

Troubleshooting

Issue 1: My device froze during the download

Solution:

1. Re-boot your device and/or remove the battery on your device to re-boot
2. Uninstall the application if it appears on your device's desktop.
3. Free up space by uninstalling any unused or infrequently used applications or files.
4. Repeat the application download.

Issue 2: I meet all of the outlined system requirements but the demonstration failed to install.

Solution:

In a limited number of cases, despite meeting the requirements for a successful download, the application may not install on your device. If this has been your experience, you are encouraged to view the multimedia demonstration on www.ibm.com/cognos/mobile/demo.html.