

This KM explains what to do if you are unable to launch Cognos reports.

You will typically get an error message similar to the following: "Your session has expired. Please select a namespace for authentication."

End User Solution

The Cognos® report writing tool is imbedded in the ICBS core product (IBM-Sterling WMS® Warehouse Management System). ICBS users occasionally are unable to run reports, and this is usually due to a problem with an Internet Explorer (IE) cache that needs to be emptied, or a problem with one or more network hops from the user's PC/laptop and the Cognos application that is hosted at NITC.

Try accessing ICBS reports from a different PC or laptop in their office. If you are successful, this probably indicates a problem with the IE cache or temp files on the original machine.

To clear the IE cache:

1. Open IE and click on **Tools** then **Internet Options**.
2. On the **General** tab, in the Browsing History section. Click **Delete**.
3. Ensure Temporary Internet Files, Cookies and InPrivate Filtering Data are checked and click **Delete**.
4. Allow the deletion to complete and close all browser windows.
5. Log in to ICBS and try accessing the report.

If the above steps do not resolve the problem, run a trace route to the server that hosts Cognos at NITC, called Aphrodite, and a proxy server called Dagger (through which communication to Aphrodite occurs). The IP addresses for these servers are: 165.221.39.157 and 165.221.39.167 respectively.

To run a trace route:

1. Click the **Start** button then select **Run** and type cmd and press **Enter**. A blank command window should appear.
2. After your user name and the > symbol, type in tracert 165.221.39.157 then press **Enter**. (see below for example)
3. Next, type in tracert 165.221.39.167 and press **Enter**.

This trace route command tells you if you are getting to the servers at NITC that you need to access. If successful, you'll see something like the following:

```

C:\Documents and Settings\agray>tracert 165.221.39.157
Tracing route to 165.221.39.157 over a maximum of 30 hops

  1  123 ms  168 ms  121 ms  165.221.112.130
  2  123 ms  121 ms  124 ms  165.221.30.114
  3  126 ms  128 ms  124 ms  165.221.30.86
  4  122 ms  122 ms  121 ms  10.254.120.9
  5  160 ms  129 ms  131 ms  10.254.120.5
  6  155 ms  159 ms  145 ms  10.10.44.2
  7  146 ms  148 ms  145 ms  199.136.120.161
  8  148 ms  146 ms  146 ms  10.1.46.113
  9  145 ms  144 ms  143 ms  10.1.46.137
 10  144 ms  144 ms  144 ms  10.1.46.193
 11  171 ms  170 ms  170 ms  10.1.38.194
 12  173 ms  171 ms  172 ms  165.221.255.58
 13  167 ms  165 ms  165 ms  199.134.224.1
 14  168 ms  168 ms  170 ms  165.221.39.254
 15  167 ms  169 ms  167 ms  165.221.39.157

Trace complete.

```

Figure 1: Log from a successful trace route command

Here's an example of a potential network problem:

Figure 2: Log displaying a potential network problem

```

C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\hlystad>tracert 165.221.39.157
Tracing route to 165.221.39.157 over a maximum of 30 hops

  1  48 ms  15 ms  14 ms  166.4.181.1
  2  41 ms  41 ms  40 ms  10.254.88.181
  3  41 ms  41 ms  40 ms  10.10.44.6
  4  41 ms  41 ms  40 ms  199.136.120.161
  5  42 ms  41 ms  42 ms  10.1.46.113
  6  42 ms  42 ms  41 ms  10.1.46.137
  7  43 ms  41 ms  42 ms  10.1.46.173
  8  64 ms  64 ms  64 ms  10.1.38.174
  9  * * * Request timed out.
 10  65 ms  65 ms  63 ms  199.134.224.1
 11  65 ms  64 ms  63 ms  165.221.39.254
 12  64 ms  64 ms  66 ms  165.221.39.157

Trace complete.

C:\Documents and Settings\hlystad>

```

In this example, even though the user was able to get to the ("Aphrodite") Cognos server at 1.65.221.39.157, the communication timed out at one point, trying to get to a network connection at 199.134.224.1.

If the communication timed out and you are still unable to access the reports, contact the Interagency Helpdesk at 866.224.7677 for further assistance.

Helpdesk Solution

If a user calls in saying they are unable to access Cognos reports, walk them through clearing their Internet Explorer cache and performing the trace route if

necessary. If these two steps still does not resolve the problem, have the user email the trace route results to the Helpdesk at helpdesk@dms.nwcg.gov. To email the results, they simply need to copy and paste all the text from the command window into the email. Once you receive the email, copy the text into the ticket and escalate it to the ICBS SME on duty. Be sure to include that you had the user clear their IE cache as well.

Suggested SME Solution

The ICBS-R SME should first provide the results of the trace route procedures to an O&M (Oxford-IBM) team member and ask them to analyze the results. If the O&M team member determines that an agency (FS or BLM) network specialist needs to investigate, the SME can work with the ICBS user to have them open a FS or BLM Helpdesk help ticket (or the SME can open the helpdesk ticket on behalf of the user if necessary.)

If, on the other hand, a NITC network specialist needs to investigate, Andy Gray or Jeri Billiard will typically need to contact the NESS Admin Team and request/facilitate this process. It might be helpful to have the ICBS-R O&M team member join the NESS Admin Team member on a conference bridge to discuss the findings and trouble-shoot this in a collaborative manner.

Reviewed 1/15/2014 jbilliard