

# Getting Started with Cognos 11



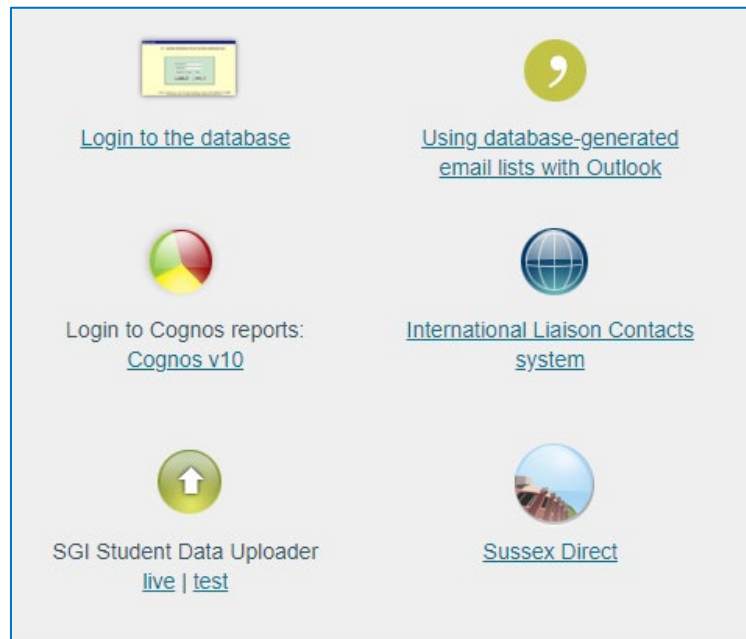
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## 1. Quick Guide to running reports in Cognos 11

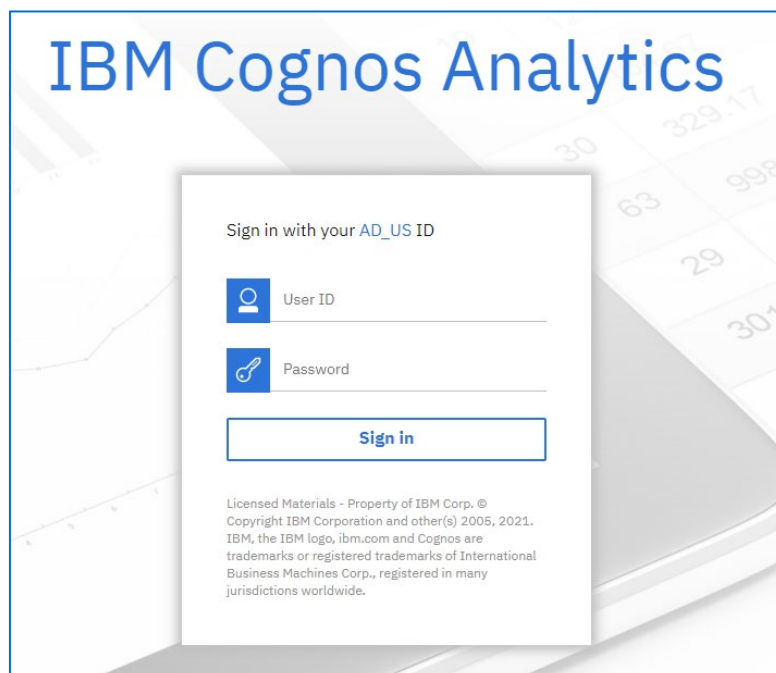
### Step 1:

Navigate to <http://www.sussex.ac.uk/its/services/staffservices/businessapplications> and click on the 'Cognos 11' link on the Business Applications login page. **IMPORTANT: You must be on the staff VPN to access Cognos 11**



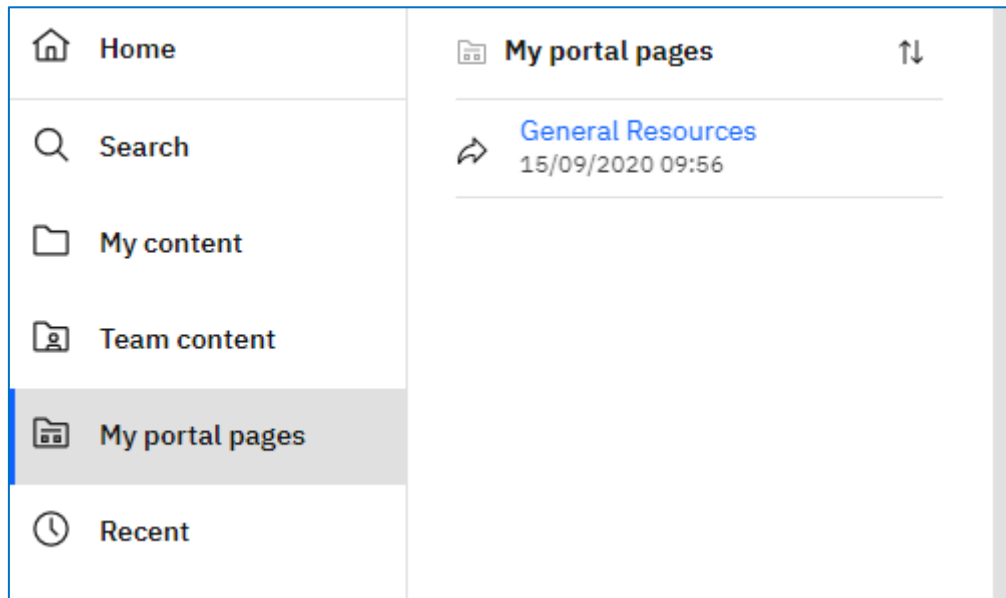
### Step 2:

Enter you Sussex login and password



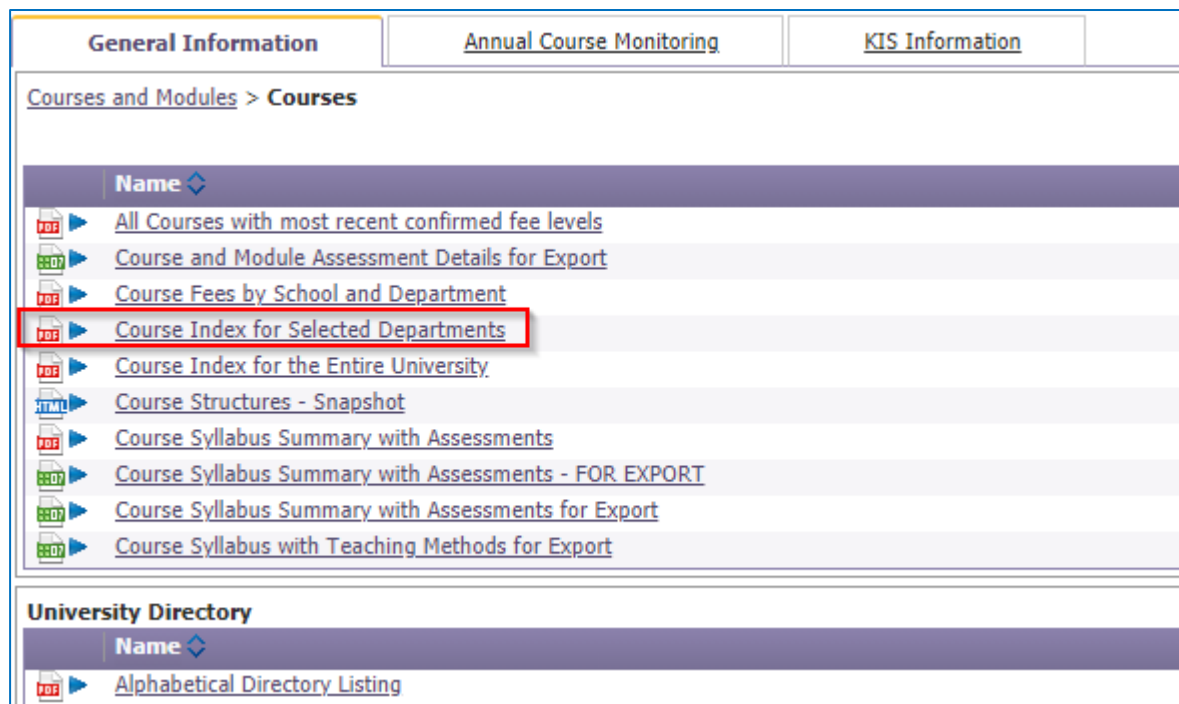
### Step 3:

Select a Cognos portal tab from 'My Portal Pages'. E.g. For general course and module reports click on the 'General Resources' option



### Step 4:

Click on your chosen report from the report listing and enter any prompt selections as requested.



## Step 5:

Print or save the report using the standard PDF tools (PDF is the default report format for this report) or Save the report to excel by clicking on the down arrow next to the PDF icon then click on 'View in Excel Options' to select a suitable Excel option.

The screenshot shows the IBM Cognos Viewer interface. The main content is a table titled "Basic Details for Courses" with columns: Course Title, Course Code, Qual, FT/PT, Element, Subject, UCAS Code, and Current Status. The table lists various geography-related courses. A dropdown menu is open, showing options: "View in HTML Format", "View in PDF Format", "View in XML Format", "View in Excel 2007 Data", "View in Excel 2007 Format", and "View in CSV Format". The "View in Excel Options" link is highlighted.

Course Title	Course Code	Qual	FT/PT	Element	Subject	UCAS Code	Current Status
<b>Department: GEOGRAPHY</b>							
Geography	F8004U	BSC	FT	MAJOR	GEOGRAPHY	F801	CONFIRMED
		BSC	FT	PROSPECTUS	UGP-GEOGRAPHY	F801	
		BA	FT	MAJOR	GEOGRAPHY	L700	CONFIRMED
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	L700	
Geography and Anthropology	LL781U	BA	FT				
Geography and International Development	LL791U	BA	FT				
		BA	FT				
		BA	FT				
		BA	FT				
Geography and International Relations	LL721U	BA	FT				
Geography with a Language	L7L12U	BA	FT				
		BA	FT				
		BA	FT				
		BA	FT				

## Step 6:

The download dialog box (for your chosen browser) will then prompt you to open or save the report in the chosen format

### Edge/Chrome

The screenshot shows a Microsoft Edge/Chrome browser window. The address bar displays the URL: <https://cognostest.sussex.ac.uk/ibmcognos/bi/v1/dispatch>. The main content area shows a message: "Your report is ready and will download to your Web browser in a few moments." A download notification bar at the bottom shows the file "Course Index for Selected Departments.xlsx" with an "Open file" button.

### Firefox

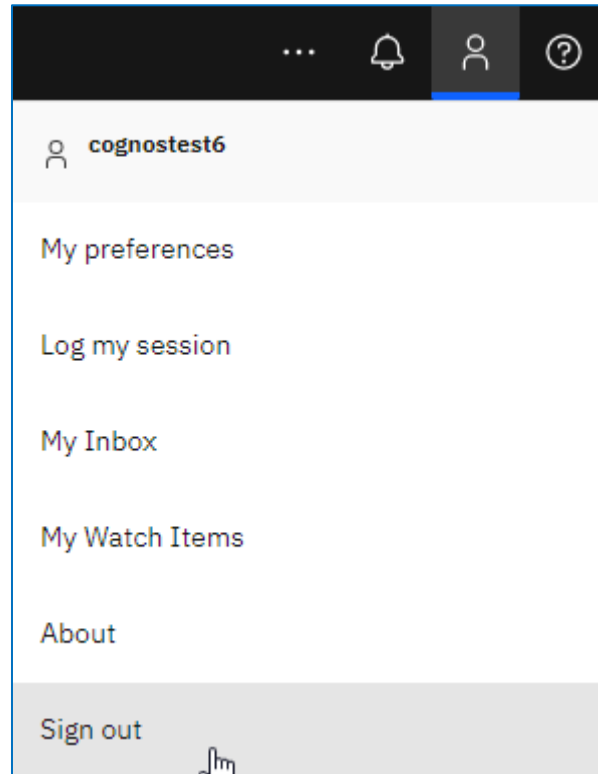
The screenshot shows a Firefox browser window. A dialog box titled "Opening Course Index for Selected Departments.xlsx" is displayed. It asks "What should Firefox do with this file?" and provides options: "Open with" (selected), "Save File", and "Do this automatically for files like this from now on." The "Open with" option is set to "Excel (default)".

### IE11

The screenshot shows an Internet Explorer 11 browser window. A dialog box titled "Do you want to open or save Course Index for Selected Departments.xlsx (4.63 KB) from cognostest.sussex.ac.uk?" is displayed. It provides buttons for "Open", "Save", and "Cancel".

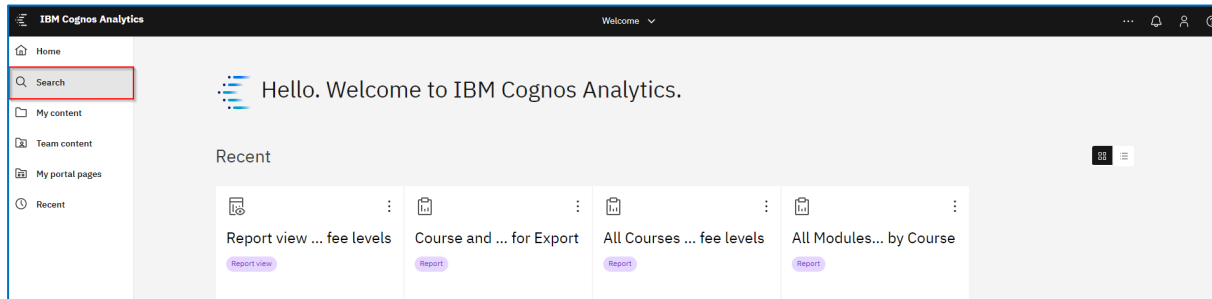
**Step 7:**

To log out of Cognos click the person icon in the top right-hand corner of the page and then select 'Sign out'



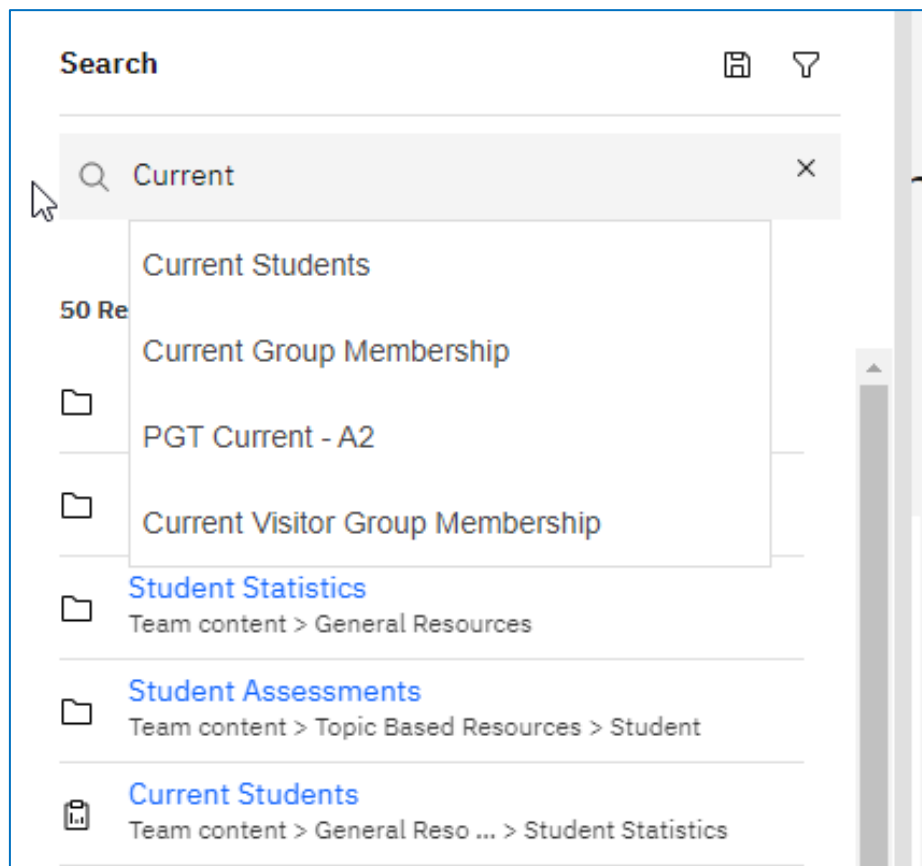
## 2. Searching for Reports

The **Search** feature in Cognos 11 is much improved from its Cognos 10 predecessor, searches are tailored to your access level and suggest content/phrases as you type.



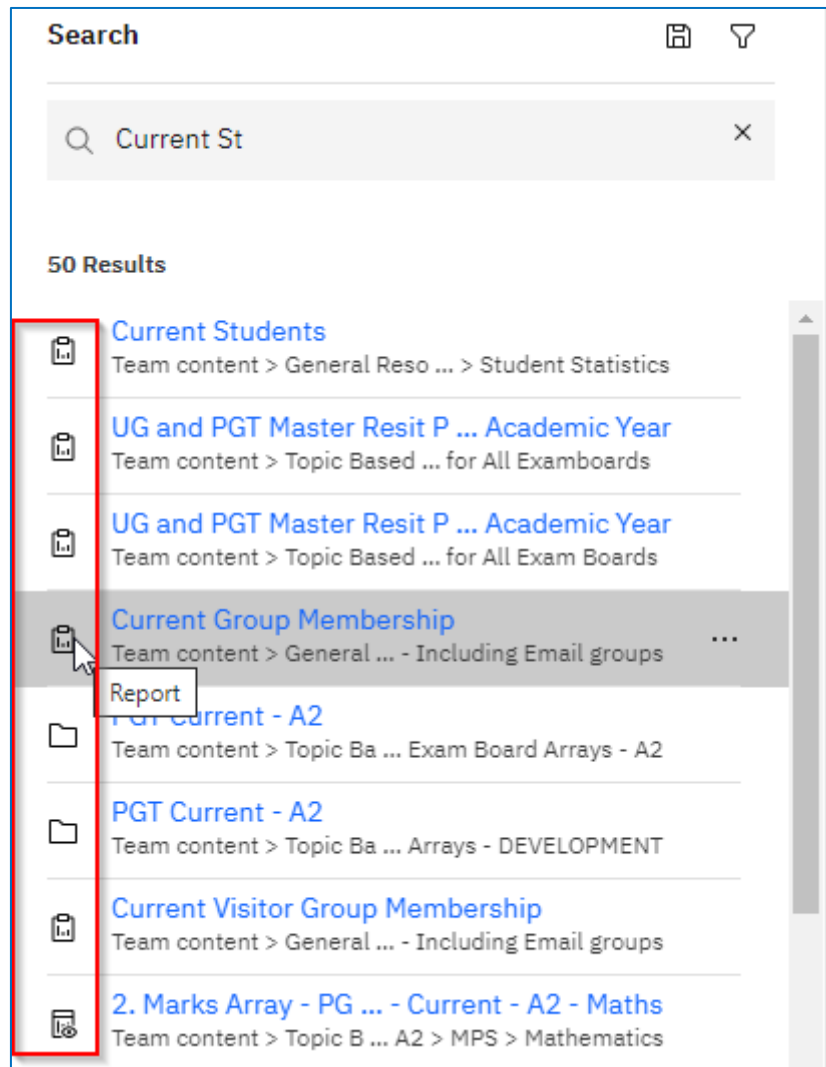
### Step 1:

The **Search** button opens the **Search** field window. As you begin typing any objects that meet the criteria will begin to populate the window



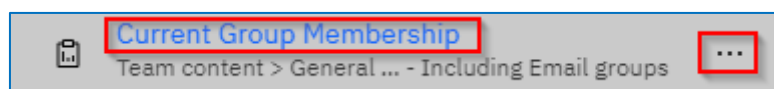
## Step 2:

You can select an object from the pull-down menu or hit the **Enter** key to return all related objects. The icons next to the object indicate what the item type it is and can be revealed by hovering over the icon.



## Step 3:

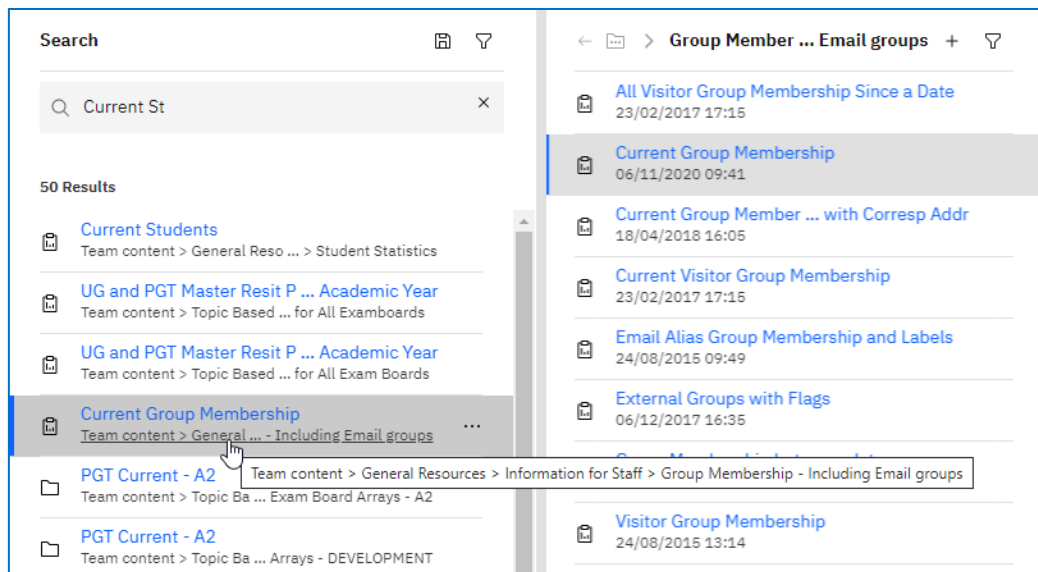
To run an item, click the **Title** of the search result or click the three dots for **More** options,





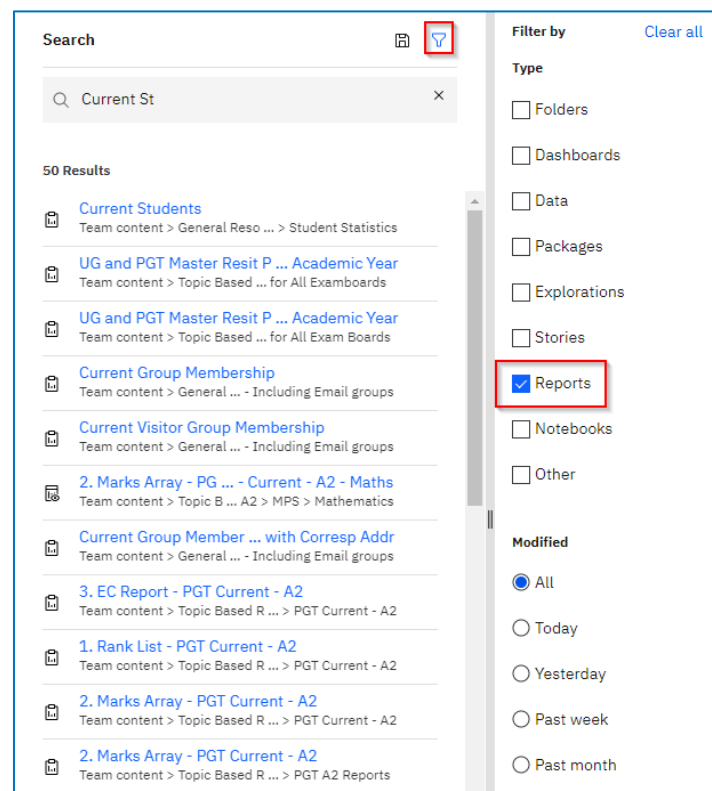
## Step 4:

Hover over the breadcrumb under the **Title** to reveal the items location or click on the breadcrumb to bring up the metadata tree placed at its location.



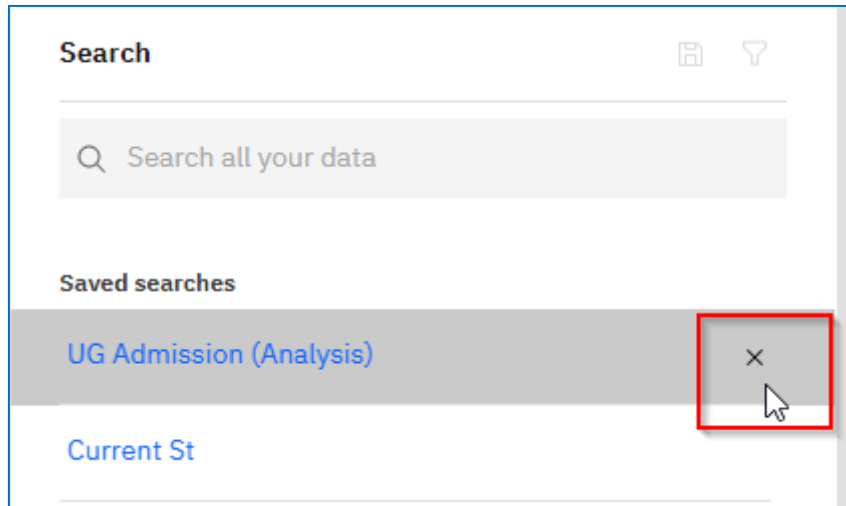
## Step 5:

The filter button allows you to refine your search. In this example **Reports** are only returned in the **Results** window.



### Step 6:

The **Save** button allows you to **Save** searches that you may use often. When you **Save** a search the next time you return to the **Search** window your **Saved** searches appear under the **Search** field. These can be removed by clicking on the 'x' on the saved **Search**. (**Filters** are not saved as part of a **Saved Search**)

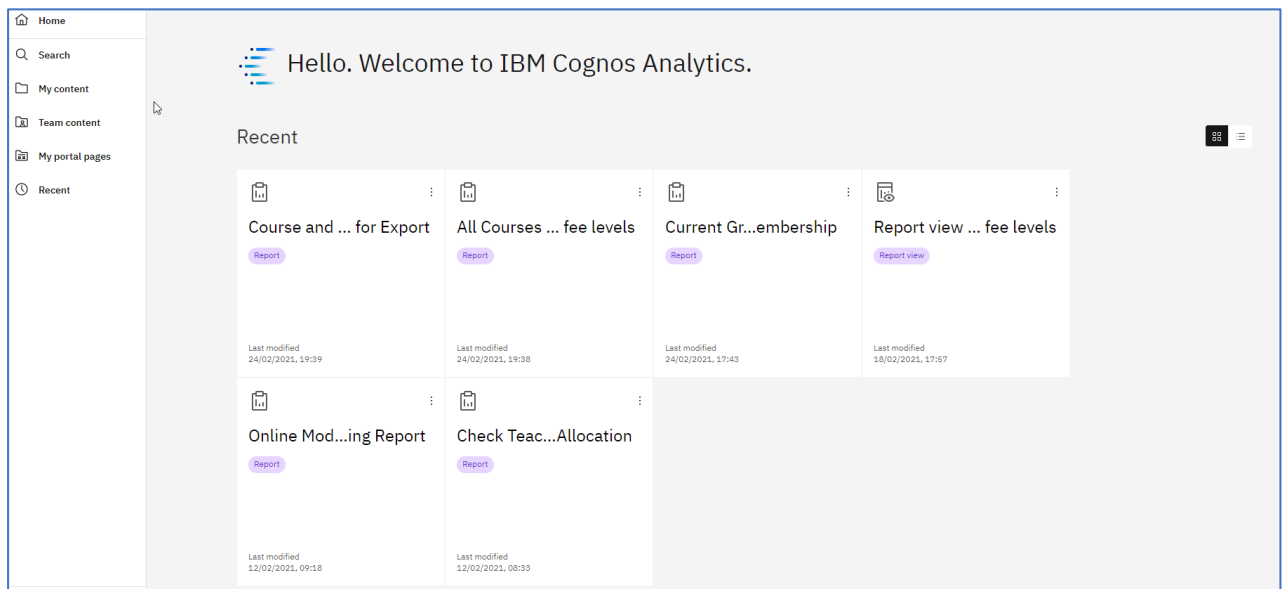


### 3. Saving a Personal Copy of a Report

You can use your personal folder '**My Content**' to **Save** views of recently run reports. It may also be convenient to keep a shortcut for a frequently used report in your '**My Content**' area for ease of access.

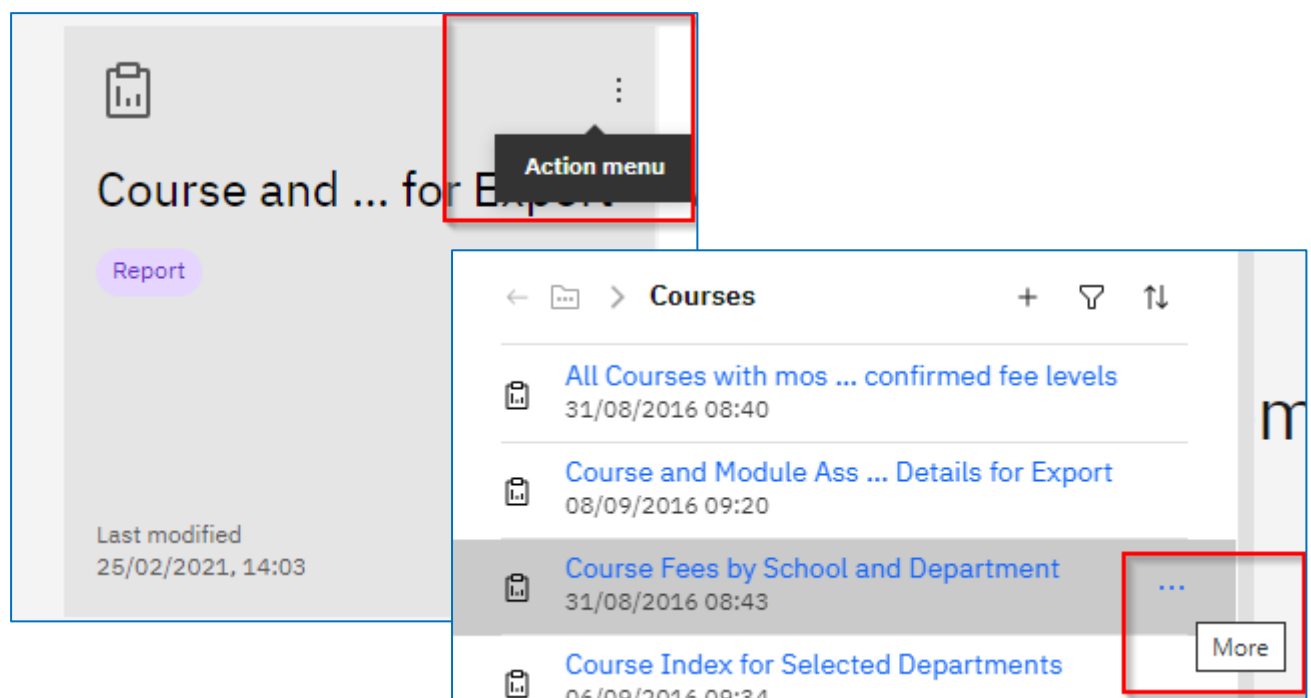
#### Step 1:

To create a **Shortcut** or **View** of a report, use the search facility to locate the report (see **Searching for Reports** above) or select from your recently run reports on the **Home** page.

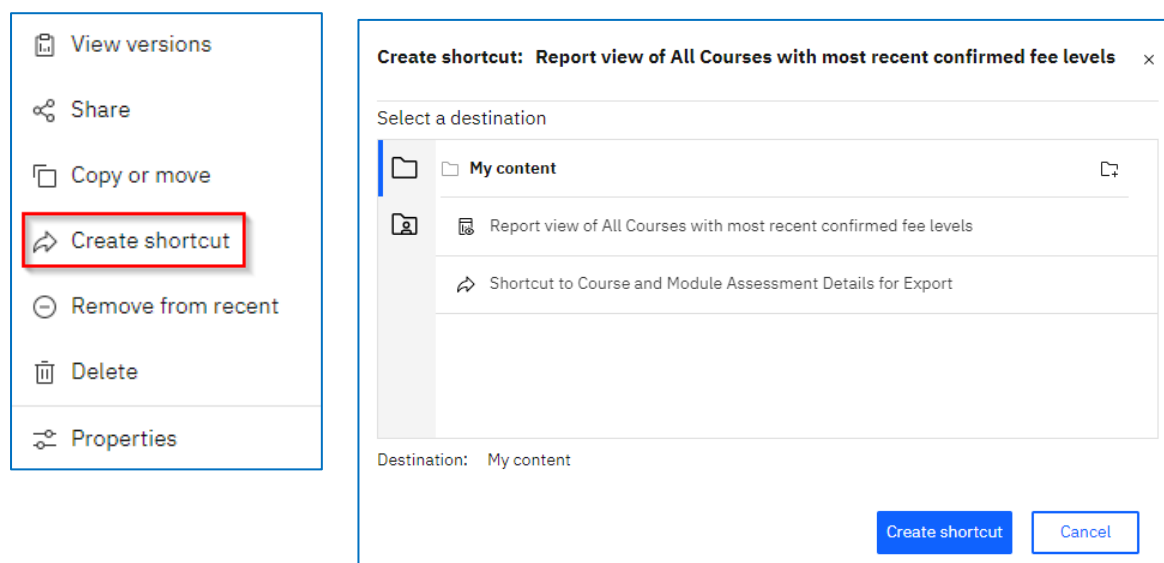


#### Step 2 (Create a Report Shortcut):

Use the three dots icon on the recent items (**Action** menu) or the report entry in the metadata tree (**More** menu)

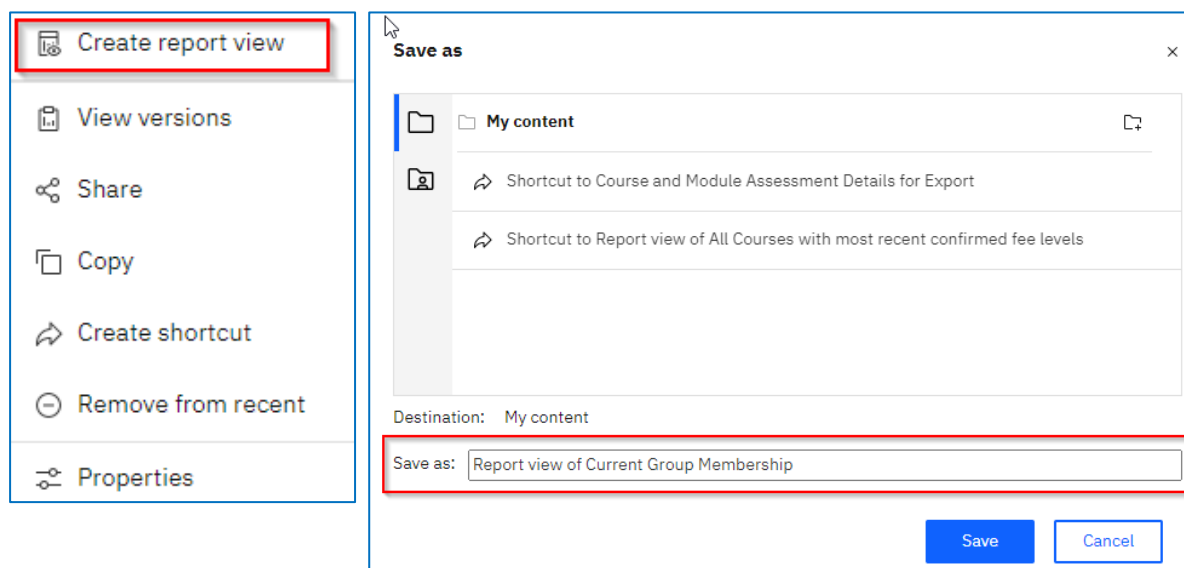


On the **Action** or **More** menu choose '**Create shortcut**' and then select '**My Content**' as the destination. This will simply create a shortcut to the report in your '**My Content**' area and you can run the report directly from that shortcut. You can delete these shortcuts using the **More** (three dots) options in your '**My Content**' area.



#### Step 4 (Create a Report View):

On the **Action** or **More** menu choose '**Create report view**' and then select '**My Content**' as the destination on the **Save as** menu and change the **Report View** name if required. A report view is created in your '**My Content**' area and this can be customised for your convenience (outlined in the next section).



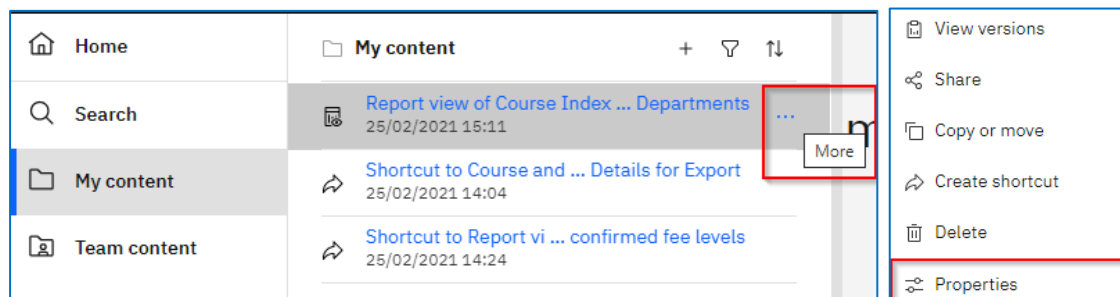
## 4. Customising a Report View ('My Content' area)

Creating your own Report view of an existing report allows you to customise the following options:

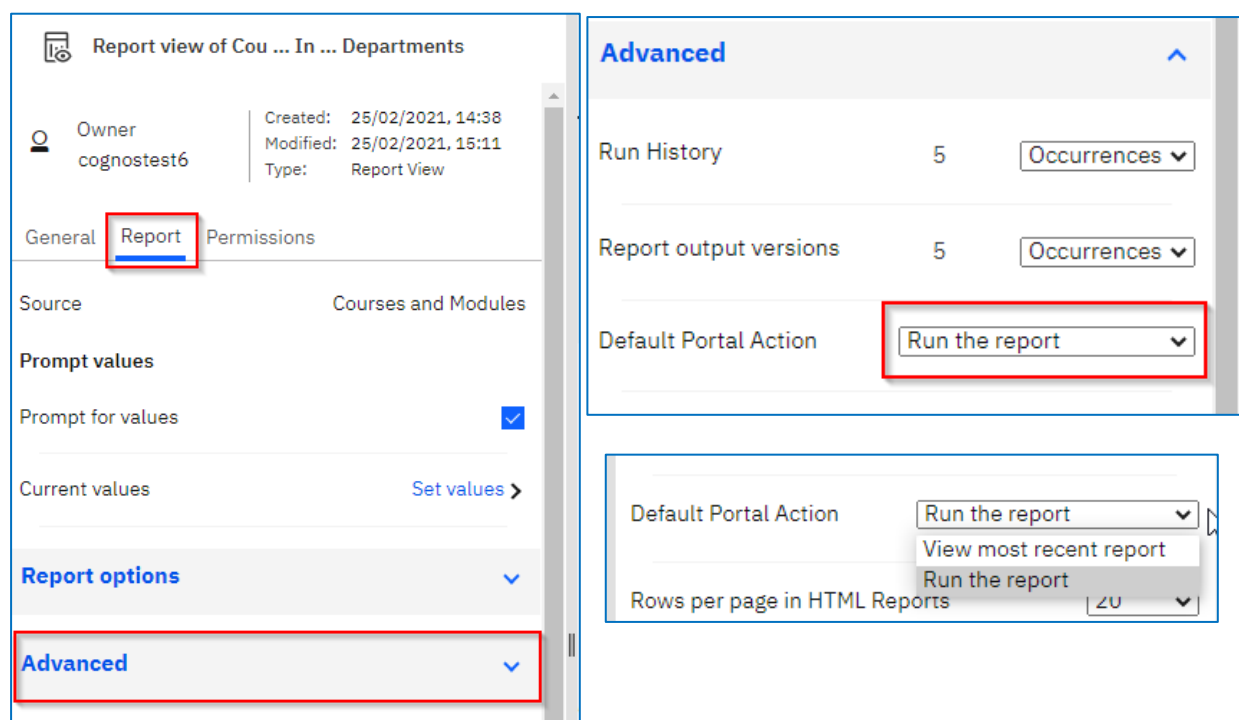
- Change the default action of the **Report View** ('Run the report' or 'View the most recent version')
- **Report View** output – set the report view output to Excel instead of default PDF
- Pre-set **Prompts** – define the prompt values to use when the **Report View** runs
- **Save** versions of the **Report View** – Each time you run the **Report View** this can be saved and will be date stamped

### Step 1 – Change the default action:

Select the **More** menu from your saved **Report View** in you 'My Content' area and then the **Properties** option

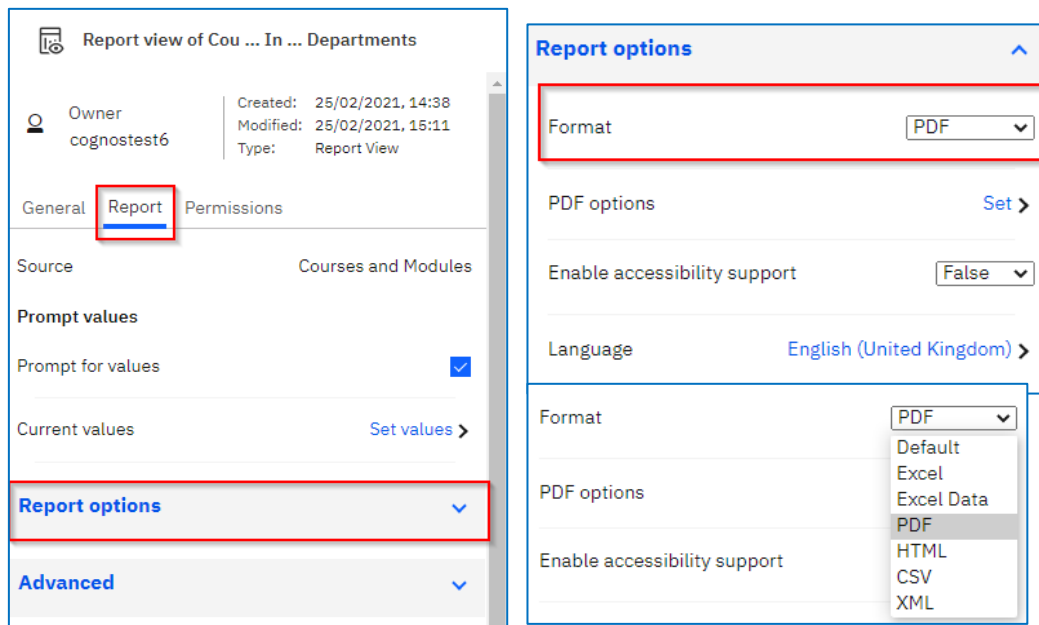


Expand the **Advanced** option on the **Report** tab and change the **Default Portal Action** from 'View the most recent report' to 'Run the report'



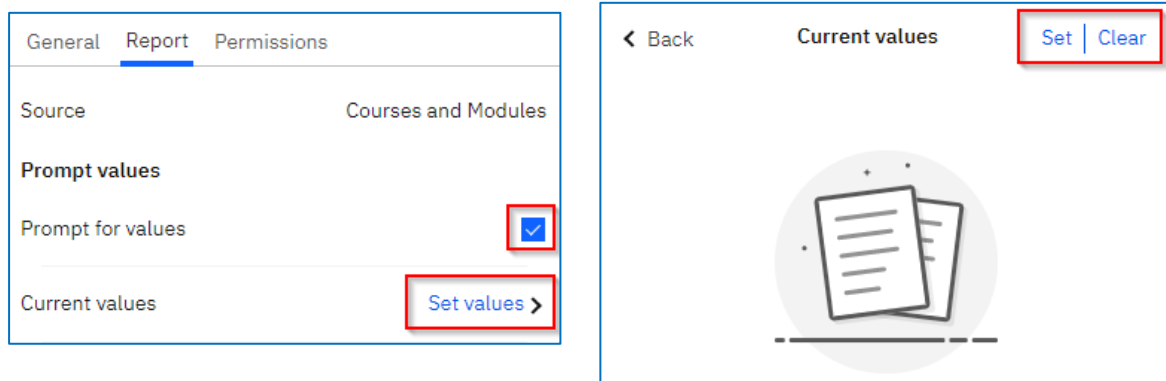
## Step 2 – Change the Report View output:

Expand the **Report options** option on the **Report** tab and change the **Format** from 'PDF' to 'Excel' (or any other choice)

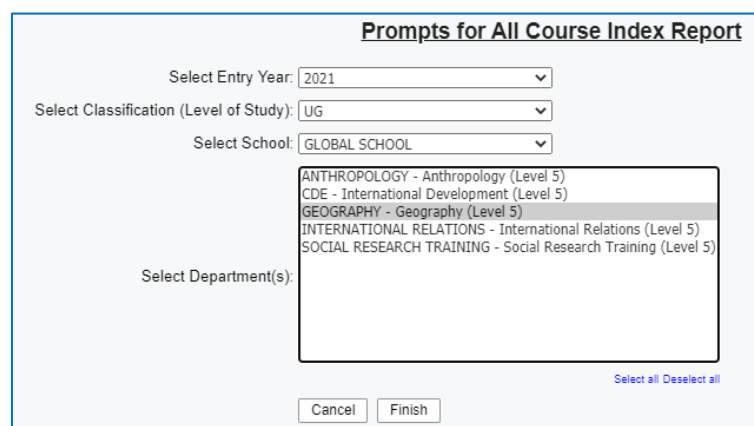


## Step 3 – Pre-Set Prompts for the Report View:

Select **Set values** from the **Report** tab and untick **Prompt for values** if you no longer want the **Report View** to prompt automatically when running it. Select **Set** on the next screen, you can also **Clear** any pre-set prompts on this screen once they are set



Next select the **Prompts** you wish to pre-set as you would running the report for real, clicking **Finish** to store them.



These **Prompt** choices are now stored in the **Report View** and will run automatically on each **Report View** run

< Back      Current values      Set | Clear

Classification: UG

AcademicYear: 2021

DeptCode: GEOGRAPHY - Geography (Level 5)

SchoolCode: GLOBAL SCHOOL

General    **Report**    Permissions

Source: Courses and Modules

Prompt values

Prompt for values: ☐

Current values: 4 prompt values >

## Step 4 – Save versions of the Report View

Run the **Report View** and the **Save the Report View** by clicking on the **Save** icon in the top left of the window and then click ‘**Save report...**’

Save report...

Report view of Course Index for Selected Departments

Search

Folder

File

Print

Refresh

### Basic Details for Courses

Academic Session: 2021    Classification: UG    School: GLOBAL SCHOOL

Course Title	Course Code	Qual.	FT/PT	Element	Subject	UCAS Code	Current Status
<b>Department: GEOGRAPHY</b>							
Geography	F8004U	BSC	FT	MAJOR	GEOGRAPHY	F801	CONFIRMED
		BSC	FT	PROSPECTUS	UGP-GEOGRAPHY	F801	
	L7005U	BA	FT	MAJOR	GEOGRAPHY	L700	CONFIRMED
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	L700	
Geography and Anthropology	LL761U	BA	FT	JOINT	ANTHROPOLOGY	LL76	CONFIRMED
		BA	FT	JOINT	GEOGRAPHY	LL76	
		BA	FT	PROSPECTUS	UGP-ANTHROPOLOGY	LL76	
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	LL76	
Geography and International Development	LL791U	BA	FT	JOINT	CDE	LL79	CONFIRMED
		BA	FT	JOINT	GEOGRAPHY	LL79	
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	LL79	
		BA	FT	PROSPECTUS	UGP-INTERNATIONAL DEVELOPMENT	LL79	
Geography and International Relations	LL721U	BA	FT	JOINT	GEOGRAPHY	LL72	CONFIRMED
		BA	FT	JOINT	INTERNATIONAL RELATIONS	LL72	
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	LL72	
		BA	FT	PROSPECTUS	UGP-INTERNATIONAL	LL72	
Geography with a Language	L7L12U	BA	FT	MAJOR	GEOGRAPHY	L7RY	CONFIRMED
		BA	FT	MINOR	APPLIED LANGUAGES	L7RY	
		BA	FT	PROSPECTUS	UGP-GEOGRAPHY	L7RY	
		BA	FT	PROSPECTUS	UGP-LANG	L7RY	

25 Feb 2021
Report view of Course Index for Selected Departments
1

To **View versions** of the **Report View**, go to the **More** menu of the **Report View** and choose **View Versions**

My content

Report view of Course Index ... Departments  
25/02/2021 15:52

Shortcut to Course and ... Details for Export  
25/02/2021 14:04

Shortcut to Report vi ... confirmed fee levels  
25/02/2021 14:24

View versions

Share

Copy or move

Create shortcut

Delete

Properties

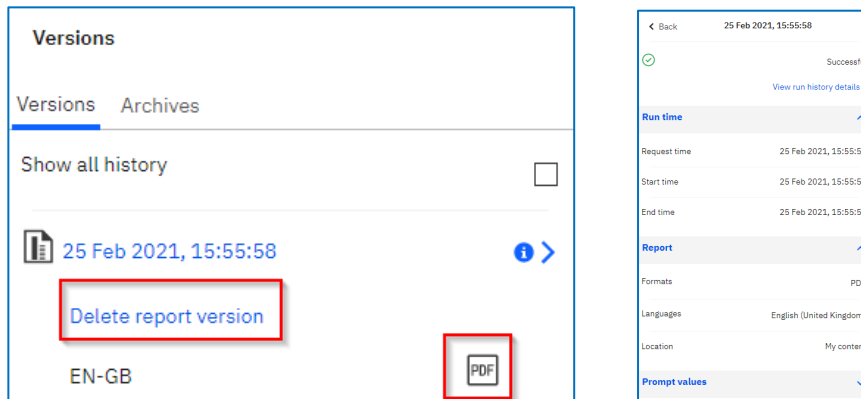
### Versions

Versions    Archives

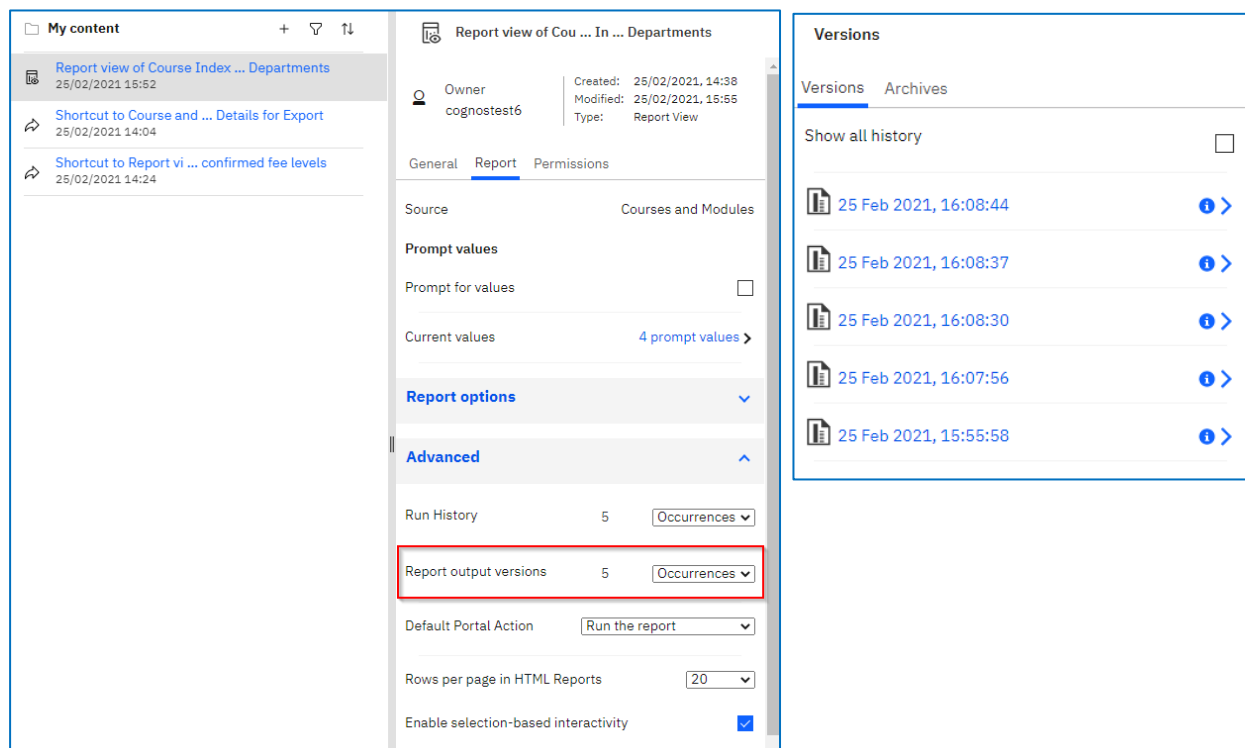
Show all history ☐

25 Feb 2021, 15:55:58 i >

Click the **Timestamp** to open the options of the **Report Version** where you can then either **Delete** the **Report Version** or open it by clicking on the **PDF** icon. The blue **Information** button reveals the metadata for that **Report Version**



The number of **Report Versions** available is controlled in the **Report View** properties, under the **Report** tab > **Advanced** > **Report output versions**



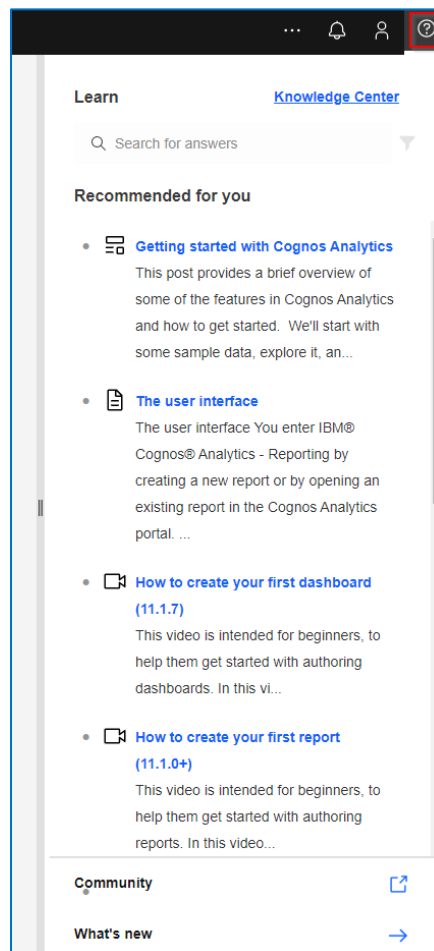


## 5. Help and Learn Resource

Cognos 11 has had its entire help system replaced with a brand new 'Learn' pane which now intelligently gives you information relevant to the part of the product that you are currently using.

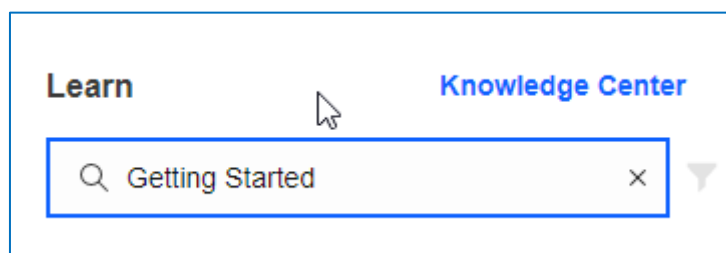
### Step 1:

Click on the '?' icon in the top right corner of the window and the Learn centre opens with content relevant to you



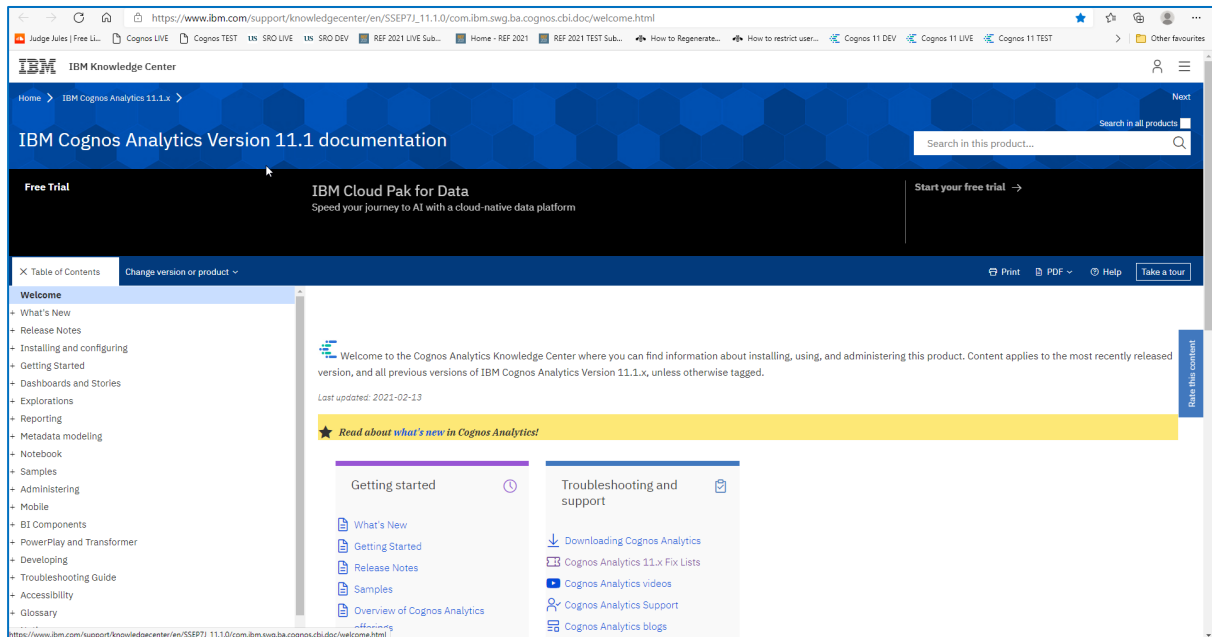
### Step 2:

Click in the **Search** box and enter a phrase to show relevant content related to your search. Use the filter to narrow down the **Learn** resource types



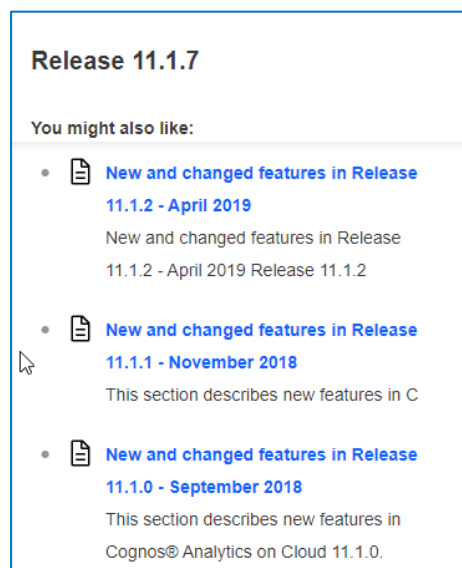
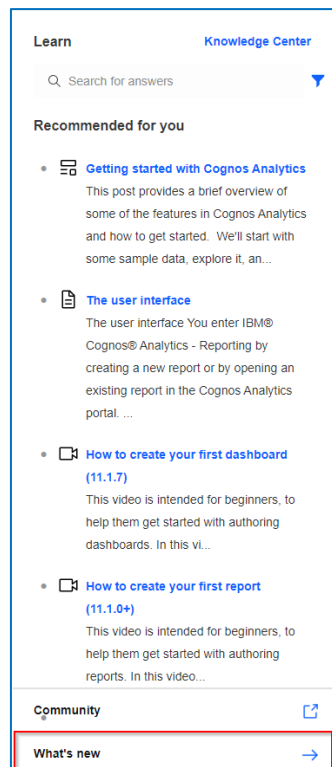
### Step 3:

Click on **Knowledge Center** to access the official **IBM Cognos Analytics Version 11.1** documentation



### Step 4:

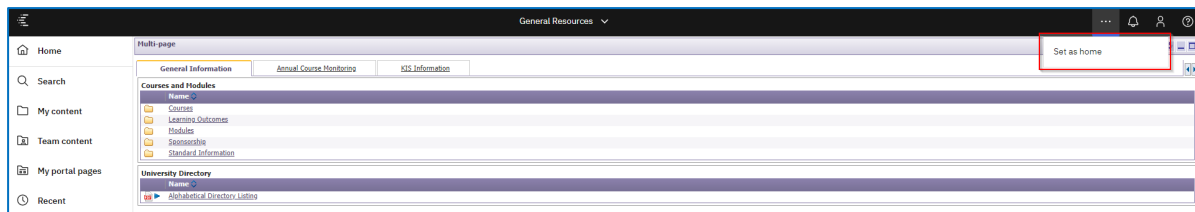
Click on **What's New** to find out what is contained in the current and past releases of **Cognos Analytics 11.1.x**



## 6. Set a Homepage

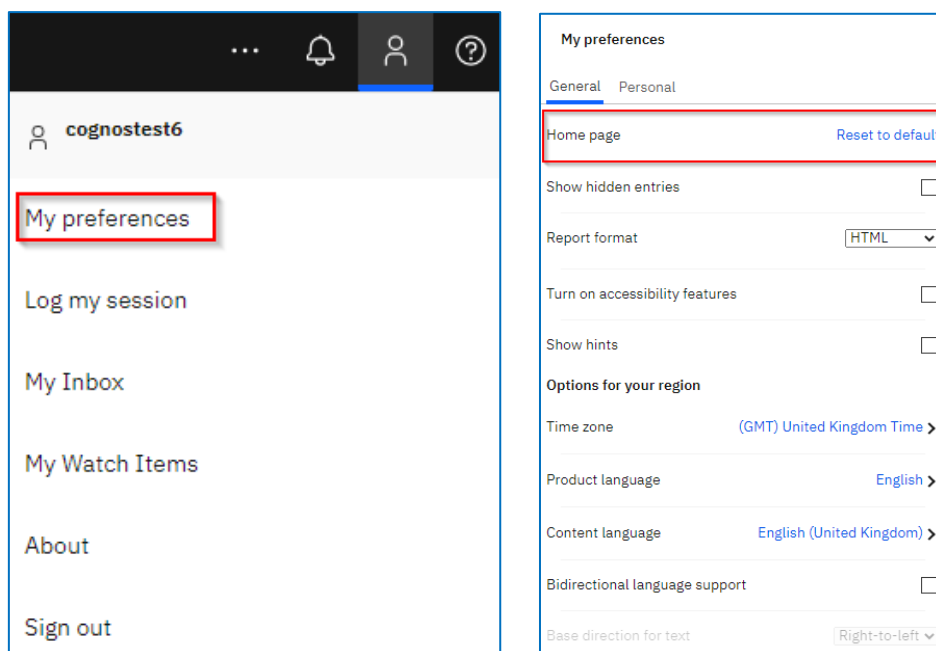
### Step 1:

You can make other content types (like **Reports**, **Portal Tabs**) your **Home Page**. Click the **More** button on the application toolbar and select **Set as home**.



### Step 2:

To reset your **Home Page** click on the person icon (personal Menu) on the top right of the window and then go to **My Preferences** and then click on **Reset to default** on the **Home Page** section



## 7. Troubleshooting

### A. Browser Compatibility

<b>Cognos Viewers:</b>	
<b>Browser</b>	<b>Version</b>
Apple Safari	9, 10, 11, and future fix packs
Apple Safari on iOS	12.x and future fix packs
Google Chrome	(latest release) and future fix packs
Microsoft Edge	44 and future fix packs
Microsoft Edge Chromium	Any Version and future fix packs
Microsoft Internet Explorer	11 and future fix packs
Mozilla Firefox ESR	68, 78 and future fix packs
<b>Cognos Authors:</b> Same as Viewers but note the limitations	
<b>Browser</b>	<b>Limitations</b>
Apple Safari	No Analysis, Query or Event Studio
Apple Safari on iOS	No Authoring, Analysis, Query or Event Studio
Google Chrome	No Analysis, Query or Event Studio
Microsoft Edge	No Analysis, Query or Event Studio
Microsoft Edge Chromium	No Analysis, Query or Event Studio
Microsoft Internet Explorer	
Mozilla Firefox ESR	
For the latest compatibility see: <a href="#">Cognos Analytics 11.1.7.0 - Related software for a specific product (ibm.com)</a>	

### B. PDF Reports Do Not Display in Browser

To get full functionality from PDF versions of Cognos reports they need to open within the web browser and NOT in Adobe Reader/Acrobat. If your PDF report is opening a separate window in Adobe Reader/Acrobat the settings in Adobe need to be changed to allow PDFs to be viewed inside the web browser. To change these settings:

For Adobe Reader x or below:

- Open Adobe Reader/Acrobat
- Go to **Edit**, then **Preferences** and click on **Internet**
- In the right-hand panel, click the box to **Display PDF in browser**

For Adobe Reader XI or above:

- Open Adobe Reader/Acrobat
- Go to **Edit**, then **Preferences** and click on **Internet** in the categories
- Click on **Internet Setting** button
- In the dialog box go to **Programs** and click on **Manage add-ons**

- Under Add-on Types, select **Toolbars and Extensions**.
- In the list select Adobe PDF Reader and set to **Enable**

Close Adobe Reader/Acrobat and try opening the report again - it should now open inside the browser and you should be able to click on the links.

## 8. Issues and Errors

If any issues or errors occur whilst using Cognos 11 please raise a support ticket with IT and ensure you have included:

- details of the error including screenshots where appropriate,
- details of the report you were running and where you were running it from (location in Cognos metadata tree/portal tab name)
- any other relevant details (browser used, home or work pc etc)

[Log a support ticket online](#)