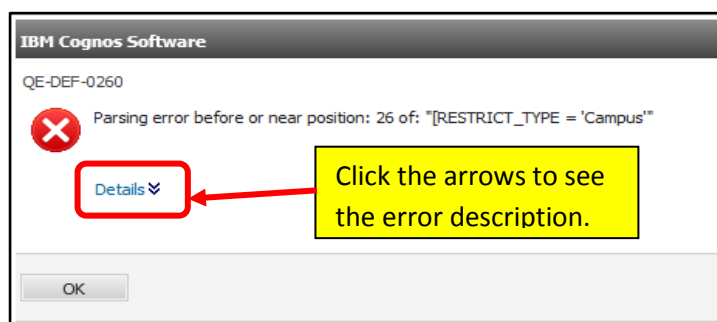


Below are some best practices to use when troubleshooting reports in Cognos. Following these steps can aid in finding the root cause of report or query performance, aggregation issues, incorrect data outcomes, etc.

Troubleshooting

- Start by running individual queries in View Tabular Data to isolate where the problem resides. This is especially true with multiple joins, unions, etc. Executing the pieces individually can narrow down where slowness starts, invalid codes, aggregation issues, etc.
- When troubleshooting aggregations, follow the column from the first query through all the joined queries. Verify each query aggregation is set properly and check the aggregations for failure or inaccuracy.
- If the query contains calculations, remove them one at a time to find which one is causing the problem; once it's isolated, you can focus on why it is a problem.
- If your query contains prompts, remove them one at a time to find which one is causing the problem.
- Do not add prompts or special formatting features to the report until the last step. Then test for new issues like slow response time or output issues. That will confirm if the formatting, additional features, or prompts are causing slowness.
- If Cognos provides an error, you can Google for a possible cause. Use the **9 character error** in the upper left corner provided by Cognos. Be sure to open the **Details** link for an error description. Many times the error can be a variety of things and may or may not be easily deciphered, so when in doubt contact the BICC for additional help. Be sure to include a screen shot of the error with the details open.



- Query slowness may be from the Auto Group and Summarize property. This query setting can cause the SQL generated as a 'Select Distinct' call to the database. This is a performance intensive process that may, in some cases, be un-needed overhead. The default is set to YES. Try changing to NO and confirm you are getting the desired results. **CAUTION: This should be used as the last resort change for performance tuning. The output can affect other queries when using the multi-query features. Depending on your displayed output and the granularity of your results, when set to YES it may appear that you have duplicate rows when you do not. When set to NO it may collapse rows when in fact there are multiples when not displaying enough columns to delineate row differences.**

Best Practices for Troubleshooting Cognos Report Issues

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- Some issues may be caused by how the data model has been constructed. Please refer to metadata or training documentation for your specific model (i.e., Boiler Insight's rules on how to use certain fields and/or stars, or ODS metadata on how objects have been joined, etc.).
 - If you have serious performance problems and/or are unable to find the root of the problem, contact the BICC at bicc@purdue.edu for assistance.

See additional troubleshooting options from the Cognos Analytics Authoring User Guide

<https://sharepoint.purdue.edu/sites/bicc/Shared%20Documents/CognosAnalyticsAuthoringUserGuide.pdf>