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Expedite your CU-Data requests [1]

November 14, 2019 by nabin.poudyal [2]

Report Issues:

If you find any issues while running Cognos application or report, you can report issues to IRM team sending email to irmhelp@cu.edu [3]. Please send us below information to the team so we can troubleshoot the issues fast.

1. Cognos Environment:

CU-DATA WRT/ CU-DATA QA/ CU-DATA PROD

2. Report Name:

Actual Cognos report name

3. Report Location:

Report location in Team Content or My Content (e.g Team Content > IRM>...)

4. Error Screenshot:

Please send us the Error Screenshot

5. Steps to recreate the issue:

Please send us scenario and the steps to recreate the issue

Report Migration:

IRM migrates report from one environment to different environments using Motio CI, Export Import, and copy paste report to clipboard. We normally migrate report using Motio CI application, which takes the least amount of time rather than Export Import or Copy Paste report to clipboard.

IRM Standard Report Migration Request:

Report created through Cognos package or User defined SQL:

1. Report Name:

Actual Cognos report name

2. Report Location:

Report location in Team Content or My Content (e.g Team Content > IRM>...)

3. Cognos Environment:

CU-DATA WRT (Development) to QA or Production or vice versa

4. Report Default Format:

HTML, Excel, PDF

5. Report Schedule:

IRM will help to schedule main report. Developers or users can schedule report by creating report view.

IRM will help to migrate drill reports will hide drill report on demand.

6. Package Migration:

Please request IRM to migrate package if the report developed through updated package.

Report created through Data Module:

1. Report Name:

Actual Cognos report name

2. Uploaded Files:

Please make sure uploaded files are availabe in Team Content and link report from Team Content file not from my Content

3. Updated Data Files:

IRM need updated data file to upload in Cognos environment. Please send updated data file using secure connection to and we will upload file in different environments.

4. Cognos Environment:

CU-DATA WRT (Development) to QA or Production or vice versa.

Please let us know if you need more information or have any questions.

Thank you!

Send email when Published:
Yes

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