



Cognos.
software

Consolidation User Day Customer Support & Success 27th May 2009

Agenda

- **Support Processes**
- **Changes to Come**
- **Software Downloads**
- **KCS**

Agenda

- **Support Processes**
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Support Processes

- **SR Handling Remains Largely Unchanged**
- **Main areas affected :-**
 - FTP
 - Call Logging
 - KCS
 - Downloads
- **Mainly as a result of systems changes**

IBM registration process

United States [change]

IBM

Home Solutions Services Products Support & downloads My IBM

My IBM

- My accounts
- My interests
- My community spaces
- My profile

Related links

- Electronic services
- Stockholder services

My IBM >

IBM registration

Create an IBM account today

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

* First name: * Last name:

* Email address:
(This will also be your ID for signing in)

Passwords must be at least 8 characters in length.

* Password: * Re-enter password:

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity.

* Security question: * Answer to security question:

Creating an IBM Web ID allows you access to most IBM online support assets

1. Create IBM Web ID
2. Complete form

<https://www.ibm.com/account/profile>

* Password: * Re-enter password:

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity.

* Security question: * Answer to security question:

* Country of residence:
Select one

* Language:
English

Privacy preferences

This data, at any time revocable by you, may be stored by IBM or an affiliate on an international server and used by IBM or an affiliate.

E-mail: Stay informed about IBM products, services, and other offerings! If you want to stay informed by e-mail, please let us know by checking the box below.

e-mail: Yes, please have IBM or an affiliate send me e-mail.

Other communications: IBM or an affiliate or selected organizations may keep you informed about IBM related products, services and other offerings through ways other than e-mail, for example, by telephone or postal mail. If you do not want us to use the information you provided here to keep you informed through other ways, please indicate in the box below.

Other communications: Please do not use the information I have provided here.

By clicking "submit", you agree that IBM may process your data in the manner indicated above and as described in our [Privacy policy](#).

software

Create your IBM Web ID NOW!

Step 1:

Start registration process through

<https://www.ibm.com/account/profile>

Step 2 :

Enter your IBM ID, password and security fields

- We recommend:

Using your existing Cognos log-in email address as your IBM ID, as this will help to avoid future issues with product downloads

Note: You will be prompted to associate your IBM Customer Number (ICN) to your IBM ID once you start using the Service Request Tool

Step 3:

Save IBM ID information

IBM Customer Contact Definitions

Primary Site Technical Contact (PSTC):

A customer representative assigned to provide their companies contacts access the Service Request (SR) tool. One PSTC per site

Secondary Site Technical Contact (SSTC):

A customer representative assigned to assist the Primary Site Technical Contact (PSTC) in managing their list of Authorized Callers/Users to the SR

Authorized Caller/User:

A customer representative, designated by the Primary Site Technical Contact (PSTC) or a Secondary Site Technical Contact (SSTC), able to open Service Requests (SRs) and view all SRs for that Site or contract

Service Request Tool (SR)



Log into Service Request Tool

www.ibm.com/cognos/support

Software > Information Management > Cognos BI and FPM >

Cognos Business Intelligence and Financial Performance Management support

Overview

Welcome to Cognos Business Intelligence and Financial Performance Management support, your technical resource gateway. Use the support task navigator to find the information you need.

Choose from one of the following Cognos Business Intelligence and Financial Performance Management products:

Select a product

Select one

Search Cognos Business Intelligence and Financial Performance Management support

Your focused search in Cognos Business Intelligence and Financial Performance Management support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

Cognos Business Intelligence and Financial Performance Management support

- Overview
- Troubleshoot
- Documentation
- Forums & Communities
- Plan
- Open service request**
- Assistance

Building client-focused electronic support



We would like to hear from you!
Are you interested in taking a 5-10 min. feedback questionnaire on improving the support experience?

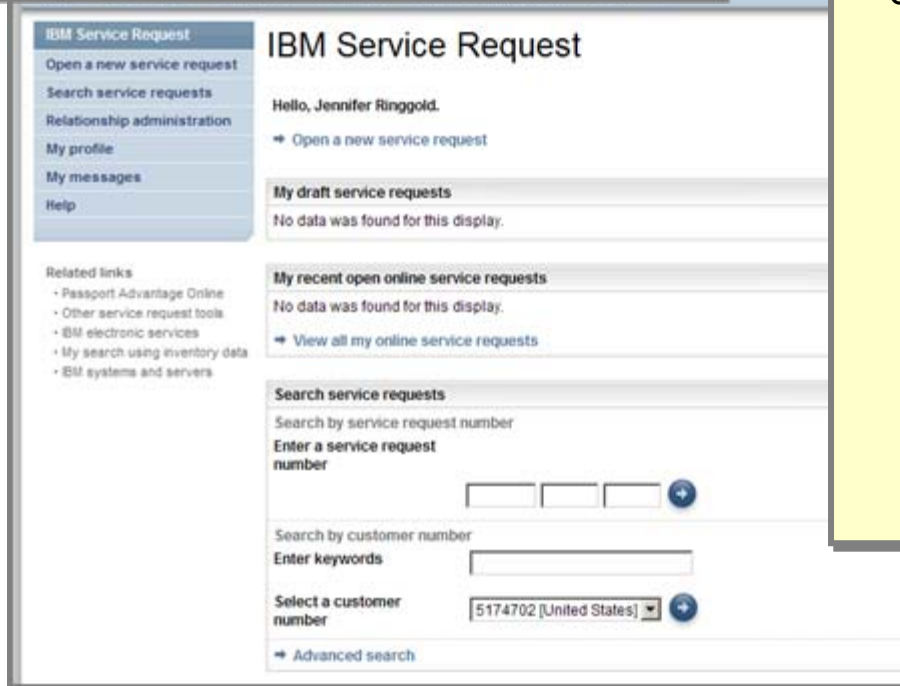
→ Participate in questionnaire

Stay informed

Subscribe to receive support notifications

 My notifications

Login



1. Log onto IBM Service request using your IBM Web ID and password
2. Once access granted you'll have an opportunity to associate your ICN with your profile to authenticate entitled accesses.
3. Page confirmation: Left navigation displays:

- IBM service request
- Open a new service request
- Search service requests
- Relationship administration
- My profile
- My messages
- Help

Confirm contact information

1. Complete contact information page is displayed
2. Confirm user information is correct
3. Select Continue to submit SR

The screenshot shows the IBM Service Request web interface. The main heading is "Open a new service request" with the sub-heading "Complete contact information". On the left, there is a navigation menu with options like "Open a new service request", "Search service requests", and "My profile". Below the menu are "Related links" such as "Passport Advantage Online". The main content area is titled "Currently selected options" and lists: Product: DB2 Alphablox, Component: Alphablox V5.6, and Agreement: Passport Advantage Express (5174702 [000]). A "Change selected item" button is present. Below this is the "Contact information" section with a warning: "Please verify or update your contact information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the 'Back' button on your browser to return to the previous page, or close the window or browser session that is displaying this page. The information you provide will be used to validate your entitlement and to communicate with you about your service request." The form fields are: First name* (Jennifer), Last name* (Ringgold), Preferred contact method* (E-mail address), E-mail address* (ringgold@us.ibm.com), Daytime phone* (650-264-2332), Alternate phone, Mobile phone, Payer, and PIN. At the bottom are "Continue" and "Save as draft" buttons.

IBM Service Request

Home Solutions Services Products Support & downloads My IBM

Open a new service request
Complete contact information

Currently selected options

- Product DB2 Alphablox
- Component Alphablox V5.6
- Agreement Passport Advantage Express (5174702 [000])

Change selected item

Contact information

Please verify or update your contact information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page. The information you provide will be used to validate your entitlement and to communicate with you about your service request.

First name* Jennifer

Last name* Ringgold

Preferred contact method* E-mail address

E-mail address* ringgold@us.ibm.com

Daytime phone* 650-264-2332 Ext.

Alternate phone

Mobile phone

Payer PIN

Continue Save as draft

Search service requests

Country/region [change]

Home Solutions **Service** Products Support & downloads My IBM

IBM Service Request

Open a new service request

Search service requests

Relationship administration

My profile

My messages

Help

Filter list content

Search my service requests submitted online only

Refine by customer number

Search all service requests

Include archived service requests

Note: Searching the archive will take longer to return results. Please be patient.

Customer number*

Enter keywords to refine your search

Show open service requests

Show closed service requests

Show service requests up to today's date

Show service requests by date range

Created within range

Updated within range

Closed within range

Note: this option is valid only when you have selected the "Show service requests" option above.

From To MM/yyyy format

Filter service requests by criteria below

Completed fields will be used as additional filter criteria; blank fields will not be used.

Service request number

Component ID

Severity All 1 2 3 4

Country/region [change]

Home Solutions Services **Products** Support & downloads My IBM

IBM Service Request

Open a new service request

Search service requests

Relationship administration

My profile

My messages

Help

Related links

- Passport Advantage Online
- Other service request tools
- IBM electronic services
- My search using inventory data
- IBM systems and servers

Search results

Search all service requests

Search for keywords

Search criteria: Search all service requests | Show open and closed service requests | Include archived service requests | Show service requests up to today's date | Customer number 5174702 [United States] | Severity All

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

3 items found: displaying all items. 1

Problem number	Title	Severity	Status	Date submitted
24365.370.000	Software Defect Support Test 1	2	Closed	Nov 3, 2008
23899.370.000	Need help w/ upgrade	4	Closed	Oct 28, 2008
23891.370.000	Error message returned w installation	4	Open	Oct 28, 2008

A: Archived service request

To see SR details, select the SR number

SR Help Resources – Tours Available

<https://www-304.ibm.com/support/electronic/portal/navpage?category=13>

- How to use IBM Service Request Tool
 - This tour will introduce you to all of the features of the Software Support Web site
- My Notifications
 - This tour will guide you through the process of personalizing your software support experience
- Tour for Authorized Callers
- Tour for Technical contacts
- How to register for SR Tour

Insight Service Requests as of June 1st

All **ACTIVE** Cognos Insight Service Requests will be converted to new IBM Service Requests

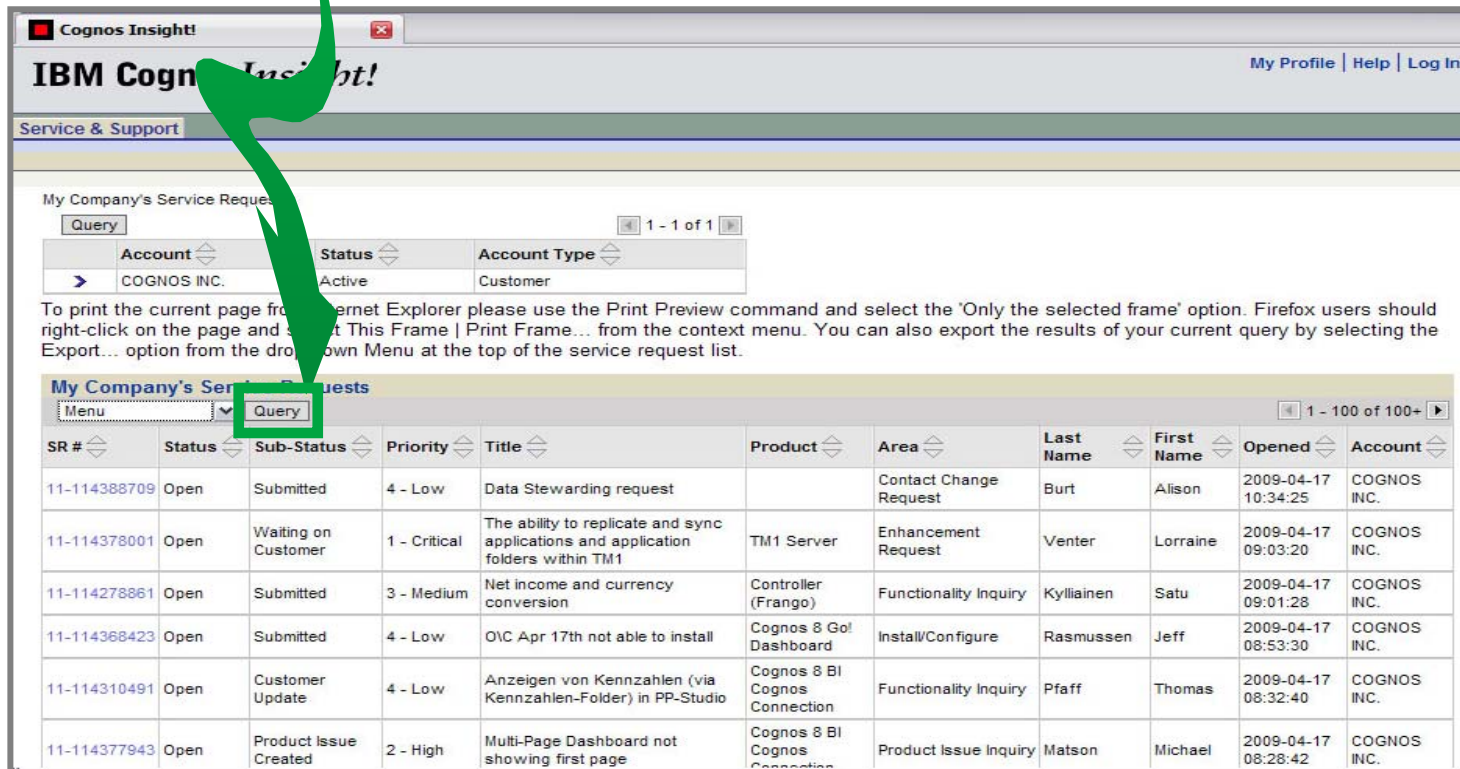
- Associated with the new IBM Customer Numbers (ICNs) for each customer or partner

3 Days Prior to Go-Live

Export all your existing Cognos Insight Service Request information.

Cognos Insight Service Requests – Before Go-Live

- Use the Query and Export function within My Company' Service Requests



The screenshot shows the IBM Cognos Insight web interface. At the top, there is a navigation bar with 'Service & Support' and user options like 'My Profile | Help | Log In'. Below this, the 'My Company's Service Requests' section is visible. It includes a 'Query' button and a table with columns for Account, Status, and Account Type. A green arrow points to the 'Query' button in the table below. The table has a 'Menu' dropdown and a 'Query' button highlighted with a green box. Below the table, there is a list of service requests with columns for SR #, Status, Sub-Status, Priority, Title, Product, Area, Last Name, First Name, Opened, and Account.

SR #	Status	Sub-Status	Priority	Title	Product	Area	Last Name	First Name	Opened	Account
11-114388709	Open	Submitted	4 - Low	Data Stewarding request		Contact Change Request	Burt	Alison	2009-04-17 10:34:25	COGNOS INC.
11-114378001	Open	Waiting on Customer	1 - Critical	The ability to replicate and sync applications and application folders within TM1	TM1 Server	Enhancement Request	Venter	Lorraine	2009-04-17 09:03:20	COGNOS INC.
11-114278861	Open	Submitted	3 - Medium	Net income and currency conversion	Controller (Frango)	Functionality Inquiry	Kyllainen	Satu	2009-04-17 09:01:28	COGNOS INC.
11-114368423	Open	Submitted	4 - Low	OVC Apr 17th not able to install	Cognos 8 Go! Dashboard	Install/Configure	Rasmussen	Jeff	2009-04-17 08:53:30	COGNOS INC.
11-114310491	Open	Customer Update	4 - Low	Anzeigen von Kennzahlen (via Kennzahlen-Folder) in PP-Studio	Cognos 8 BI Cognos Connection	Functionality Inquiry	Pfaff	Thomas	2009-04-17 08:32:40	COGNOS INC.
11-114377943	Open	Product Issue Created	2 - High	Multi-Page Dashboard not showing first page	Cognos 8 BI Cognos Connection	Product Issue Inquiry	Matson	Michael	2009-04-17 08:28:42	COGNOS INC.

Cognos Insight Service Requests – Before June 1st

Saved to Spreadsheet format

	A	B	C	D	E	F
1	SR #	Status	Sub-Status	Priority	Title	Product
2	11-114787111	Open	Customer Update	3 - Medium	Order of Run History entries has changed.	Cognos 8 BI Cognos Connection
3	11-114778043	Open	Submitted	3 - Medium	Take too long time to update custom view s o	Cognos 8 BI Transformer
4	11-114751511	Open	Customer Update	4 - Low	[Mainova] Failed to load the pluggable sharec	Cognos 8 BI Install and Config
5	11-114770428	Open	Waiting on Customer	2 - High	Framework Manager	Cognos 8 BI Framework Manager
6	11-114691871	Open	Waiting on Customer	4 - Low	Active Server Pages error ASP 0138	Cognos 8 BI Install and Config
7	11-114716661	Open	Submitted	3 - Medium	Portal.ConsumerRoot parameter syntax in Cc	Cognos 8 Go! Mobile
8	11-114701841	Open	In Collaboration	4 - Low	System usage and NTLM level	Cognos 8 Go! Mobile
9	11-114701811	Open	Ongoing	3 - Medium	TR2934	Cognos 8 BI Transformer
10	11-114752585	Open	Resolved	4 - Low	Is it possible in C8 to restrict active sessions	Cognos 8 BI Cognos Connection
11	11-114739798	Open	Resolved	4 - Low	Drill-through definitions link visible after Fixpa	Cognos 8 BI Cognos Connection
12	11-114683361	Open	Waiting on Customer	2 - High	Gateway configuration on demo installation /	Cognos 8 BI Install and Config
13	11-114666471	Open	Waiting on Customer	3 - Medium	error creating Metric package from valid metric	Cognos 8 BI Metric Studio
14	11-114701031	Open	Customer Update	4 - Low	Cognos v8.3 Metic Studio Error when initializir	Cognos 8 BI Metric Server
15	11-114693701	Open	Waiting on Customer	3 - Medium	SDK questions	Cognos 8 Software Dev. Kit
16	11-114700951	Open	Waiting on Customer	3 - Medium	Cognos 8 - 64 Bit Installation for an OEM Pro	Cognos 8 BI Install and Config
17	11-114624651	Open	Ongoing	3 - Medium	Tooltips are not working properly in graphs in	Cognos 8 Go! Mobile

Saved SRs

IBM Telephone Support

- IBM Support phone numbers are available at:
<http://www.ibm.com/planetwide>
- Have the following information available when calling:

1. **IBM Customer Number (ICN)**
2. **Company name**
3. **Caller name and phone number**
4. **Name and version/release of the software needing support and name and version/release/modification of the platform/operating system**

Note:

1. Use telephone support if having any difficulties with on-line SR tool
2. Telephone support access does NOT require web registration or access to SR

PlanetWide

Country/region [select]

Home Solutions Services Products Support & downloads My IBM

Worldwide directory **Sweden**

General contact information

General inquiries
 Tel: +46-8-793-1000
 Fax: +46-8-793-4948
 E-mail: ibminfo@se.ibm.com
www.ibm.com/se/sv/

Shopping
 Tel: +46-8-793-1272

Address
 IBM Svenska AB
 164 92 Stockholm
 Sweden

Support

Technical Support
 Electronic service requests can be submitted for hardware or software under warranty or with a support contract.
[Open Service Request](#)

Hardware, Software and Systems Support
 Tel: +46-771-171040

Software Support: Fee based - IBM PC Products
 Tel: +46-8-477-4420¹

Software Support: Fee based - System x ServicePac
 (180 day support, IBM Director, Remote Technical Support)
 Tel: +46-8-477-4427

IBM Cognos Software Support
 Toll: 0200 89 00 91

Customer support
 Contracts, orders status, delivery, inventory, invoices, and payments.

- E-mail [ibminfo@se.ibm.com](#)
- Tel: +46 (0)771-171040
- Fax: 08-793 277

¹30 day up and running support is no longer valid for IBM PC products. 30 day up and running support is valid only for Lenovo products.

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As of June 1st use these numbers

Not these numbers

REQUIRED ACTION: Be Prepared for Go-Live

For IBM Primary Site Technical Contact

- Create your IBM web ID
- Setup your contacts
- Share your company's ICN(s) with all your support eligible contacts
- Export your open SR's

Note:

- There is only 1 named IBM Primary STC per ICN
- From the Welcome to SR' email notification, click on the URL provided to perform these actions
- If the URL has expired, go to www.ibm.com/software/support/help-contactus.html and submit an SR help desk contact form for assistance

Additional Resources:

<http://support.cognos.com/go/dbwi>

All transitional resources available including:

- “Introduction to IBM.com” webinar
- “Guided Tour of Cognos on IBM.com” webinar
- Various informational articles
- Podcasts
- Bookmark Resource Sheet

Urls to bookmark

- www.ibm.com/cognos/support
- www.ibm.com/cognos/customercenter

Agenda

- Support Processes
- Changes to Come
- **Software Downloads**
- KCS

Downloads

- **IBM standard policy is download only**
 - Over 40,000 software products – unmanageable
 - Ensures only entitled customers receive products
 - Ensures you have the most recent version
- **Download Tip**
 - Search for products using the “Find By Categories” page.

Agenda

- Support Processes
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Knowledge Base

The screenshot shows the IBM Knowledge Base interface for 'Support & downloads'. At the top, there is a navigation bar with links for Home, Solutions, Services, Products, Support & downloads, and My IBM. A search bar is located in the top right corner. The main content area is titled 'Support & downloads' and includes a search bar and a 'Notice anything new?' banner. The banner text reads: 'We're pleased to introduce our new Web pages designed to help you locate resources for important support tasks.' Below the banner, there is a section for selecting a product or service type for support, with a dropdown menu set to 'Information Management' and a product dropdown set to 'Cognos 8 Business Intelligence'. A search input field contains the text 'single sign on'. To the right of the search input is a search icon. Below the search input is a link for 'Advanced search'. On the right side of the page, there is a vertical menu with links for Overview, Download, Troubleshoot, Search, Documentation, Forums & Communities, Plan, Install, Use, and Open service request. At the bottom of the page, there is a 'Search tips' section with a list of tips: 'The Search page', 'Examples of search', 'Do a "wildcard" search', 'Search by machine type/model or options part number', and 'Start a new search'.

Knowledge Base

The screenshot shows the IBM Knowledge Base search results page. The search term is "single sign on". The page includes a navigation menu, search filters, and a list of results. The first result is titled "Problems Using DOLS and Single Sign-On (SSO) Authentication; 'HTTP 404 - File not Found' Occurs" and is dated 2003-04-10.

Search results

Search within results for: **single sign on**
 Optionally, limit results by choosing one or more of the items below.

Additional search terms:

Document type: All documents

Sort results by: Rank order

Product category: Select one

Results

Technical support | Information centers | Publications

1 - 10 of 9550 items found* Next →

		Modified date
1.	Problems Using DOLS and Single Sign-On (SSO) Authentication; "HTTP 404 - File not Found" Occurs Domino Off-Line Services (DOLS) does not support Single Sign-On (SSO) authentication in Domino R5. As a workaround, you use the Single-Server form of Session-Based Authentication, or individual-database authentication instead. However, the following symptoms occur when going offline in this scenario: The DOLS configuration launches the local nhttp.exe from the Lotus Notes Sync Manager before the replica is created. This results in an "HTTP 404 - File not Found" error. The Master Response dialog appears.	2003-04-10

Knowledge Base

The screenshot shows the IBM Knowledge Base search results page. The page title is "Search results" for the query "single sign on". The search results are filtered for "Business Intelligence & Financial Performance Management". The results list shows one item: "Enabling single sign-on to CRN or Cognos 8 secured against Active Directory".

Search results
Search
for Business Intelligence & Financial Performance Management

Search within results for: **single sign on**
Optionally, limit results by choosing one or more of the items below.

Additional search terms:
Document type: All documents

Sort results by: Rank order

→ Start a new search → Downloads & drivers search

Product category: Select one

Results
Technical support | Information centers | Publications

1 - 10 of 126 items found* [Next](#) →

		Modified date
1.	Enabling single sign-on to CRN or Cognos 8 secured against Active Directory Single Signon (SSO) from Windows Users to ReportNet or Cognos 8 configured to authenticate to an Active Directory facilitating an Active Directory Authentication Provider (AD AP) is achievable in two different ways. This document briefly describes both approaches and lists the exact prerequisites for success.	2008-12-12



Thank
YOU

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