

2010

## **[COGNOS DATA TRAINING FAQs]**

**This is a list of frequently asked questions for a Cognos user**

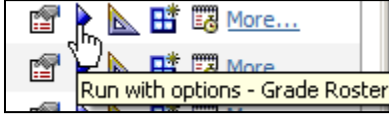
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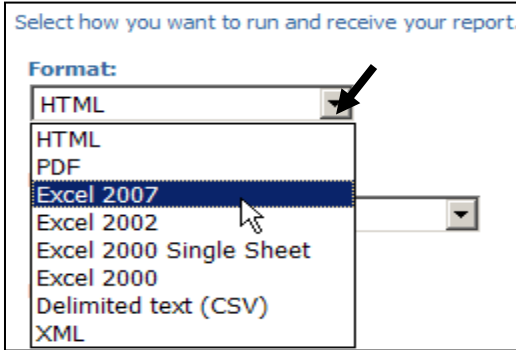
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## 1. How do I run my report in a different format?

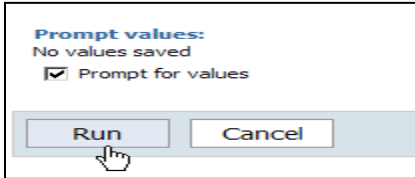
- a. Click on the “Run with Options” icon, it’s the blue triangle at end of the row



- b. On the Run with options page, go to “Format:” click on the down arrow and choose the format that you want to run your report in, i.e. Excel 2007



- c. Click the “Run” button



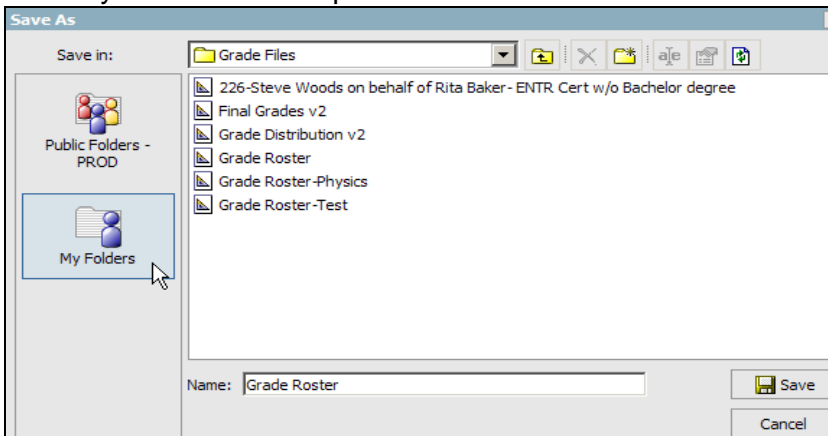
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## 2. How do I copy a report to “My Folder”?

- a. Open up the report with Report Studio by clicking on the “Carpenter’s square icon”



- b. Click on “File”, “Save As” a screen will appear on this screen choose “My Folders” and click on the “Save” button at the right of the screen. You can save this under any name that will remind you of what the report is.



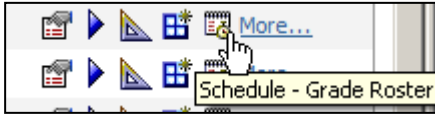
- c. Now you can add your specific information to the report.

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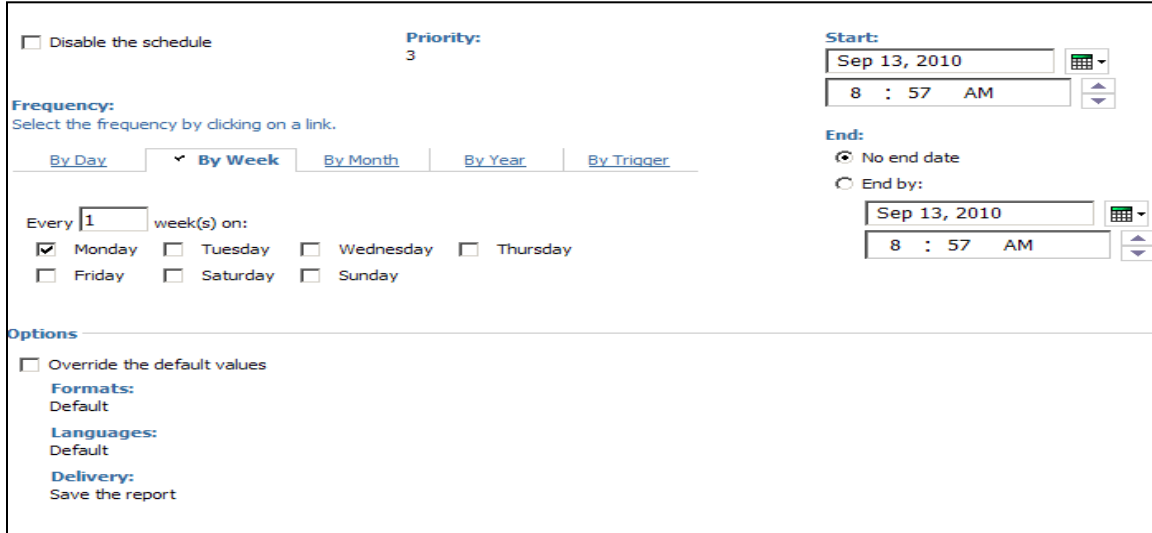
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## 3. How do I schedule my report to run sometime other than now?

- Copy the report you want into "My Folders"
- Click on the "Schedule" icon.



- Enter the frequency and specific days you want the report to run automatically.

A screenshot of the 'Schedule' dialog box in Cognos. The dialog has several sections: 'Disable the schedule' (checkbox), 'Priority: 3', 'Start:' (date and time), 'End:' (radio buttons for 'No end date' and 'End by:'), 'Frequency:' (radio buttons for 'By Day', 'By Week', 'By Month', 'By Year', 'By Trigger'), 'Options' (checkbox for 'Override the default values'), and 'Formats:', 'Languages:', and 'Delivery:' sections. The 'By Week' radio button is selected, and the frequency is set to 'Every 1 week(s) on: Monday'. The 'Start' date is 'Sep 13, 2010' and the time is '8 : 57 AM'. The 'End' date is also 'Sep 13, 2010' and the time is '8 : 57 AM'. The 'Override the default values' checkbox is unchecked.

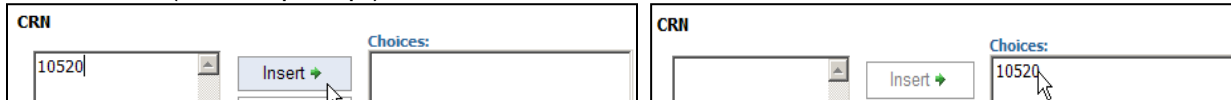
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## 4. Why did I get unexpected data returned in the report?

- Check the prompts you have chosen and make sure you have picked only the prompts you care to limit the student population

**Beware:** You can choose too many prompts.

- Make sure you have clicked the "Insert" button on prompts which require you to type in values (textbox prompt)



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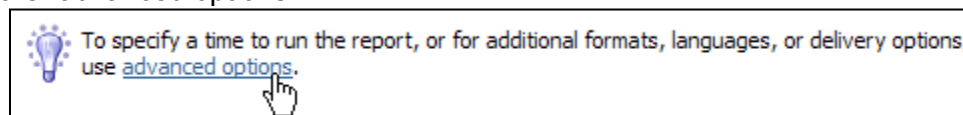
## 5. Where can I find an inventory of reports that are in the "Validated" folder?

- Either go to [http://www.purdue.edu/registrar/Information%20Services/Information\\_Svcs.html](http://www.purdue.edu/registrar/Information%20Services/Information_Svcs.html) or [http://www.purdue.edu/registrar/Information%20Services/Cognos\\_Validated\\_Rep.html](http://www.purdue.edu/registrar/Information%20Services/Cognos_Validated_Rep.html) and click on the link to the PDF listing.

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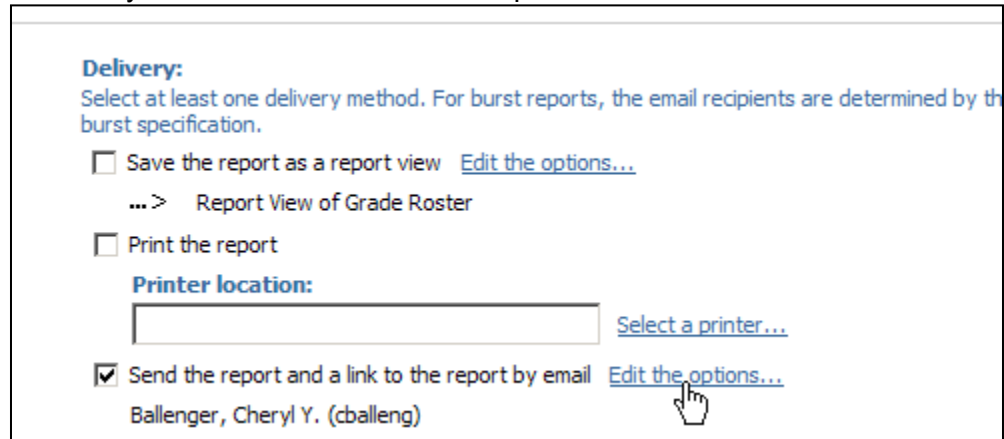
## 6. How can I send my report to someone via E-mail?

- Select the blue "Run with options" arrow
- Click on the "Send me the report by email" radio button
- Click on the "advanced options" link

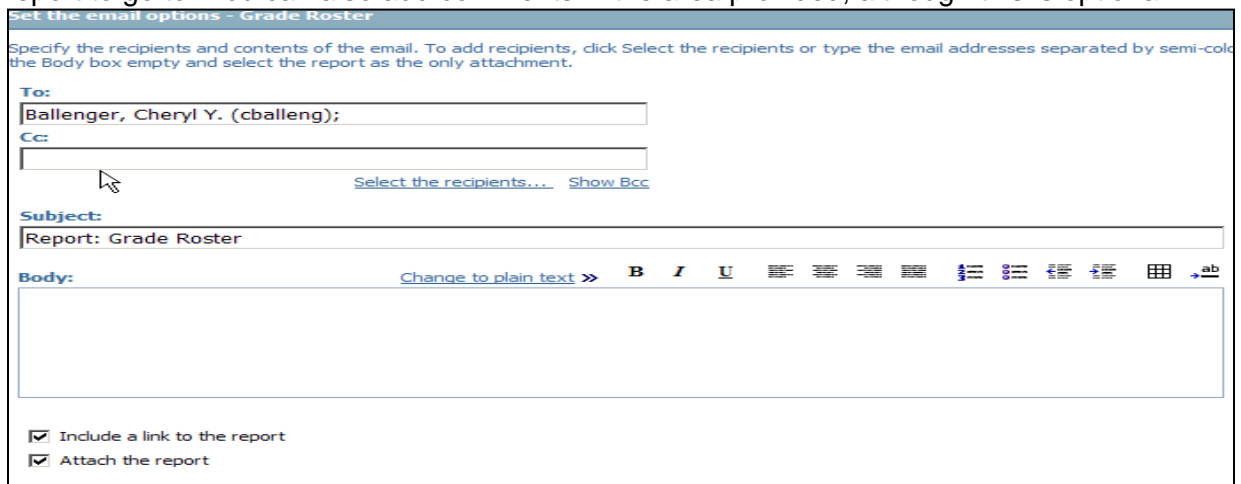


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- d. Under the “Delivery” area click on the “Edit the options...”



- e. In the “Set the email options” page add the email address of the person that you want the report to go to. You can also add comments in the area provided, although this is optional



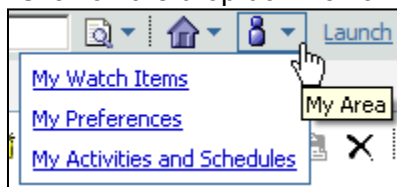
- f. Click the “OK” button

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## 7. Why can't I see all the reports on the screen?

The default number of reports you can see on one screen is 15. When there are more reports within a folder you have to go to the next page. To avoid this do the following:

- a. Click on the drop down arrow next to the “little blue man” at the top of the page

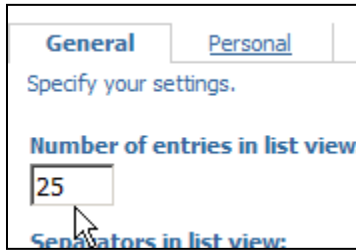


- b. Click on “My Preferences” link



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- c. In the “Set preferences” page go to “Number of entries in list view:” box on the General tab; add the number of entries that you want to see. Enter a high number, such as 100.



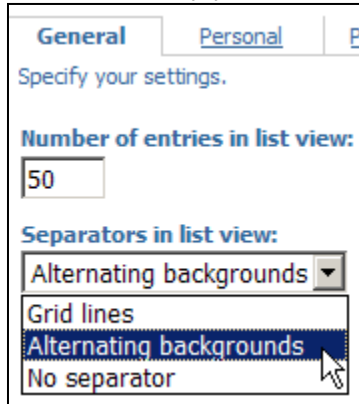
- d. Click OK

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## 8. How can I get alternating line colors on the list of reports screen?

Often time it is hard to move the cursor all the way to the right in order to choose the action icons such as ‘Run with options’ or ‘Schedule’. To help differentiate lines do the following:

- Follow the instructions in 7 a & b, above
- On the “Set preferences” page go to “Separators in list view:”, click on the down arrow and choose the way you want to see your screen

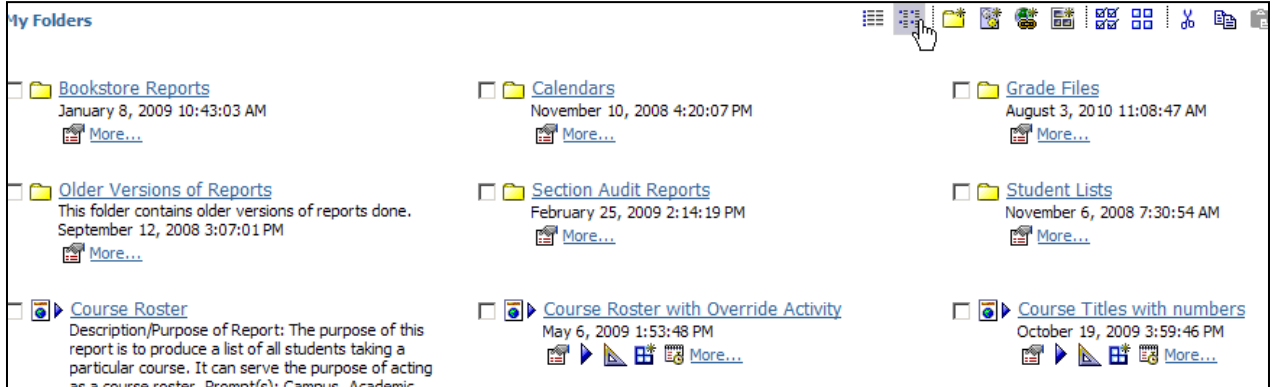


- c. If you chose the “Alternating backgrounds” as seen in the example above your screen will look like the print screen below
- d. Click OK

Modified	Actions
January 8, 2009 10:43:03 AM	More...
November 10, 2008 4:20:07 PM	More...
August 3, 2010 11:08:47 AM	More...
September 12, 2008 3:07:01 PM	More...
February 25, 2009 2:14:19 PM	More...
November 6, 2008 7:30:54 AM	More...
April 28, 2009 9:44:54 AM	More...
May 6, 2009 1:53:48 PM	More...
October 19, 2009 3:59:46 PM	More...
March 18, 2009 3:32:09 PM	More...
May 27, 2010 5:28:32 AM	More...
May 21, 2010 8:39:52 AM	More...
December 21, 2009 3:46:54 PM	More...
May 12, 2010 1:30:29 PM	More...
December 14, 2009 3:27:03 PM	More...

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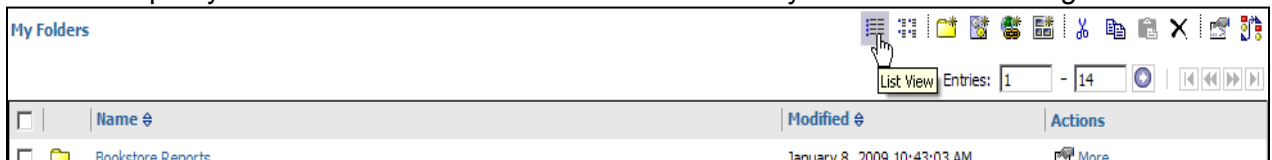
- e. If your screen is set by the “Details View” icon the “Separators in list view:” will not work, see print screen below.



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## 9. How do I change the screen view from “Details View” to “List View”?

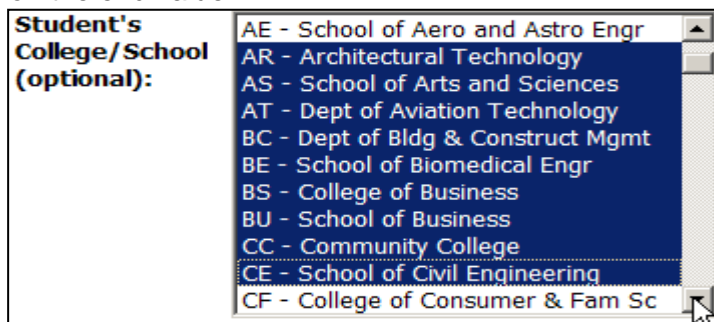
- a. At the top of your screen click on the “List View” icon and your screen will change



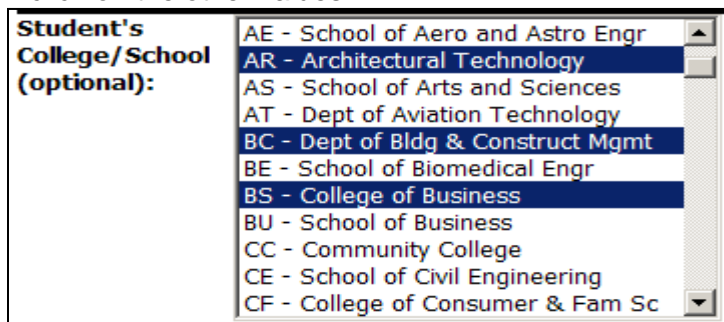
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## 10. How can I select multiple values in a prompt?

- a. To choose a range of prompts, click on the starting value and hold down the shift key, click on the end value



- b. To choose different multiple values, click on the first value and hold down the Ctrl key, click on the other values



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## 11. Where do I go for a Cognos Consumer Manual?

- Go to or click on the following link: <http://www.purdue.edu/onepurdue/ESA/reporting.shtml>
- Scroll down to **Cognos** at the bottom of the page
- Click on the [Cognos Consumer Manual](#), you will need to sign in with your Career account and password

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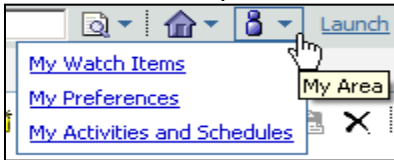
## 12. Where do I go for Cognos application help?

- Go to or click on the following link: <http://www.purdue.edu/onepurdue/ESA/reporting.shtml>
- Under the heading "Student Reporting" click on "[Contact the Cognos Student Reporting Team](#)"

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## 13. Do I need to sync my password within Cognos?

- Yes, **only** if you are scheduling reports
- click on the drop down arrow next to the "little blue man" at the top of the page



- Click on "My Preferences" link



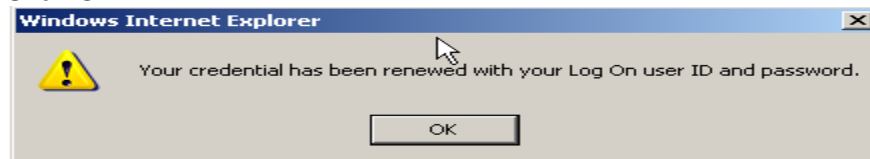
- Click on the "Personal" tab



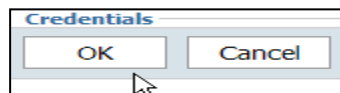
- Scroll down to the middle of the page under "Credentials"
- Click on "Renew the credentials"



- A message will appear stating your credential has been renewed with your Log On user ID and password.
- Click OK



- Click OK



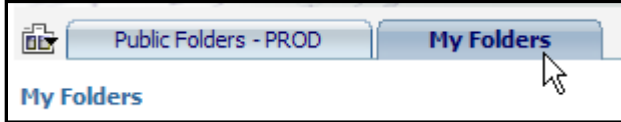
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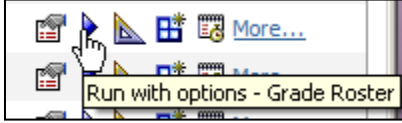
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## 14. How do I run a report in the background?

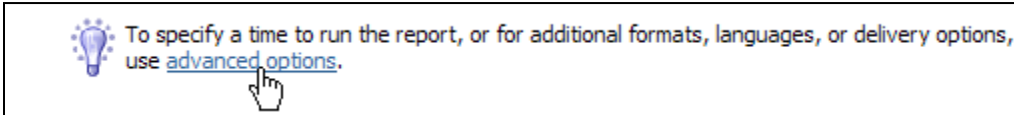
- a. First you **must** Save the report you want to run into “My Folder” area



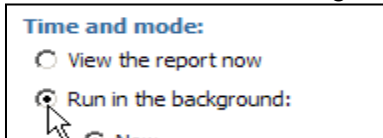
- b. Click on the “Run with Options” icon, it’s the blue triangle at end of the row



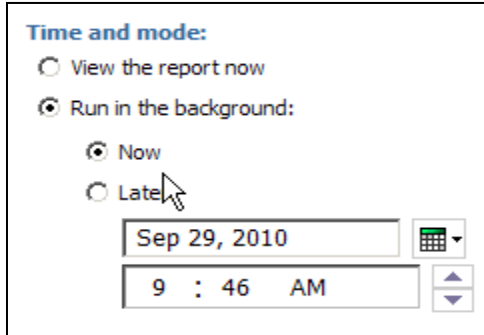
- c. Click on the “advanced options” link next to the light bulb, on the right of your screen



- d. Select the “Run in the background:” radio button

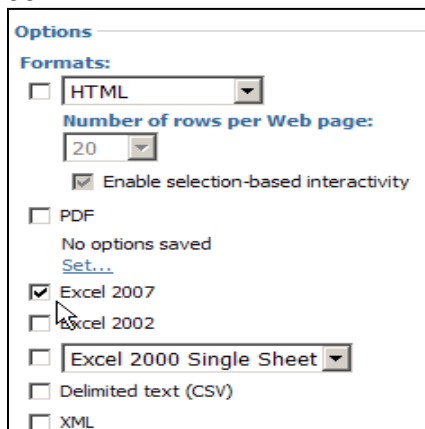


- e. Choose the time and or different date that you want this to run, other than now

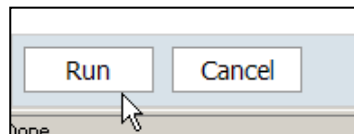


- f. Under the Options, make sure you choose the type of format that you want

- g. Select the “Format:” click on the down arrow and choose the format that you, i.e. Excel 2007



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h. Click the Run button

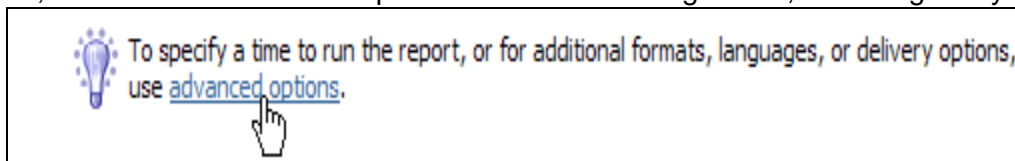
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## 15. What if I want to receive a copy of the report instead of having to remember to check to see when it has finished running?

a. Click on the “Send me the report by email” radio button under the Delivery area

A screenshot of the 'Delivery:' section in a web interface. It contains three radio buttons: 'View the report now', 'Print the report:', and 'Send me the report by email'. The 'Send me the report by email' option is selected. Below the 'Print the report:' option is a 'Printer location:' label, a text input field, and a 'Select a printer...' link. A mouse cursor is pointing at the selected radio button.

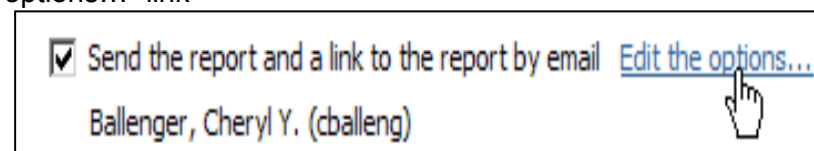
b. Or, Click on the “advanced options” link next to the light bulb, on the right of your screen



c. Under the Delivery area on the right side of the screen choose the “Send the report and a link to the report by email” box

A screenshot of the 'Delivery:' section. It includes instructions: 'Select at least one delivery method. For burst reports, the email recipients are determined by the burst specification.' There are three checkboxes: 'Save the report as a report view' (with an 'Edit the options...' link), 'Print the report', and 'Send the report and a link to the report by email' (with an 'Edit the options...' link). The 'Send the report and a link to the report by email' option is checked. Below it is the name 'Ballenger, Cheryl Y. (cballeng)'. A 'Printer location:' section with a text input field and 'Select a printer...' link is also visible. A mouse cursor is pointing at the checked checkbox.

d. You also have the option to send the report to someone else. Click on the “Edit the options...” link



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- e. Add the email addresses either in the “To” or the “Cc” area or this page.
- f. Comments can also be added in the “Body” area of this page
- g. Click the OK button

**Set the email options - Grade Roster**

Specify the recipients and contents of the email. To add recipients, click Select the recipients or type the email addresses separated by semi-colon. The Body box empty and select the report as the only attachment.

**To:**  
Ballenger, Cheryl Y. (cballeng);

**Cc:**  
[Empty text box]

[Select the recipients...](#) [Show Bcc](#)

**Subject:**  
Report: Grade Roster

**Body:** [Change to plain text >>](#) **B** *I* U [List of icons for text alignment, bullet points, numbered lists, link, unlink, indent, outdent, table, and text color]

Include a link to the report  
 Attach the report

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