



IBM Cúram Social Program Management

# Cúram Business Intelligence IBM Cognos Deployment Guide

Version 6.0.4

**Note**

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

Licensed Materials - Property of IBM

Copyright IBM Corporation 2012. All rights reserved.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© Copyright 2012 Cúram Software Limited

# Table of Contents

Chapter 1 Introduction .....	1
1.1 About this Document .....	1
1.2 Prerequisites .....	1
1.3 Intended Audience .....	1
1.4 Prerequisites .....	1
Chapter 2 Cognos Reporting Environment .....	2
2.1 Installing Cognos .....	2
2.1.1 Java Environment Updates Pre-Installation .....	2
2.1.2 Install the Server Component .....	3
2.1.3 Install the Framework Manager .....	3
2.1.4 Java Environment Update Post-Installation .....	3
2.1.5 Configure the web server .....	3
2.2 Deploying BIA Reporting to Cognos .....	4
2.2.1 Prepare the Cognos content for deployment .....	4
2.2.2 Update the Cognos Configuration .....	5
2.2.3 This section shows the steps to open a project in Framework Manager. ....	5
2.2.4 Setup of Cognos connection to datamarts using DB2. ....	5
2.2.5 Setup of Cognos connection to datamarts using Oracle. ....	6
2.2.6 Importing Reports. ....	7
2.3 Uninstalling Cognos (upgrading to a newer version) .....	8
2.4 Directory Structure & Artifacts .....	9
2.4.1 ..\Reporting\BIContent\components\ReportingForCEF\Cognos .....	9
Chapter 3 Developing With Cognos for an Upgrade .....	10
3.1 Overview .....	10
3.2 Starting a new project with BIA Reporting .....	10
3.2.1 Understand the BIA Reporting directory structure .....	10
3.2.2 Use Prefixes .....	11
3.3 BIA Reporting Source Artifacts .....	11
3.4 New/Changed Cognos Content .....	11
Chapter 4 Troubleshooting .....	12
4.1 Introduction .....	12
4.2 CFG-ERR-0106 Error When Starting the IBM Cognos 10 Service in IBM Cognos Configuration .....	12
4.2.1 Problem .....	12

4.2.2 Solution .....	12
4.3 UDA-SQL-0432 Unable to locate the gateway 'cogudaor'. .....	13
4.3.1 Problem .....	13
4.3.2 Solution .....	13
4.4 Cognos Report Error .....	13
4.4.1 Problem .....	13
4.4.2 Solution .....	13
4.5 Error 401 - Unauthorized access to page .....	13
4.5.1 Problem .....	13
4.5.2 Solution .....	14
Notices .....	15

# Chapter 1

## Introduction

### 1.1 About this Document

This guide describes how to deploy Cúram Business Intelligence and Analytics (BIA) content using IBM® Cognos®, if required - these tools are licensed separately by Cognos.

### 1.2 Prerequisites

This guide is intended for any reader who will be deploying BIA content using Cognos.

### 1.3 Intended Audience

This guide is intended for developers who are working on deploying BIA Reporting content on Cognos. It provides details on how to work with Cognos within the BIA Reporting framework.

### 1.4 Prerequisites

A working knowledge of Cognos is required. The reader should also have an understanding of Data Warehousing concepts and techniques.

# Chapter 2

## Cognos Reporting Environment

Artifacts such as Cognos reports have been included in this release. These can be viewed/edited only with the purchase of a valid Cognos customer license. Should you wish to expand your use of such artifacts by developing your own, you should first contact your local Cognos representative.

The following sections provide detail related to the demonstration Cognos artifacts shipped with the application.

### 2.1 Installing Cognos

The following describes the Cognos reporting setup on a windows machine, **we recommend you use the default Cognos content database**. Please ensure any previous Cognos installations have been uninstalled first, see section on Uninstalling Cognos.

A web server must also be set up on the machine. The web server used was IIS v5.1 but other web servers should also work.

To install Internet Information Services(IIS) go to add/remove programs in Control Center and click on add/remove windows components on the left hand side and check the IIS option and install.

Note : After completion of the 'Configure the web server' section, the user should be able to open the Cognos page once the Cognos service has been started. Open web browser and type "http://computername/cognos10". The Welcome screen opens. This will confirm that the installation process was successful.

#### 2.1.1 Java Environment Updates Pre-Installation

Cognos is shipped with a Java® JRE version that is not compatible with the Reporting Environment. Therefore, if Cognos is going to be installed on the same machine as the Reporting Environment, you must do the following:

1. Remove the JAVA\_HOME environment variable as this can cause problems.
2. Once Cognos is installed, re-create the JAVA\_HOME environment variable.e.g C:\Program Files\Java\jdk1.5.0\_06

Note: If Cognos is being installed on its own machine then you do not need to set a Java Home as Cognos can use the version that it comes with.

### 2.1.2 Install the Server Component

1. Insert the CD IBM Cognos 10 Business Intelligence Server and install the server.
2. We recommend that you use the Cognos content database
3. Proceed through the steps and when choosing the Component Selection, maximise 'IBM Cognos Business Intelligence' and ensure all the following have a tick to the left of them:
  - Application Tier Components
  - Gateway
  - Content Manager
  - Cognos Content Database

indicating they are selected.

### 2.1.3 Install the Framework Manager

1. Insert the CD IBM Cognos 10 Business Intelligence Modeling and install the Framework Manager.
2. We recommend that you to use the same installation path for Framework Manager as used for Cognos Server.

### 2.1.4 Java Environment Update Post-Installation

In order for Cognos to work, copy the contents of the %COGNOS\_HOME%/bin/jre/version.xx/lib/ext directory to the JAVA\_HOME/jre/lib/ext directory but do not overwrite any existing .jar files.

### 2.1.5 Configure the web server

Internet Information Services(IIS) needs to be installed before starting this step. To install IIS go to add/remove programs in Control Center and click on add/remove windows components on the left hand side and check the IIS

option and install.

1. Open Windows explorer, Right click on "My computer" and select "Manage".
2. In the new window expand and select Services and Applications --> Internet Information Services --> Default Web Site.
3. Create a Virtual directory by right clicking on Default Web Site --> New --> Virtual Directory.
4. The virtual directory must be by name **cognos10** pointing to the location c10\_location/webcontent with read permissions.
5. A second virtual directory should be created within cognos10(right click on Cognos10 New-->Virtual Directory) as **cgi-bin** pointing to the location c10\_location/cgi-bin with execute permissions.

## 2.2 Deploying BIA Reporting to Cognos

This section details the user about the steps needed to connect to the BIA Reporting Environment.

### 2.2.1 Prepare the Cognos content for deployment

Cognos content must be deployed to the Cognos deployment folders before any Reports can be viewed in Cognos. The "appbuild cognos.all" command copies files to a deployment preparation location "%reporting\_dir%\build\cognos, these files are then copied to the Cognos deployment folder, e.g. to the %cognos\_home%\webcontent\samples folder.

1. Start a DOS command shell
2. Navigate to Reporting\components directory run **appinit.bat**

If Cognos is installed on the same machine as the build environment then execute the following steps:

1. Add COGNOS\_HOME to the environment.variables in BIApplication.properties. Set the COGNOS\_HOME variable to the parent of the webcontent folder. if you have C:\Program Files\cognos\c10\webcontent, then set COGNOS\_HOME= C:\Program Files\cognos\c10.
2. Run "appbuild cognos.all" from %reporting\_dir%\components\core. This will copy the deployment files to %cognos\_home%\webcontent\samples.

If Cognos is on a remote server carry out the following steps:

1. Share the directory %Cognos\_home% folder on the Cognos server.



2. Map a network drive from the Reporting machine to the shared location on the Cognos server.
3. On the Reporting server create a COGNOS\_HOME variable and point this to the mapped network drive.

If for any reason it is not possible to share the directory on the Cognos server then the following manual steps must be completed:

1. Copy everything from %reporting\_dir%\build\cognos on the machine with the build environment to %Cognos\_home%\webcontent\samples on the Cognos server.

### 2.2.2 Update the Cognos Configuration

Steps to setup Cognos Configuration .

1. Open the Cognos configuration window, Start -> Programs -> IBM Cognos10 -> IBM Cognos Configuration.
2. Select Environment option in the left hand pane.
3. Set the value of Deployment file location as C:\Program Files\cognos\c10\webcontent\samples\deployment directory.
4. Save the changes.
5. Start/Restart the Cognos Services by selecting menu option, Action -> Start/Restart

### 2.2.3 This section shows the steps to open a project in Framework Manager.

1. To open Framework Manager, Start -> Programs -> IBM Cognos10 -> Framework Manager.
2. Select "Open a project".
3. Select the curamreporting.cpf file located at \Reporting\components\core\sample\BI\cognos\metadata.
4. Click on Open.

### 2.2.4 Setup of Cognos connection to datamarts using DB2.

Note: - Follow below steps when DB2® and Cognos are installed in the same machine.

1. Open web browser and type "http://computername/cognos10".If the Welcome screen opens then click the link to "Administer IBM Cognos Content" from the Administration section.

2. Select Configuration tab and "Data Source Connection" from the left hand pane.
3. Select "New Data Source" icon.
4. Mention the datasource name as '**curamreporting**' (do not change the datasource name), and let the location be default one. If datasource name already exists then click on 'curamreporting' and select the "Connection" Icon and enter the Connection Name and click Next.
5. Select "DB2" from the drop down list of TYPE and set "Isolation level" to default.
6. Click Next
7. Enter "datamart" in DB2 Database name.(Assuming that user had created the database by name Datamart)
8. Check all option under "Signons".
9. Enter "db2admin" for the Username and Password.
10. Click on "Test the connection" link.
11. Click Test. Should be able to see the test succeeded, else go back to previous page and check the Login details.
12. Click Close, will take you to the previous page.
13. Click Next.
14. Set the Commands page to default.
15. Click Finish.

### 2.2.5 Setup of Cognos connection to datamarts using Oracle.

Note: - Follow below steps when Oracle® and Cognos are installed in the same machine.

1. Open web browser and type "http://computername/cognos10".If the Welcome screen opens then click the link to "Administer IBM Cognos Content" from the Administration section.
2. Select Configuration tab and "Data Source Connection" from the left hand pane.
3. Select "New Data Source" icon.
4. Mention the datasource name as '**curamreporting**' (do not change the datasource name), and let the location be default one.If datasource name already exists then click on 'curamreporting' and select the "Connection" Icon and enter the Connection Name and click Next.
5. Select "ORACLE" from the drop down list of TYPE and set "Isolation

level" to default.

6. Click Next
7. Enter the Sql \* Net connect String as  
(DESCRIPTION=(ADDRESS\_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=system  
name)(PORT=1521)))(CONNECT\_DATA=(SERVICE\_NAME=orcl))  
)
8. Check all option under "Signons".
9. Enter the Userid and password. eg. datamart and p.(Assuming user by  
name 'Datamart' is already created with password "p")
10. Click on "Test the connection" link.
11. Click Test. Should be able to see the test succeeded, else go back to  
previous page and check the Login details.
12. Click Close, will take you to the previous page.
13. Click Next.
14. Set the Commands page to default.
15. Click Finish.

### 2.2.6 Importing Reports.

1. Open web browser and type "http://computername/cognos10".If the  
Welcome screen opens then click the link to "Administer IBM Cognos  
Content" from the Administration section. If the Cognos Connection  
page appears, click the 'Launch' menu and scroll down to the 'IBM  
Cognos Administration' option.
2. Select Configuration tab.
3. Select Content Administration from the left hand pane.
4. Select "New Import" icon from icons list (4th icon in list at top right  
corner of the Cognos page).
5. Select the deployment file from the list and click Next.
6. Set the name as default and click Next.
7. Check each of the following:
  - The Deployment File
  - Disable after import
  - Include report output versions

- Replace existing entries
- Include run history
  - Replace existing entries
- Include schedules
  - Replace existing entries

and click next.

8. Check each of the following:

- Include datasources and connections
  - Replace existing entries

and click next

9. Set the General option to default and click Next.

10. Review the Summary. Click Next.

11. Select "Save and Run Once" in the Action page.

12. Click on Finish.

13. Select "Upgrade all report specifications to the latest version".

14. Click on Run

15. Check the view option and click OK to see the details for Import.

16. After a few seconds, the user should be able to see the deployed file in the Administration page.

17. Click on "Home" Icon to start accessing the reports.

## 2.3 Uninstalling Cognos (upgrading to a newer version)

To date we have found that there is no upgrade for Cognos, i.e. Cognos recommend an uninstall and complete reinstall.

We have found that if you do not follow the following process when uninstalling Cognos you may have issues starting the Cognos services.

1. To Uninstall Cognos(whatever the version is) click on Start -> Programs -> IBM Cognos 10 -> Uninstall IBM Cognos 10 -> Uninstall IBM Cognos 10. Select all in the wizard and follow the steps.
2. If the Cognos directory is still present on disk delete it manually

3. Uninstall IIS and reboot - then remove the directory C:\Inetpub otherwise you will get port conflicts as IIS remembers that the Cognos port was used previously.
4. Delete your JAVA\_HOME environment variable - this forces the Cognos installer and runtime system to use the pre-packaged version of java that is shipped with Cognos.

## 2.4 Directory Structure & Artifacts

This section contains the Cognos specific artifacts and the directory structure provided with BIA Reporting is explained.

### 2.4.1 ..\Reporting\BIContent\components\ReportingForCEF\Cognos

The folder `\Reporting\BIContent\components\ReportingForCEF\Cognos` contains sample Cognos reports. There are 4 subfolders:

- Cubes - Any cubes of data are placed here.
- Deployment - All .zip files are place here. Static reports are exported from Cognos into zip files, e.g. "CEF Datamart.zip"
- Images - Images files are placed here. Images files must be copied to the "%COGNOS\_HOME%\webcontent\samples\images" folder.
- Metadata - Framework manager meta data is placed here. Clients do not change any files in here as future version of BIA Reporting may overwrite any changes.

These folders contain the BIA Reporting Cognos meta data and content, customizations should not be saved to these files as future versions of BIA Reorting may overwrite these files. Client customizations are made in the "components\sample\bi\cognos directory".

# Chapter 3

## Developing With Cognos for an Upgrade

### 3.1 Overview

BIA Reporting upgrades provide enhanced functionality and bug fixes. As such, it is beneficial for a project to implement a BIA Reporting based solution in such a way as to facilitate taking on a new release of the framework. To support an upgrade, there are a number of steps that should be taken before development is started. These steps include understanding the BIA Reporting directory structure, implementing source code control, and using prefixes for all new artifacts.

At the start of a project, as well as throughout the life cycle of a project, the way in which custom functionality is developed greatly impacts the success of an upgrade. Building custom functionality basically comes down to modifying instances of BIA Reporting source artifacts or creating new instances of these artifacts.

### 3.2 Starting a new project with BIA Reporting

There are a number of steps that should be taken before development is started to ensure successful BIA Reporting upgrades. These steps include understanding the BIA Reporting directory structure, implementing source code control, and using prefixes for all new artifacts.

#### 3.2.1 Understand the BIA Reporting directory structure

Knowledge of the BIA Reporting directory structure is required to understand where development artifacts are located, how they are organized, and where to store changes to these artifacts. Note that to access the BIA Reporting directory structure, you must first install the development version of BIA Reporting.

### 3.2.2 Use Prefixes

It is advisable that you prefix all new source Cognos artifacts with a relevant acronym or abbreviated word. Use the same acronym or abbreviated word throughout. As the project progresses, this will make project additions to core artifacts more obvious. This distinction becomes very useful as the development effort grows. Generally most projects will be described by some kind of acronym. This acronym is a good candidate to use as the prefix.

## 3.3 BIA Reporting Source Artifacts

The method in which a project develops custom functionality greatly impacts the success of an upgrade. Building custom functionality basically comes down to modifying instances of BIA Reporting source artifacts or creating new instances of these artifacts. BIA Reporting source artifacts can be grouped into server and client development artifacts.

## 3.4 New/Changed Cognos Content

Do not change any existing Cognos artifacts directly. When developing Cognos reports ensure that these reports are exported to a separate deployment package (zip) to the sample reports provided. When developing with Framework manager create a new project for any new or changed artifact meta data, you can import/reference the sample project provided when building framework manager meta data and deploying to Cognos packages.

# Chapter 4

## Troubleshooting

### 4.1 Introduction

This chapter details possible troubleshooting tips and fixes that the user may find helpful for the Cognos reports shipped with the application.

### 4.2 CFG-ERR-0106 Error When Starting the IBM Cognos 10 Service in IBM Cognos Configuration

#### 4.2.1 Problem

When starting the IBM Cognos 10 service the following error is received:

```
CFG-ERR-0106 IBM Cognos Configuration received no response from
the IBM Cognos 10 service in the allotted time.
Check that IBM Cognos 10 service is available and properly
configured.
```

#### 4.2.2 Solution

The IBM Cognos 10 service may need more time to start. You do this by configuring the `ServiceWaitInterval` and `ServiceMaxTries` properties in the `c10_location/configuration/cogconfig.prefs` file. The `ServiceWaitInterval` property represents the time interval, in milliseconds, at which Cognos Configuration checks the progress of the start request. By default, its value is 500, which is equivalent to half a second. The `ServiceMaxTries` property represents the number of times that Cognos Configuration checks the progress of the start request. By default, its value is 360.

Open the `c10_location/configuration/cogconfig.prefs` file in an editor. This file is created automatically the first time you open Cognos Configuration.

Add the following code to the file: `ServiceWaitInterval=number of milli-`



seconds ServiceMaxTries=number of times Add the numeric values that correspond to your configuration needs.

Save the file. Using Cognos Configuration, start the IBM Cognos 10 service.

## 4.3 UDA-SQL-0432 Unable to locate the gateway 'cogudaor'.

### 4.3.1 Problem

When setting up of a Cognos connection to datamarts using Oracle the following error is received:

```
QE-DEF-0285 Logon failure.  
QE-DEF-0325 The cause of the logon failure is:  
QE-DEF-0068 Unable to connect to at least one database during  
a multi-database attach to 1 database(s) in:  
UDA-SQL-0432 Unable to locate the gateway 'cogudaor'.
```

### 4.3.2 Solution

The machine where Cognos is installed must have the ORACLE run time client installed on it.

## 4.4 Cognos Report Error

### 4.4.1 Problem

The model or package /content/package[@name='core case datamart']/model[@name='2007-01-25T11:44:31.291Z'] does not exist or you are not allowed to use it because of security settings.

### 4.4.2 Solution

The report needs to be rebound to its report package. Either open the report in Report Studio and from the file menu select package, choose the right package and save the report. Or for example select the "core case datamart" folder on the Cognos home page, select "more" on the right hand side of any report, select "Set properties" then "link to package" and rebound to the correct package.

## 4.5 Error 401 - Unauthorized access to page

### 4.5.1 Problem

After following the 'Setup of Cognos connection to datamarts using Oracle' steps, and when opening <http://computername/cognos10>, the following error is received:

Error 401 - unauthorized access to this page

### 4.5.2 Solution

Go back to the 'Configure the webserver' step, part 4, right click on the virtual directory 'cognos10' previously created, choose properties and tick all the following box's:

1. Script source access
2. Read
3. Write
4. Directory Browsing
5. Log visits
6. Index this resource

After clicking OK, complete the 'Update the Cognos Configuration' steps. Then proceed through the steps in 'Setup of Cognos connection to datamarts using ORACLE' and once complete, undo the changes made to the properties by going back to the cognos10 properties and only have the following box's ticked:

1. Read
2. Log visits
3. Index this resource

Recomplete the 'Update the Cognos Configuration' steps.

## Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service. IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law.

IBM Japan Ltd.

1623-14, Shimotsuruma, Yamato-shi

Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typograph-

ical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you. Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation  
Dept F6, Bldg 1  
294 Route 100  
Somers NY 10589-3216  
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources.

IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products

should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

#### COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. \_enter the year or years\_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

## Programming Interface Information

This publication documents intended programming interfaces that allow the customer to write programs to obtain the services of IBM Cúram Social Program Management.

## Trademarks

IBM, the IBM logo, and [ibm.com](http://www.ibm.com) are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/us/en/copytrade.shtml> .

Adobe, the Adobe logo, Adobe SVG Viewer, Adobe Reader, Adobe Flash Player, and Portable Document Format (PDF), are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, other countries, or both.

Microsoft, Windows 7, Windows XP, Windows NT, Windows Server 2003, Windows Server 2008, Internet Explorer, Word, Excel, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

Oracle, Solaris, WebLogic Server, Java and all Java-based trademarks and logos are registered trademarks of Oracle and/or its affiliates.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.