



## WE ARE TEAM CLUTCH

Team of smart, driven & relentless individuals who can make it happen for  
your business.



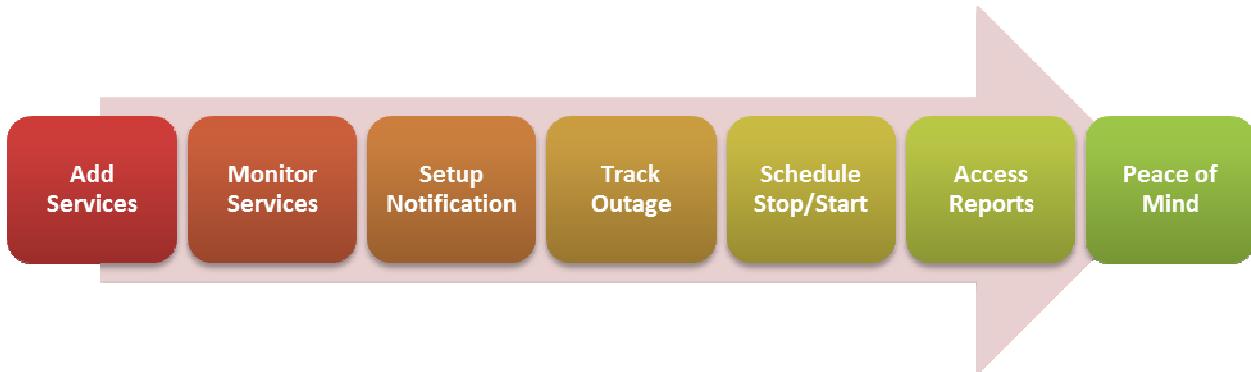
## FAQ

## HELP DOCUMENT

V1.0

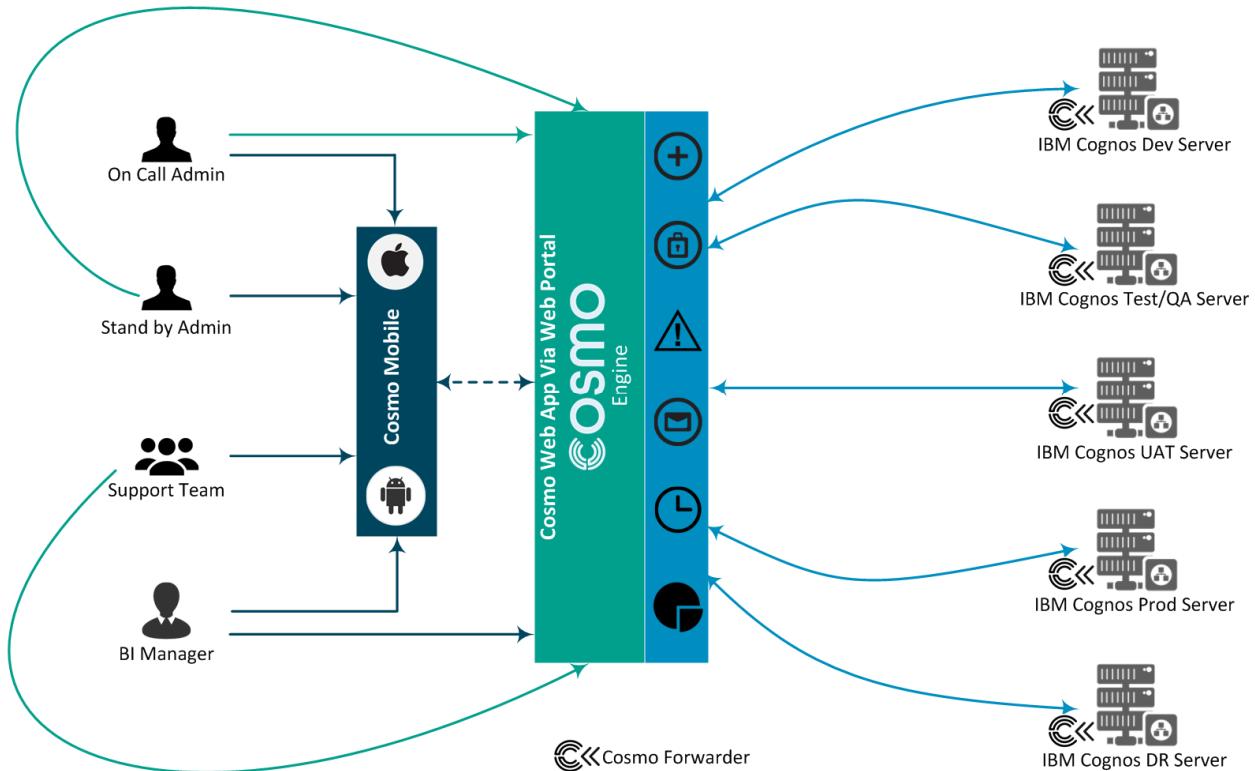
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## 1 How Cosmo works?



- Create Environment.
- Add one or more services within Environment to monitor. We have various options to customize it such as setting up a monitor interval, service failure notification etc.
- Track Outage/Incident issues and its resolution for future reporting
- Start, Stop, Restart Cognos Services On demand or schedule it to perform a particular action in future time
- Access various consolidated report
- Start, Stop, Restart Cognos Services by Cosmo Mobile from anywhere

## 2 Cosmo Architecture

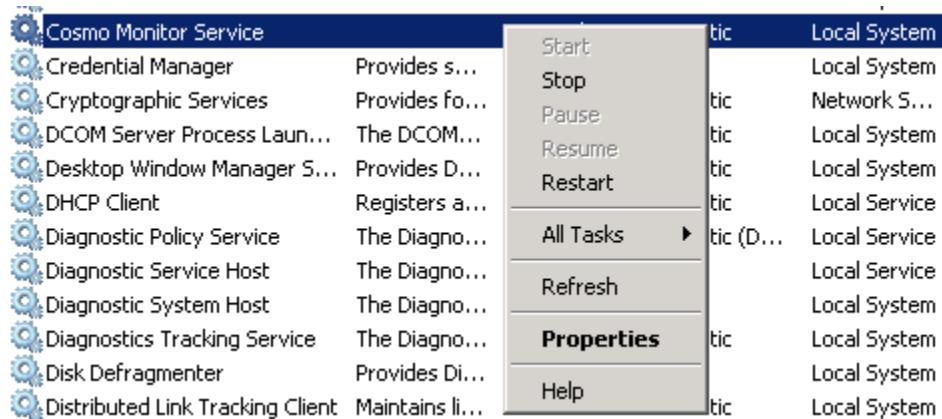


Cosmo App has three major parts

- Cosmo Engine (Web Apps) – Cosmo Web application accessible through Cosmo Web Portal where we add IBM Cognos Services to monitor, manage alerts, Stop/Start/Restart IBM Cognos Services On-Demand or to schedule for future and to view various reports.
- Cosmo Forwarder – This agent has to be installed in each IBM Cognos server that need to be monitored
- Cosmo Mobile – To monitor and Stop/Start/Restart IBM Cognos Services remotely

## 3 What is Cosmo service and how to Stop and Start it?

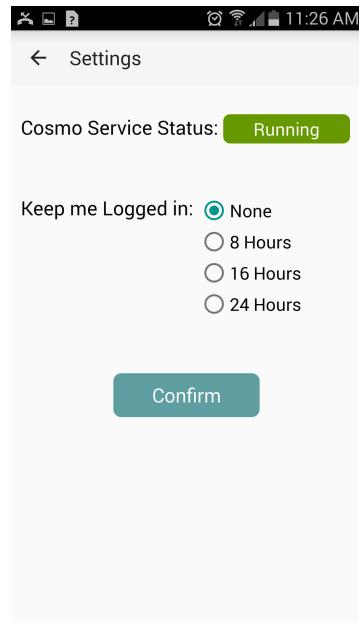
- Cosmo Service is the internal service of Cosmo application. Once the Cosmo application installation and configuration complete, Cosmo service will start running. Cosmo service has to be always in "Running" state in order to monitor the Cognos services and send alert. We can check Cosmo service status in 3 places.
  - o Under Windows Services - Select & Right Click "Cosmo Monitor Service" to stop/start/restart Cosmo Service



- Dashboard in Cosmo Web Portal – On the Right side, Mouse over to Cosmo status, the pop-up will appear to stop/start/restart Cosmo Service

Service Status																																																																					
<span style="float: right;">Last Updated Time: 07/27/2016 00:27</span> <span style="float: right;">Activate Now</span> <span style="float: right;">Trial Version and Expires in 27 Days</span>																																																																					
<b>Development</b> <table border="1"> <thead> <tr> <th>#</th> <th>Service Type</th> <th>Host / IP</th> <th>Port</th> <th>Version / Build</th> <th>Description</th> <th>Location</th> <th>Last Monitor Time</th> <th>Status</th> <th>Uptime</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Content Manager</td> <td>localhost</td> <td>9300</td> <td></td> <td>Dev server</td> <td>Los Angeles</td> <td>07/27/2016 00:26:04</td> <td><span style="color: red;">●</span></td> <td>0d, 0h, 0m</td> </tr> <tr> <td>2</td> <td>Dispatcher</td> <td>localhost</td> <td>9300</td> <td></td> <td>Dev server</td> <td>Los Angeles</td> <td>07/27/2016 00:26:06</td> <td><span style="color: red;">●</span></td> <td>0d, 0h, 0m</td> </tr> </tbody> </table> <b>Production</b> <table border="1"> <thead> <tr> <th>#</th> <th>Service Type</th> <th>Host / IP</th> <th>Port</th> <th>Version / Build</th> <th>Description</th> <th>Location</th> <th>Last Monitor Time</th> <th>Status</th> <th>Uptime</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Content Manager</td> <td>win-gu7haprlk4</td> <td>9300</td> <td></td> <td>Prod Server</td> <td>New York</td> <td>07/27/2016 00:26:08</td> <td><span style="color: red;">●</span></td> <td>0d, 0h, 0m</td> </tr> <tr> <td>2</td> <td>Dispatcher</td> <td>win-gu7haprlk4</td> <td>9300</td> <td></td> <td>Prod Server</td> <td>New York</td> <td>07/27/2016 00:26:10</td> <td><span style="color: red;">●</span></td> <td>0d, 0h, 0m</td> </tr> </tbody> </table>										#	Service Type	Host / IP	Port	Version / Build	Description	Location	Last Monitor Time	Status	Uptime	1	Content Manager	localhost	9300		Dev server	Los Angeles	07/27/2016 00:26:04	<span style="color: red;">●</span>	0d, 0h, 0m	2	Dispatcher	localhost	9300		Dev server	Los Angeles	07/27/2016 00:26:06	<span style="color: red;">●</span>	0d, 0h, 0m	#	Service Type	Host / IP	Port	Version / Build	Description	Location	Last Monitor Time	Status	Uptime	1	Content Manager	win-gu7haprlk4	9300		Prod Server	New York	07/27/2016 00:26:08	<span style="color: red;">●</span>	0d, 0h, 0m	2	Dispatcher	win-gu7haprlk4	9300		Prod Server	New York	07/27/2016 00:26:10	<span style="color: red;">●</span>	0d, 0h, 0m
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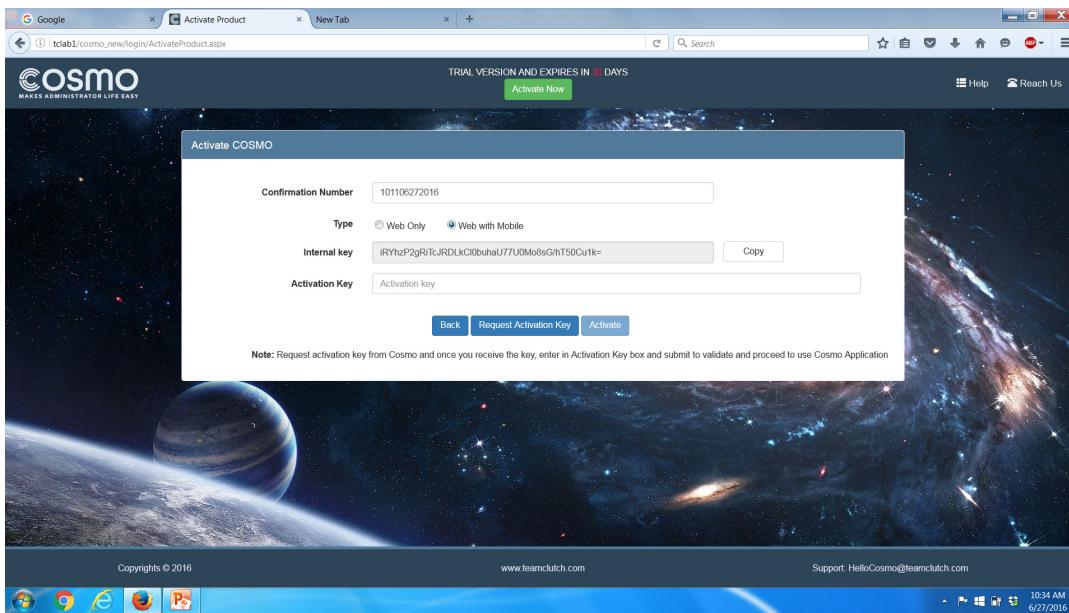
- Using Cosmo Mobile App – Go to Settings and Tap “Cosmo Service Status” to stop/start/restart Cosmo Service



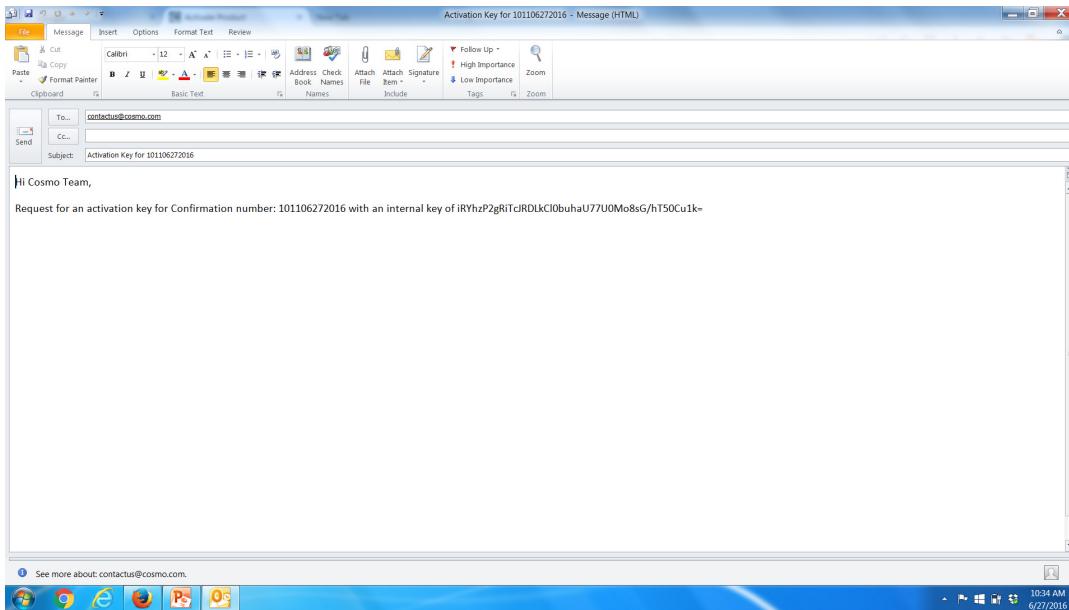
#### **4 How to request full license activation key?**

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- Click "Activate Now" button from your Cosmo Trial installation
- Complete the form as below and click "Request Activation Key" button and it will take it to email screen. Complete the email and send it. Cosmo support team will send you the activation key based on your purchased option.



After "Requesting Activation Key" and it will take it to below screen if you have Outlook installed.

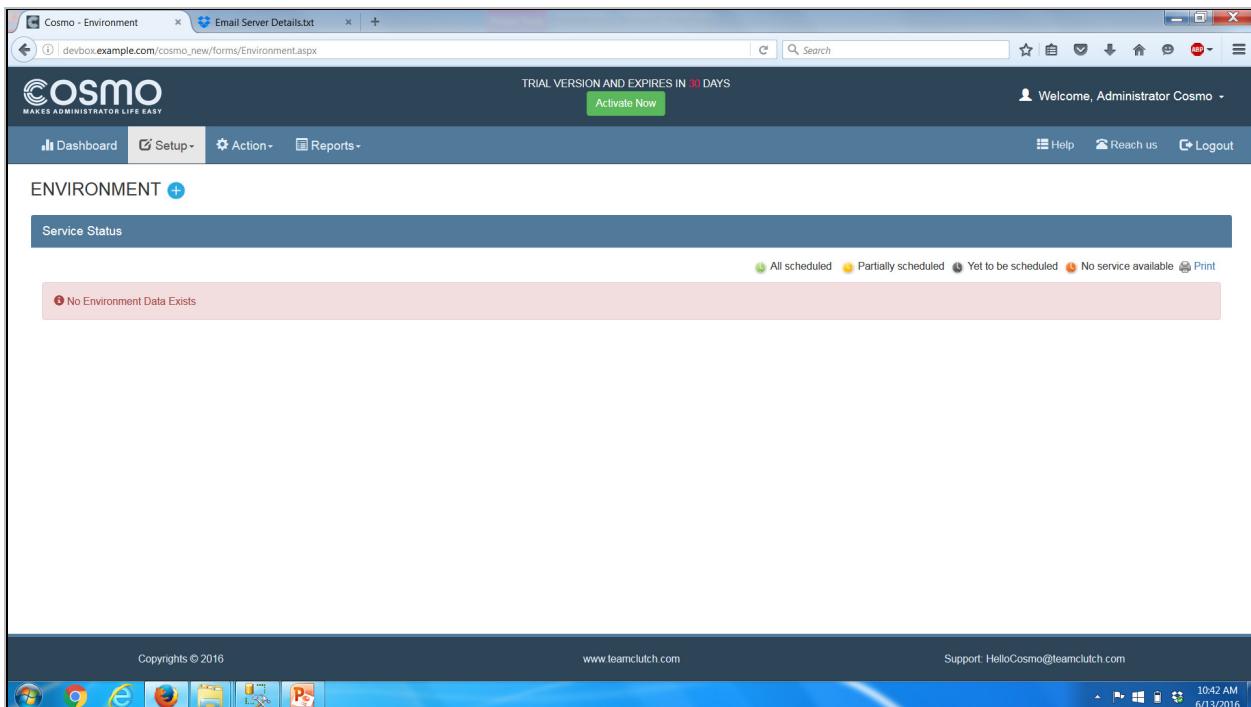


### 5 What is Environment, Services in Cosmo?

- Each Cognos Services will consider as Service in Cosmo. For Example. Content Manager and Dispatcher installation are considered as separate service. The dispatcher of Content Manager will be added automatically.
- We can logically group one or more services under Environment. For Example. We can group all service/installation related to Development, QA/Test, Prod as separate Environment.

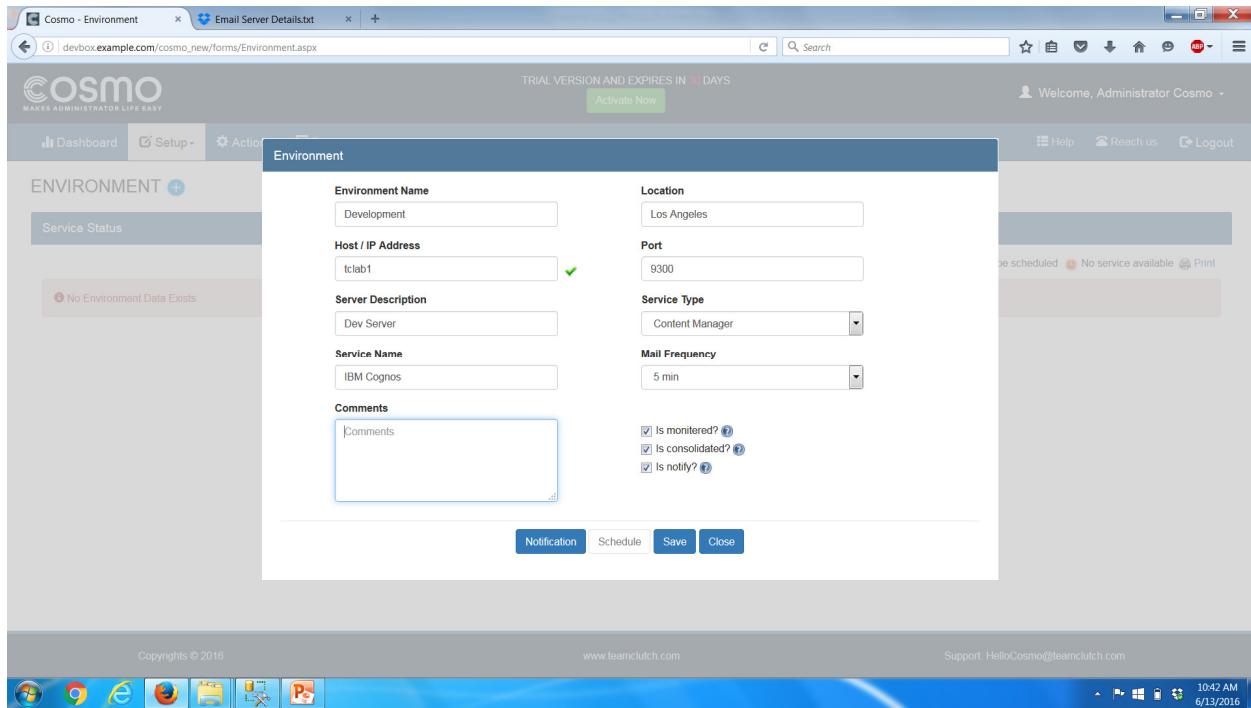
### 6 How to add Environment in Cosmo?

Step 1: Go to Setup in Main Menu, Click Environment sub menu. The below screen will load and click + sign to add Environment



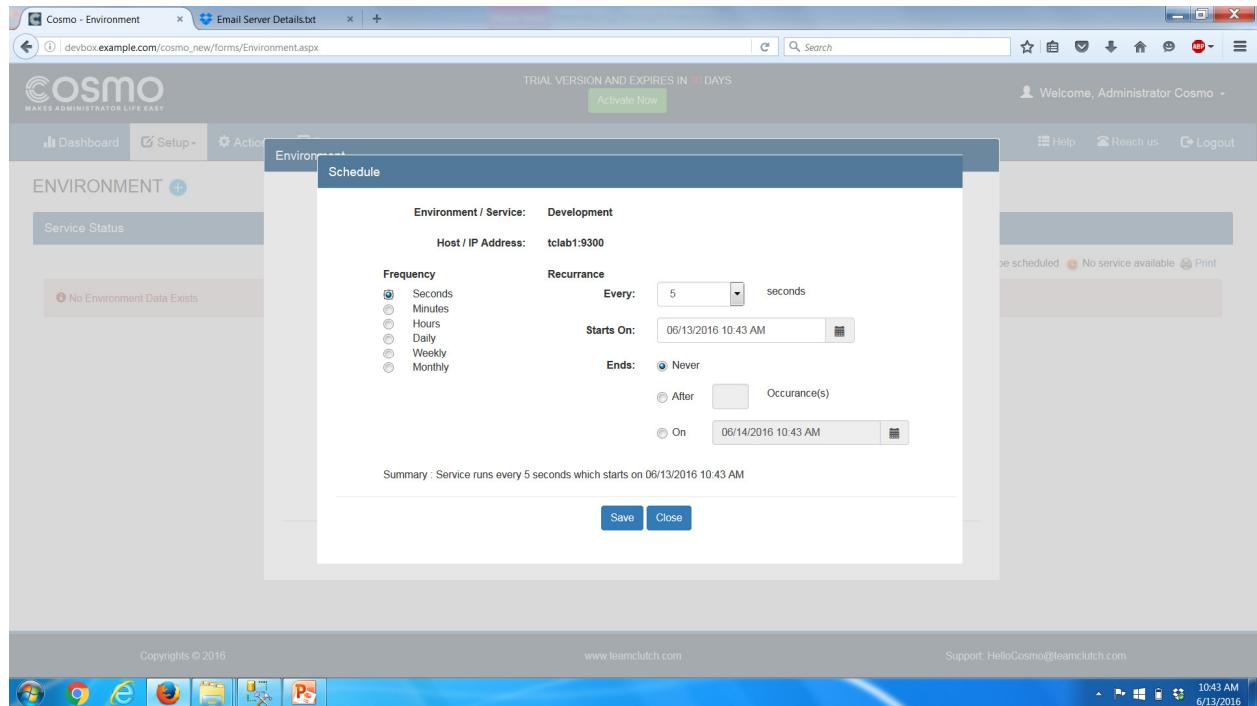
Step 2: Provide below detail.

- You have to enter the exact Service name in Service Name text box.
- Click Notification button to enter email address. Without Email address, Schedule button will not be enabled. Need to add at least one email address.
- Once email address added in Notification, Click Schedule to enter schedule details and Save and you all set.



## 7 How to schedule to monitor the environment?

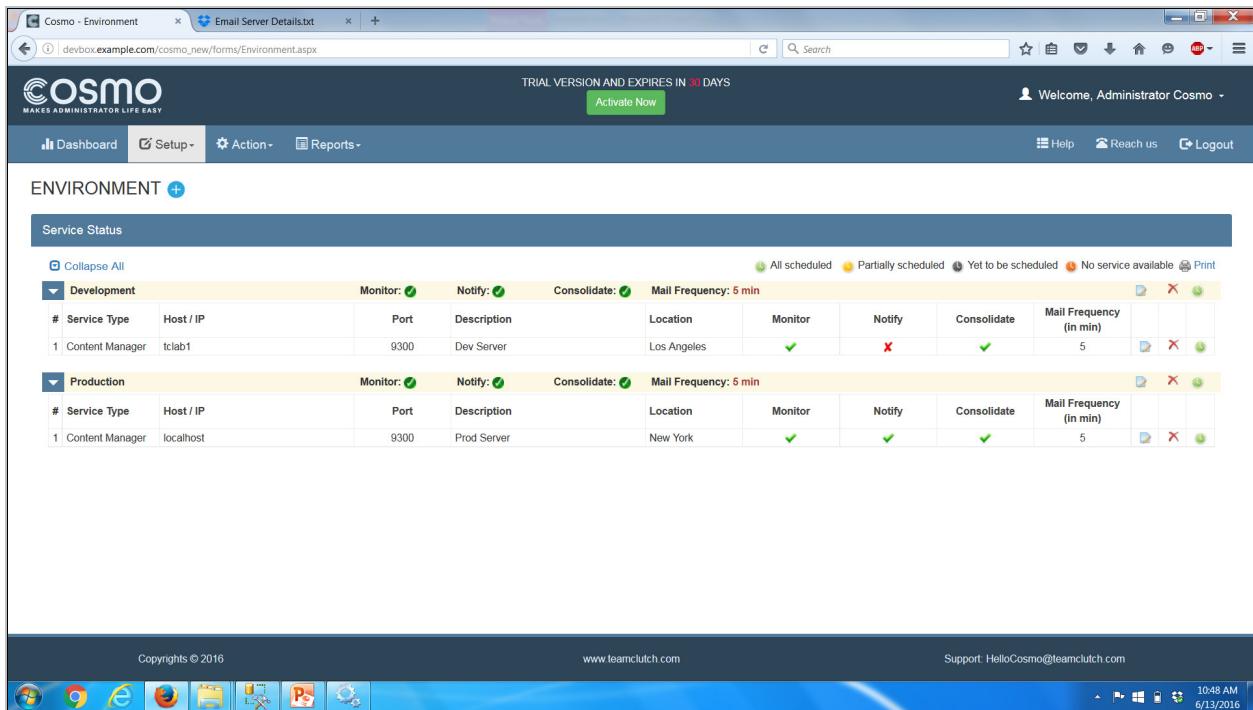
- Once enter all require information to add Environment. We need to add at least one email address in “Notification” Section for that environment to enable “Schedule” button. Once the Schedule button enabled. Click Schedule button and below screen will appear



- Select the Frequency that we need to schedule. Add value in Recurrence for Every based on selected Frequency.
- Add value to start the schedule to monitor and End the monitor schedule.
- Click Save to come back to Environment screen and Save and Close the pop-window.

## 8 How to edit or delete Environment in Cosmo?

- Go to Setup in Main Menu and click “Environment”. All list already added environment will display as below screenshot.
- We have option to edit each service separately or the whole environment common values.
- Click Edit icon  on the right side. The Edit window of Environment or Service will appear based on the selection
- Click Delete icon  on the right side. The Delete confirmation window of Environment or Service will appear based on the selection and confirm to delete. **Note: Once you delete the environment or services, we can't restore back.**



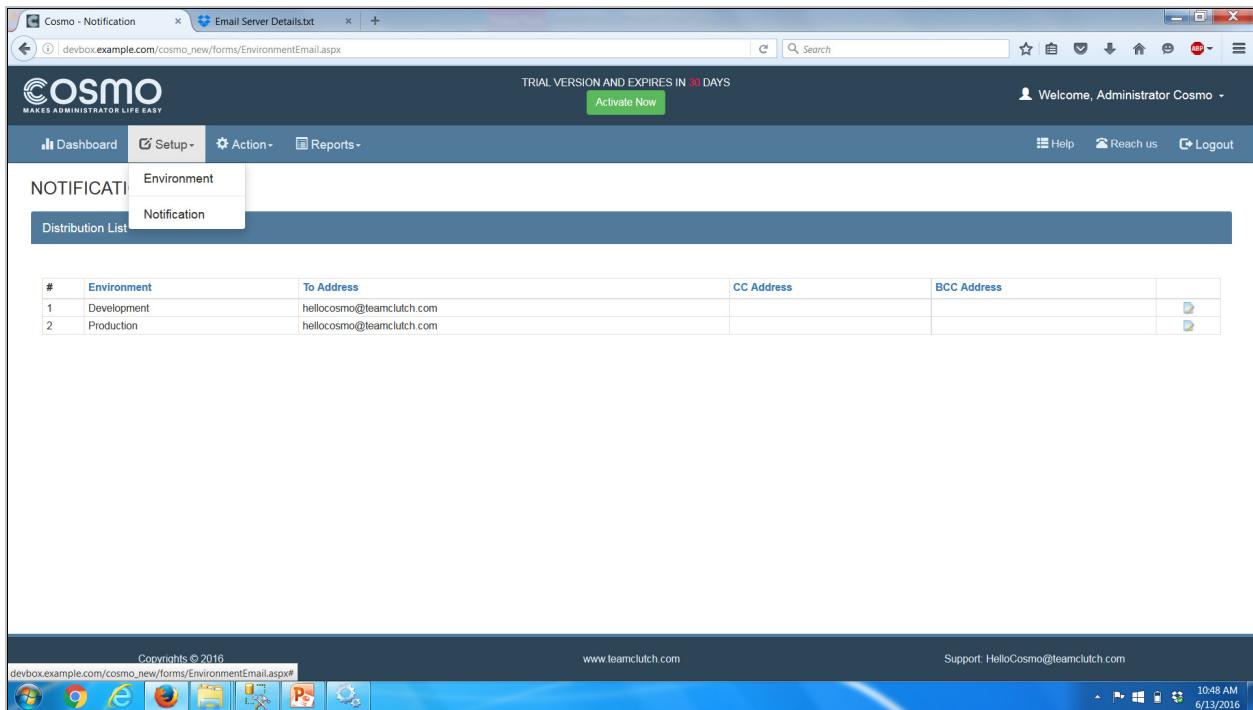
Development		Monitor:	Notify:	Consolidate:	Mail Frequency: 5 min				
#	Service Type	Host / IP	Port	Description	Location	Monitor	Notify	Consolidate	Mail Frequency (in min)
1	Content Manager	tclab1	9300	Dev Server	Los Angeles				5

Production		Monitor:	Notify:	Consolidate:	Mail Frequency: 5 min				
#	Service Type	Host / IP	Port	Description	Location	Monitor	Notify	Consolidate	Mail Frequency (in min)
1	Content Manager	localhost	9300	Prod Server	New York				5

## 9 How to add/edit/remove email addresses in Environment?

- Once Environment created first time, the next time onwards we can add/edit/remove email address and Text strings accessing “Notification” sub menu from “Setup” Main Menu as showed below screenshot



The screenshot shows the Cosmo application running in a web browser. The title bar says "Cosmo - Notification" and the address bar shows "devbox.example.com/cosmo\_new/forms/EnvironmentEmail.aspx". The top navigation bar includes links for "Activate Now", "Welcome, Administrator Cosmo", "Help", "Reach us", and "Logout". Below the navigation is a secondary menu with "Dashboard", "Setup", "Action", and "Reports". The main content area has a header "NOTIFICATION" with a dropdown menu showing "Environment" and "Notification". A table below lists two environments:

#	Environment	To Address	CC Address	BCC Address
1	Development	hellocosmo@teamclutch.com		
2	Production	hellocosmo@teamclutch.com		

At the bottom, there's a footer with copyright information, a support email, and a Windows taskbar showing the date and time.

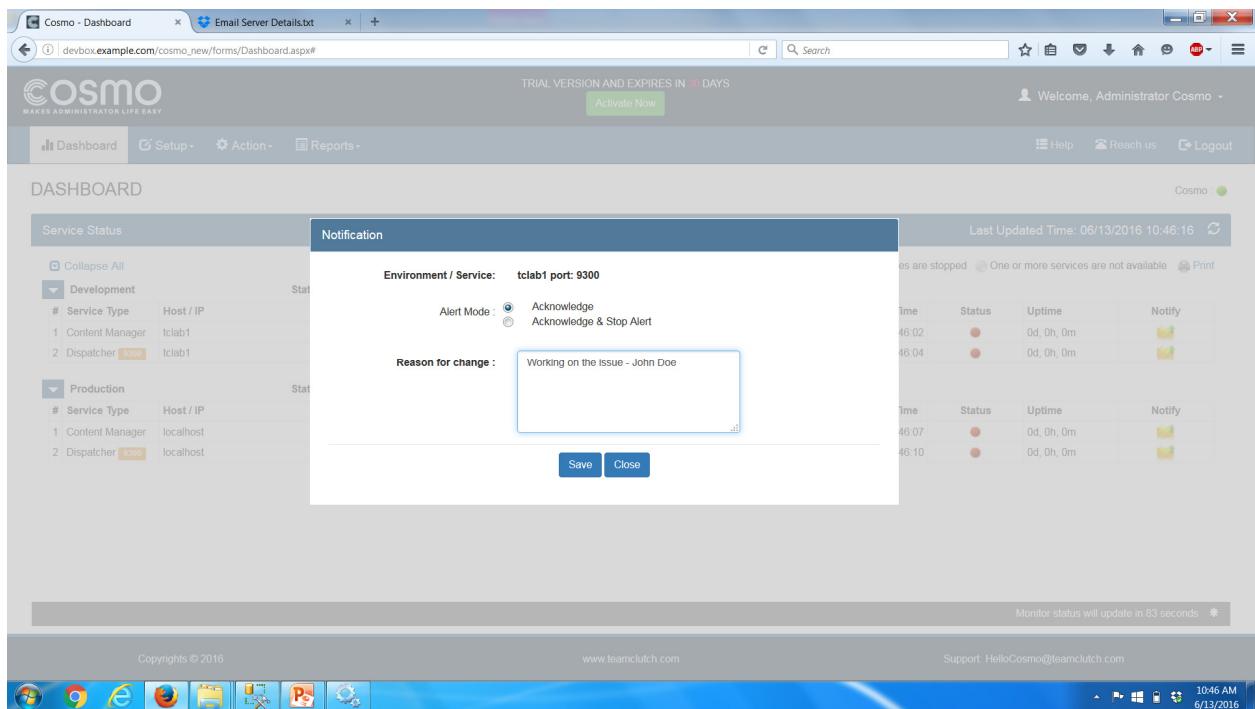
## 10 Explain various options “Is Monitored?”, “Is Consolidated?” and “Is Notify?”

- Is Monitor, Is Consolidated, Is Notify options are available while adding and editing Environment
- Is Monitor: If this option un-checked, the Cognos environment will not be monitored by Cosmo in single uncheck. By default, it is checked.
- Is Consolidated: All the services under this environment are consolidated. For Example, Schedule Frequency and notification email when failure happen are consolidated based on the environment rather service level. By default, it is checked
- Is Notify: This option will determine whether we need notification when service fails. If this option un checked, notification will not be sent when services are down.

## 11 How notifications work in Cosmo?

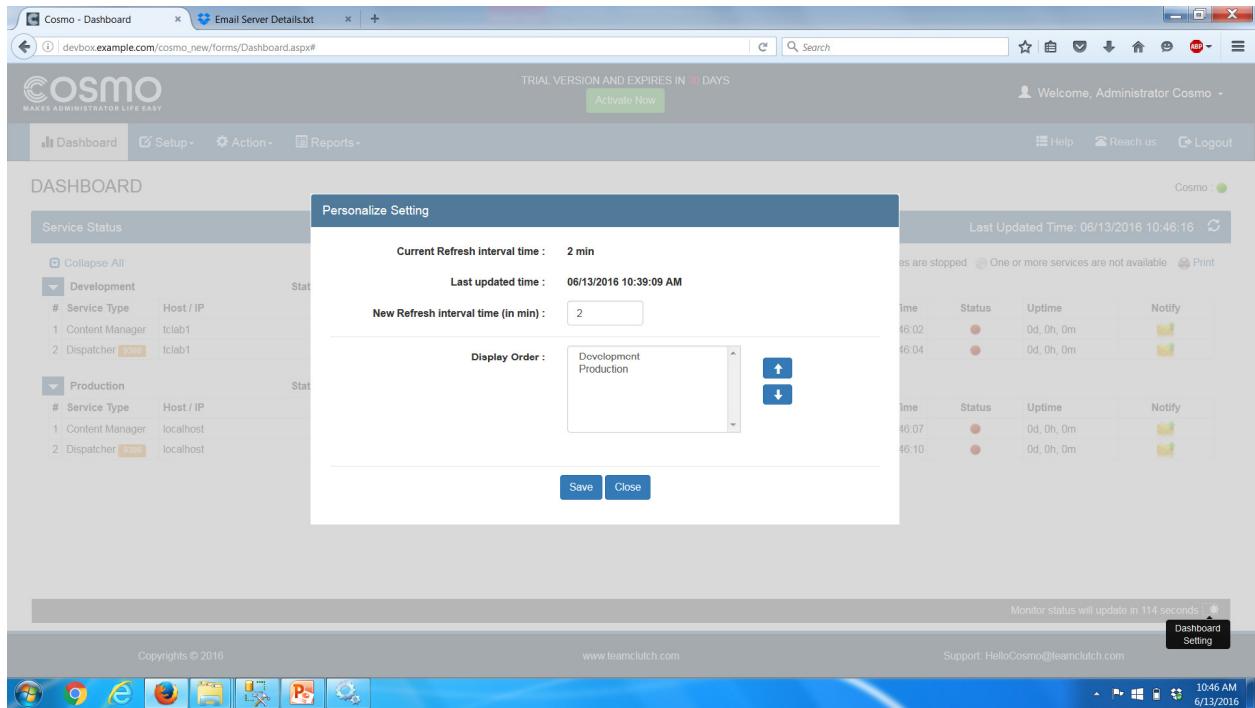
- Once service failure detected by Cosmo based on the configuration, it will send email based on frequency configured.
- In Dashboard, we can see Alert Icon  in the last column “Notify”. We can click and perform two actions

- Acknowledge: Email will go out informing everyone that we are working on this issue, but keep sending the alert. The icon in Notify column will change to 
- Acknowledge & Stop Alert: Email will go out informing everyone that we are working on this issue with stopping the alert. The icon in Notify column will change to 
- Acknowledge & Start Alert: Email will go out informing everyone that we are working on this issue with starting the alert. The icon in Notify column will change back to 



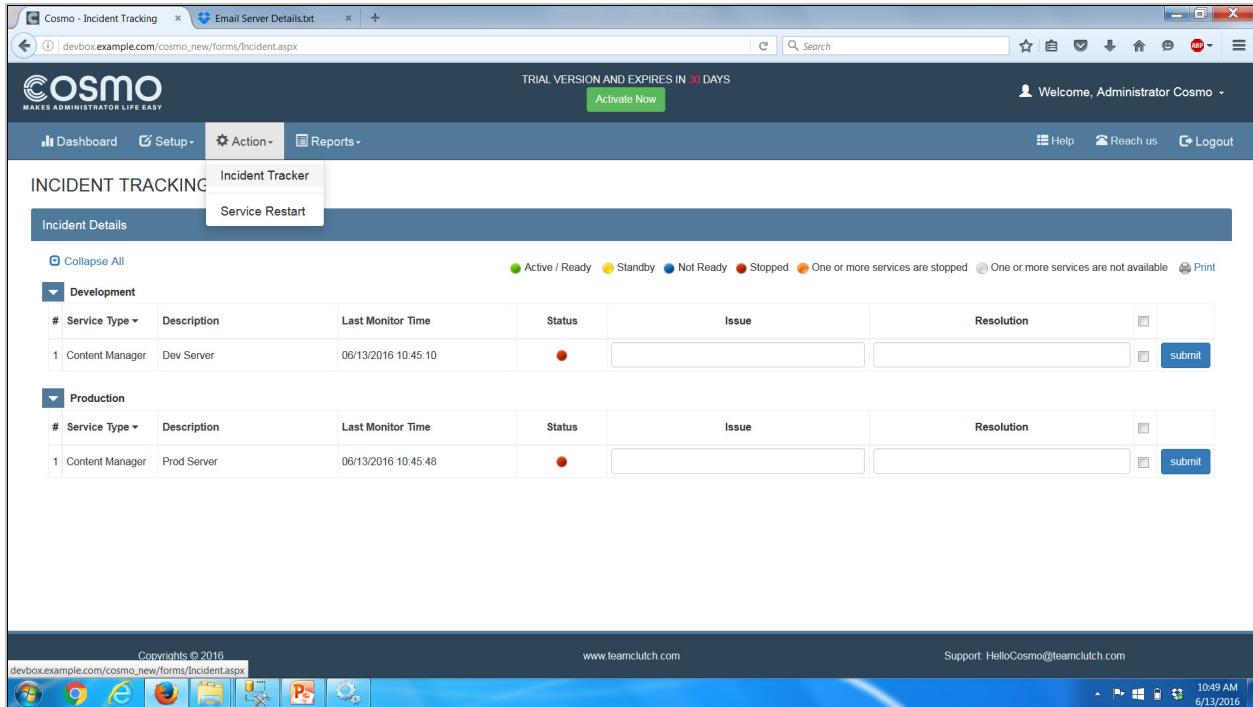
## 12 How to change the display order of the Environments in Dashboard or Environment page?

- Click “Dashboard” from Main Menu. Click “Dashboard Setting” icon right bottom of the screen and Personalize Setting window will appear as below. We can change the Display order using Up or Down arrow, Once the option selected Save and Close. The new order will appear. The same order will appear in Cosmo Mobile as well.



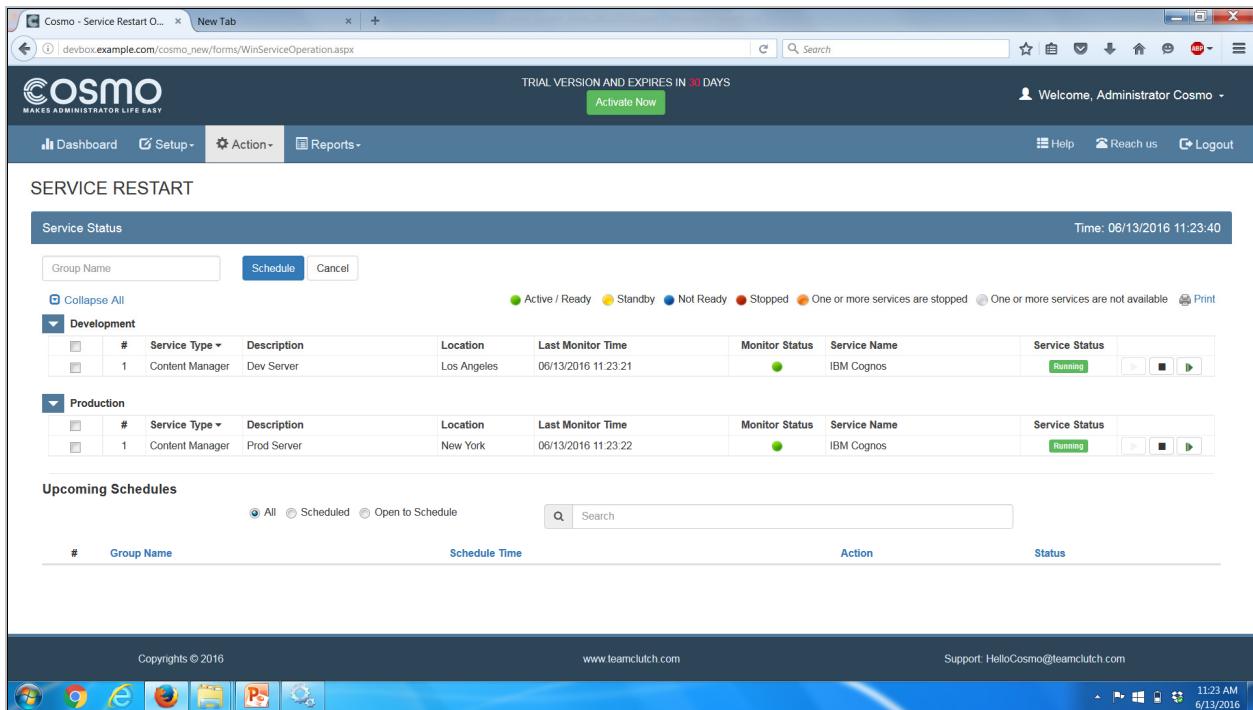
## 13 How to add Issues & Resolutions in Incident Tracker?

- Go to Action → Incident Tracker. Below screen will appear. Add Issues and Resolution.
- If there are more than one Incident within the same environment. We can select checkbox on the title row to copy automatically to all other incident record. This option will work only with in the environment and useful when we have more than one incident with same issues and resolutions.
- Click Submit button to save the records
- We can access all previous incident from Incident Report



## 14 How to Stop/Start/Restart Services On-Demand using Cosmo Web App?

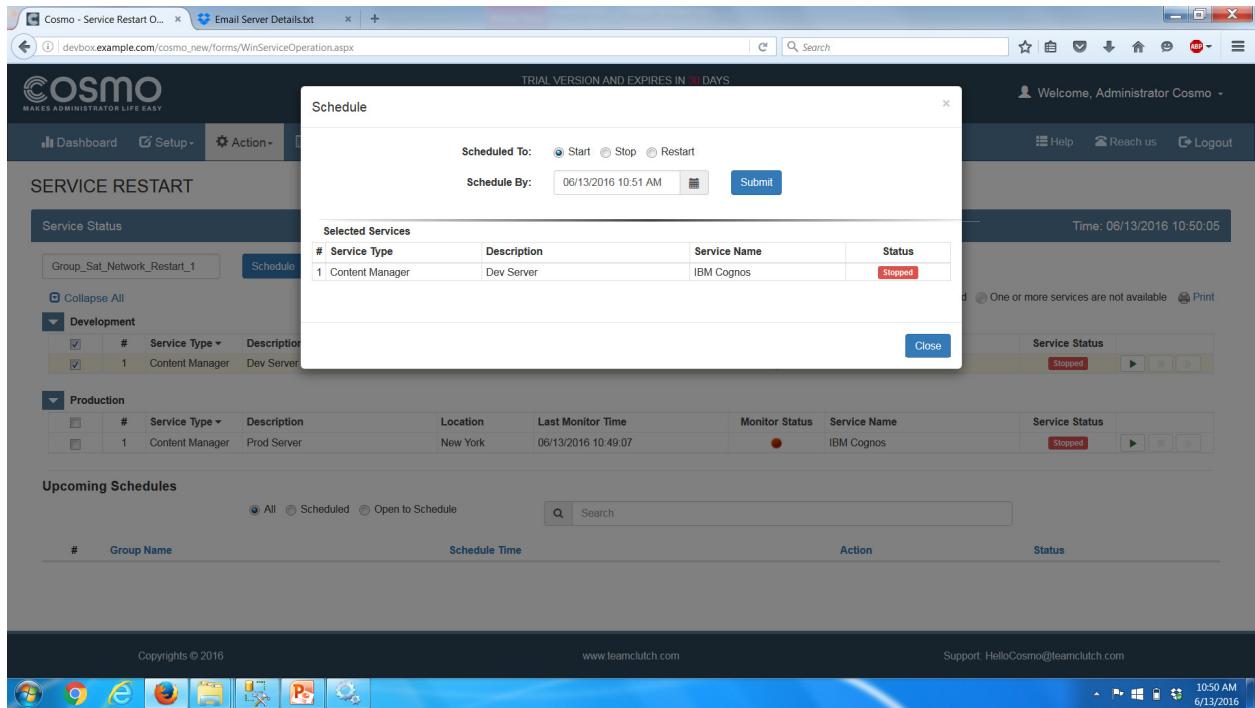
- Go to Action → Service Restart. Below screen will appear
- Under Service Status column, the current status of each Cognos service will display. Based on the status, we can see the enabled Stop/Start/Restart button next to it.
- Click the desire option to perform the action.
- Either we can wait until the action complete on the same screen or go to the other screen.



The screenshot shows the COSMO Service Restart Operation interface. At the top, there's a navigation bar with links for Dashboard, Setup, Action (selected), Reports, Help, Reach us, and Logout. A trial version notice says "TRIAL VERSION AND EXPIRES IN 30 DAYS" with a "Activate Now" button. The main area is titled "SERVICE RESTART". It has a "Service Status" section with tabs for Group Name, Schedule, and Cancel. Below this is a legend for service status indicators: Active / Ready (green), Standby (yellow), Not Ready (blue), Stopped (red), One or more services are stopped (orange), One or more services are not available (grey), and Print (link). There are two expandable sections: "Development" and "Production". Under Development, one service named "Content Manager" is listed with details: Dev Server, Location Los Angeles, Last Monitor Time 06/13/2016 11:23:21, Monitor Status green, Service Name IBM Cognos, and Service Status Running. Under Production, another "Content Manager" service is listed with similar details. Below these sections is an "Upcoming Schedules" table with columns for #, Group Name, Schedule Time, Action, and Status. The table currently has no entries. At the bottom, there's a footer with copyright information (Copyrights © 2016), a search bar, and support contact (Support: HelloCosmo@teamclutch.com). The system tray at the bottom right shows the date (11:23 AM 6/13/2016) and various icons.

## 15 How to schedule to Stop/Start/Restart services?

- Go to Action → Service Restart.
- Enter the Group Name or Select the existing Group. Select the one or more Services from the same Environment. Click “Schedule”, below screen will appear. Select the Action that need to be performed and select future time and Click Submit.
- Scheduled Group will be displayed bottom of the screen under “Upcoming Scheduled” section
- Note: We can't schedule services from multiple environment



## 16 What Order will Cosmo Stop/Start/Restart Cognos services during schedule?

Below are the different possible scenarios and its order of service start/stop during scheduled stop/start/restart of services.

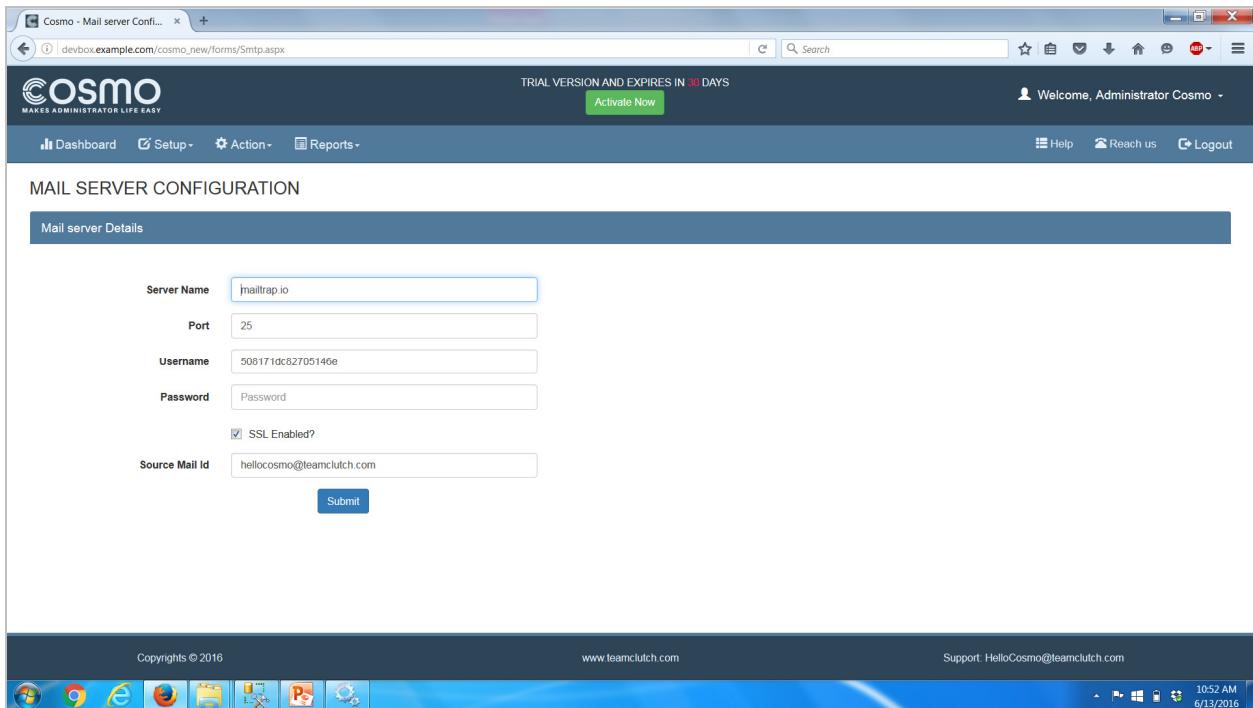
- **For STOP schedule request** - If environment has one or more CM / one or more Dispatcher, Cosmo will
  - o Stop all the dispatcher one by one
  - o Stop the all Stand by CM one by one
  - o Stop the Active CM
  - o Send the confirmation mail
- **For START schedule request** - If environment has one or more CM / one or more Dispatcher, Cosmo will
  - o Start the Active CM
  - o Wait until Active CM become running and CM Dispatcher is ready Status
  - o Start all the dispatcher one by one
  - o Start all Stand by CM one by one
  - o Send the confirmation mail

- **For RESTART Schedule request** - If environment has ONE CM and one or more Dispatcher, Cosmo will
  - o Stop all the dispatcher one by one
  - o Stop the CM
  - o Start the CM
  - o Start all the dispatcher one by one
  - o Send the confirmation mail
- **For RESTART Schedule request** - If environment has MORE than ONE CM and one or more Dispatcher, Cosmo will
  - o Stop the standby CM (2)
  - o Start the standby CM (2)
  - o Wait until it status shows as Stand By and stand by CM Dispatcher status shows as ready
  - o Stop / Start all the dispatcher one by one
  - o Stop the Active CM (1)
  - o Wait to see standby CM (2) is become Active Status and CM dispatcher is ready
  - o then start the Active CM (1)
  - o Wait until the status shows as Stand By and stand by CM Dispatcher status shows as ready
  - o Send the confirmation mail

## 17 How to modify SMTP email configuration?

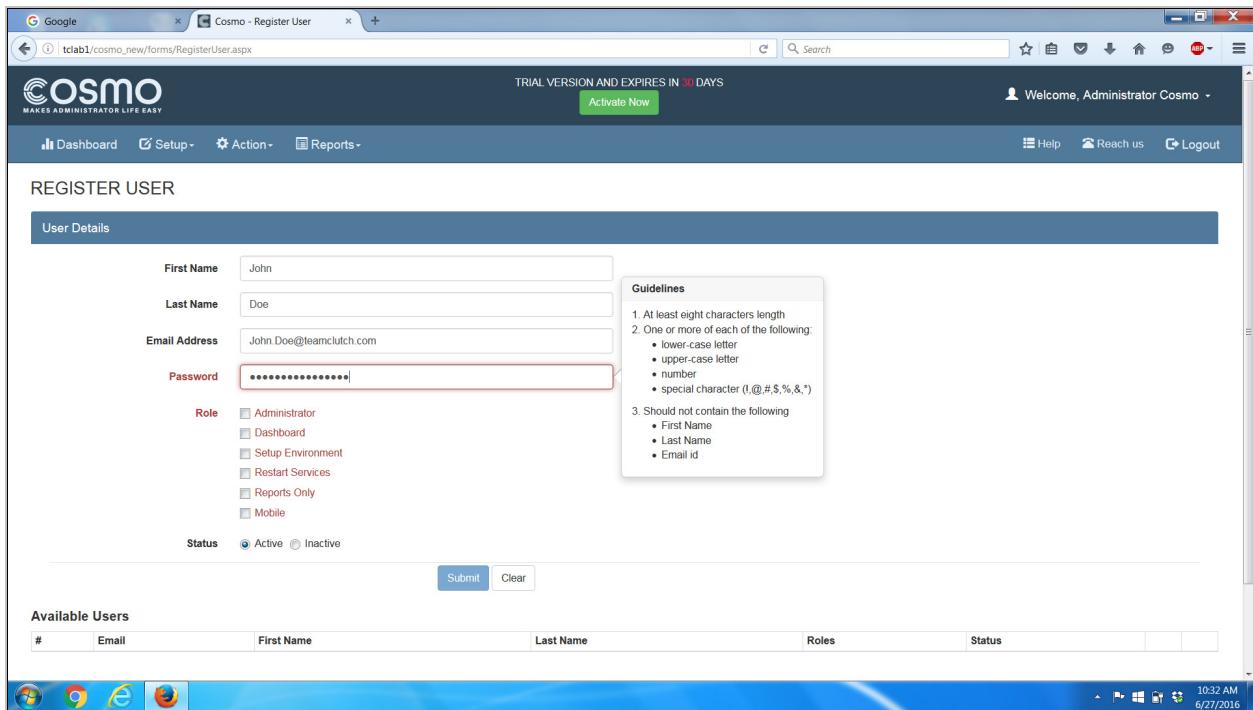
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- Go to User Name on the right side top corner, click the name, Settings → Email Server, below screen appear to modify SMTP email configuration
- This screen preserves the value that we entered during initial Cosmo configuration. If required, we can modify afterwards.



## 18 How to create new users or modify existing user permissions?

- Go to User Name on the right side top corner, click the name, Settings → Manager User, below screen appear to add/modify/Deactivate Cosmo users
- Enter required information, select Role for the users and Submit.
- All available users of Cosmo will appear under “Available Users” Section
- Administrator Role is the super users who has access to full Cosmo features
- Dashboard Role has access to only Dashboard from main menu
- Setup Environment Role has access to only to Add/Edit/Delete Environment
- Restart Services Role has access to only Restart Services
- Reports Only Role has access to only Reports menu
- Mobile Role has access to Cosmo Mobile
- We can select one or more Role (other than Administrator)



The screenshot shows the Cosmo software interface with the title 'Cosmo - Register User'. The main area is titled 'REGISTER USER' and contains a 'User Details' section. The 'Password' field is highlighted with a red border, and a tooltip-like box appears over it with the following text:

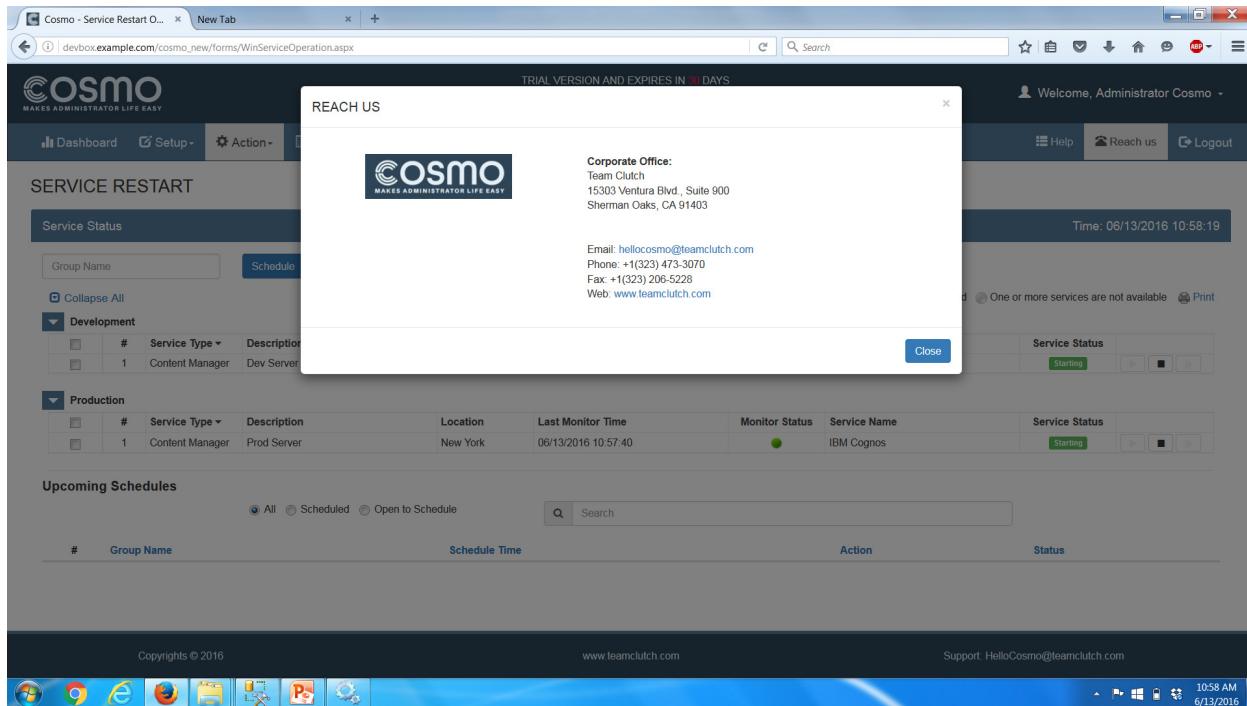
**Guidelines**

1. At least eight characters length
2. One or more of each of the following:
  - lower-case letter
  - upper-case letter
  - number
  - special character (!,@,#,\$,%,&,\*)
3. Should not contain the following
  - First Name
  - Last Name
  - Email id

Below the 'User Details' section is a table titled 'Available Users' with columns for #, Email, First Name, Last Name, Roles, and Status. At the bottom of the screen, the Windows taskbar is visible with icons for Start, Task View, File Explorer, Edge, and Internet Explorer, along with system status icons.

## 19 How to contact Cosmo team for issues/questions/comments/feedback?

- By Email: Send Email to [HelloCosmo@teamclutch.com](mailto:HelloCosmo@teamclutch.com)
- By Phone: Call 323 473 3070

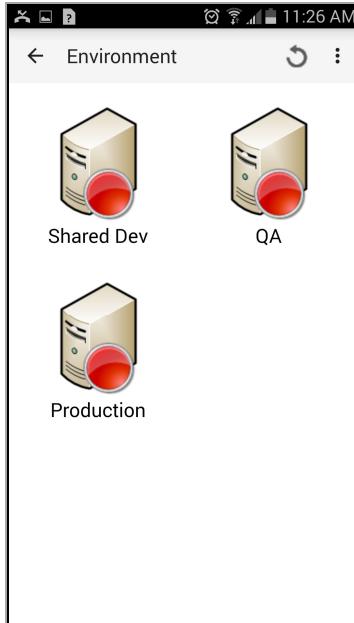


## 20 How to Stop/Start/Restart Services On-Demand using Cosmo Mobile App?

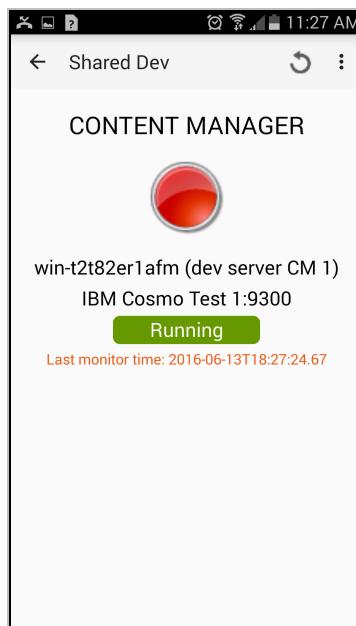
- Login in to Cosmo mobile app with proper login, password and Access Point URL.



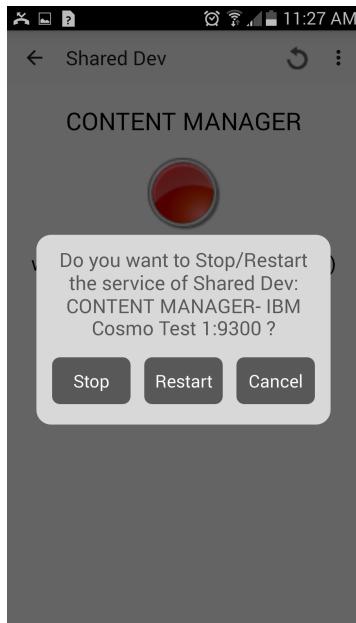
- Once successful login, it will take it to Environment screen where we can see list of environments.



- Select the environment that we need to see the service level status.



- Tap the Service Status to perform the action. If the service is already Running, we can Stop or Restart the service.



- If the service is already Stopped, we can Start the service as shown below.

