

DSS Frequently Asked Questions (FAQ) and Troubleshooting

1.	How do I get authorized to access NCAS DSS?	Download the DSS Authorization Form on the DSS web site and follow the instructions inside.
2.	Do I need to install any software on my computer?	You will need IBM Cognos PowerPlay 11 installed on your PC in order to view cube reports that can be drilled into and filtered. Static reports hosted on the GDAC portal can be viewed with Adobe Reader or Excel.
3.	What if I forget my ID and password or my account is locked?	DSS uses NCID authentication for <u>both</u> static reports hosted on the GDAC portal <u>and</u> cube reports accessed through IBM Cognos PowerPlay 11. Self-service options for NCID usernames, passwords, and locked accounts can be accessed through the NCID web site. You can also contact your agency NCID administrator. A list of agency NCID administrators can be found at https://www.ncid.its.state.nc.us/StateAgencyListing.asp . OSC is unable to administer NCID accounts for other agencies.
4.	I don't have an NCID to access DSS.	If you don't have an NCID, contact your agency NCID administrator to get assigned one. A list of agency NCID administrators can be found at https://www.ncid.its.state.nc.us/StateAgencyListing.asp . You must claim your NCID within a day of assignment by logging into the NCID web site to change your password and set up your security questions. Only after you have claimed your NCID can you be given permission to access DSS. Once you have claimed your NCID, download the DSS Authorization Form and follow the instructions inside.
5.	<p>IBM Cognos PowerPlay: when trying to open a report there is no response, or one of the following messages:</p> <p>"PDS-RM-0001 A timeout occurred while waiting for a response"</p> <p>or</p> <p>"PDS-RM-0002 The PowerPlay Server is not available."</p> <p>or</p> <p>"Select a Data Source: Local/Remote"</p>	<ul style="list-style-type: none"> • Ports 9500 and 9662 should be opened bi-directional on all firewalls between the agency and DIT for servers 149.168.94.52 and 204.211.167.146. Make sure to include any VPN connections as well. Ports can be checked by opening a command window and running this command for each server/port combo: telnet {server} {port}. If the ports are not blocked, the screen will go blank. If the ports are blocked, it will say "connect failed." Telnet may need to be temporarily enabled in order to test the ports. • Open ppds_cfg.xml in folder C:\Program Files (x86)\ibm\cognos\c11\configuration. Search for ppdsremote. Make sure the Port value is 0 and the NATTimeout value is 0. • PowerPlay configuration may not be correct. Call OSC Support Services at (919) 707-0795.

6.	IBM Cognos PowerPlay: Trying to open a report, but the folder says “No entries.”	Make sure you are choosing the option for opening an existing report , not the option for creating a new report .
7.	IBM Cognos PowerPlay message: “Failed to open document.”	Clear the error message and open the report again.
8.	IBM Cognos PowerPlay: Can’t filter or drill into a report. Screen may show a box that says “empty.”	If you can’t manipulate the report, and PowerPlay can only be closed through Task Manager, then do the following: reopen PowerPlay, close the welcome screen, click File, click Preferences, go to the Startup tab, put a check mark next to “Maximize the application at startup,” click OK, shutdown/restart PowerPlay.
9.	IBM Cognos PowerPlay: Unusual results when viewing cube reports.	This can occur when viewing multiple PowerPlay reports with the option to “share the dimension line” active. In Cognos PowerPlay, go to File, Preferences, click the Dimensions tab, uncheck the option for “Share the dimension line,” click OK.
10.	IBM Cognos PowerPlay message: “PowerPlay is unable to save the preferences to the .INI file. Ensure you have enough disk space or try reinstalling PowerPlay.”	The user needs modify access to the folder: C:\Program Files (x86)\ibm so the preferences file can be updated.
11.	IBM Cognos PowerPlay freezes after selecting a report, Or A second login prompt appears, Or A message states the Cognos server may be unavailable or the gateway configured incorrectly.	<ul style="list-style-type: none"> • Open the configuration by going to Start, IBM Cognos 11, IBM Cognos Configuration. • Select the Environment section and make sure there are two values that contain server name s2002.its.state.nc.us. • Select the Cryptography section and change the “Common symmetric key lifetime in days” to be 1825, if necessary. • Select File then Save, or click the square Save icon. Wait for all green check marks then select Close. Close IBM Cognos Configuration and try PowerPlay again.
12.	An IBM Cognos PowerPlay report saved to Excel is showing 1 layer per tab. How do I get all layers on 1 page (or vice versa)?	In Cognos PowerPlay, go to File, Preferences, click the Options tab. In the section at the bottom called “Excel Export for Layered Reports” select either “Single Worksheet” or “Worksheet per Layer.”
13.	IBM Cognos PowerPlay installation: when running the configuration, message “Windows protected your PC. Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.”	Click the ‘more info’ link and then click the ‘Run anyway’ button that appears. This app is safe to run because it was written by OSC to configure PowerPlay to point to the DSS server. It will copy three files and import an SSL certificate.

14.	IBM Cognos PowerPlay: "Unable to authenticate. The provided credentials are restricted from accessing IBM Cognos. Please contact your administrator."	Your NCID needs to be authorized to access the DSS server. Open a ticket with OSC Support Services at 919-707-0795 and provide your NCID.
15.	IBM Cognos PowerPlay: "This action will exceed your available system resources. This action has been canceled."	Close PowerPlay, go to C:\Program Files (x86)\ibm\cognos\c11\configuration\powerplay and open file c11dot0dot632.ini. Add a zero to MaxAxisSize to make the value 200000000 and save the file.
16.	Can't login to the NCAS DSS static report portal.	<ol style="list-style-type: none"> 1. If you have an NCID but can't login to the portal, check to see if your NCID account is accessible by clicking on the "Manage Your NCID" link on the portal login page. If you are able to login to that site, see #2 below, otherwise talk to your agency NCID administrator to see if your NCID account is locked or if you need your NCID password reset. A list of agency NCID admins can be found at https://www.ncid.its.state.nc.us/StateAgencyListing.asp. Self-service options for NCID usernames, passwords, and locked accounts can be accessed through the NCID web site. 2. If you successfully logged in to the "Manage Your NCID" link mentioned in #1 above, then your NCID has not been given permission to access the DSS static report portal. Open a ticket with OSC Support Services at 919-707-0795, stating your NCID.
17.	Able to login to the NCAS DSS static report portal, but don't see folders or files.	<ul style="list-style-type: none"> • There is a bug that can occur where you only see the top folder named WebDAV, but no other folders. This typically happens on your very first portal login. Close your web browser, including any tabs not related to the portal, reopen your browser and login again. • If you are logged in while the files are being updated in the portal, you may not see all folders or files. Log out and check back later to see if the file you are looking for is loaded, but a full load may take up to 45 minutes. Normally, the files will be updated in the portal long before business hours, but there might be delays in the production cycle. • Some reports may have failed during the production cycle, or there may be issues with your security role, so open a ticket with OSC Support Services at 919-707-0795.
18.	Can't print a selection of pages in Adobe reports, but can print the whole report.	In the Print window, click Advanced, select "Print As Image."

19.	Static report portal, error message of "The user ID that you entered is not associated with a SAS metadata identity."	Open a ticket with OSC Support Services at 919-707-0795. Your NCID will need to be disassociated and then associated again with the DSS portal.
20.	How do I open more than one Adobe report in the static report portal?	<p>If your preferences are set to display Adobe files in your web browser, then the portal will only allow you to open one Adobe file at a time. You can change this preference so Adobe files open in their own window, allowing you to open more than one Adobe report at a time.</p> <ol style="list-style-type: none"> 1. If you are using a version earlier than Adobe 11, then you need to change a setting in Adobe. Open Adobe, go to Edit, Preferences and in the Internet section change the "display in browser" option. 2. If you are using Adobe 11, then you need to change a setting in your web browser. See https://helpx.adobe.com/acrobat/using/display-pdf-browser-acrobat-xi.html for instructions.
21.	After opening an Excel file in the static report portal, unable to 'Enable Editing' in order to turn on filtering.	Add the static report portal site to your web browser's Trusted Sites. In IE, while logged in to the portal, go to Tools, Internet Options, select the Security tab, highlight Trusted Sites, click the Sites button, verify that https://ncgdac.ondemand.sas.com shows up in the top box, then click the Add button, click Close, click OK.
22.	Received a 404 or 50x error in the static report portal.	Browser setting SSL 3.0 is no longer supported. TLS 1.0 at a minimum should be used. For Internet Explorer, click Tools, Internet Options, Advanced tab. Remove the check mark next to "Use SSL 3.0" and place a check mark next to "Use TLS 1.0" (or whichever TLS your IT department specifies). For Firefox, versions 29 and above will automatically choose TLS. For earlier versions of Firefox, click Tools, Options, Advanced tab, Encryption. Remove the check mark next to "Use SSL 3.0" and place a check mark next to "Use TLS 1.0" (or whichever TLS your IT department specifies).
23.	After creating an Excel report from a Cognos PowerPlay (.ppx) report, Excel says there is a problem with some content and would you like to recover. After choosing Yes, Excel says the workbook is corrupt.	This can sometimes happen if you saved the report in "Excel 2002 (*.xls)" format. In Cognos PowerPlay, choose to save the report as "Excel 2007 (*.xlsx)" format instead.
24.	IBM Cognos PowerPlay: Negative Unexpended Authorized Budget report is rounding the exception numbers in red.	With the report open, from the menu bar select Explore, then select Custom Exceptions. Click the Styles button, make sure the Style name Bad News is selected, click the Modify button, click the Format tab, then increase the Decimal places to 2. Click OK, click OK again. A popup will ask if you want to replace this existing style, click Yes. Click Apply, then click Close.