COGNOS®

Troubleshooting

Setting Up Single Sign-on with Upfront and EP in a Distributed Environment

Product(s): IBM Cognos Planning 7.3; IBM Cognos Upfront 7.3

Area of Interest: Infrastructure

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1   Introduction

1.1   Purpose

This document will discuss the configuration to eliminate the Access Manager double prompting issue when Upfront and IBM Cognos Planning are installed in a distributed environment.

1.2   Applicability

MS Windows OS 2000, XP, or 2003.

1.3   Exclusions and Exceptions

If Upfront and IBM Cognos Planning are installed on the same server then this is not applicable.

2   Troubleshooting

Problem: Upfront will not pass a ticket (or cookie) outside of its stated domain. Unless the machines on the LAN have fully qualified names, there is no way for Upfront to know that the ticket transfer is allowed.   The following instructions are to guide the administrators on how to fully qualify the machine names within the scope of IBM Cognos products.

Fully qualified names are usually defined as "machinename.xxxxx.xxx". In the case of IBM Cognos machines, a fully qualified name would be…
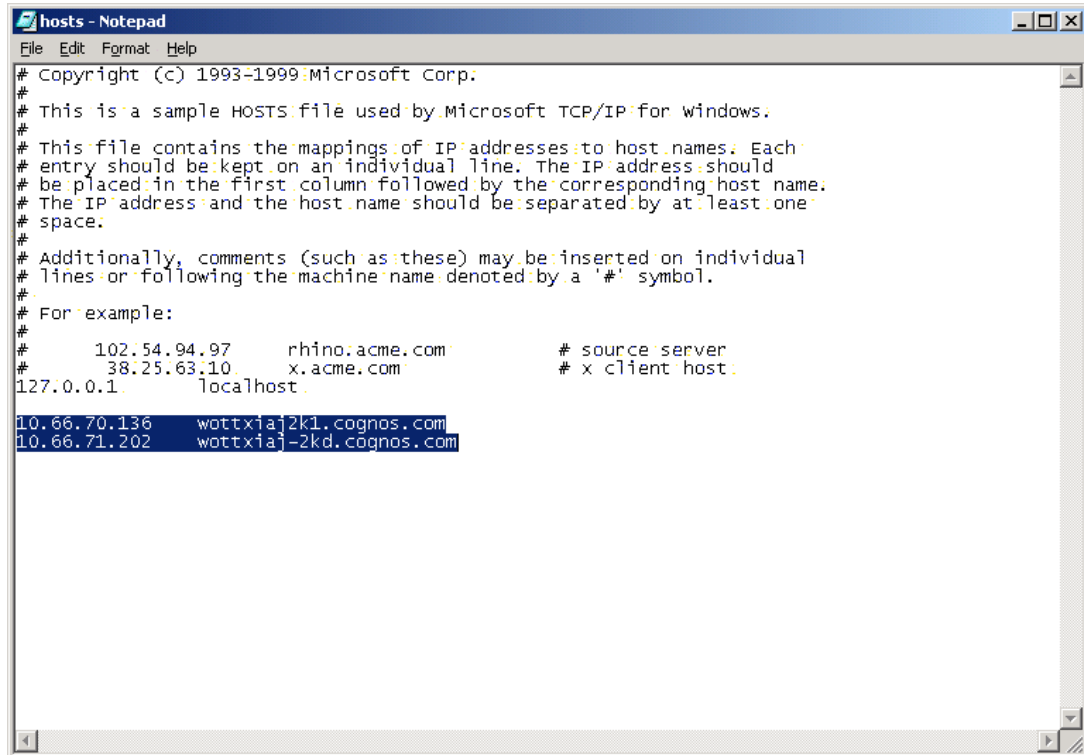"servername.cognos.com".

3   Solution

The instructions below are based on the following configuration:
- Upfront is on machine 'A'
- Access manager is on machine 'B'
- IBM Cognos Planning Contributor is on machine 'B'

1. **Add fully qualified computer names mapped with IP addresses to the Hosts files on all machines as shown below highlighted in blue**
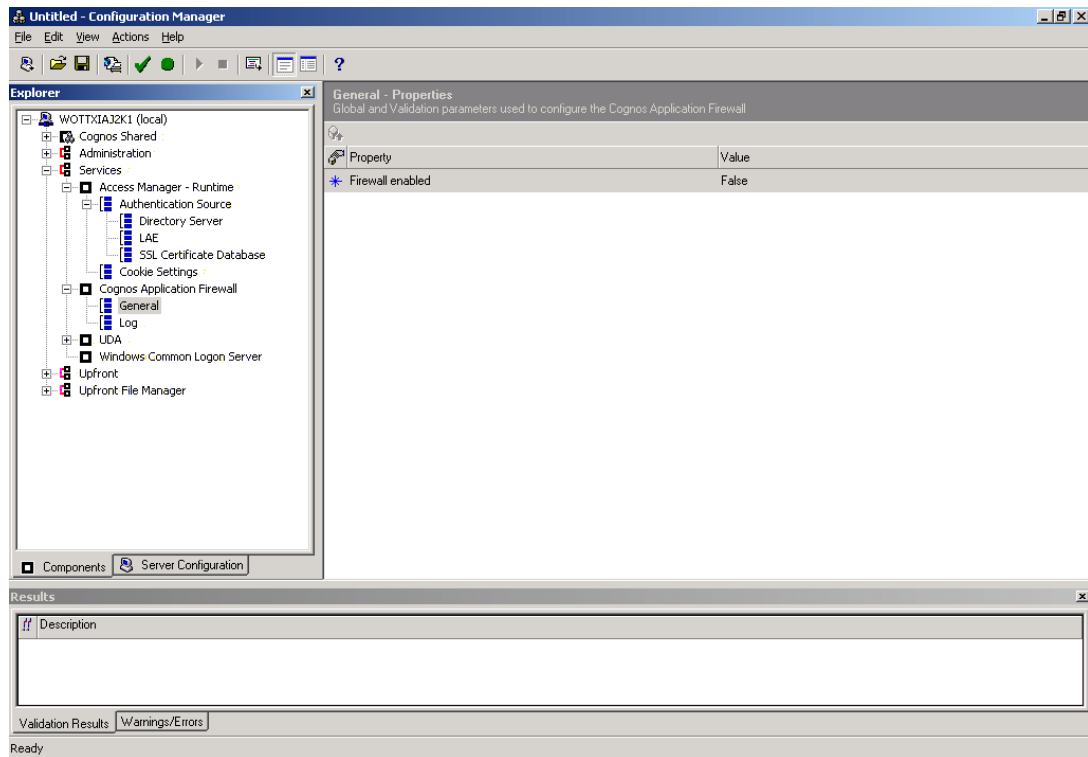
2. **In IIS under the virtual directory security settings on both machines, enable Anonymous access as well as Integrated Windows Authentication.**

3. **On both machines, edit IBM Cognos Application Firewall property in Configuration Manager to be False.**

4. **Edit the Upfront Server Group & Upfront File Manager Server Group properties, to use fully qualified computer names in the Gateway URL. To avoid potential issues elsewhere, make certain that all machine references in Configuration manager use Fully Qualified names.**
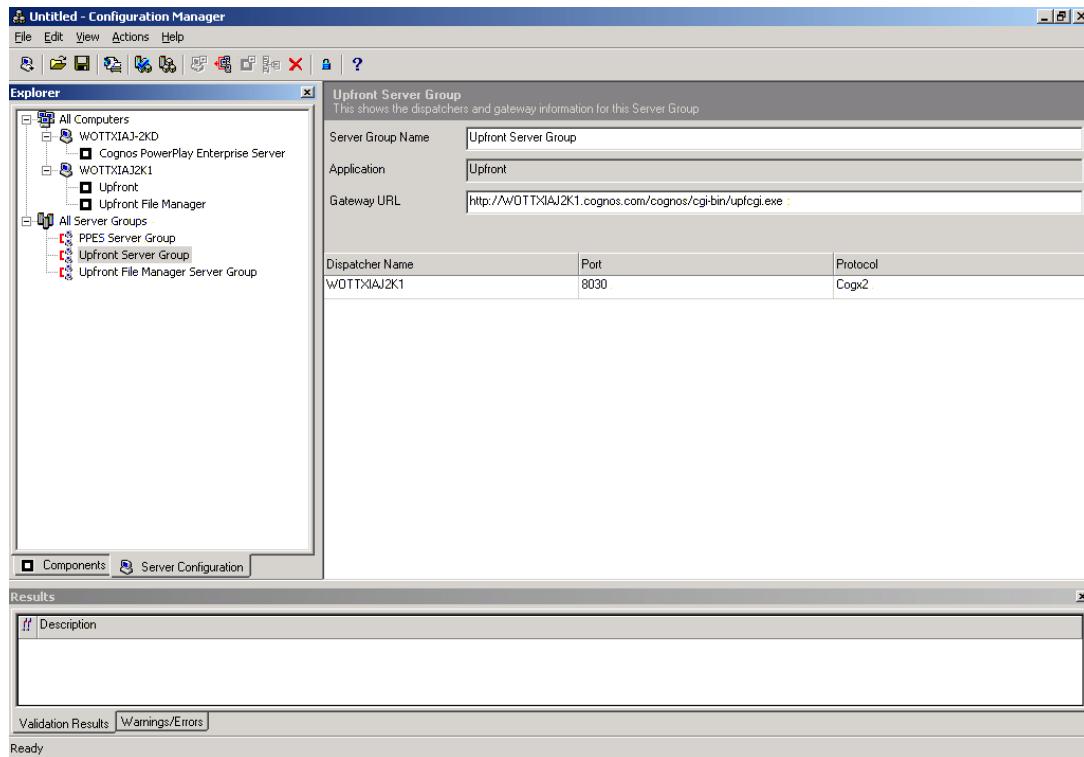
5. **Edit Access Manager Runtime properties to insure that both machines reference the same LDAP server**
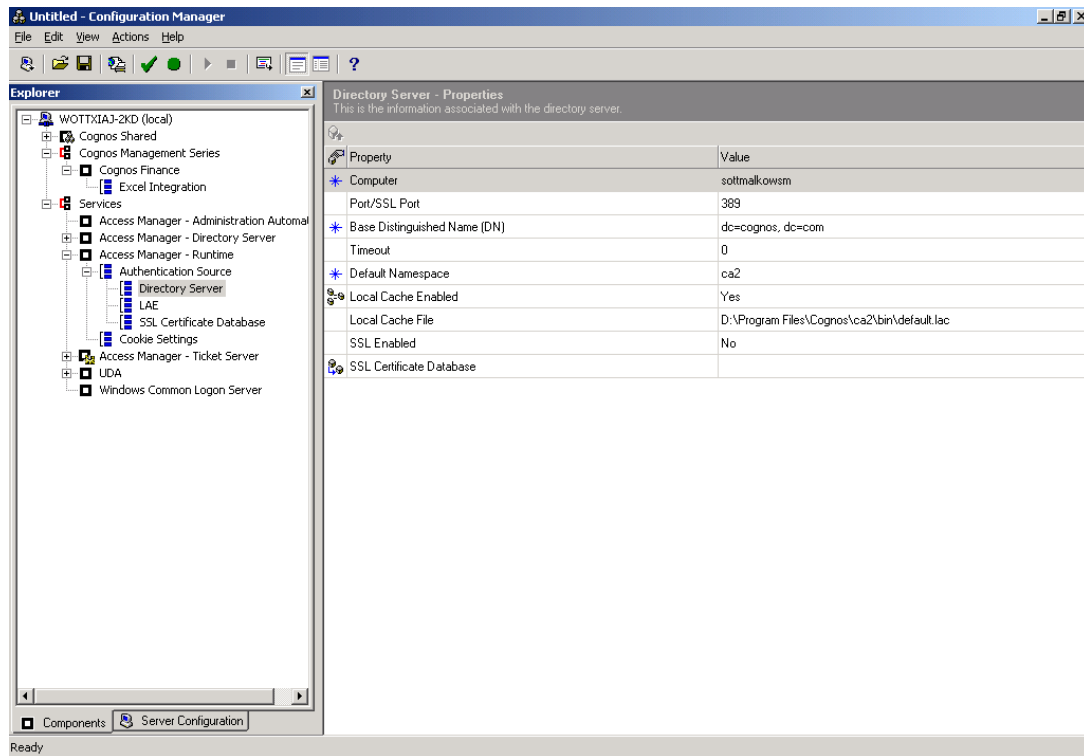
 6. **From the Contributor Admin Console run the Publish to IBM sCognos Portal Admin Extension to create the link in Upfront to your Contributor Application. This step can also be performed manually through Upfront.**