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/cognos.
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.
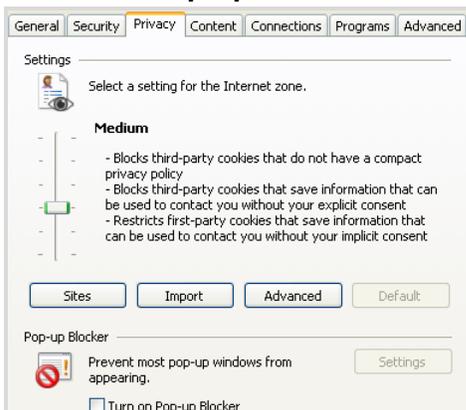12. Click on the **OK** button to close the Internet Options window.
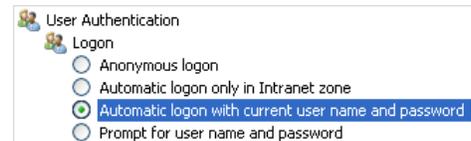
*If you get a pop-up login box again, login using your HSEN ID (e.g., HSEN\ab1234) and HSEN password, and place a check in the **Remember my password** box.*

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.
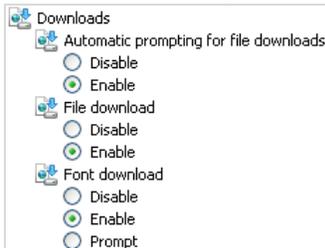3. Make sure the **Pop-up Blocker** section does <u>not</u> have a check mark.

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**.
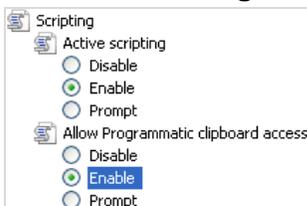
8. Click on the **OK** button to return to the Security tab.
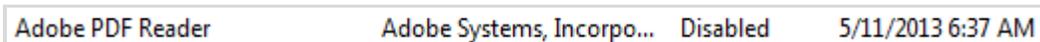9. Click on the **OK** button to close the Internet Options window.

Problem: When I run a report in PDF format, it freezes during download or only the first page is legible.

Solution: Disable the Internet Explorer add-on for Adobe PDF Reader.

1. Open Internet Explorer, and go to **Tools > Manage Add-ons**.
2. Click once on **Toolbars and Extensions** in the left margin, if it's not already selected.
3. Find and select **Adobe PDF Reader** on the right side of the Manage Add-ons screen. If the entry for Adobe PDF Reader is not visible, use the drop down arrow in the "Show" section to search through the "Run without permissions" and "All add-ons" areas.
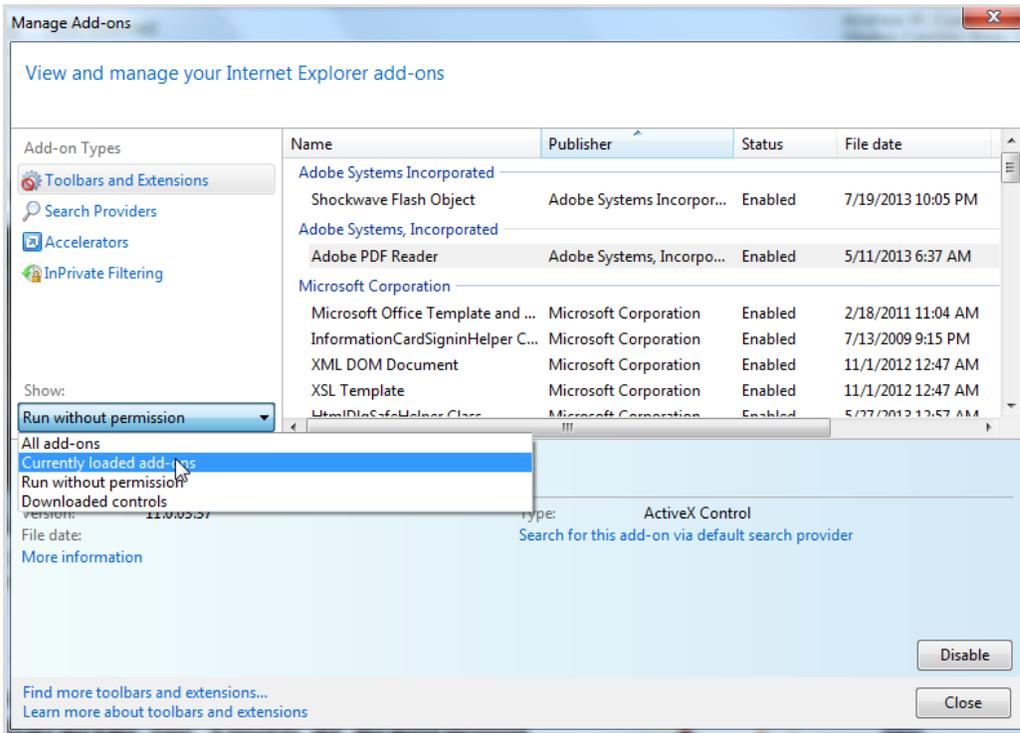
4. Once Adobe PDF Reader is located and selected, click on the **Disable** button. This will change the Status column to Disabled.

| Adobe PDF Reader | Adobe Systems, Incorpo... | Disabled | 5/11/2013 6:37 AM |

5. Click on the **Close** button to save the change.
6. Close the Internet Explorer browser for the changes to take effect.

Note: By disabling the Adobe add-ons, some PDF-related functionality may no longer work. Therefore, you may want to re-enable the Adobe PDF Reader add-on as needed for other applications.

Problem: I am using Internet Explorer version 9 or 10. When I try to run a report or click on the toolbar buttons in Cognos, nothing happens.

Solution: Switch to Compatibility View.

1. Click on the **Compatibility View** button on the right side of the Internet Explorer address window, and try again.

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.
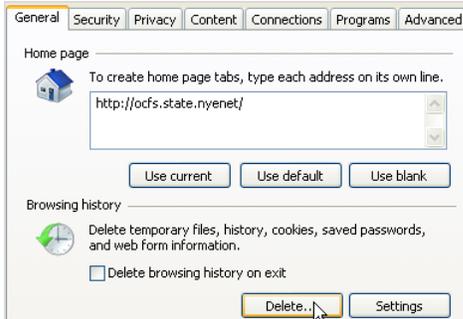
3. Make sure the **Preserve Favorites website data** does <u>not</u> have a check mark.
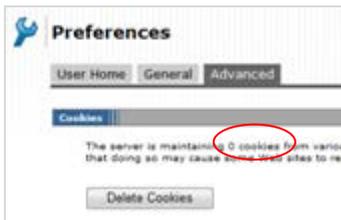

4. With the Internet Explorer browser still open, go to **https://rc1.its.ny.gov/hsen**.
5. Let the cache cleaner run to completion.
6. At the login screen, enter your HSEN ID and password.
7. Before you click on the Cognos 10 link, click on the **Preferences** button in the upper right corner.

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.