

IBM InfoSphere Information Server
Version 11 Release 3

*IBM InfoSphere Information Server
Cognos TM1 Connector Message
Reference*



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Note

Before using this information and the product that it supports, read the information in “Notices and trademarks” on page 17.

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Cognos TM1 connector messages

This message reference includes the messages that are returned by various components of the Cognos TM1 connector.

You must be familiar with the functions of the operating system where the Cognos TM1 connector is installed. You can use the information in this message reference to identify an error or warning and resolve the problem by using the appropriate recovery action. You can also use this information to understand where the messages are generated and logged.

The parallel engine generates messages that relate to errors that occur during installation, file writing and reading, and general product usage. The message information describes the types of errors, explains why they occurred, and provides solutions to them.

Each message has a message identifier that consists of a prefix (IIS) and a message number. Messages are listed in numeric sequence based upon the message number. There are three message types: Error, Warning, and Informational. Message identifiers ending with an E are error messages. Those ending with a W indicate warning. Messages ending in an I indicates informational messages.

The symbol {0} appears throughout the messages, and indicates a variable that is returned by the code. This variable represents either a value or a property that is specific to the generated message.

You can view complete error details in the log file in the InfoSphere® DataStage® and QualityStage® Director client.

IIS-CONN-TM1-01005E The truststore password could not be decrypted. Make sure that correct password is specified in the truststore property file *truststore property file path*.

Explanation: This error occurs when the truststore password is not the correct one which was encrypted with `encrypt.bat` or `encrypt.sh` tool under *IIS_installation_directory/ASBNode/bin/encrypt*.

User response: Open the truststore property file and make sure that the specified password is the correct one which was encrypted with `encrypt.bat` or `encrypt.sh`. The password text encrypted by the tool always starts with `{iisenc}` and ends with `==`

IIS-CONN-TM1-01006E The Cognos TM1 connector could not connect to the Cognos TM1 Admin server *Cognos TM1 admin server name*.

Explanation: No additional information is available.

User response: Complete the following steps:

- Specify a valid value for the **Admin server host** property.

- Specify a valid port number for the **Admin server port** property.
- Ensure that the admin server is running and it is accessible from the InfoSphere DataStage engine tier computer
- Import the certificate of Cognos TM1 Admin server into truststore file *IIS_installation_directory/ASBNode/conf/iis-ds-truststore.jks*
- Specify correct truststore password in *IIS_installation_directory/ASBNode/conf/iis-ds-truststore.properties*

IIS-CONN-TM1-01008E The Cognos TM1 connector could not connect to the Cognos TM1 server *Cognos TM1 server name*.

Explanation: No additional information is available.

User response: Complete the following steps:

- Specify a valid value for the **Cognos TM1 Server name** property. The server name is case sensitive.
- Ensure that the Cognos TM1 server is running and it is accessible from the InfoSphere DataStage engine tier computer

IIS-CONN-TM1-01009E The Cognos TM1 connector could not log in to the Cognos TM1 server because the specified user name *User name* is invalid.

Explanation: No additional information is available.

User response: Specify a valid user name for the **User name** property.

IIS-CONN-TM1-01010E The Cognos TM1 connector could not log in to the Cognos TM1 server because the specified password is invalid.

Explanation: No additional information is available.

User response: Specify a valid password for the **Password** property.

IIS-CONN-TM1-01011E The specified user has been expired.

Explanation: Failed to log in to Cognos TM1 server since specified user has been expired.

User response: Specify another user or enable the user using Cognos TM1 client application.

IIS-CONN-TM1-01012E The Cognos TM1 connector could not log in to the Cognos TM1 server because the maximum number of connections was exceeded

Explanation: No additional information is available.

User response: Increase the maximum number of connections by using the Cognos TM1 client application or retry after another application is disconnected from the Cognos TM1 server.

IIS-CONN-TM1-01013E The Cognos TM1 Connector could not log in to the Cognos TM1 server because the Cognos TM1 API version is not compatible with the Cognos TM1 server version.

Explanation: Cognos TM1 API is provided as TM1JavaAPI.jar. TM1JavaAPI.jar is installed on the InfoSphere DataStage engine tier computer under *IIS_installation_directory* /Server/DSComponents/bin by default, or the location specified by **TM1CC_JAVA_API_LOCATION** environment variable. The Cognos TM1 API version must be compatible with the Cognos TM1 server.

User response: Install Cognos TM1 API whose version is same as the Cognos TM1 server version. See the information about configuring the Cognos TM1 connector in IBM Knowledge Center to know how to install Cognos TM1 API.

IIS-CONN-TM1-01014E The Cognos TM1 Connector could not log in to the Cognos TM1 server because TM1 authentication was selected for 'Authentication method' property while TM1 server is actually configured with **Integrated authentication**.

Explanation: No additional information is available.

User response: If the Cognos TM1 server that you want to connect to uses integrated authentication, set the **Authentication method** property to **Integrated login**.

IIS-CONN-TM1-01015E The Cognos TM1 connector could not connect to the TM1 server because an unknown exception was encountered.

Explanation: No additional information is available.

User response: Gather the job logs and job design, and contact IBM Software Support. You can export the job design as a .dsx or .isx file.

For information about the specific logs and information that you must collect before you contact IBM Software Support, see the troubleshooting topics for InfoSphere Information Server in IBM Knowledge Center.

For information about how to export your job design as a .dsx file so that you can share it with others, see the topics about designing InfoSphere DataStage and QualityStage jobs in IBM Knowledge Center. For information about how to export your job design as a .isx file so that you can share it with others, see the topics about deploying InfoSphere DataStage jobs and accessing version control in IBM Knowledge Center.

IIS-CONN-TM1-01016E Values are not specified for the **DS_LOGIN_CONFIG_LOCATION** environment variable, the **DS_KERBEROS_CONFIG_LOCATION** environment variable, or both.

Explanation: If you configure the Cognos TM1 connector to connect to a Cognos TM1 server that uses integrated authentication, you must specify values for the environment variables that identify the location of the login configuration file and the Kerberos configuration file.

User response: Specify values for the **DS_LOGIN_CONFIG_LOCATION** and **DS_KERBEROS_CONFIG_LOCATION** environment variables. For more information, see the information about configuring the Cognos TM1 connector in IBM Knowledge Center.

IIS-CONN-TM1-010171 The Cognos TM1 connector connected to the Cognos TM1 server successfully.

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01023E The column mapping for Cognos TM1 object is mandatory in this context.

Explanation: A required Cognos TM1 object is missing from the column mapping definition. If you want to write data into a cube, you must define a column mapping for the Cell Value. If you want to write data into a dimension, you must define a column mapping for the Element Name.

User response: In the Configuration window of the Cognos TM1 connector stage, define a column mapping for the mandatory object.

IIS-CONN-TM1-01025E Two or more InfoSphere DataStage columns must be mapped to Dimension object.

Explanation: When the Cognos TM1 connector writes data into a cube, two or more column must be mapped to Dimension object.

User response: In the Configuration window of the Cognos TM1 connector stage, define two or more column mappings for Dimension object.

IIS-CONN-TM1-01028E The InfoSphere DataStage data type data type is not supported for the InfoSphere DataStage column InfoSphere DataStage column name, which is mapped to the Cognos TM1 object object.

Explanation: The specified column is of an unsupported data type.

User response: Open the Cognos TM1 connector stage with InfoSphere Designer client. Go to Columns tab and specify a valid data type. For more information, see the information about supported data types in IBM Knowledge Center.

IIS-CONN-TM1-01029E The InfoSphere DataStage column InfoSphere DataStage column name, which is specified in the column mapping definition, does not exist.

Explanation: The InfoSphere DataStage column is used for the column mappings defined on the Configuration window. However the InfoSphere column is not defined on the Columns tab of the Cognos TM1 connector stage editor.

User response: Open configuration window for the Cognos TM1 Connector stage, and review the column

mapping definition. If the mappings are valid, click OK to close Configuration window. Then the missing InfoSphere DataStage column will be added to the Columns tab automatically. If the column mapping for the InfoSphere DataStage column is not necessary, you can remove the mapping on the Configuration window.

IIS-CONN-TM1-01030W A cell value is mapped to a column of the Integer data type. Data might be truncated when cube cells contain decimal numbers. The InfoSphere DataStage column is InfoSphere DataStage column name, and the data type is InfoSphere DataStage data type.

Explanation: No additional information is available.

User response: Change the data type of the InfoSphere DataStage column that is mapped to the cell value to a string data type or a non-integer data type.

IIS-CONN-TM1-01031E The number of dimensions that is defined in the column mapping definition is less than the actual number of dimensions. dimensions in column mapping definition dimensions are in the column mapping definition, and actual dimensions of the target cube dimensions are in the target cube.

Explanation: WWhen the Cognos TM1 connector updates an existing cube, the number of dimensions that are defined in the column mapping must match the number of dimensions in the target cube.

User response: In the Configuration window of the Cognos TM1 Connector stage, add column mappings for the missing dimensions.

IIS-CONN-TM1-01032E The dimension that is missing from column mapping definition external dimension is not defined in the column mapping definition.

Explanation: When the Cognos TM1 connector updates an existing cube, the column mapping definition must include all of the dimensions in the target cube.

User response: In the Configuration window of the Cognos TM1 Connector stage, add column mappings for the missing dimensions.

IIS-CONN-TM1-01033W The dimension name dimension that is defined in the column mapping is not used by the cube. The InfoSphere DataStage column that is mapped to the dimension will be skipped.

Explanation: When the Cognos TM1 connector reads data from a cube, the connector skips the InfoSphere

DataStage column because the dimension is not in the cube. No records will be produced for the InfoSphere DataStage column.

User response: If you do not want this warning to be generated, complete these steps:

- In the Configuration window of the Cognos TM1 Connector stage, remove the column mapping for the dimension that is not in the cube.
- Run the job again.

IIS-CONN-TM1-01034E The InfoSphere DataStage column *InfoSphere DataStage column name* appears twice in the column mapping definition.

Explanation: When the Cognos TM1 connector reads data from Cognos TM1, an InfoSphere DataStage column cannot be mapped to multiple CognosTM1 objects.

User response: In the Configuration window of the Cognos TM1 Connector stage, ensure that no InfoSphere DataStage column is mapped to more than one Cognos TM1 objects.

IIS-CONN-TM1-01035W An element weight column was defined in the column mapping, but an element parent name column does not exist. As a result, the element weight column will be ignored.

Explanation: When the Cognos TM1 connector is configured to create a dimension, weight values are used only if columns are defined for the parent element name and the weight.

User response: If you do not want this warning to be generated, complete these steps in the Configuration window of the Cognos TM1 Connector stage:

- Remove the mapping for **Weight**
- Add the mapping for **Element parent name**

IIS-CONN-TM1-01036W The *attribute name* attribute that is defined in the column mapping does not exist in the dimension. No records will be produced for the *InfoSphere DataStage column name* column.

Explanation: The attribute is not defined in the dimension.

User response: If you do not want this warning to be generated, open the Configuration window in the Cognos TM1 connector stage, and then remove the mapping for the attribute.

IIS-CONN-TM1-01037E The *cube name* cube does not exist or not accessible.

Explanation: The specified cube was not found.

User response: Ensure that the specified cube exists and that the Cognos TM1 user has access right to the cube.

IIS-CONN-TM1-01038E The *dimension name* dimension does not exist or not accessible.

Explanation: The specified dimension was not found.

User response: Ensure that the specified dimension exists and that the Cognos TM1 user has access right to the dimension.

IIS-CONN-TM1-01039E The *view name* view does not exist or not accessible.

Explanation: The specified view was not found.

User response: Ensure that the specified view exists and that the Cognos TM1 user has access right to the view.

IIS-CONN-TM1-01040E The *element name* element was not found in the *dimension name* dimension.

Explanation: The specified element does not exist in the dimension.

User response: Specify the name for an element in the dimension.

IIS-CONN-TM1-01041E The Cognos TM1 user does not have the privileges to create or delete a Cognos TM1 object (*cube or dimension*) on the Cognos TM1 server.

Explanation: The Cognos TM1 user specified for **User name** property cannot create or delete a cube or dimension on the Cognos TM1 server because the user does not have administrative rights.

User response: Specify another user for **User name** property or provide administrative rights to the user by using the Cognos TM1 client application.

IIS-CONN-TM1-01042E The Cognos TM1 object (*cube or dimension*) object was not created because the specified name "*Cognos TM1 object name*" contains invalid characters.

Explanation: The specified cube or dimension name contains invalid characters.

User response: Specify a valid name. For more information, see the information about naming rules in IBM Knowledge Center for Cognos TM1.

IIS-CONN-TM1-01044E The API method name Cognos TM1 API method returned an error. The error code was *error code*, and the error message was *error message*.

Explanation: An error was returned from the Cognos TM1 server.

User response: Use the information in the specified error message to resolve the error.

IIS-CONN-TM1-01044E The API method name Cognos TM1 API method returned an error. The error code was *error code*, and the error message was *error message*.

Explanation: An error was returned from the Cognos TM1 server.

User response: Use the information in the specified error message to resolve the error.

IIS-CONN-TM1-01045I The cube name cube was deleted.

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01046I The cube name cube was created.

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01047W The target cell (element titles: *element names*) is consolidated.

Explanation: The cell value could not be updated because one or more elements of the cell is consolidated type.

User response: Remove the record from the input data. Consolidated cell types cannot be updated.

IIS-CONN-TM1-01048W The target cell (element titles: *element names*) does not allow data insertion.

Explanation: The cell value could not be updated because the cell does not allow data insertion.

User response: Complete one of the following steps:

- Ensure that the cell is not locked
- Ensure that rules are not defined for the cell

IIS-CONN-TM1-01049E The dimension name dimension already exists.

Explanation: The Cognos TM1 connector cannot create the dimension because it already exists.

User response: Specify a different name for the dimension, or set the **Create action** property to **Re-create**.

IIS-CONN-TM1-01050I The dimension name dimension was created.

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01051I The dimension name dimension was updated

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01052I number elements were added.

Explanation: No additional information is available.

User response: No action is required.

IIS-CONN-TM1-01053E An invalid element type element type in the input data was specified.

Explanation: The specified element type is invalid.

User response: In the input data, specify a valid element type. Valid element types are C, S, and N.

IIS-CONN-TM1-01054E A non-numeric value was specified for the weight column.

Explanation: A non-numeric value was specified for the InfoSphere DataStage column that is mapped to **Weight**.

User response: In the input data, specify a numeric value for the **Weight** column.

IIS-CONN-TM1-01055E The non-numeric value attribute value in the input data was specified for an attribute of the numeric type.

Explanation: No additional information is available.

User response: Specify a numeric value for the attribute.

IIS-CONN-TM1-01056E An element was not added because an element name was not specified.

Explanation: No additional information is available.

User response: In the input data, specify a name for the element.

IIS-CONN-TM1-01057W The *element name* element is already registered.

Explanation: An element was not added because an existing element has the same name.

User response: In the input data, remove the duplicate records for the element name.

IIS-CONN-TM1-01058W The *element name* element was not created because it was already created with a different name registered element name.

Explanation: The specified element was not created because an element with the same name is already registered in Cognos TM1.

User response: Review the input data and remove the row.

IIS-CONN-TM1-01060E The *element name* element cannot be a parent because it is not of the consolidated type.

Explanation: The child could not be added to the element because the element type is not consolidated.

User response: Complete one of the following steps:

- In the input data, change the element type for the element to consolidated.
- Do not specify any types for the element. If a type is not specified, the Cognos TM1 connector changes the type to consolidated.

IIS-CONN-TM1-01061E The *element name* element cannot be a child because it is of the string type.

Explanation: The parent could not be added to the element because the element is of a string type.

User response: Complete one of the following steps:

- In the input data, change the element type for the element to Numeric or String.
- Do not specify any types for the element. If a type is not specified, the Cognos TM1 connector creates the element with Numeric type.

IIS-CONN-TM1-01062E The *child element name* element is already registered as child of element *parent element name*.

Explanation: The child element could not be added to the parent element because it is already a child of the element.

User response: In the input data, remove the duplicate row that defines same child-parent relationship.

IIS-CONN-TM1-01063W Data from the *InfoSphere DataStage column name* InfoSphere DataStage column, which is of the InfoSphere DataStage data type data type, could not be converted to the Cognos TM1 data type Cognos TM1 data type.

Explanation: No additional information is available.

User response: Change the data type of the InfoSphere DataStage column to another data type with which the data conversion does not take place. For more information, see the information about supported data types in IBM Knowledge Center.

IIS-CONN-TM1-01064W Data from the *Cognos TM1 data type* Cognos TM1 data type could not be converted to the InfoSphere DataStage column name InfoSphere DataStage column, which is of the InfoSphere DataStage data type data type.

Explanation: No additional information is available.

User response: Change the data type of the InfoSphere DataStage column to another data type with which the data conversion does not take place. For more information, see the information about supported data types in IBM Knowledge Center.

IIS-CONN-TM1-01070E While the Cognos TM1 connector processed data, the connection to the Cognos TM1 server was lost.

Explanation: No additional information is available.

User response: If the Cognos TM1 server is down, restart the server. Check the Cognos TM1 server logs for more information about why the server was shut down during the operation.

IIS-CONN-TM1-01073E The Cognos TM1 connector could not be started because the truststore file *truststore file path* was not found.

Explanation: The Cognos TM1 connector could not find the truststore file where the Cognos TM1 server certificate was imported. The default path of the truststore file is *IIS_install_directory*/ASBNode/conf/iis-ds-truststore.jks, where *IIS_install_directory* is the installation directory of InfoSphere Information Server. The **DS_TRUSTSTORE_LOCATION** environment variable is used to specify a different path for the truststore file.

User response: Complete one of the following steps:

- If the **DS_TRUSTSTORE_LOCATION** environment variable is defined, ensure that the correct path to the truststore file is specified.
- If the **DS_TRUSTSTORE_LOCATION** environment variable is not defined, ensure that the truststore file exists in the default path.

IIS-CONN-TM1-01074E The Cognos TM1 connector could not be started because the truststore property file *truststore property file path* was not found.

Explanation: The Cognos TM1 connector could not find the truststore property file where the truststore password is stored. The default path of the truststore property file is *IIS_installation_directory/ASBNode/conf/iis-ds-truststore.properties*, where *IIS_installation_directory* is the installation directory of InfoSphere Information Server. The **DS_TRUSTSTORE_PROPERTIES** environment variable is used to specify a different path for the truststore property file.

User response: Complete one of the following steps:

- If the **DS_TRUSTSTORE_PROPERTIES** environment variable is defined, ensure that the correct path to the truststore property file is specified.
- If the **DS_TRUSTSTORE_PROPERTIES** environment variable is not defined, ensure that the truststore property file exists in the default path.

IIS-CONN-TM1-01076E The Cognos TM1 connector could not be started because the truststore password is not defined in the truststore property file *truststore property file path*.

Explanation: The truststore property file must contain the entry *password=truststore_password*, which stores the truststore password in an encrypted format.

User response: In the truststore property file, add the entry *password=truststore_password*. Encrypt the specified password by using the *IS_install_directory/ASBNode/bin/encrypt.bat* tool.

IIS-CONN-TM1-01077E Column mapping is not defined.

Explanation: If runtime column propagation is not enabled, column mappings must be defined.

User response: In the Configuration window for Cognos TM1 connector, define the column mappings between Cognos TM1 objects and InfoSphere DataStage columns.

IIS-CONN-TM1-01078E The Cognos TM1 connector could not create an InfoSphere DataStage column for the Cognos TM1 object type "Cognos TM1 object name". The name contains the unsupported character character, which is not supported in an InfoSphere DataStage column name.

Explanation: When the Cognos TM1 connector is configured to read data from Cognos TM1 and runtime column propagation is enabled, InfoSphere DataStage columns are created at run time if the columns were

not defined on the output link. The names of the InfoSphere DataStage columns are based on the names of the Cognos TM1 objects. Because the Cognos TM1 object name contains characters that are not supported by InfoSphere DataStage, the InfoSphere DataStage column could not be created.

User response: In the Cognos TM1 Connector stage, disable runtime column propagation

IIS-CONN-TM1-01079E The mandatory column name InfoSphere DataStage column must exist on the input link, but only the following columns were found in the input: *list of input column names*

Explanation: When the Cognos TM1 connector is configured to write data to Cognos TM1 and runtime column propagation is enabled, the input link must contain an InfoSphere DataStage column with the name *mandatory column name*.

User response: Ensure that the required InfoSphere DataStage column exists on the input link.

IIS-CONN-TM1-01080E The input link must contain two or more InfoSphere DataStage columns that have names that start with *Dimension_*. Only the following input columns were found: *list of input column names*.

Explanation: When Cognos TM1 connector is configured to write data into a cube and runtime column propagation is enabled, the input link must contain two or more InfoSphere DataStage columns that have names that start with *Dimension_*.

User response: Ensure that two or more InfoSphere DataStage columns on the input link have names that start with *Dimension_*.

IIS-CONN-TM1-02105E Invalid port number *port number* was specified.

Explanation: The specified port number was invalid.

User response: Specify a valid port number.

IIS-CONN-TM1-02106W One or more mandatory fields are missing. Click Configure and ensure that values are specified for all mandatory fields and that column mappings are defined.

Explanation: No additional information is available.

User response: Read the warning message and click OK if you want to continue the action.

IIS-CONN-TM1-02107W *warning message* **Are you sure you want to continue?**

Explanation: No additional information is available.

User response: Read the warning message and click OK if you want to continue the action.

IIS-CONN-TM1-02108E **The Cognos TM1 connector could not connect to the server.**

Explanation: When the Cognos TM1 connector client tried to get information from the server, the connection was lost.

User response: Review the error information and contact the system administrator if you cannot resolve the problem.

IIS-CONN-TM1-02109E **The Cognos TM1 connector could not send data to the server.**

Explanation: When the Cognos TM1 connector client tried to send information to the server, the data communication was failed.

User response: Review the error information and ask the system administrator if you could not resolve the problem by yourself.

IIS-CONN-TM1-02110E **The Cognos TM1 connector could not get data from the server.**

Explanation: When the Cognos TM1 connector client tried to get information from the server, the data communication was failed.

User response: Review the error information and contact the system administrator if you cannot resolve the problem.

IIS-CONN-TM1-02111E **The connection test failed.**

Explanation: The Cognos TM1 connector could not connect to the specified Cognos TM1 Server.

User response: Review the error information and ensure the connection properties are correct. Contact the system administrator if you cannot resolve the problem.

IIS-CONN-TM1-02112I **The connection test was successful.**

Explanation: The connection test to the specified Cognos TM1 Server was successful.

User response: No action is required.

IIS-CONN-TM1-02113E **An attribute with name *attribute name* and type *attribute type* already exists.**

Explanation: No additional information is available.

User response: Rename the attribute name, and then add it again.

IIS-CONN-TM1-02114E **The *attribute name* attribute is already selected.**

Explanation: The specified attribute is already selected in the Attribute list.

User response: Rename the attribute or clear the checkbox for the attribute in the Attribute list, and try to add it again.

IIS-CONN-TM1-02115E **When the Cognos TM1 connector tried to connect to the server, the following error occurred: *error information***

Explanation: No additional information is available.

User response: Review the error information, and then retry the operation.

IIS-CONN-TM1-05001I **Removed duplicate white spaces from an identity string.**

Explanation: The Cognos TM1 connector removed the duplicate entries in an identity string during the metadata import.

User response: No action is required.

Appendix A. Product accessibility

You can get information about the accessibility status of IBM® products.

The IBM InfoSphere Information Server product modules and user interfaces are not fully accessible.

For information about the accessibility status of IBM products, see the IBM product accessibility information at http://www.ibm.com/able/product_accessibility/index.html.

Accessible documentation

Accessible documentation for products is provided in IBM Knowledge Center. IBM Knowledge Center presents the documentation in XHTML 1.0 format, which is viewable in most web browsers. Because IBM Knowledge Center uses XHTML, you can set display preferences in your browser. This also allows you to use screen readers and other assistive technologies to access the documentation.

The documentation that is in IBM Knowledge Center is also provided in PDF files, which are not fully accessible.

IBM and accessibility

See the IBM Human Ability and Accessibility Center for more information about the commitment that IBM has to accessibility.

Appendix B. Contacting IBM

You can contact IBM for customer support, software services, product information, and general information. You also can provide feedback to IBM about products and documentation.

The following table lists resources for customer support, software services, training, and product and solutions information.

Table 1. IBM resources

Resource	Description and location
IBM Support Portal	You can customize support information by choosing the products and the topics that interest you at www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Information_Server
Software services	You can find information about software, IT, and business consulting services, on the solutions site at www.ibm.com/businesssolutions/
My IBM	You can manage links to IBM Web sites and information that meet your specific technical support needs by creating an account on the My IBM site at www.ibm.com/account/
Training and certification	You can learn about technical training and education services designed for individuals, companies, and public organizations to acquire, maintain, and optimize their IT skills at http://www.ibm.com/training
IBM representatives	You can contact an IBM representative to learn about solutions at www.ibm.com/connect/ibm/us/en/

Appendix C. Accessing the product documentation

Documentation is provided in a variety of formats: in the online IBM Knowledge Center, in an optional locally installed information center, and as PDF books. You can access the online or locally installed help directly from the product client interfaces.

IBM Knowledge Center is the best place to find the most up-to-date information for InfoSphere Information Server. IBM Knowledge Center contains help for most of the product interfaces, as well as complete documentation for all the product modules in the suite. You can open IBM Knowledge Center from the installed product or from a web browser.

Accessing IBM Knowledge Center

There are various ways to access the online documentation:

- Click the **Help** link in the upper right of the client interface.
- Press the F1 key. The F1 key typically opens the topic that describes the current context of the client interface.

Note: The F1 key does not work in web clients.

- Type the address in a web browser, for example, when you are not logged in to the product.

Enter the following address to access all versions of InfoSphere Information Server documentation:

```
http://www.ibm.com/support/knowledgecenter/SSZJPZ/
```

If you want to access a particular topic, specify the version number with the product identifier, the documentation plug-in name, and the topic path in the URL. For example, the URL for the 11.3 version of this topic is as follows. (The ⇒ symbol indicates a line continuation):

```
http://www.ibm.com/support/knowledgecenter/SSZJPZ_11.3.0/⇒  
com.ibm.swg.im.iis.common.doc/common/accessingiidoc.html
```

Tip:

The knowledge center has a short URL as well:

```
http://ibm.biz/knowctr
```

To specify a short URL to a specific product page, version, or topic, use a hash character (#) between the short URL and the product identifier. For example, the short URL to all the InfoSphere Information Server documentation is the following URL:

```
http://ibm.biz/knowctr#SSZJPZ/
```

And, the short URL to the topic above to create a slightly shorter URL is the following URL (The ⇒ symbol indicates a line continuation):

```
http://ibm.biz/knowctr#SSZJPZ_11.3.0/com.ibm.swg.im.iis.common.doc/⇒  
common/accessingiidoc.html
```

Setting up a locally installed information center

IBM Knowledge Center contains the most up-to-date version of the documentation. However, you can install a local version of the documentation as an information center and configure your help links to point to it. A local information center is useful if your enterprise does not provide access to the internet.

Set up a locally installed information center on the computer of your choice by completing one of the following actions:

- Use the installation instructions that come with the information center installation package
- Use the installation instructions in the following technote: <http://www-01.ibm.com/support/docview.wss?uid=swg27042237>

Changing help links to refer to locally installed documentation

After you install and start your locally installed information center, you can use the **iisAdmin** command on the services tier computer to change the documentation location that the product help links refer to. (The `⇒` symbol indicates a line continuation):

Windows

```
IS_install_path\ASBServer\bin\iisAdmin.bat -set -key ⇒  
com.ibm.iis.infocenter.url -value http://<host>:<port>/help/topic/
```

AIX® Linux

```
IS_install_path/ASBServer/bin/iisAdmin.sh -set -key ⇒  
com.ibm.iis.infocenter.url -value http://<host>:<port>/help/topic/
```

Where `<host>` is the name of the computer where the information center is installed and `<port>` is the port number for the information center. The default port number is 8888. For example, on a computer named `server1.example.com` that uses the default port, the URL value would be `http://server1.example.com:8888/help/topic/`.

Obtaining PDF documentation

The PDF file books are available online and can be accessed from this support document: <https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1>.

Appendix D. Providing feedback on the product documentation

You can provide helpful feedback regarding IBM documentation.

Your feedback helps IBM to provide quality information. You can use any of the following methods to provide comments:

- To provide a comment about a topic in IBM Knowledge Center that is hosted on the IBM website, sign in and add a comment by clicking **Add Comment** button at the bottom of the topic. Comments submitted this way are viewable by the public.
- To send a comment about the topic in IBM Knowledge Center to IBM that is not viewable by anyone else, sign in and click the **Feedback** link at the bottom of IBM Knowledge Center.
- Send your comments by using the online readers' comment form at www.ibm.com/software/awdtools/rcf/.
- Send your comments by e-mail to comments@us.ibm.com. Include the name of the product, the version number of the product, and the name and part number of the information (if applicable). If you are commenting on specific text, include the location of the text (for example, a title, a table number, or a page number).

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Table 2. Use of cookies by InfoSphere Information Server products and components

Product module	Component or feature	Type of cookie that is used	Collect this data	Purpose of data	Disabling the cookies
Any (part of InfoSphere Information Server installation)	InfoSphere Information Server web console	<ul style="list-style-type: none"> • Session • Persistent 	User name	<ul style="list-style-type: none"> • Session management • Authentication 	Cannot be disabled
Any (part of InfoSphere Information Server installation)	InfoSphere Metadata Asset Manager	<ul style="list-style-type: none"> • Session • Persistent 	No personally identifiable information	<ul style="list-style-type: none"> • Session management • Authentication • Enhanced user usability • Single sign-on configuration 	Cannot be disabled

Table 2. Use of cookies by InfoSphere Information Server products and components (continued)

Product module	Component or feature	Type of cookie that is used	Collect this data	Purpose of data	Disabling the cookies
InfoSphere DataStage	Big Data File stage	<ul style="list-style-type: none"> • Session • Persistent 	<ul style="list-style-type: none"> • User name • Digital signature • Session ID 	<ul style="list-style-type: none"> • Session management • Authentication • Single sign-on configuration 	Cannot be disabled
InfoSphere DataStage	XML stage	Session	Internal identifiers	<ul style="list-style-type: none"> • Session management • Authentication 	Cannot be disabled
InfoSphere DataStage	IBM InfoSphere DataStage and QualityStage Operations Console	Session	No personally identifiable information	<ul style="list-style-type: none"> • Session management • Authentication 	Cannot be disabled
InfoSphere Data Click	InfoSphere Information Server web console	<ul style="list-style-type: none"> • Session • Persistent 	User name	<ul style="list-style-type: none"> • Session management • Authentication 	Cannot be disabled
InfoSphere Data Quality Console		Session	No personally identifiable information	<ul style="list-style-type: none"> • Session management • Authentication • Single sign-on configuration 	Cannot be disabled
InfoSphere QualityStage Standardization Rules Designer	InfoSphere Information Server web console	<ul style="list-style-type: none"> • Session • Persistent 	User name	<ul style="list-style-type: none"> • Session management • Authentication 	Cannot be disabled
InfoSphere Information Governance Catalog		<ul style="list-style-type: none"> • Session • Persistent 	<ul style="list-style-type: none"> • User name • Internal identifiers • State of the tree 	<ul style="list-style-type: none"> • Session management • Authentication • Single sign-on configuration 	Cannot be disabled
InfoSphere Information Analyzer	Data Rules stage in the InfoSphere DataStage and QualityStage Designer client	Session	Session ID	Session management	Cannot be disabled

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