



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**

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### **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**

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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".

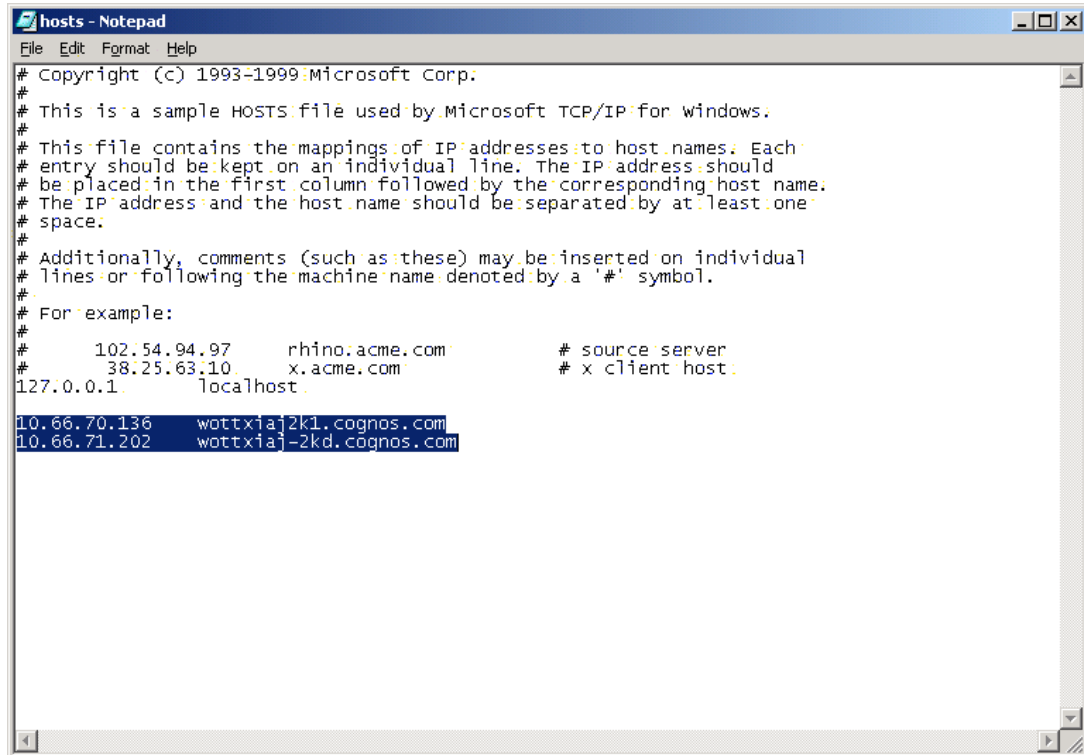
## **3 Solution**

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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

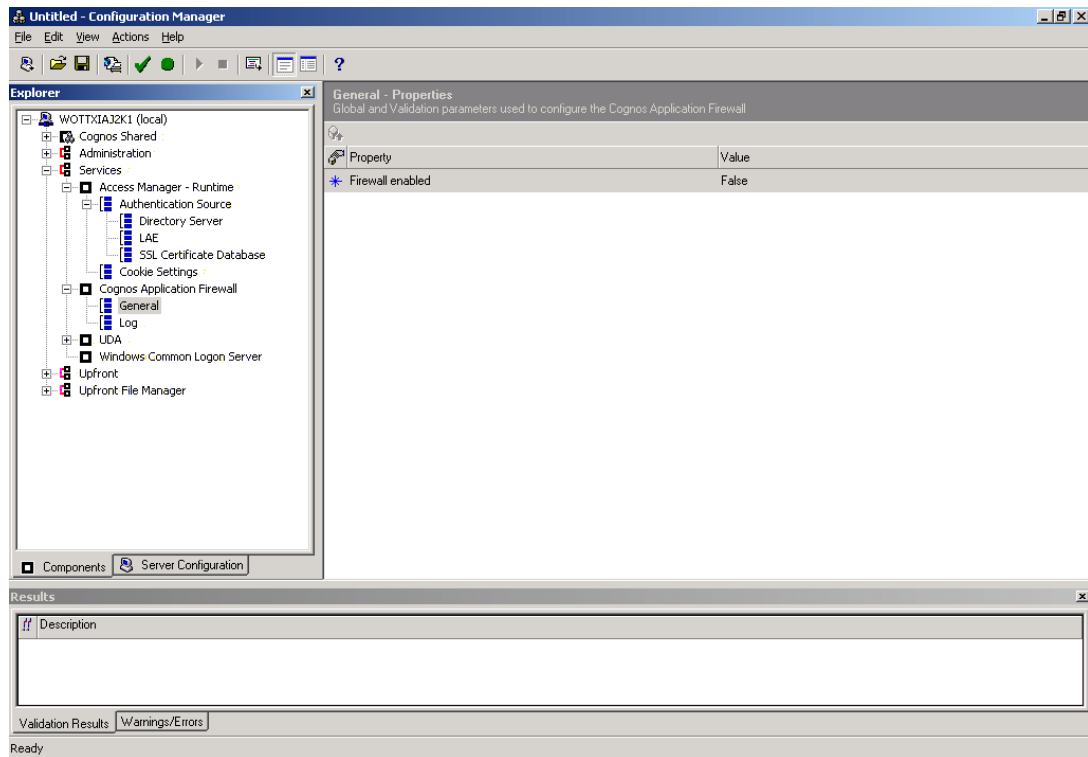


```
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com          # source server
#       38.25.63.10       x.acme.com             # x client host
127.0.0.1       localhost
10.66.70.136    wottxiaj2k1.cognos.com
10.66.71.202    wottxiaj-2kd.cognos.com
```

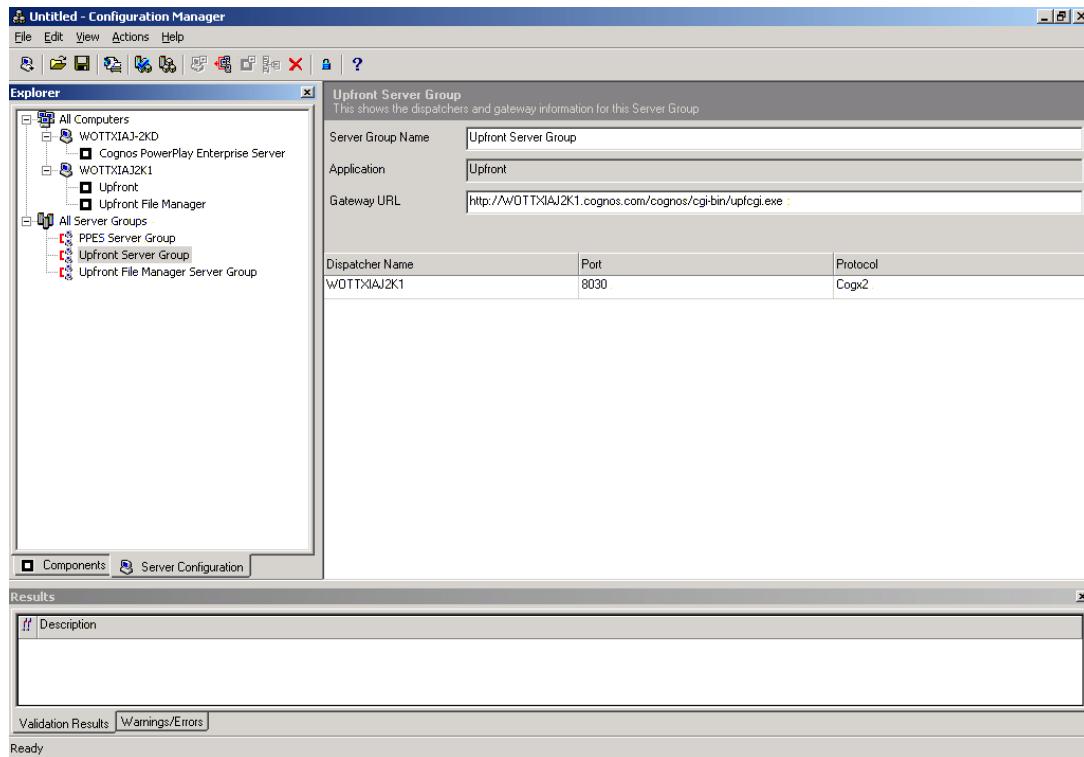
2. In IIS under the virtual directory security settings on both machines, enable Anonymous access as well as Integrated Windows Authentication.

The screenshot shows the 'Authentication Methods' dialog box in Internet Information Services (IIS). The dialog has a blue title bar with the text 'Authentication Methods' and a close button (X). It is divided into two main sections: 'Anonymous access' and 'Authenticated access'. In the 'Anonymous access' section, the checkbox 'Anonymous access' is checked. Below it, the text reads 'No user name/password required to access this resource.' and 'Account used for anonymous access:'. There are two input fields: 'User name:' with the text 'IUSR\_WOTTC5-MCCONXP' and a 'Browse...' button, and 'Password:' with a masked password field (dots). A checkbox 'Allow IIS to control password' is also checked. In the 'Authenticated access' section, the text reads 'For the following authentication methods, user name and password are required when' followed by a bulleted list: '- anonymous access is disabled, or' and '- access is restricted using NTFS access control lists'. There are two unchecked checkboxes: 'Digest authentication for Windows domain servers' and 'Basic authentication (password is sent in clear text)'. Below these are two input fields: 'Default domain:' with the text 'ent' and a 'Select...' button, and 'Realm:' with an empty field and a 'Select...' button. At the bottom of the 'Authenticated access' section, the checkbox 'Integrated Windows authentication' is checked. At the very bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

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

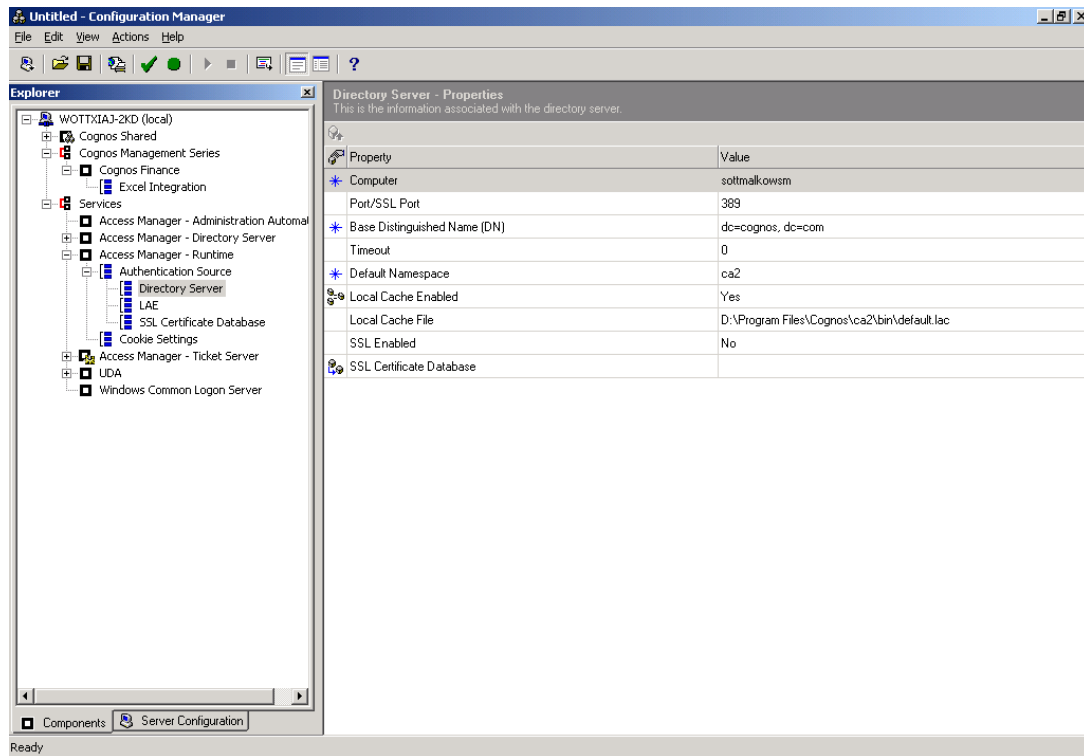


4. Edit the Upfront Server Group & Upfront File Manager Server Group properties, to use fully qualified computer names in the Gateway URL. To avoid potential issues elsewhere, make certain that all machine references in Configuration manager use Fully Qualified names.





## 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.