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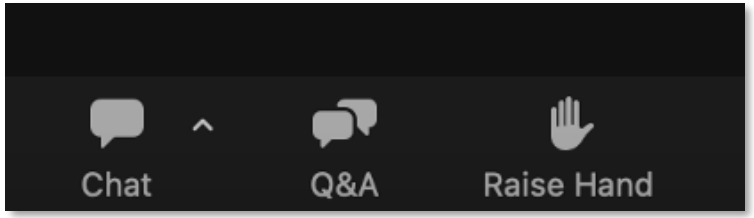
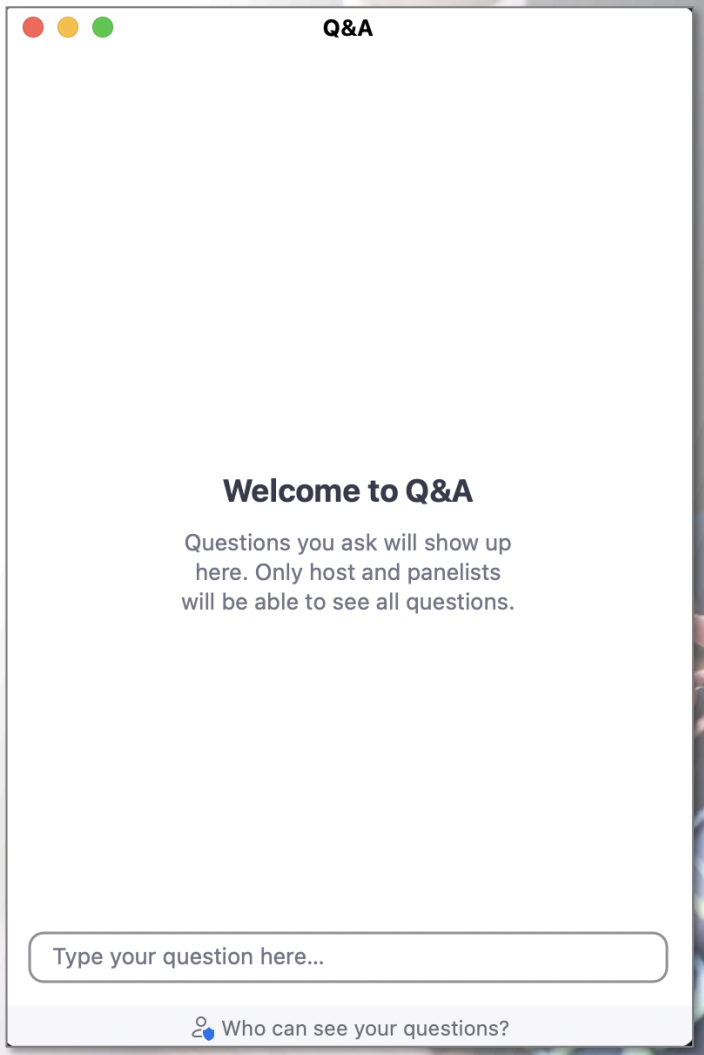
Talk with Todd:
Cognos Performance Tuning Q&A

Questions?

Click Q&A at the bottom of your screen



Submit questions in this section



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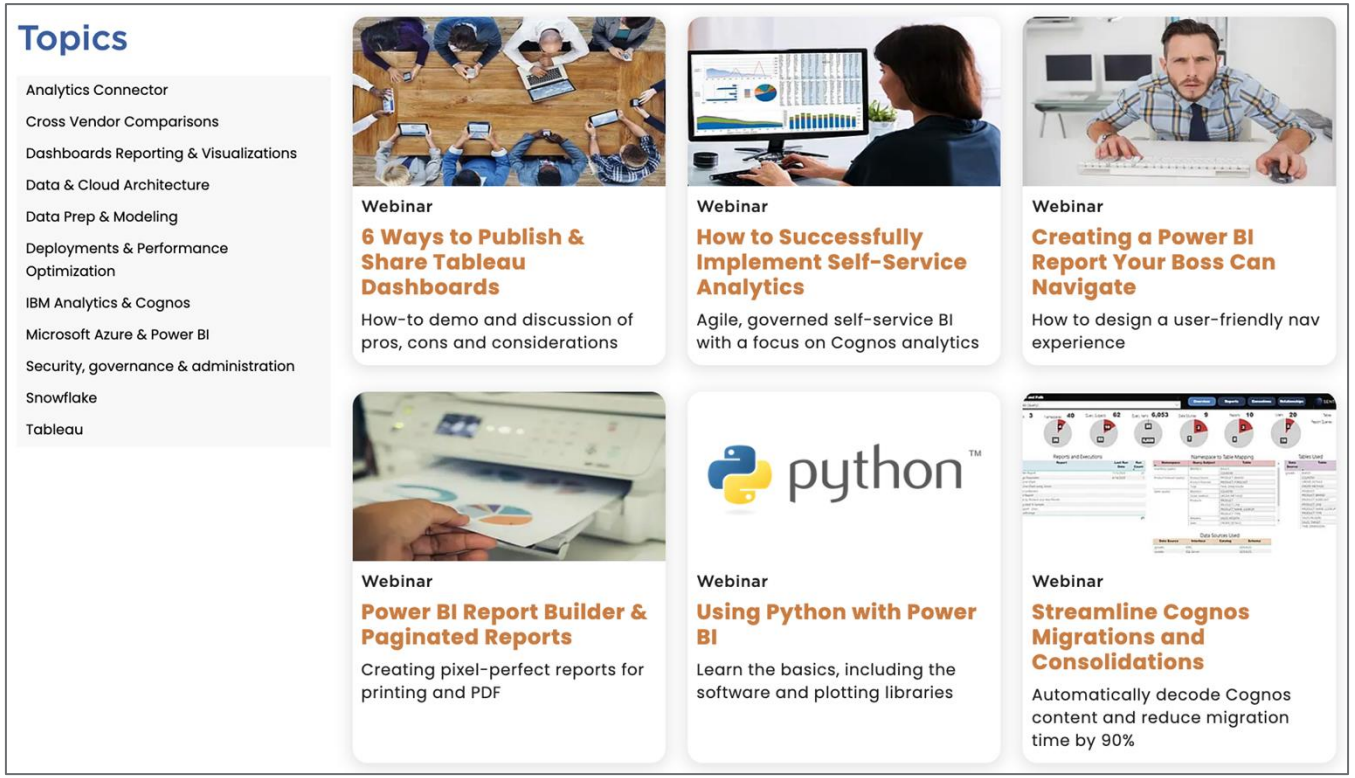
senturus.com/resources



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Agenda

- Introductions
- Questions
- IPPA demo
- Additional resources
- About Senturus
- Q&A

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Introductions

Todd Schuman

Cognos Practice Lead
Installations, Upgrades and Optimization
Senturus, Inc.

Questions

What can we do to help prevent reports that get stuck in pending status?

- Check the run history for more info
- Typical causes
  - SMTP handoff issue
  - Job stuck in NC tables
  - Credentials expired
- Fixes
  - Fix issues with smtp (TLS, SSL, userid/pw)
  - Run NCDrop.sql Scripts
  - Renew credentials

What's the best configuration for DQM; should we tune one specific server for DQM/query service and route all DQM traffic there? What are the pros and cons?

- It depends
- 32bit dispatchers can run CQM/DQM

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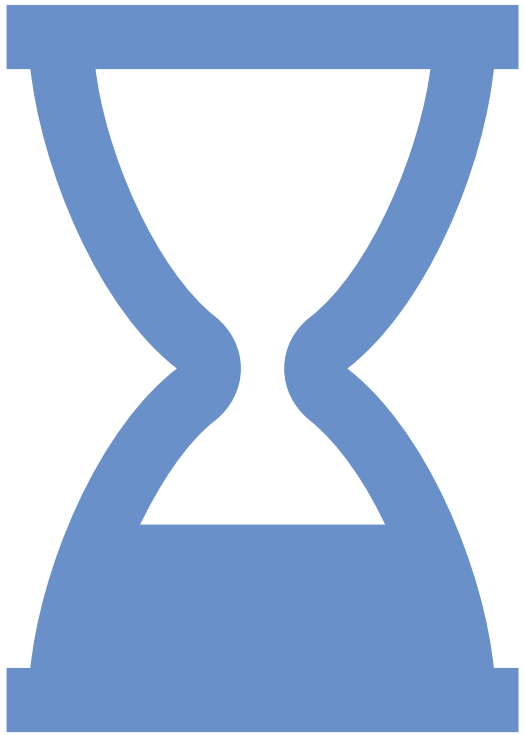
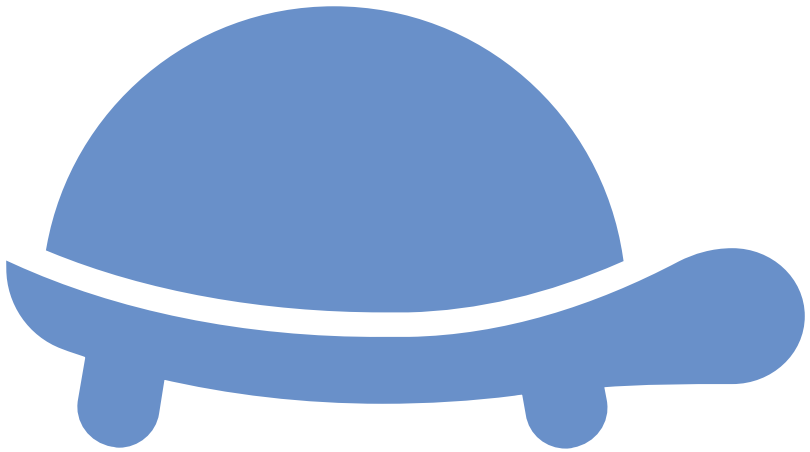


Our Cognos is sometimes so busy that admin cannot sign into the portal because it takes a long time to do that. What can we do other than restart the server?

- Server is being overutilized
- Adjust the high/low affinity requests and connections on batch/report services
- Audit Reports – view use over time and see when/why server gets too busy



Our reports are running slower than usual, what is the best order for checking the system or reports?

Monitor

1. Check Cognos CPU/RAM utilization
2. Check database CPU/RAM utilization
3. Audit Reports – times of day/week/month when system is extra busy
4. IPA/logs

Options

1. Adjust dispatcher high/low affinity and connections on report/batch services
2. Schedule reports to run outside busy DB window
3. Data sets

What are best practices around tuning the number of BIBus process?

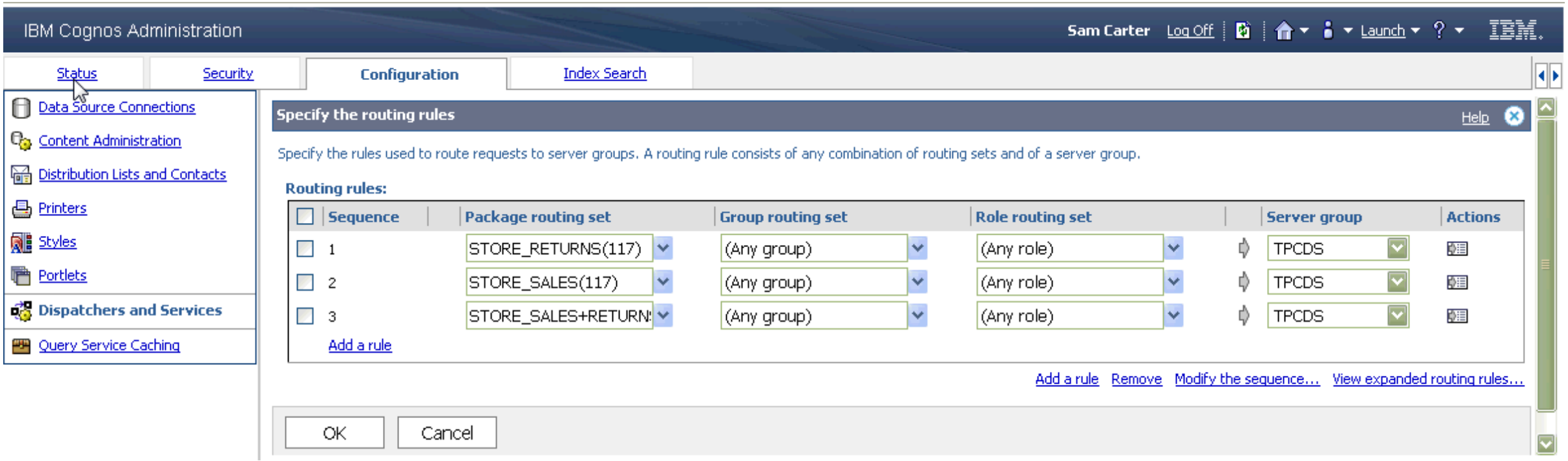
- BIBus is controlled via report/batch service
- High/low affinity
- # connections
- Peak/non-peak
- 2-4 GB RAM per process

Chat question: memory limits for 32-bit and 64-bit processes | Microsoft Learn

How can we identify the limit of the report count and schedule jobs on each server?

- Audit Reports have server specifics
- Routing rules to force traffic
- Dedicated report/batch servers

Routing rules



Routing rules

Audit Reports - view server IP by report request type

COGIPF_REQUESTID	ReportView BatchReportService	Report BatchReportService	Report ReportService	Query ReportService	ReportView ReportService
[redacted]	1,640	23,489	319,816	1	888
[redacted]	153,517	180,520	906		2
[redacted]	1,636	23,752	325,255	3	871
[redacted]	143,661	169,121	1,175		
[redacted]	1,665	22,379	318,561	1	832
[redacted]		8	621		
[redacted]	304	8,915	138,076		382
[redacted]	266	8,687	143,320	1	419
[redacted]	384,551	501,245	1,290	1	1
[redacted]	403,112	501,960	1,498	1	1
[redacted]	1,340	20,933	326,430		929
[redacted]	386,408	513,015	1,323	1	1

* Red row – dedicated batch

What are the advantages of the AI assistant?

- Ask questions
- Discover insights

In Product Performance Assistant (IPPA)

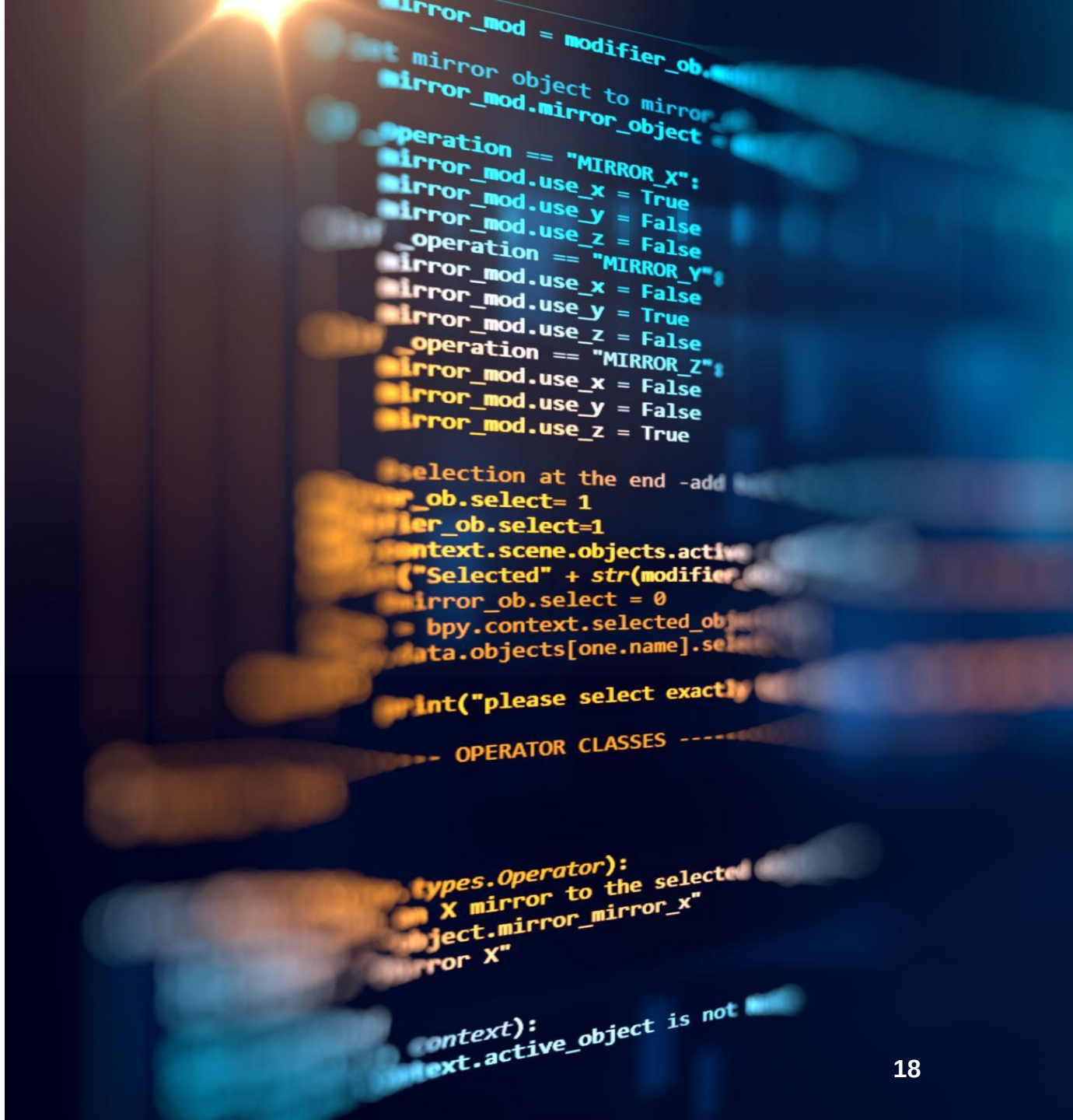
Incorrect setup info

Bad info:

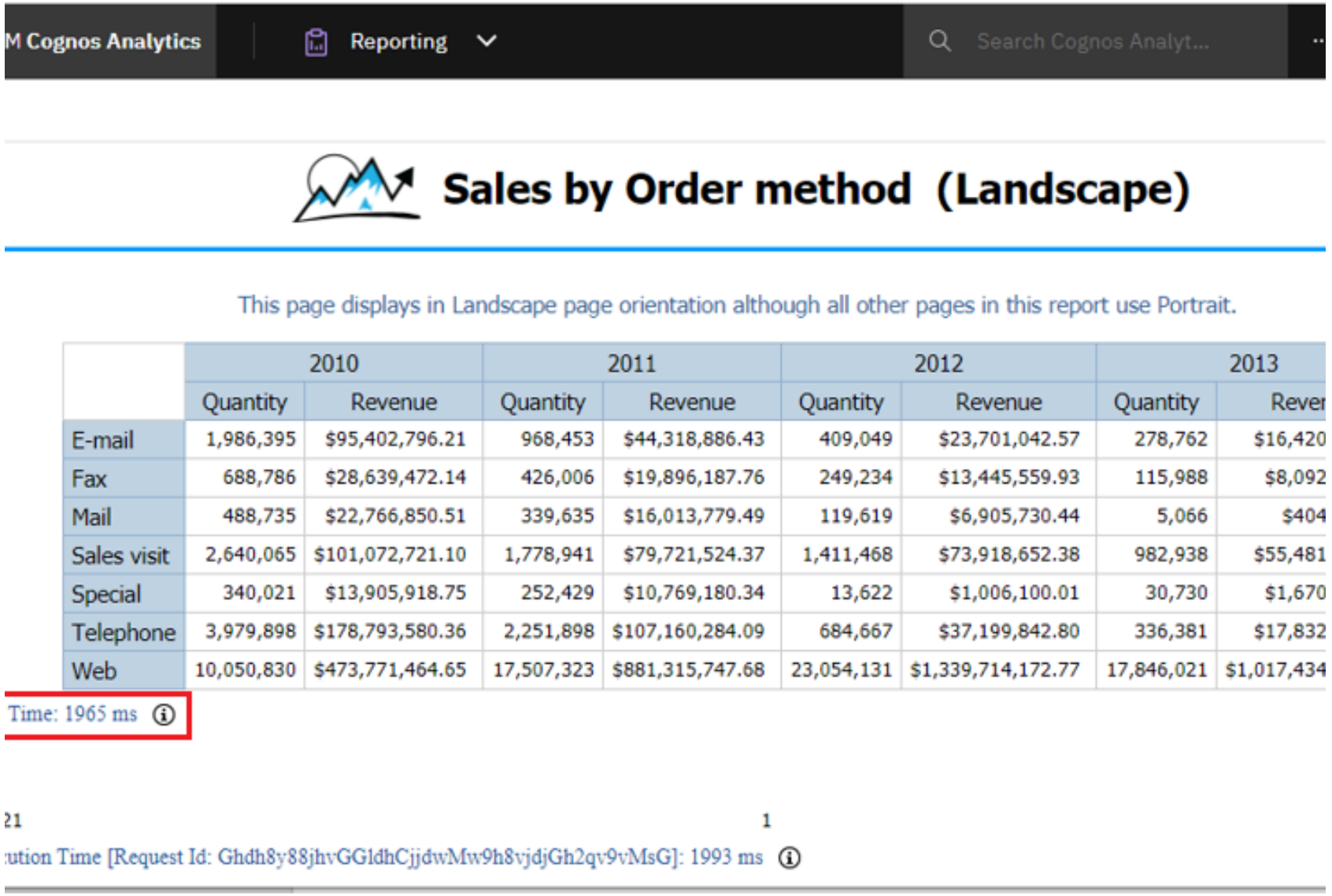
- Setting up Interactive Performance Assistant (IPA) - IBM documentation

Good info:

- Using IPPA in IBM Cognos Analytics 11.2



Drill into IPA detail



	2010		2011		2012		2013	
	Quantity	Revenue	Quantity	Revenue	Quantity	Revenue	Quantity	Rever
E-mail	1,986,395	$95,402,796.21	968,453	$44,318,886.43	409,049	$23,701,042.57	278,762	$16,420
Fax	688,786	$28,639,472.14	426,006	$19,896,187.76	249,234	$13,445,559.93	115,988	$8,092
Mail	488,735	$22,766,850.51	339,635	$16,013,779.49	119,619	$6,905,730.44	5,066	$404
Sales visit	2,640,065	$101,072,721.10	1,778,941	$79,721,524.37	1,411,468	$73,918,652.38	982,938	$55,481
Special	340,021	$13,905,918.75	252,429	$10,769,180.34	13,622	$1,006,100.01	30,730	$1,670
Telephone	3,979,898	$178,793,580.36	2,251,898	$107,160,284.09	684,667	$37,199,842.80	336,381	$17,832
Web	10,050,830	$473,771,464.65	17,507,323	$881,315,747.68	23,054,131	$1,339,714,172.77	17,846,021	$1,017,434

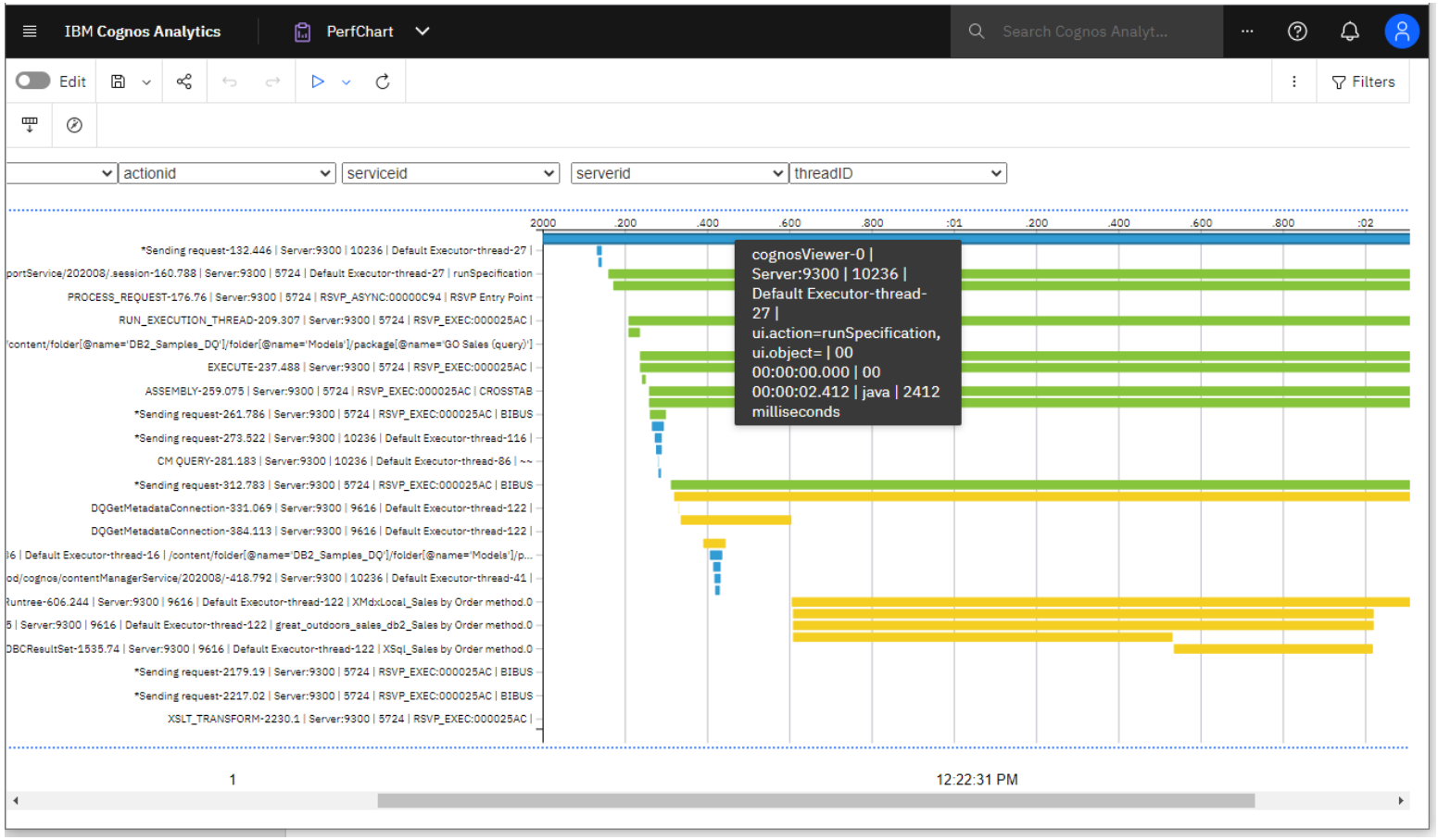
How to read the output

Many different actions take place in parallel running a report.

Blue: Java Process – Content Manager, present the output in the viewer.

Green: BIBusTKServerMain Process – Output (HTML) generation. (Also query planning and execution for CQM.)

Yellow: Dataset Service – Plans, executes the query and generates a result set. (Not applicable to CQM.)



Live demo

Get help upgrading Cognos

Support to fit your needs

- End-to-end implementation
- Quick start
- Mentoring

Senturus.com/cognos-upgrade

Additional services

- Cognos license assessment
- Enhanced content inventory
- New features training

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Cognos resources

On demand webinar

Tips for Installing Cognos

Blog

Cognos Analytics 12.0: Our Favorite New Features

On demand webinar

Cognos Analytics Performance Tuning Tips

Senturus.com/topic/business-intelligence-cognos/

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Additional resources

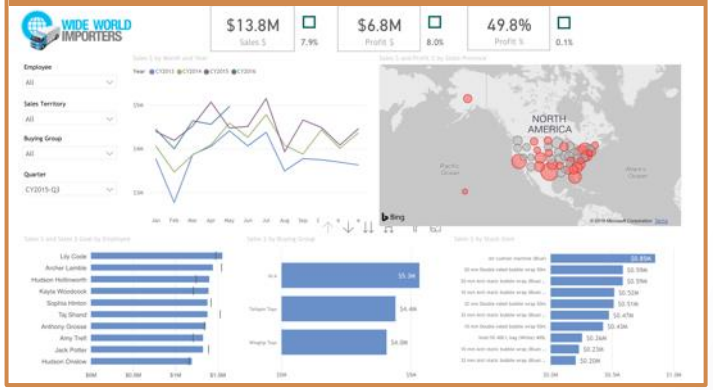
Unbiased product reviews

Technical tips

Insider viewpoints

More on this subject

Product demos



Upcoming events

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Upcoming events

3 Must-Have External Tools for Power BI Desktop
Thursday, August 10, 11am PT (2pm ET)

Chat with Pat: Working with Time and Dates in Power BI
Thursday, August 17, 11am PT (2pm ET)

Power BI Report Builder & Paginated Reports
Thursday, August 24, 11am PT (2pm ET)

Chat with Pat: Framework Manager Modeling
Wednesday, September 20, 11am PT (2pm ET)

Register at senturus.com/events

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Modern BI: accelerated & accessible

Business needs

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Analysis-ready data

Decisions and actions

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A long, strong history of success

22 years

1400+ clients

3000+ projects

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Join the Senturus team

We’re hiring talented and experienced professionals

- Managing Consultant
- Senior Microsoft BI Consultant

See job descriptions: https://senturus.com/why-senturus/careers/
Send your resume to: jobs@senturus.com

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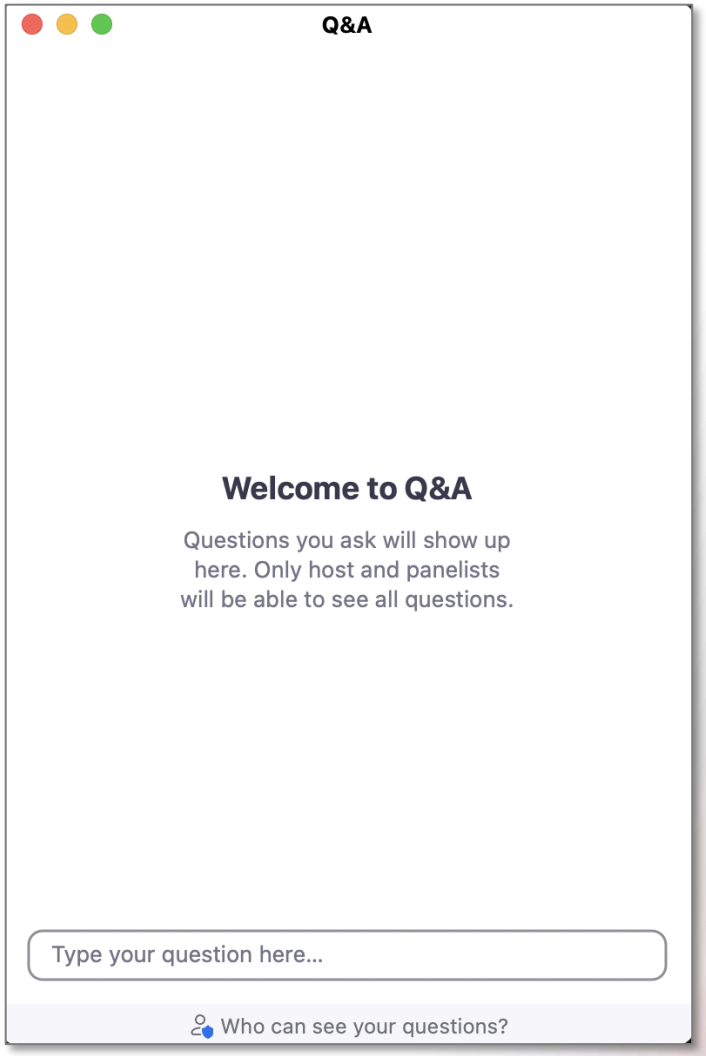
Q & A

If your question or issue is broader than what we are able to answer today, contact us at:

info@senturus.com

and we will set up a free consultation.



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Thank You

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