

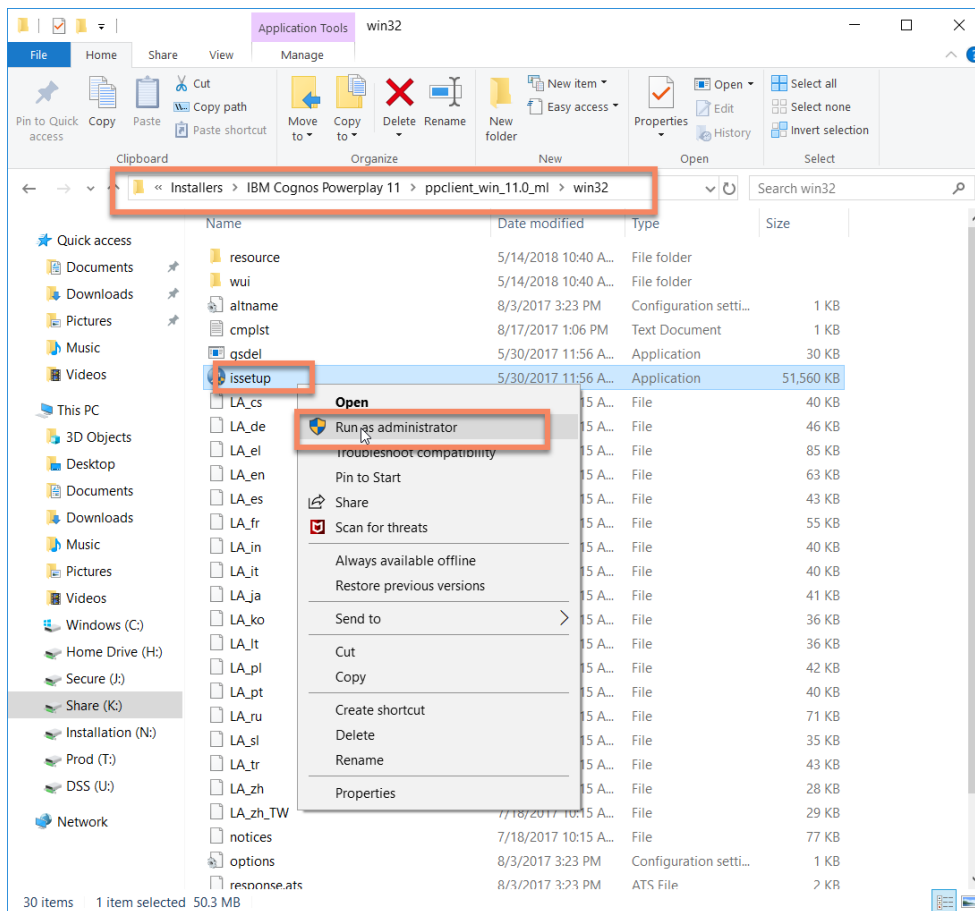
NCAS DSS support: call (919) 707-0795 or email: osc.support.services@osc.nc.gov

FAQ: <https://www.osc.nc.gov/documents/dss-frequently-asked-questions-faqs-troubleshooting>

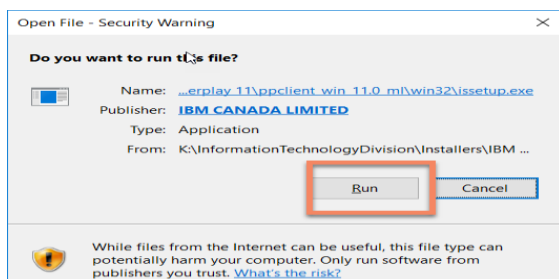
IBM Cognos Powerplay 11 Installation and Configuration:

(Last modified: 2/28/19)

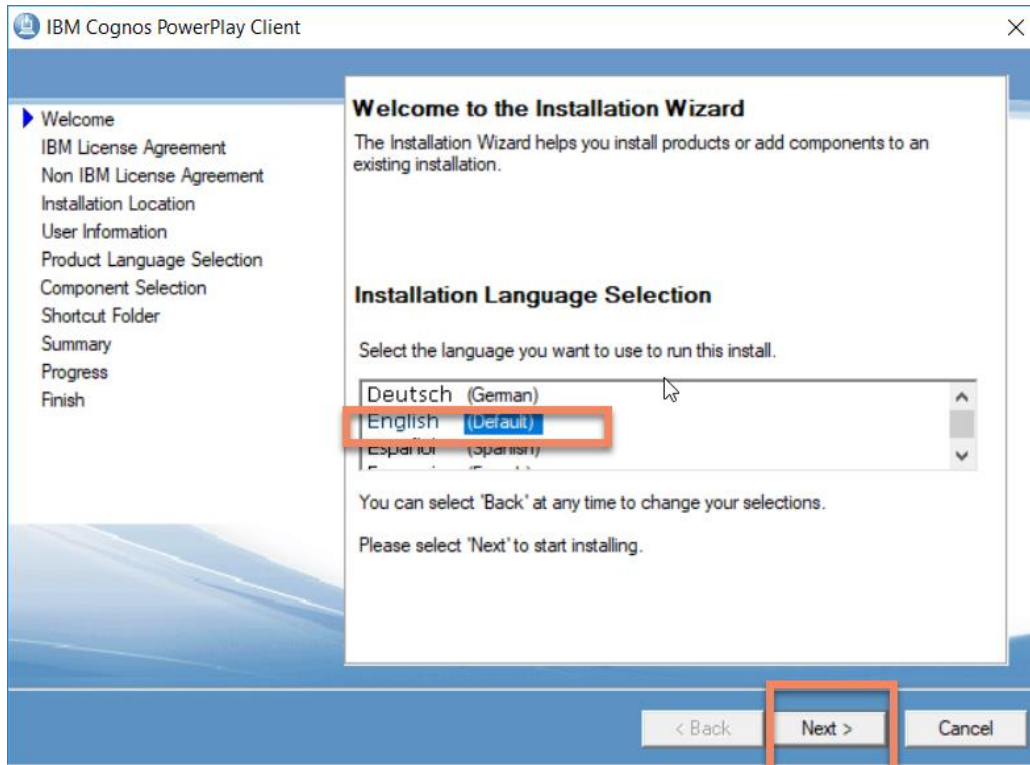
1. Download the installation file (ppclient_win_11.0_ml.zip).
2. Unzip the installation file to either a shared network drive or the local hard drive. You can run the installation from either location.
3. Windows Administrator privilege is needed to run the software install. The user does not need to logout or switch user since the software will be “Run as Administrator”. From the unzipped directory, go to the win32 folder, right-click on issetup and select “Run as administrator.”



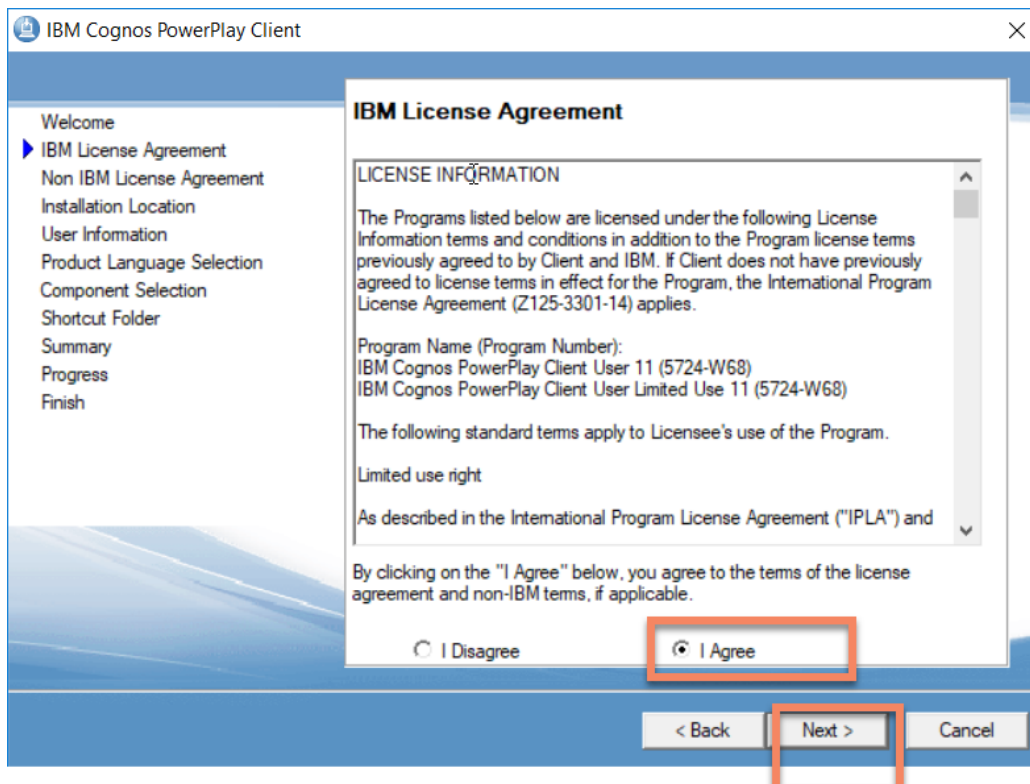
4. A Window will appear requiring an Administrator UserID/Password.
5. Depending on where the installation files are unzipped, you may need to click Run:



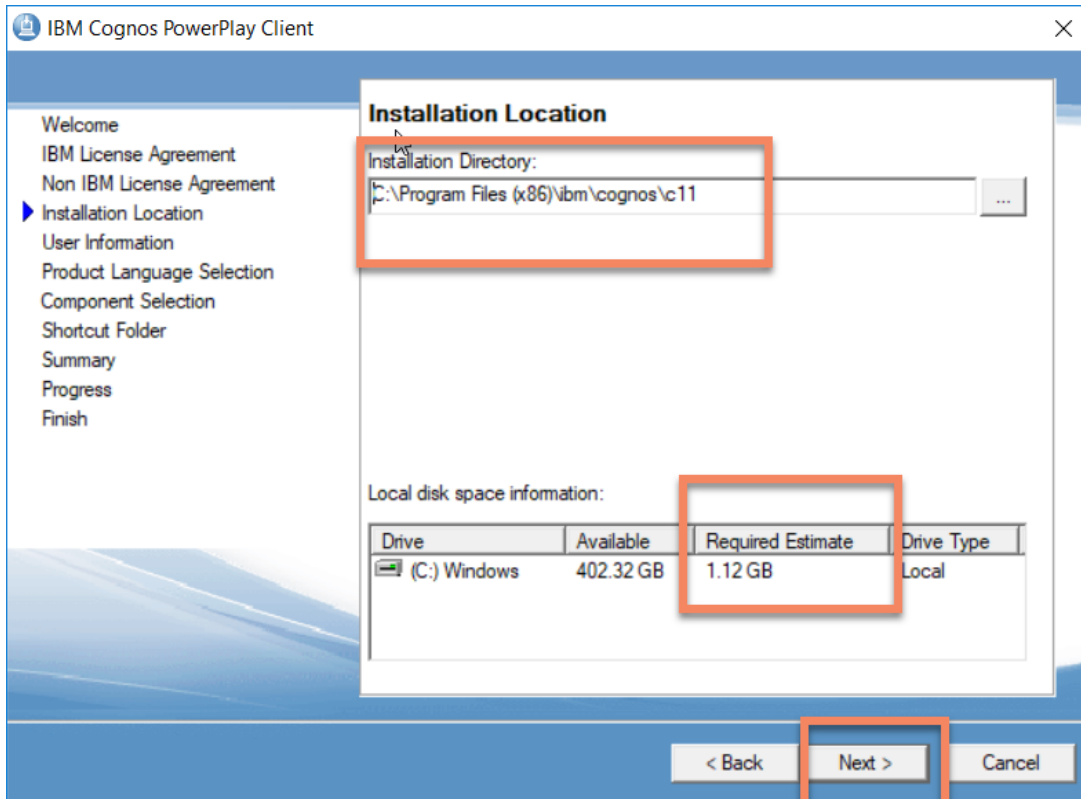
6. Welcome screen. Choose Installation Language “English” which is the default. Click “Next”.



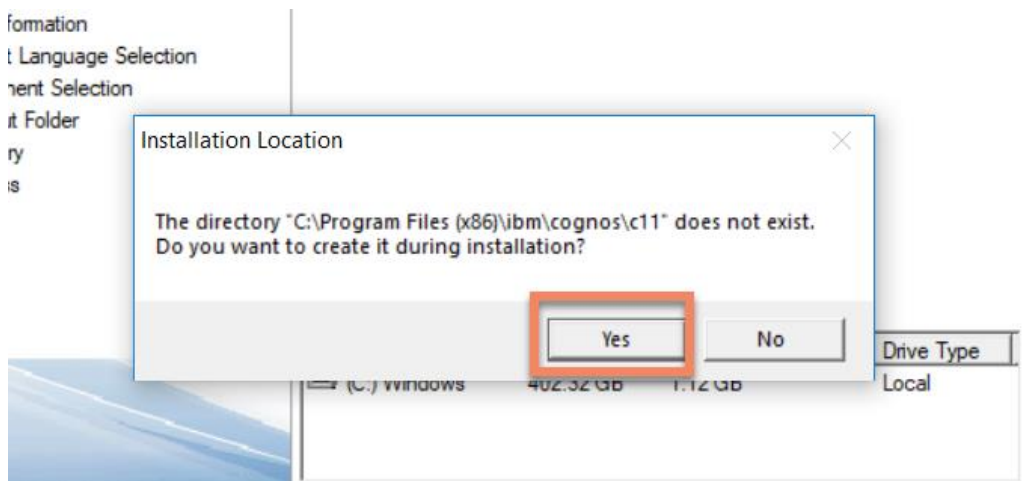
7. IBM License Agreement: Choose “I Agree”, Click “Next”.



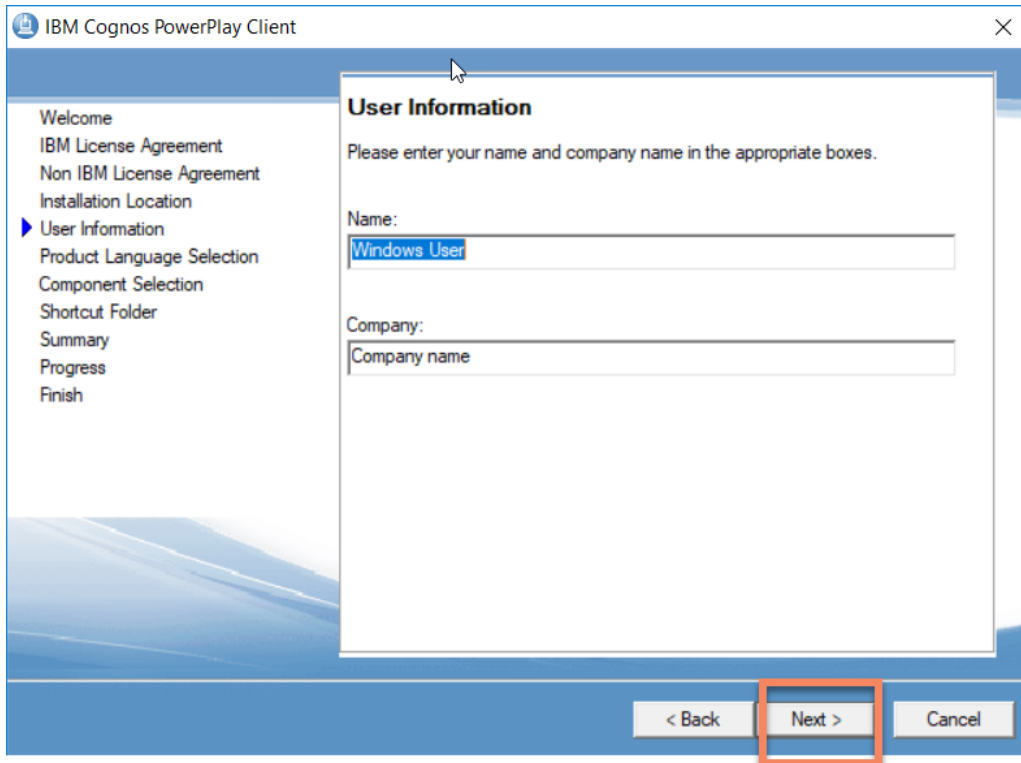
8. Installation Location. Choose the default (C:\Program Files (x86)\ibm\cognos\c11). Click “Next”.



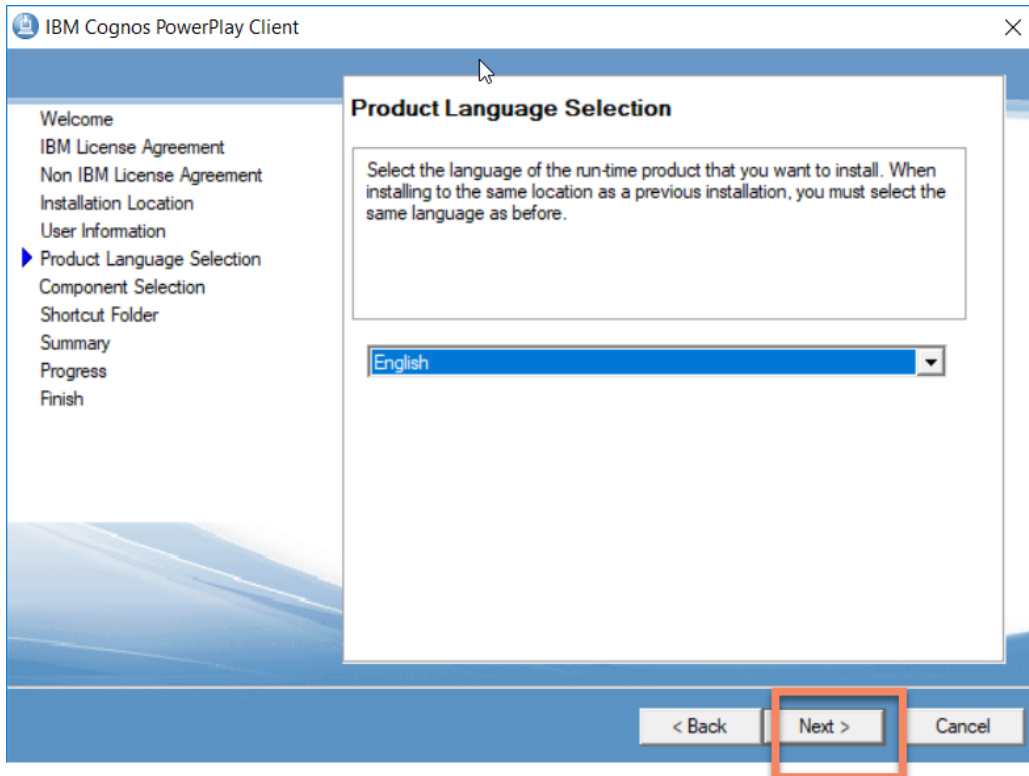
9. Click “Yes” to create the directory.



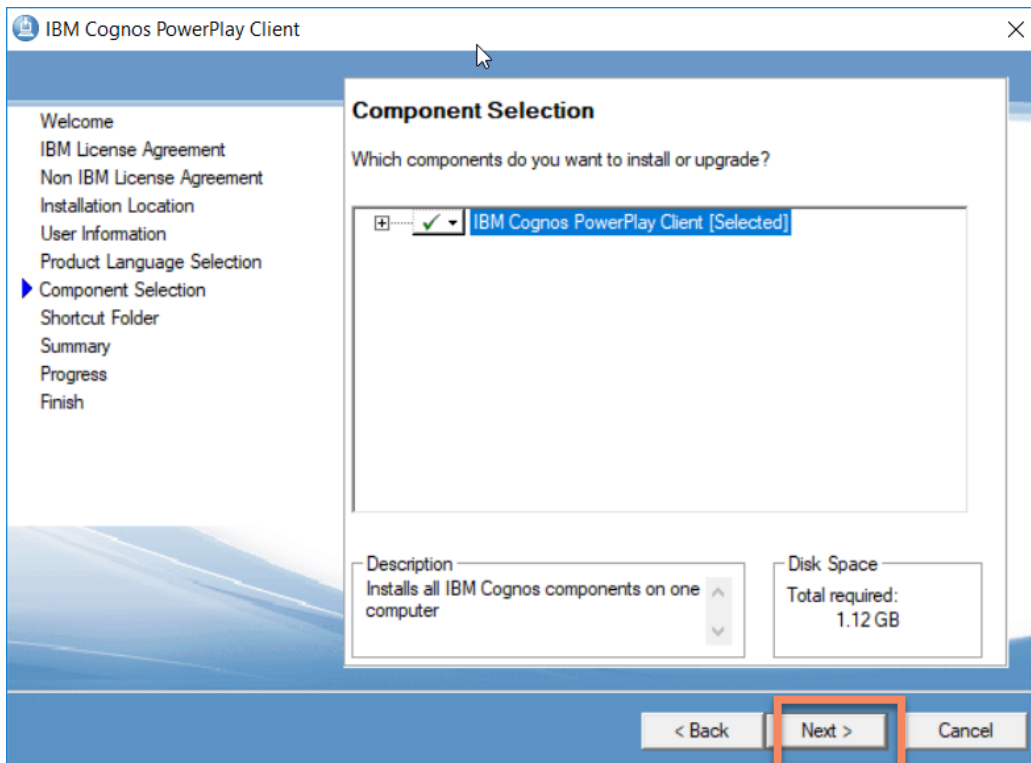
10. User Information screen. Just select the defaults and click Next.



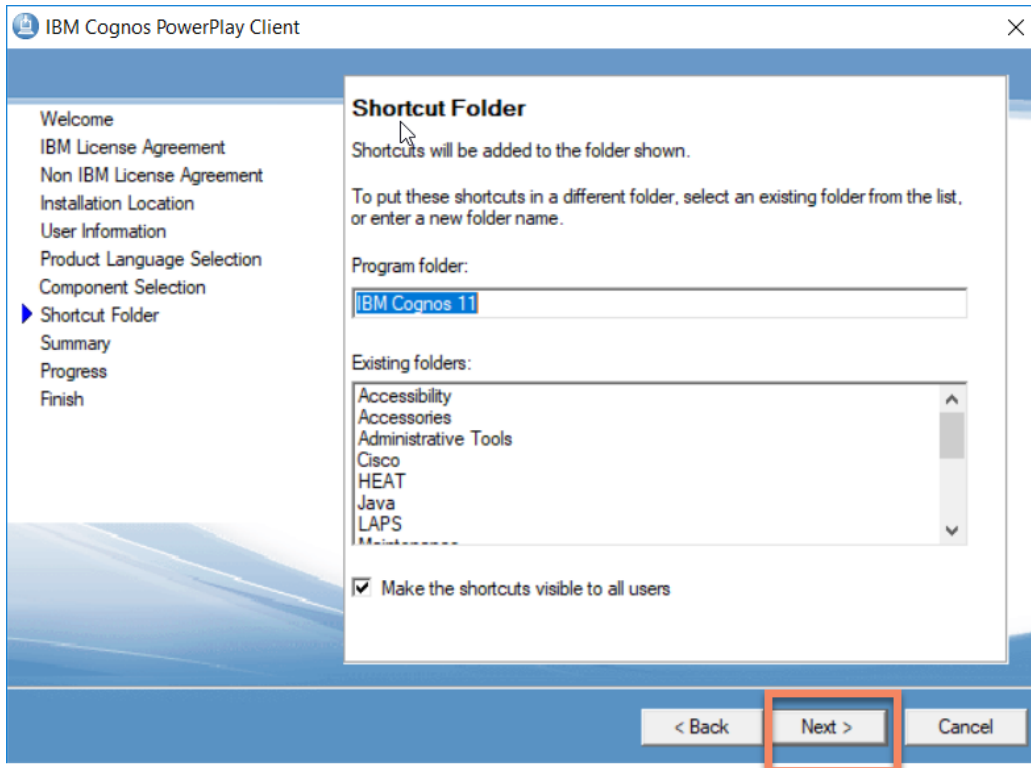
11. Product Language Selection. Choose the default – English and click Next.



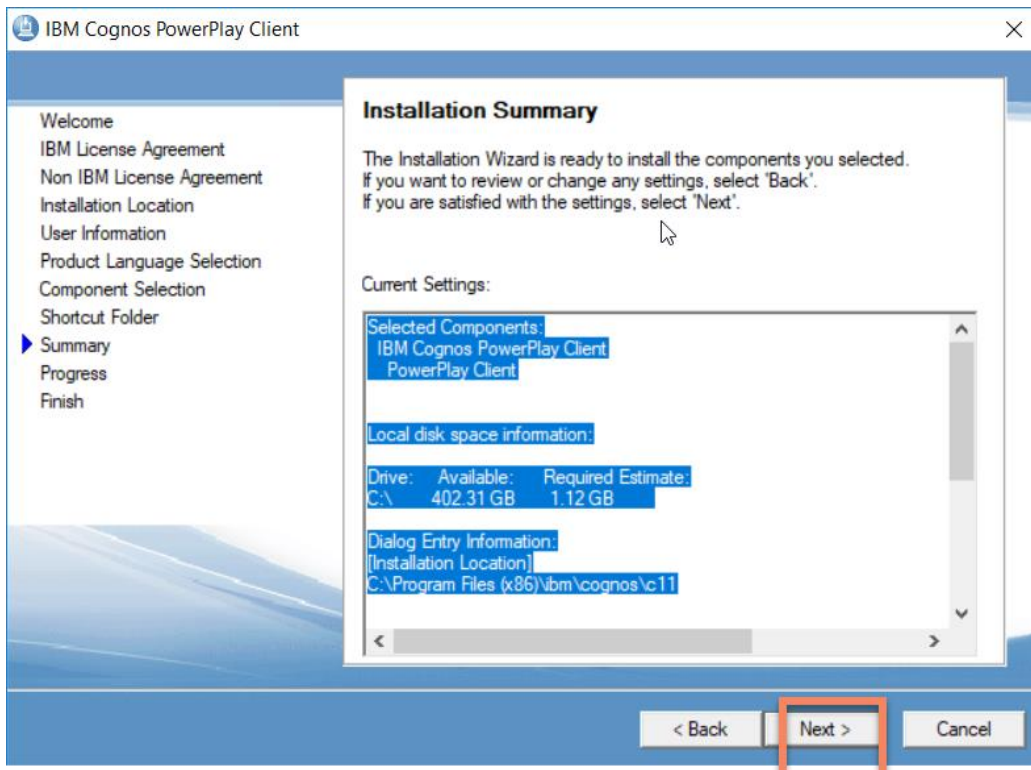
12. Component Selection.



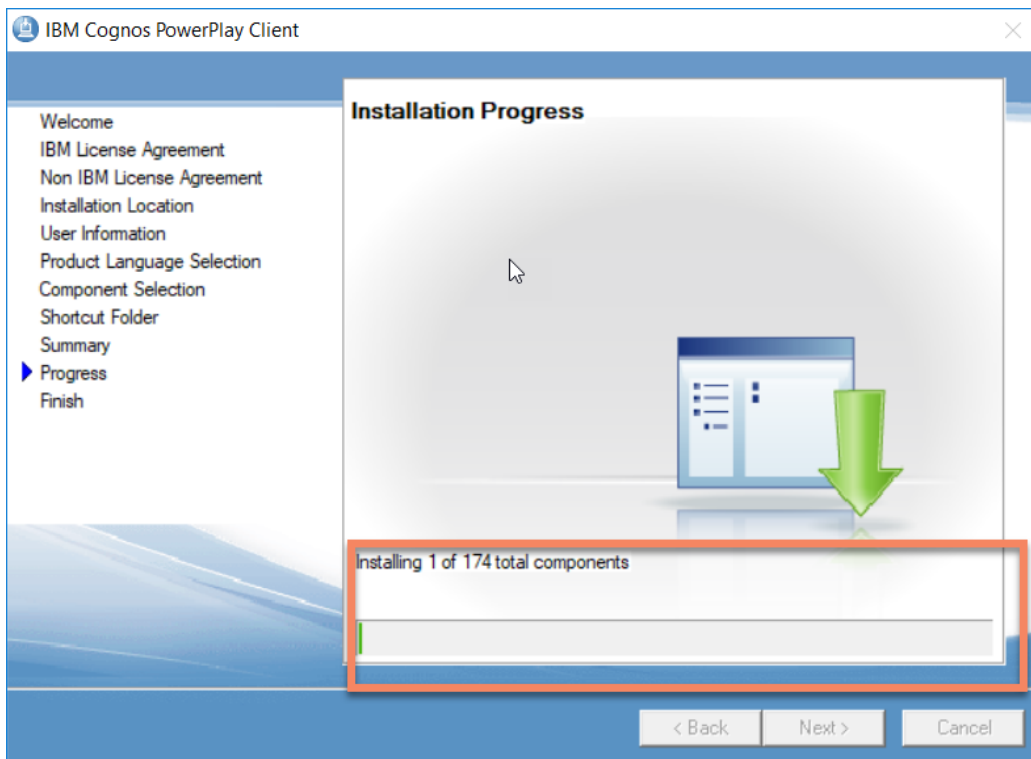
13. Shortcut Folder



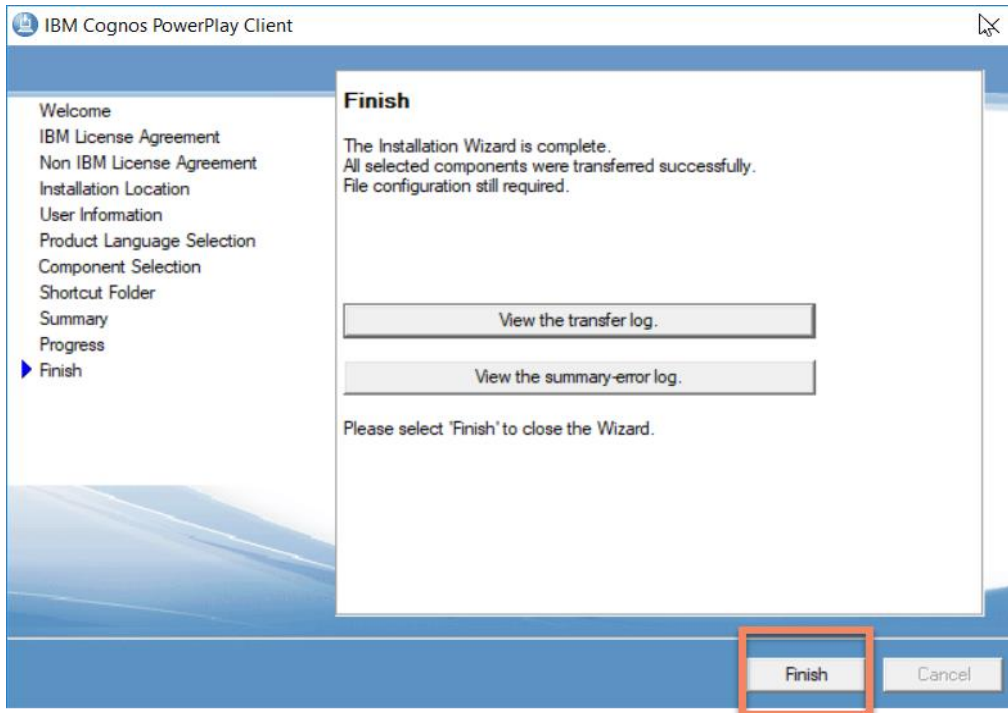
14. Summary



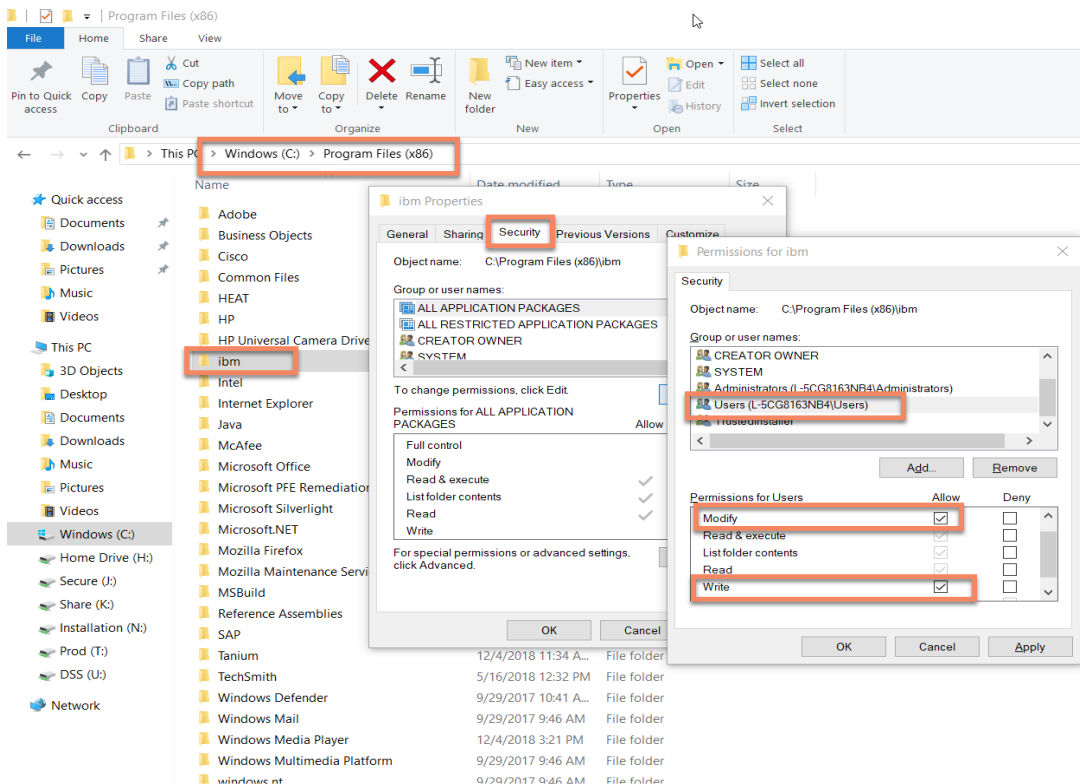
15. Progress



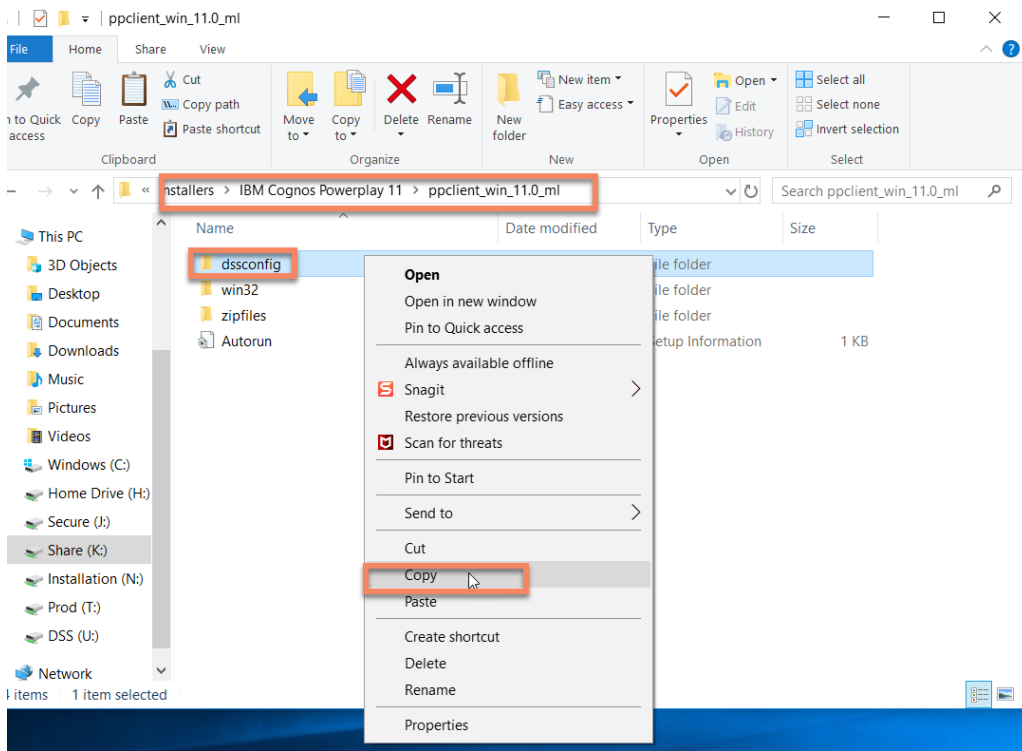
16. Finish



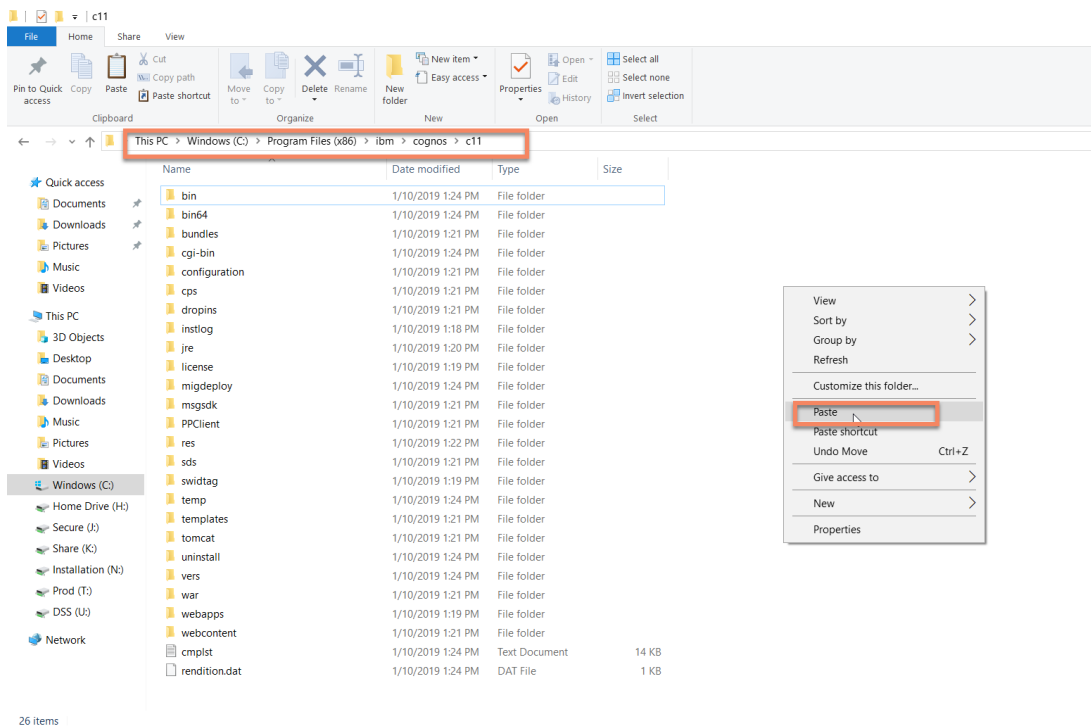
17. After the software is installed, it needs to be configured to point to the DSS environment. The Administrator should right-click on folder C:\Program Files(x86)\ibm and change the Security of the "Users" group to allow "modify" permissions.



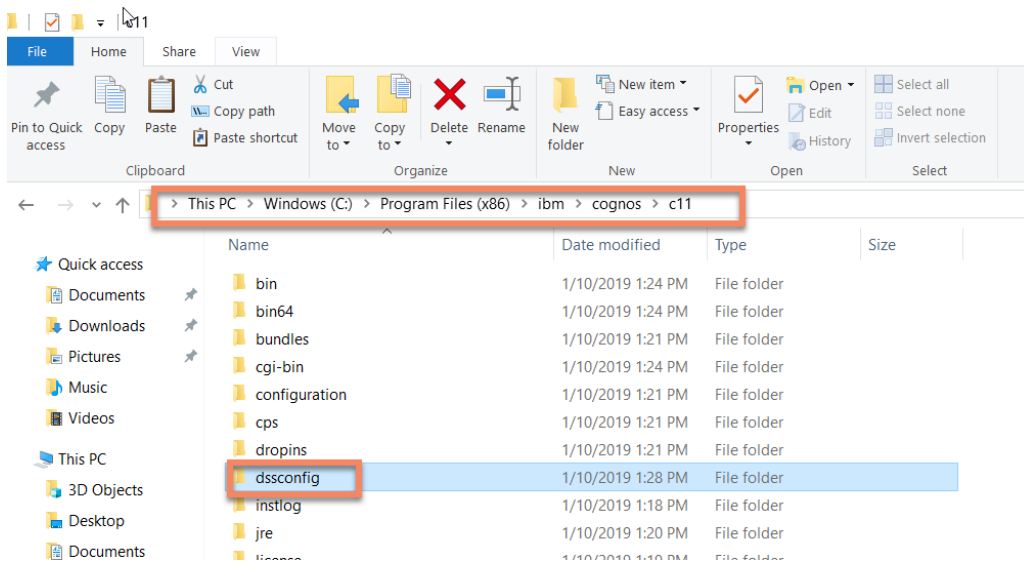
18. Copy the “dssconfig” folder from the installer location...



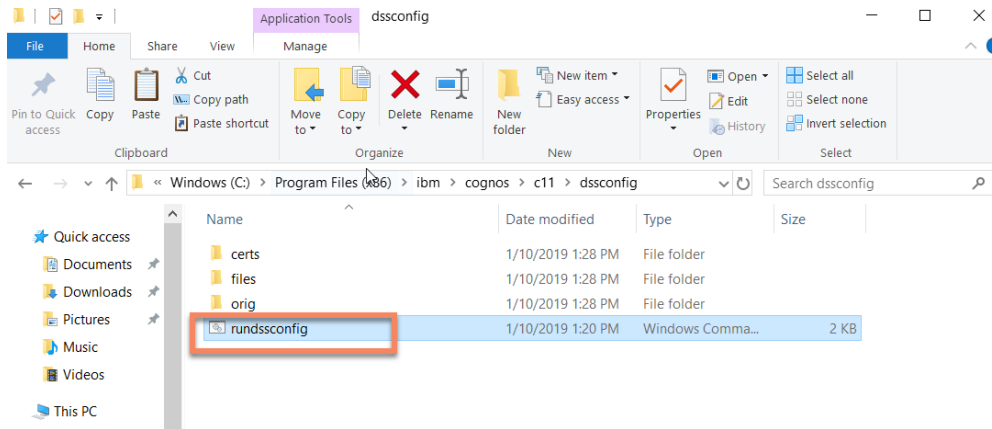
19. ...and paste it in the location where Cognos is installed: `C:\Program Files(x86)\ibm\cognos\c11`



20. Open the dssconfig folder in the destination folder C:\Program Files(x86)\ibm\cognos\c11



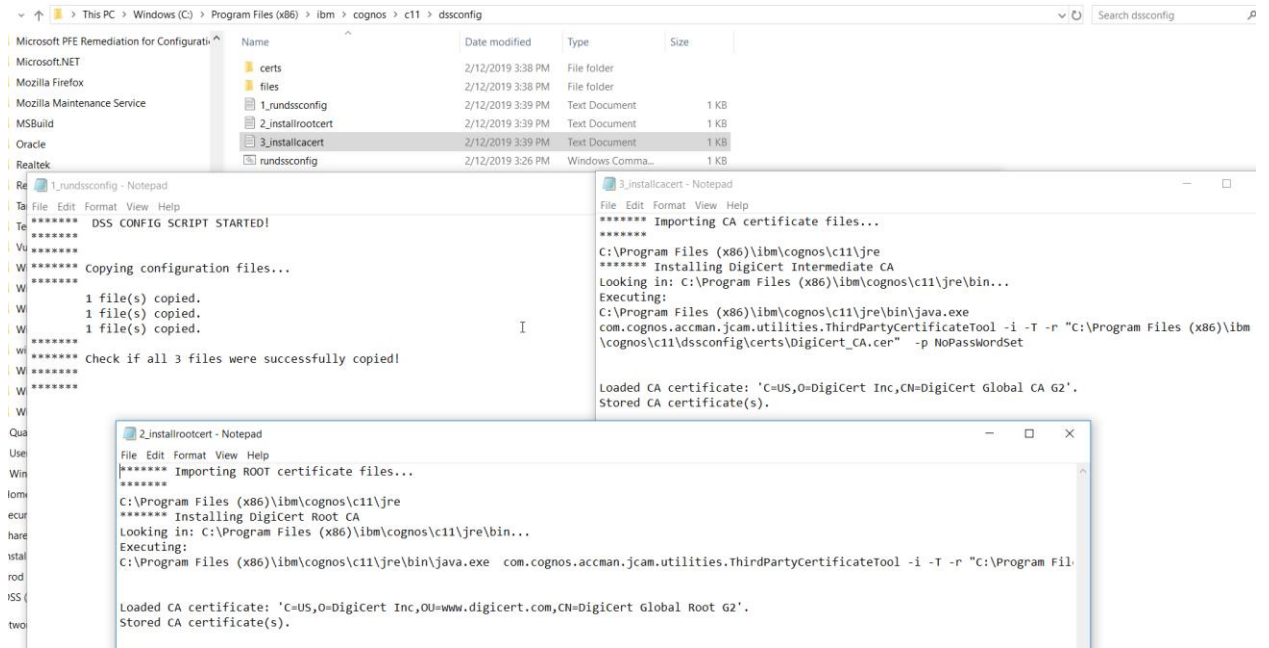
21. Run the configuration by double clicking on the batch file rundssconfig.cmd. If a Windows Defender message pops up, click 'more info' then click the 'Run anyway' button that appears.



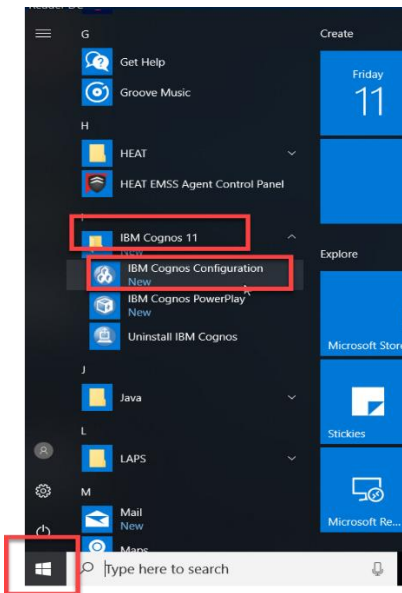
22. A command prompt will appear showing the following output. The "log4j:WARN" messages are expected and do not affect the success of the installation.

```
C:\WINDOWS\system32\cmd.exe
*** Calling config.cmd script ***
*****
log4j:WARN No appenders could be found for logger (Trace.CAM.JCAM).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
log4j:WARN No appenders could be found for logger (Trace.CAM.JCAM).
log4j:WARN Please initialize the log4j system properly.
log4j:WARN See http://logging.apache.org/log4j/1.2/faq.html#noconfig for more info.
*****
***** check log files for details
END
Press any key to continue . . .
```

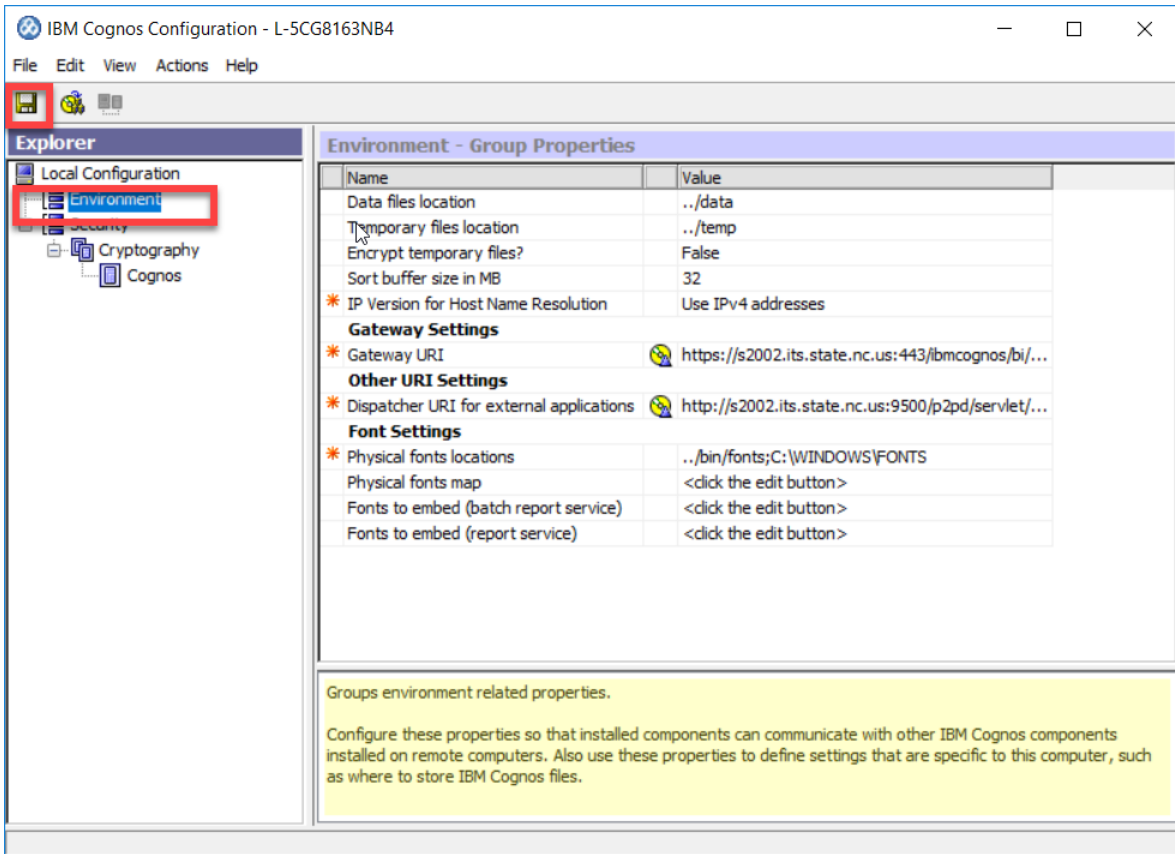
23. To verify the script ran successfully, go to C:\Program Files (x86)\ibm\cognos\c11\dssconfig and open the 3 logs generated by the script. They should contain the following output:



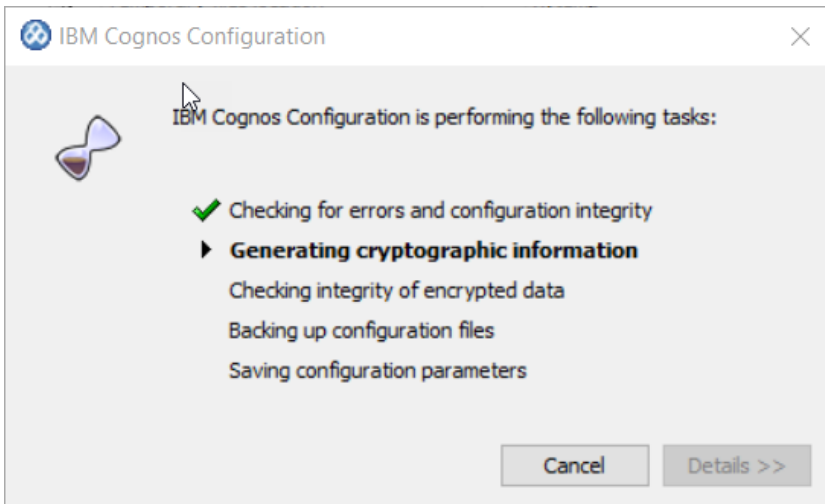
24. Finish the configuration by going to START -> Program Files -> IBM Cognos 11 -> IBM Cognos Configuration



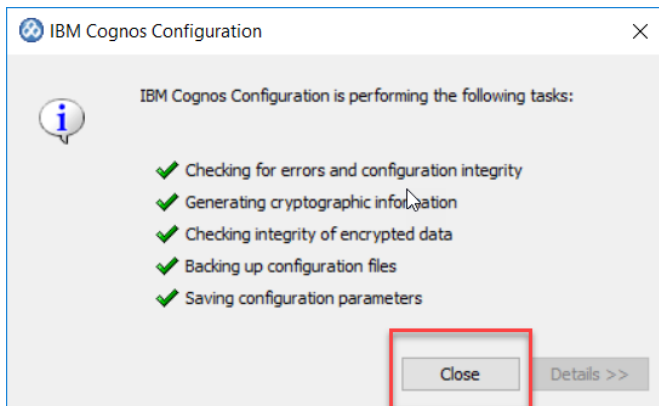
25. Click “Environment” from the left column. Nothing needs to be edited, but confirm the config files were successfully copied by making sure it shows the Gateway URI and Dispatcher URI are pointed to the s2002.its.state.nc.us server. Click “Save” (yellow disk icon) on the upper left side.



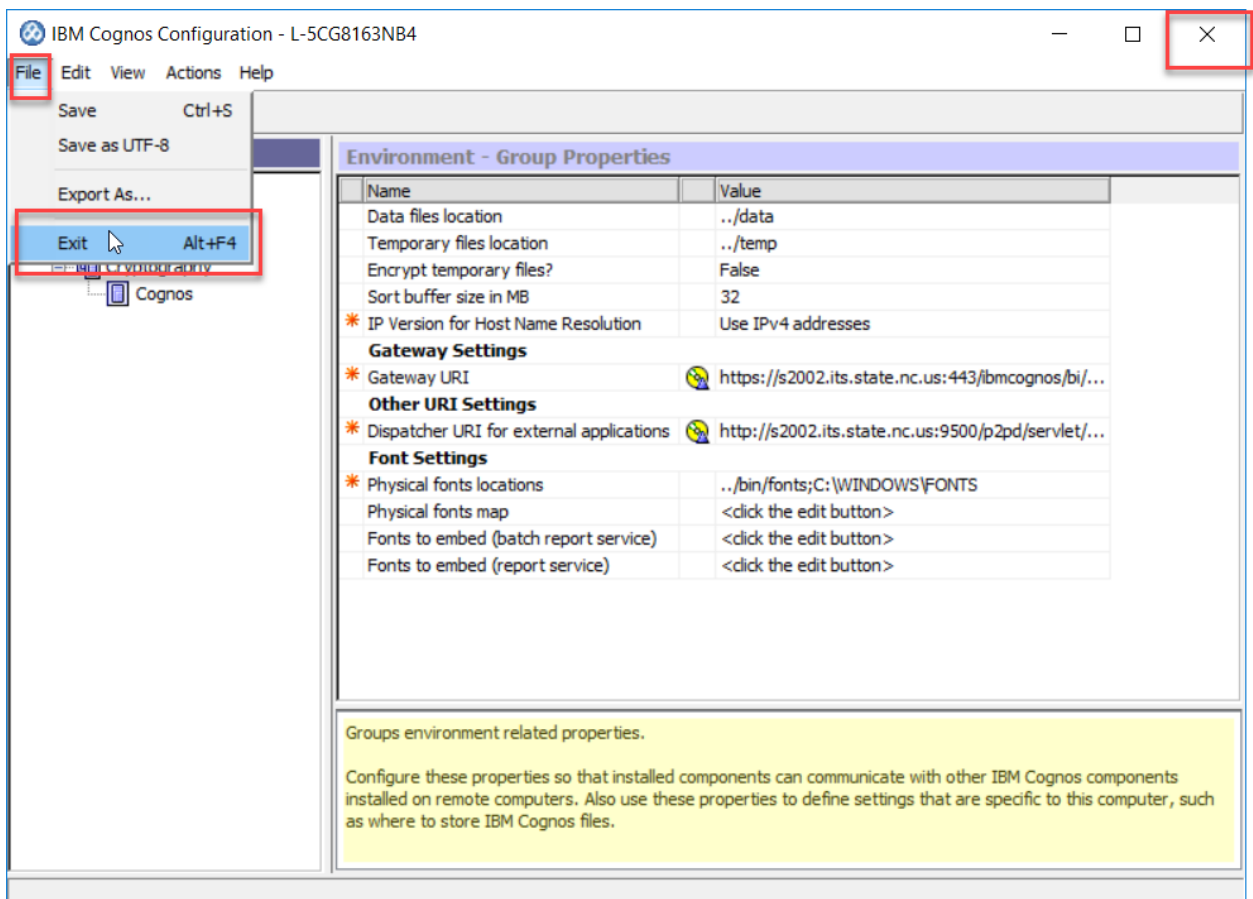
26. Save progress will be displayed. It will take a little while (about 5 minutes).



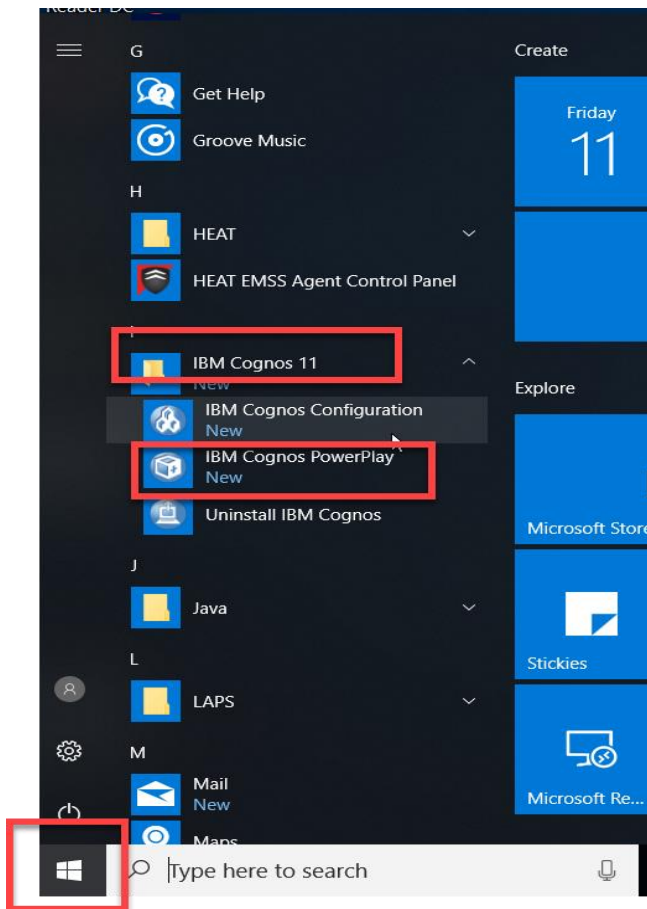
27. Make sure you get all green check marks.



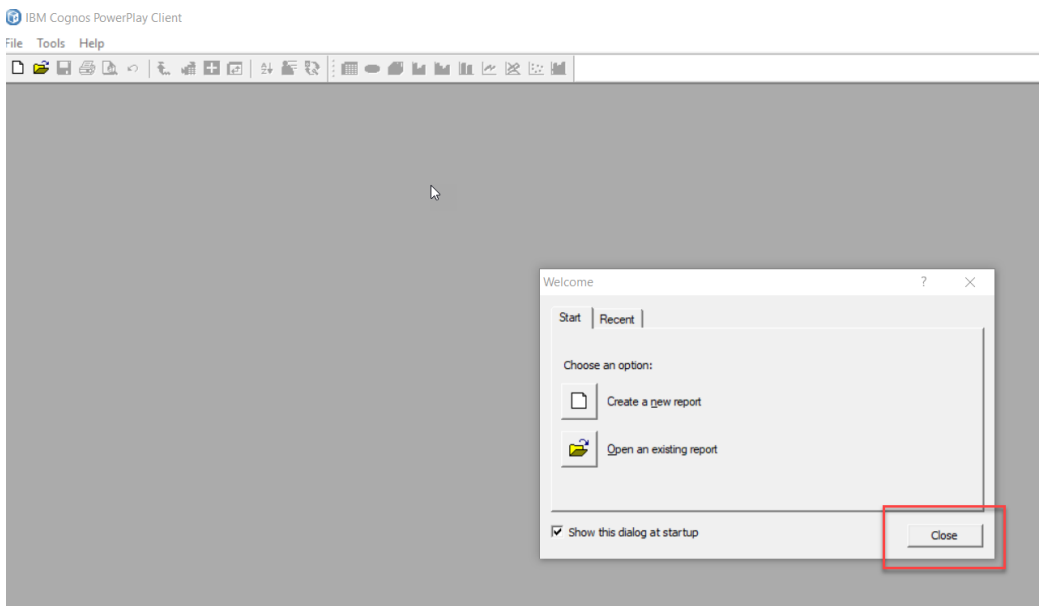
28. Exit Cognos Configuration by clicking the “X” on the uppermost right corner. Or go to File -> Exit.



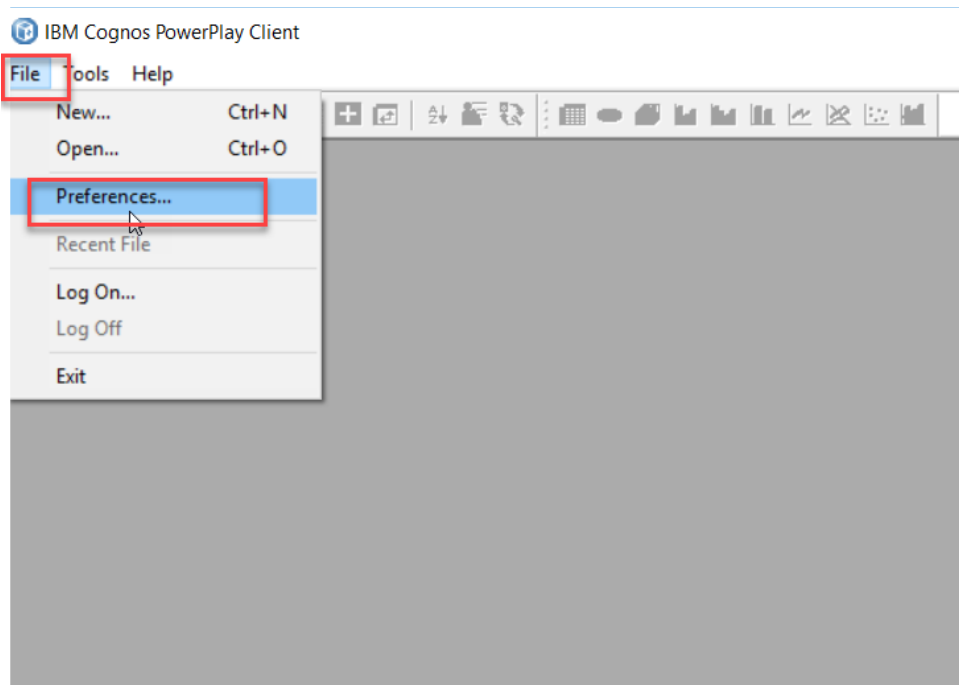
29. Open IBM Cognos Powerplay 11 Client: START -> Program Files -> IBM Cognos 11 -> IBM Cognos PowerPlay



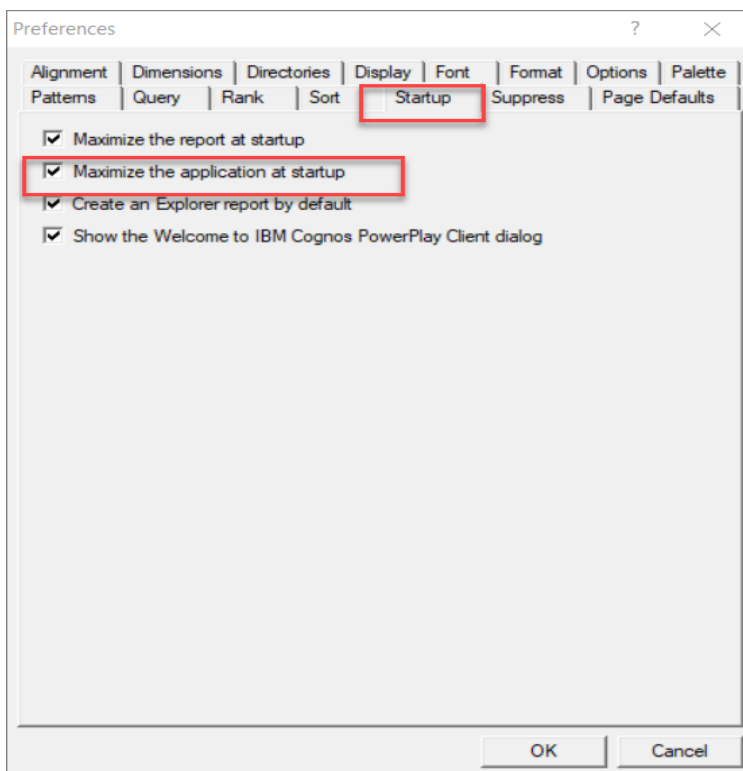
30. Close the Welcome screen in order to set Preferences.



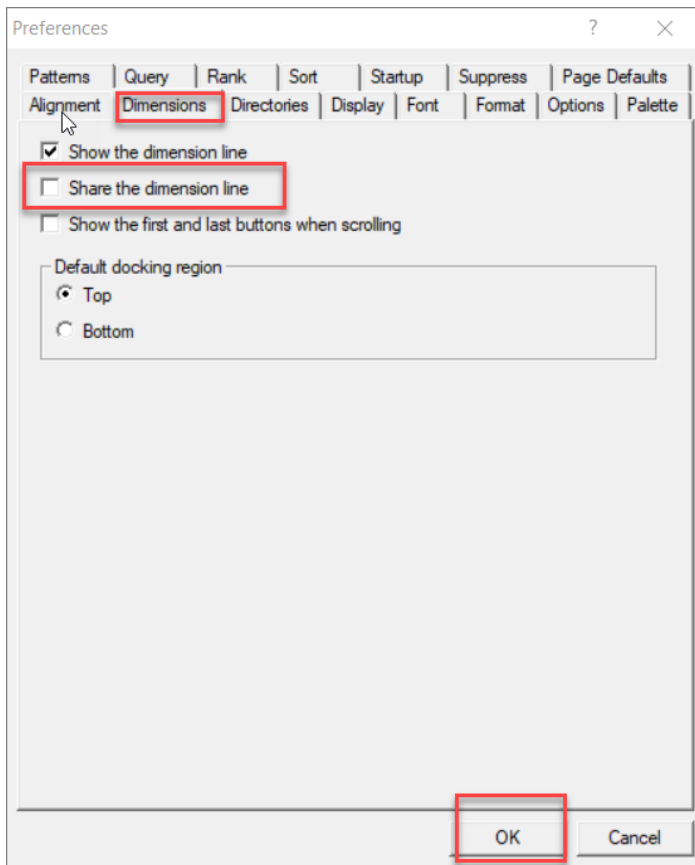
31. Go to File -> Preferences



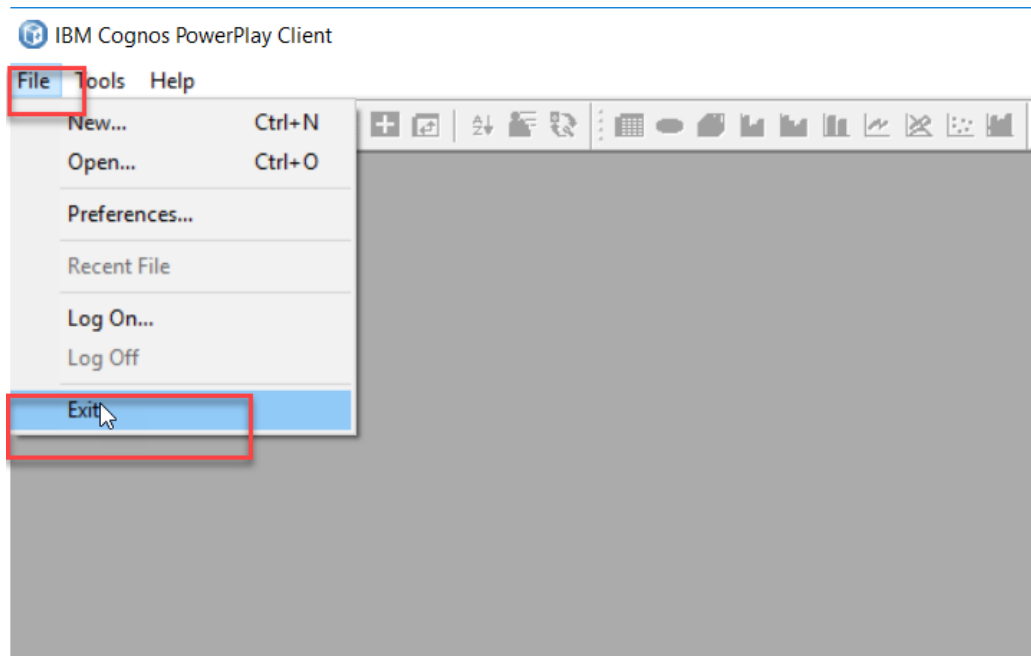
32. Click the "Startup" tab, and CHECK the "Maximize the application at startup".



33. Click on the “Dimensions” tab, and UNCHECK “Share the dimension line”.



34. Click Ok to Save the Preferences settings. Configuration is now complete. Exit Powerplay or test the connection using the directions below.

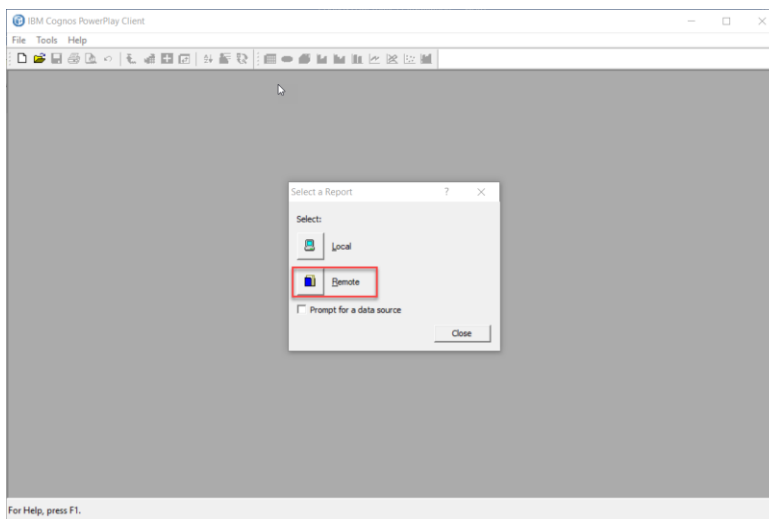


IBM Cognos Powerplay 11 Testing:

To test Powerplay's connection to the DSS server, click File... Open, then click Remote to open a standard report from one of these folders: EAGLE, Financial Analysis, or Management Analysis. Authentication is now through NCID, so the user logging in should have an active/non-expired NCID. Users will login with their **CURRENT** NCID password. Otherwise, Cognos PowerPlay 11 functionality remains the same as version 10.

If the report doesn't open, make sure ports 9500 and 9662 are open 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.

If the user has saved custom reports (.ppx files), they must be converted from version 10 to version 11. See the Quick Start Guide on the DSS web page for instructions.



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FAQ: <https://www.osc.nc.gov/documents/dss-frequently-asked-questions-faqs-troubleshooting>