OCFS Data Warehouse
IBM Cognos 10 Tip Sheet: Troubleshoot Problems

Problem: The pop-up login box appears when I try to login to Cognos 10.

Solution: Add Cognos 10 as a trusted site and set automatic logon.

1. From Internet Explorer, go to **Tools > Internet Options > Security** tab.
2. Click once on the **Trusted sites** icon, if it's not already selected.
3. Click on the **Sites** button.

4. Make sure there is <u>no</u> check mark in the **Require server verification** box.
5. In the **Add this website to the zone** area, type https://cognos.otda.state.nyenet/ or https://10.64.8.28.
6. Click on the **Add** button and the site should appear in the Websites area.
7. Click on the **Close** button to return to the Security tab.
8. With the Trusted Sites icon still highlighted, click on the **Custom level** button.
9. Scroll to the **User Authentication** section at the very bottom.
10. Make sure the Logon option is set to **Automatic logon with current user name and password**.
11. Click on the **OK** button to return to the Security tab.
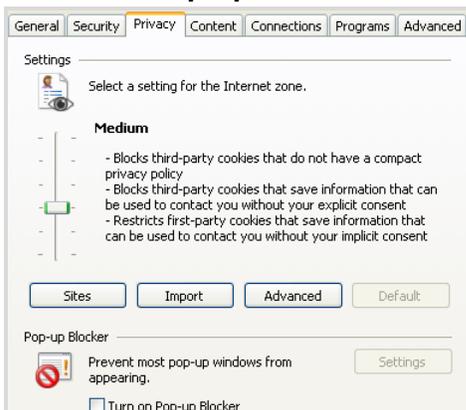12. Click on the **OK** button to close the Internet Options window.
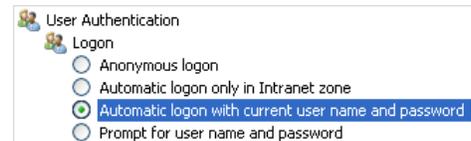
*If you get a pop-up login box again, login using your HSEN ID (e.g., **HSEN**\ab1234) and HSEN password, and place a check in the **Remember my password** box.*

Problem: When I click on a report name to run it, nothing happens.

Solution: Lower the privacy setting and disable pop-up blockers.

1. From Internet Explorer, go to **Tools > Internet Options > Privacy** tab.
2. Make sure the Settings area is set to **Medium** or lower.
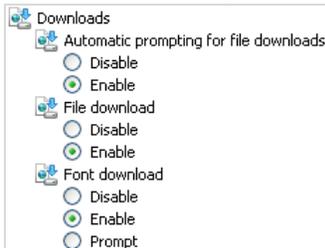3. Make sure the **Pop-up Blocker** section does <u>not</u> have a check mark.

4. Click on the **OK** button to close the Internet Options window.

Note: If this doesn't work, try holding down the Ctrl key on your keyboard when you run the report.

Problem: When I try to save a report in Excel or PDF format, the output window doesn't open.

Solution: Enable downloads, lower the privacy setting, and disable pop-up blockers.

1. From Internet Explorer, go to **Tools > Internet Options > Security** tab.
2. Click once on the **Trusted sites** icon, if it's not already selected.
3. Click on the **Sites** button, and make sure the web address for Cognos is listed. If it is not, follow the instructions in this document to add Cognos 10 as a trusted site.
4. Click on the **Close** button to return to the Security tab.
5. With the **Trusted sites** icon still selected, click on the **Custom level** button.
6. Scroll to the section on **Downloads**, which is less than halfway down the list.
7. Make sure everything in the Downloads section is set to **Enable**.

8. Click on the **OK** button to return to the Security tab.
9. Click on the **Privacy** tab.
10. Make sure the Settings area is set to **Medium** or lower.
11. Make sure the **Pop-up Blocker** section does not have a check mark.
12. Click on the **OK** button to close the Internet Options window.

Note: If this doesn't work, try holding down the Ctrl key on your keyboard when you run the report.

Problem: When I open Report Studio, I am asked whether to allow webpage access to the clipboard.

Solution: Allow clipboard access.

1. From Internet Explorer, go to **Tools > Internet Options > Security** tab.
2. Click once on the **Trusted sites** icon, if it's not already selected.
3. Click on the **Sites** button, and make sure the web address for Cognos is listed. If it is not, follow the instructions in this document to add Cognos 10 as a trusted site.
4. Click on the **Close** button to return to the Security tab.
5. With the **Trusted sites** icon still selected, click on the **Custom level** button.
6. Scroll to the section on **Scripting**, which is less than halfway down the list.
7. Make sure **Allow Programmatic clipboard access** is set to **Enable**.
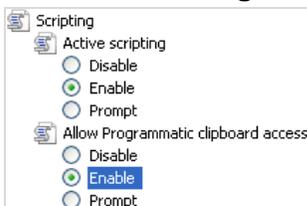
8. Click on the **OK** button to return to the Security tab.
9. Click on the **OK** button to close the Internet Options window.

Problem: When I try to login to Cognos using SSL VPN, I get an "Unable to generate or validate a UserSession ID" error.

Solution: Verify web address and delete cookies.

1. From Internet Explorer, go to **Tools > Internet Options > General** tab.
2. Click on the **Delete…** button in the middle of the tab.
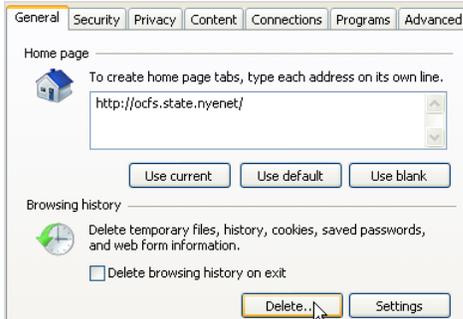
3. Make sure the **Preserve Favorites website data** does <u>not</u> have a check mark.
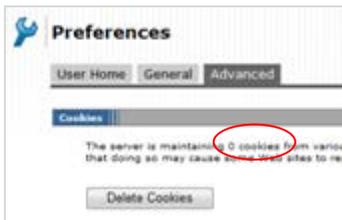

4. With the Internet Explorer browser still open, go to **https://rc1.cio.ny.gov/hsen**.
5. Let the cache cleaner run to completion.
6. At the login screen, enter your HSEN ID and password.
7. Before you click on the Cognos 10 link, click on the **Preferences** button in the upper right corner.

8. Click on the **Advanced** tab.

9. Click on the **Delete Cookies** button, and make sure the text changes to "0 cookies."

10. Close the Internet Explorer browser.
11. Repeat Steps 1 through 5 to make sure the text is still "0 cookies." If not, repeat Steps 6 and 7. You may have to do this several times in order for "0 cookies" to remain in place. Contact your LAN Admin for assistance.
12. Click on the **Home** button in the upper right corner of the SSL VPN screen.

13. Click on the link to **Cognos 10**.
14. When a confidentiality warning displays, read it and click **I Accept**.
15. You should now be in the Cognos Connection environment.

Last Updated: 6/24/2013