` script located in `TCR_component_dir`:

```
#
# Setup Cognos and DB2 Environment
#
LIBPATH=/opt/IBM/tivoli/tipv2Components/TCRComponent/cognos/bin; export LIBPATH
PATH=$PATH:/opt/IBM/tivoli/tipv2Components/TCRComponent/cognos/bin; export PATH

. /home/db2inst1/sqllib/db2profile
```

Uninstalling the Deployment Engine to complete Tivoli Common Reporting manual uninstallation

Uninstalling the Deployment Engine if there are other products using it is risky and may cause the products to work improperly. To avoid this situation, uninstall the Deployment Engine using Tivoli Common Reporting scripts.

Symptoms

Manual uninstallation of Tivoli Common Reporting involves removing the Deployment Engine, and therefore cannot be completed if there are other products using the Deployment Engine.

Resolving the problem

Create the following scripts to uninstall the Deployment Engine:

Windows

```
@echo off
setlocal

SET TCR_HOME=%1%
SET COMMON_SETENV1="%ProgramFiles%\IBM\Common\acsi\setenv.cmd"
SET COMMON_SETENV2="%ProgramFiles(x86)%\IBM\Common\acsi\setenv.cmd"
IF EXIST %COMMON_SETENV1% GOTO COMMONSET1
IF EXIST %COMMON_SETENV2% GOTO COMMONSET2
GOTO EMPTYSET

:COMMONSET1
CALL %COMMON_SETENV1%
GOTO FOUND
:COMMONSET2
CALL %COMMON_SETENV2%

:FOUND
call listIU -v | findstr -v SoftwareIUTypeID | findstr RootIUTypeID | findstr /i %TCR_HOME% > %TEMP%
for /F "tokens=4 delims=[,]" %%j IN (%TEMP%\tempDE.file) do call deleteRootIU %%j %TCR_HOME%
GOTO endlocal

:EMPTYSET
echo Deployment Engine not installed on the system
exit /b 1

:endlocal
exit /b 0
endlocal
```

Linux

UNIX

```
#!/bin/sh

TCR_HOME=$1
arch=`uname -s`
if [ `echo $arch | grep SunOS` ]; then
 USERNAME=`/usr/ucb/whoami`
else
 USERNAME=`whoami`
fi
setenvcmd="$HOME/.acsi_$USERNAME/setenv.sh"

# First look in the users location
if [ -f  $setenvcmd ]; then
   . "$setenvcmd"
 else
   # Then try the common location
   setenvcmd='/var/ibm/common/acsi/setenv.sh'
   export setenvcmd
   if [ -f  $setenvcmd ]; then
      . "$setenvcmd"
   else
      echo 'Deployment Engine not installed on the system'
      exit 3
   fi
fi

tmpTCRfile="/tmp/$$.out"
listIU.sh -v | grep TCR | grep -v SoftwareIUTypeID | grep RootIUTypeID | grep $TCR_HOME | awk -F[ '{

while read line
do
 deleteRootIU.sh $line $TCR_HOME
done<$tmpTCRfile
```

```
rm $tmpTCRfile
echo 'Operation completed successfully'
exit 0
```

Run the script twice, for the first time specifying *TCR_install_dir* as path, and for the second tme specifying *TCR_component_dir* as path.

0509-036 Cannot load program issetup because of the errors

Symptoms

When trying to log in the Tivoli Common Reporting user interface, the following message appears:

```
exec(): 0509-036 Cannot load program issetup because of the following errors:
        0509-022 Cannot load module /usr/lib/libXm.a(shr_32.o).
        0509-150   Dependent module /usr/lib/libXpm.a(shr.o) could not be loaded.
        0509-152   Member shr.o is not found in archive
        0509-022 Cannot load module issetup.
        0509-150   Dependent module /usr/lib/libXm.a(shr_32.o) could not be loaded.
        0509-022 Cannot load module .
```

Environment

AIX operating systems.

Resolving the problem

Set the **LIBPATH** environment variable to:

```
export LIBPATH=/usr/lpp/X11/lib/R7
```

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