

User Locked Out of Cognos

5/29/09

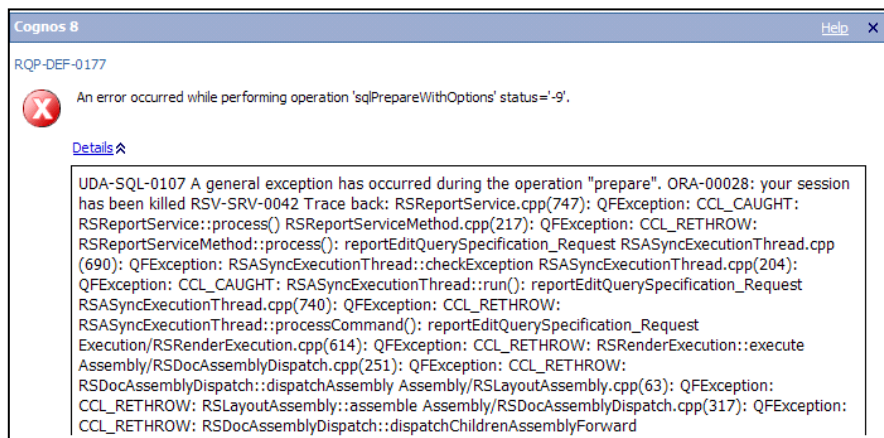
We have a scheduled maintenance window for Student Systems each Saturday from 4 p.m.-12 a.m. If we have any processes that we need to perform on the databases, we will make every effort to fit them into that maintenance window. There will be occasions where we will need to perform unscheduled maintenance to accommodate critical business processes.

During any of these maintenance times, Cognos will allow login and access to the Cognos tool, but attempts to execute a query against the effected database will result in an error message.

If a Cognos user has not logged in to Cognos before the maintenance has started and they attempt to run a query after they log in, they will get the following error message:



If the user is already logged in to Cognos at the time the maintenance begins on a given database, the system will give the user the following error message when they attempt to run a query against that database:



Questions, Comments or Feedback?

As always, please direct any questions, comments or feedback you may have to the **Cognos Student Reporting Team** at OnePurdueCognosStudent@exchange.purdue.edu. We are here to help.