

Oracle Life Sciences InForm Reporting Cognos Installation Guide

For Cognos
Release 12.0.4 IF1022



Part number: G48470-01

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CHAPTER 1

Introduction

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About InForm Reporting Cognos installations and upgrades

This guide provides instructions on how to install, upgrade, and configure IBM Cognos Analytics 12.0.4 IF1022 for use with supported InForm versions.

- InForm Reporting Cognos installations can be installed or upgraded independent of the core InForm software version (for selected Cognos patches and versions certified by Oracle).
- InForm can support multiple (Oracle Certified) IBM Cognos Analytics versions and patch levels, and IBM Cognos Analytics versions can be updated without requiring an upgrade to InForm.

The list of supported versions of IBM Cognos Analytics is in the *Product Technology Compatibility Matrix* on My Oracle Support (MOS) in **Article 180430.1 (Oracle Life Sciences Applications Supported Technology Stack)**.

For more information, see *Viewing the list of supported versions of IBM Cognos Analytics* (on page 4, on page 2).

Cognos installation and upgrade options

Installation options

- *Install IBM Cognos Analytics 12.0.4 IF1022* (on page 7), and:
 - Leave your InForm core software version installation unchanged.Or
 - Upgrade the version of your InForm core software.

Upgrade options

- *Upgrade from IBM Cognos Analytics 11.2.4 FP4 - 1034 to 12.0.4 IF1022* (on page 15), and:
 - Leave your InForm core software version installation unchanged.Or
 - Upgrade the version of your InForm core software.
- Leave your InForm Reporting environment that is already fully installed and configured with a previously supported version of IBM Cognos Analytics unchanged, and:
 - Upgrade the version of your InForm core software.

Note: For information on upgrading your InForm core software, see the *Upgrade and Migration Guide* on the Oracle Help Center.

Viewing the list of supported versions of IBM Cognos Analytics

A historical list of the supported versions of IBM Cognos Analytics is maintained in the *Product Technology Compatibility Matrix* on My Oracle Support (MOS).

- 1 Log into My Oracle Support (MOS) at <https://support.oracle.com/portal/>.

If you don't have a MOS account:

- a Open My Oracle Support, and below the Login button, click **New User? Register Here**.

- b For step-by-step instructions for registering, see the following guide:

<http://www.oracle.com/us/support/myo-support-quick-reference-1957377.pdf>

- 2 Open **MOS Article 180430.1 (Oracle Life Sciences Applications Supported Technology Stack)**.
- 3 In the **Purpose** section, click the **Oracle Phase Forward Product Technology Compatibility Matrix** link to download the compatibility matrix Excel spreadsheet.
- 4 In the Excel spreadsheet, click the **Reporting & Analysis** tab.
- 5 For InForm documentation relating to a listed, supported version of Cognos, contact Oracle Global Support.

CHAPTER 2

System Requirements

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Cognos Reporting application server

Component	Description
Operating systems	Supported Microsoft Windows platforms: Windows Server 2019 Standard (64-bit).
Database Client	Supported Oracle versions: Oracle Database Client 19.29 (32-bit).
Reporting	<p>IBM Cognos Analytics requires the following Oracle JDBC driver:</p> <ul style="list-style-type: none">• ojdbc8.jar <p>The OJDBC driver is a requirement for the Cognos Report Server and the Cognos Content Manager.</p> <p>Note: As noted in the InForm <i>System Requirements</i>, Cognos 12 requires JRE Version 1.8. However, Cognos 12.0.4 IF1022 environments should use JRE 1.8 Update 261 or higher.</p> <p>The following files must be installed (for more information, see <i>Post-installation tasks</i> (on page 9) and <i>Post-upgrade tasks</i> (on page 6)):</p> <ul style="list-style-type: none">• analytics-installer-3.7.45-win.exe• casrv-12.0.4-2506131605-winx64h.zip• MotioCap.jar• MotioLDAP.jar• Cognos Utility folder• Loginlabels.jar• Log4j-jcl-2.17.1.jar <p>These files are located on My Oracle Support (MOS) in Patch 23294044 (PALRT2345).</p>

CHAPTER 3

Installing IBM Cognos Analytics 12.0.4 IF1022

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Run the IBM Cognos Analytics 12.0.4 IF1022 installation

The IBM Cognos Analytics installation consists of two components: the installer executable and a repository zip file.

- 1 Download the **analytics-installer-3.7.45-win.exe** and **casrv-12.0.4-2506131605-winx64h.zip** files from My Oracle Support (MOS) in **patch 23294044 (PALRT2345)**.
- 2 Right click on **analytics-installer-3.7.45-win.exe**, and select **Run as administrator**.
- 3 Select the language to use for the installation, and click **Next**.

The Repository selection page appears.

- 4 Select **IBM Cognos Analytics - 12.0.4**, and click **Next**.
- 5 Review and accept the license agreement, and click **Next**.
- 6 In the **Installation location** field, browse to or type the drive and destination folder for the Cognos Analytics application (for example E:\cognos\c11), and click **Next**.

If the **Folder does not exist** message appears, click **Yes** to create the folder.

- 7 Select the appropriate installation type and components depending on your server configuration, and click **Next**. Do not select the Optional Gateway component.

Server Configuration	To install...	Installation type	Choose components
Single server	Content Manager and Report Server	Custom	Content Tier (mandatory) Application Tier
	Active Content Manager	Custom	Content Tier (mandatory) Application Tier
Distributed environment	Standby Content Manager	Custom	Content Tier (mandatory) Application Tier (mandatory)
	Report Server	Custom	Application Tier (mandatory)

- 8 Review the pre-installation summary, and click **Install**.

The installation program installs the components that you selected. This takes several minutes. When the component installation is complete, the Complete page appears.

- 9 Click **Done**.
- 10 On the Complete page, click **Done**.
- 11 Open the **cmplst.txt** file in the Cognos installation directory.
- 12 Look for the line **Manifest=casrv-manifest-12.0.4-2506131605-winx64h.json** to confirm that Cognos Analytics 12.0.4 IF1022 is installed successfully.

Post-installation tasks

Create a bcprovpkix-1.59.jar file dummy jar file in the Cognos Analytics installation

- 1 Navigate to cognosinstallDir/bin.
- 2 Right click in the folder, and go to New > New Text Document.
The text file is given a default name of New Text Document and a default extension of .txt.
- 3 Rename the file to bcprovpkix-1.59.jar.
The file extension must be .jar.
- 4 Copy the bcprovpkix-1.59.jar from CognosinstallDir/bin to JreInstallDir/lib/ext.

Note: If a bcprovpkix-1.59.jar file is already present in JreinstallDir/lib/ext, rename it to bcprovpkix-1.59.jar.old.

Note: This step is required as the Cognos Analytics Customization for InForm wizard has a dependency on the presence of the legacy Cognos file bcprovpkix-1.59.jar, which was removed in another version of Cognos. Without this dummy file, the wizard will fail.

Update the Cryptography settings

- 1 Open **Cognos Configuration**.
- 2 Navigate to the **Security > Cryptography**.
- 3 Set the **PDF Confidentiality algorithm** to **Advanced Encryption Standard with Cipher Block Chaining (CBC) Mode (256-bit key)**.
- 4 Save the configuration by clicking **File** and then **Save**.

Update the Dispatcher JVM Memory

This task specifies the maximum amount of memory in MB that can be used by the Java Virtual Machine, which depends on how much memory is available.

- 1 Open **Cognos Configuration**.
- 2 Navigate to the **Environment > IBM Cognos services > IBM Cognos** section.
- 3 Set the **Maximum Memory for Websphere Liberty Profile in MB** to **8192**.
- 4 Save the configuration by clicking **File** and then **Save**.

Copy and replace the latest MotioCap.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- 2 Copy the **MotioCap.jar** file from MOS Patch 23294044 (PALRT2345) and replace the existing **MotioCap.jar** file in this folder.

Copy and replace the latest MotioLDAP.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- 2 Copy the **MotioLDAP.jar** file from MOS Patch 23294044 (PALRT2345) and replace the existing **MotioLDAP.jar** file in this folder.

Copy the latest log4j-jcl-2.17.1.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- Copy the **Log4j-jcl-2.17.1.jar** file from MOS Patch 23294044 (PALRT2345) in this folder.

Copy the LoginLabels.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- 2 Copy the **LoginLabels.jar** file from MOS Patch 23294044 (PALRT2345) to this folder.

Update the MotioCAP_InFormCAP.properties file

- 1 Navigate to **CognosInstallDir/configuration**.
- 2 Make a backup of the **CognosInstallDir/MotioCAP_InFormCAP.properties** file.
- 3 Open the **CognosInstallDir/MotioCAP_InFormCAP.properties** file.
- 4 Add the following lines to the end of the file:

```
#Encryption settings needed for latest JRE8 U261
encryption.algorithm=AES/ECB/PKCS5Padding
encryption.useAES128=true
```
- 5 Save the changes by clicking **File** and then **Save**.
- 6 Close the file.

Remove the classes12-10g.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/lib**.
- 2 Remove the **classes12-10g.jar** file from the folder.

Clean up the bcprovpkix-1.59.jar dummy file

- 1 Navigate to **CognosInstallDir/bin**.
- 2 Remove the **bcprovpkix-1.59.jar** file from the folder.
- 3 Navigate to **JreInstallDir/lib/ext**.
- 4 Remove the **bcprovpkix-1.59.jar** file from the folder.

Note: This step is required to be performed before starting the Cognos service; IBM removed this file in Cognos 11.2.x, and therefore it is required to be removed from InForm Reporting environments.

Replace ojdbc.jar

- 1 Navigate to **CognosInstallDir/drivers**.
- 2 Remove the **ojdbc7.jar** file from the folder.
- 3 Copy the **ojdbc8.jar** file from MOS Patch 23294044 (PALRT2345) to the folder.

Note: This step is required to be performed before starting the Cognos service. Please make sure the Cognos Configuration UI is closed while performing this action.

Run first-time setup on the Cognos server

- 1 Start Cognos.
- 2 Copy the Cognos Utility folder from MOS to a local Cognos server.
- 3 Open a command prompt and point to the copied CognosUtility folder on the local server.
- 4 Run **PFRinitfirsttimesetup.exe** using following methods:

Syntax:

PFRInitFirstTimeSetup uses command line parameters or a parameter file.

Command line:

```
PFRInitFirstTimeSetup sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin dispatcher_url=http://host:9300/p2pd/servlet/dispatch  
[pfrinit_setup_version=7.0.0.0] [install_type=IPU]
```

Parameter file:

```
PFRInitFirstTimeSetup c:\parameter.txt
```

The parameter file content is (values shown only as an example):

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url= http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
[pfrinit_setup_version=7.0.0.0]  
[install_type=IPU]
```

Parameters required for a new InForm 7.x installation:

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url=http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
pfrinit_setup_version=7.x
```

Parameters required for an in-place upgrade:

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url=http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
install_type=IPU
```

Parameter information:

Parameter	Description
sysadmin_namespace	Oracle Directory Server admin namespace
sysadmin_uid	Username of user associated with the Cognos system administrator group.
sysadmin_pid:	Password for sysadmin_uid.
dispatcher_url:	Cognos Internal dispatcher URI.
pfinit_setup_version	InForm version.
install_type:	This is only needed for an in-place upgrade (over-the-top-install only). Pass IPU as value.

Add Advance settings for X- FRAME-OPTION

- 1 Start and log into the Cognos server with an administrator account.
- 2 Navigate to **Manage-Configuration-System**.
- 3 Click on **Advance settings**.
- 4 In the **Key** field add **BIHeaderFilter.responseHeaders**, and in the **Value** field add `[{"name":"X-FRAME-OPTIONS","value":"SAMEORIGIN"}]`.
- 5 Click **Apply**.
- 6 In the **Key** field add **BIResponseWrapper.staticExpiresDays**, and in the **Value** field add **7**.
- 7 Click **Apply**.

CHAPTER 4

Upgrading to IBM Cognos Analytics 12.0.4 IF1022

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About upgrading (running an over-the-top installation) to IBM Cognos Analytics 12.0.4 IF1022

You can now upgrade your version of Cognos Analytics by performing an over-the-top installation. This is the default upgrade method and the simplest and easiest way to upgrade Cognos Analytics. All components are upgraded to a newer version using the same configuration details, ports, themes, and extensions as your previous installation.

This topic describes the high-level steps required for the over-the-top installation,

For more information and detailed steps, see <https://www.ibm.com/support/pages/how-upgrade-your-version-cognos-analytics>.

Complete the following steps on the same server(s) where IBM Cognos Analytics 11.2.4 FP4 - 1034 is installed and configured. Ensure that you upgrade all Cognos Analytics components in your distribution. This includes all Cognos Servers (for example, the Report Servers and Content Managers).

If the setup is distributed, the sequence of stopping and starting the servers is important.

- 1 Stop the servers in following order:
 - a Report Servers (if applicable).
 - b Secondary Content Managers (if applicable).
 - c Primary Content Manager.
- 2 Start the servers in the reverse order:
 - a Primary Content Manager.
 - b Secondary Content Managers (if applicable).
 - c Report Servers (if applicable).

Additionally, for a distributed Cognos environment you should upgrade your Cognos Servers to 12.0.4 IF1022 in the following order:

- 1 Active Content Manager Server.
- 2 Standby Content Manager Server (if applicable).
- 3 Report Server (if applicable).
- 4 All the other report servers (if applicable).

Note: If when upgrading any of the servers, the process fails or does not complete successfully, see [Rollback the over-the-top-installation](#).

Prepare to upgrade

Pre-upgrade backup

Before you perform the upgrade, it is important to make a full backup of your Cognos environment.

Perform the following steps on all applicable Cognos servers:

- 1 Content Store—Using your database management tools while the system is offline, perform a full backup of the content store.
- 2 In Cognos Administration, perform a Full Content Store Export Deployment.
- 3 Backup the existing Cognos Analytics installation full directory (example: C:\Cognosinstall\directory\).

Server upgrade preparation

- 1 Stop Cognos using IBM Cognos Configuration, and close the configuration window after Cognos is stopped.
- 2 Stop IIS.
- 3 Stop and also change the startup_type to manual for the following Windows services.
 - a W3SVC, w3logsvc, IISADMIN.
 - b Change startup_type for IBM Cognos to manual.
The Cognos service should already be in the stop state.
- 4 Reboot the server.
- 5 Make sure there are no stale Cognos processes.

If any stale Cognos processes, such as BiBusTkServerMain.exe, cgslauncher.exe, or cogbootstrap.exe exist, you must stop them explicitly before proceeding to the IBM Cognos Analytics 12.0.4 IF1022 installation.

Update the Preserve.txt file

The preserve.txt file (located in install\configuration\preserve\) should have the following files and folders.

You must update this file before you upgrade the software from version 11.2.4 FP4 - 1034 to 12.0.4 IF1022. This can be done as part of the backup step in the over-top-install process.

This step must be done on all the servers before installing the version 12.0.4 IF1022 software. In addition to the following files, if any other folders, such as custom images (logo.gif) exist, add the folder path to the end of the existing list in the text file.

```
# Specify files or folders to preserve
bin/updateCognosFiles.vbs
bin/updateList.xml
bin/MotioCAPAdminUpdater.exe
bin/MotioCAPAdminUpdater.exe.config
bin/MotioCapEncryptor.dll
bin/cognosdotnet_10_2.dll
bin/cognosdotnetassembly_10_2.dll
bin/PFMTRSetupUtil.exe.config
bin/PFMTRSUConfig.xml
bin/PFMTRSetupUtil.exe
bin/PFRInit.exe
bin/PFRInit.exe.config
bin/PFRInit.xml
bin/PFRSetupTrial.xml
bin/PFCommonLib.dll
bin/PFCognosAuth.exe
bin/PFCognosAuth.exe.config
configuration/MotioCAP_InFormCAP.properties
configuration/MotioCAP.key
configuration/LDAPServerCertDB
#Entire directory where MotioCAP files are present.
webapps/p2pd/WEB-INF/AAA
drivers/ojdbc8.jar
```

webapps/p2pd/WEB-INF/lib/LoginLabels.properties

webapps/p2pd/WEB-INF/lib/LoginLabels_en_US.properties

webapps/p2pd/WEB-INF/lib/LoginLabels_ja.properties

webapps/p2pd/WEB-INF/lib/LoginLabels_ja_JP.properties

#Entire directory of InForm that contains Operational & Clinical Model Files

InForm

#Entire virtual directory

Cognos11

webcontent/bi/samples

#For any Trials where a Logo is used for Standard Reports, also include the directory for each trial

/webcontent/bi/<StudyName>

/webcontent/bi/images/<StudyName>

#deployment directory where op packages exist

Deployment

Upgrade to IBM Cognos Analytics 12.0.4 IF1022

Install IBM Cognos Analytics 12.0.4 IF1022 software on all the applicable servers:

- 1 Download the **analytics-installer-3.7.45-win.exe** and **casrv-12.0.4-2506131605-winx64h.zip** files from My Oracle Support (MOS) in **patch 23294044 (PALRT2345)**.
- 2 Right click on **analytics-installer-3.7.45-win.exe**, and select **Run as administrator**.
- 3 Select the language to use for the installation, and click **Next**.

The Repository selection page appears.

- 4 Select **IBM Cognos Analytics**, and click **Next**.
- 5 Review and accept the license agreement, and click **Next**.
- 6 In the **Installation location** field, browse to or type the drive and destination folder for the Cognos Analytics application (for example E:\cognos\c11), and click **Next**.

A warning appears informing you that you are installing in the same location as a previous location and that files will be overwritten.

- 7 Click **Yes** to agree to choose this location.

A warning appears asking if you want to preserve the files.

- 8 Click **Yes** to agree to preserve the files.
- 9 Review the pre-installation summary, and click **Install**.
- 10 On the Complete page, click **Done**.

- 11 Open the **cmplst.txt** file in the Cognos installation directory.

- 12 Look for the line **casrv-manifest-12.0.4-2506131605-winx64h.json** to confirm that Cognos Analytics 12.0.4 IF1022 is installed successfully.

- 13 Repeat all steps for all instances in your distributed environment before starting the Cognos Analytics Services and starting the webserver.

Post-upgrade tasks

The following post-upgrade tasks are cumulative in nature and are continually carried forward from earlier Cognos 12.0.4 IF1022 Upgrade Documentation. They are only required to be completed once per environment, therefore if your Cognos environment has been previously upgraded and these listed post-upgrade tasks were already performed, then you are not required to complete them again as part of this upgrade.

Start the Cognos-related services

- 1 Open **Cognos Configuration**.
You will be prompted that older versions of Configuration files were found and configuration files have been upgraded to the latest version.
- 2 Click **OK**, and then save your configuration.
- 3 Start the following Windows services, if not started.
 - W3SVC
 - w3logsvc
 - IISADMIN
- 4 Change the startup_type to automatic for the following Windows services.
 - IBM Cognos
 - W3SVC
 - w3logsvc
 - IISADMIN
- 5 Start the Cognos service

Note: If Cognos starts successfully, it implies that the Content Store or Content Database has been upgraded successfully.

Update the Cryptography settings

- 1 Open **Cognos Configuration**.
- 2 Navigate to the **Security > Cryptography**.
- 3 Set the **PDF Confidentiality algorithm** to **Advanced Encryption Standard with Cipher Block Chaining (CBC) Mode (256-bit key)**.
- 4 Save the configuration by clicking **File** and then **Save**.

Update the Dispatcher JVM Memory

This task specifies the maximum amount of memory in MB that can be used by the Java Virtual Machine, which depends on how much memory is available.

- 1 Open **Cognos Configuration**.
- 2 Navigate to the **Environment > IBM Cognos services > IBM Cognos** section.
- 3 Set the **Maximum Memory for Websphere Liberty Profile in MB** to **8192**.
- 4 Save the configuration by clicking **File** and then **Save**.

Copy and replace the latest MotioCap.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- 2 Copy the **MotioCap.jar** file from MOS Patch 23294044 (PALRT2345) and replace the existing **MotioCap.jar** file in this folder.

Copy and replace the latest MotioLDAP.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**
- 2 Copy the **MotioLDAP.jar** file from MOS Patch 23294044 (PALRT2345) and replace the existing **MotioLDAP.jar** file in this folder.

Copy the latest log4j-jcl-2.17.1.jar file

- 3 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- Copy the **Log4j-jcl-2.17.1.jar** file from MOS Patch 23294044 (PALRT2345) in this folder.

Copy the LoginLabels.jar file

- 1 Navigate to **CognosInstallDir/webapps/p2pd/WEB-INF/AAA/lib**.
- 2 Copy the **LoginLabels.jar** file from MOS Patch 23294044 (PALRT2345) and replace the existing **LoginLabels.jar** file in this folder.

Update the MotioCAP_InFormCAP.properties file

- 1 Navigate to **CognosInstallDir/configuration**.
- 2 Make a backup of the **CognosInstallDir/configuration/MotioCAP_InFormCAP.properties** file.
- 3 Open the **CognosInstallDir/configuration/MotioCAP_InFormCAP.properties** file.
- 4 Add the following lines to the end of the file:

```
#Encryption settings needed for latest JRE8 U261
encryption.algorithm=AES/ECB/PKCS5Padding
encryption.useAES128=true
```
- 5 Save the changes by clicking **File** and then **Save**.
- 6 Close the file.

Note: Ignore this step if the lines already exist.

Run first-time setup on the Cognos server

- 1 Start Cognos.
- 2 Copy the Cognos Utility folder from MOS to a local Cognos server.
- 3 Open a command prompt and point to the copied CognosUtility folder on the local server.
- 4 Run **PFRinitfirsttimesetup.exe** using following methods:

Syntax:

PFRInitFirstTimeSetup uses command line parameters or a parameter file.

Command line:

```
PFRInitFirstTimeSetup sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin dispatcher_url=http://host:9300/p2pd/servlet/dispatch  
[pfrinit_setup_version=7.0.0.0] [install_type=IPU]
```

Parameter file:

```
PFRInitFirstTimeSetup c:\parameter.txt
```

The parameter file content is (values shown only as an example):

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url= http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
[pfrinit_setup_version=7.0.0.0]  
[install_type=IPU]
```

Parameters required for a new InForm 7.x installation:

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url=http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
pfrinit_setup_version=7.x
```

Parameters required for an in-place upgrade:

```
sysadmin_namespace=PFWD  
sysadmin_uid=crnsysadmin  
sysadmin_pid=crnsysadmin  
dispatcher_url=http://<cognos_fqdn>:9300/p2pd/servlet/dispatch  
install_type=IPU
```

Parameter information:

Parameter	Description
sysadmin_namespace	Oracle Directory Server admin namespace
sysadmin_uid	Username of user associated with the Cognos system administrator group.
sysadmin_pid:	Password for sysadmin_uid.
dispatcher_url:	Cognos Internal dispatcher URI.
pfinit_setup_version	InForm version.
install_type:	This is only needed for an in-place upgrade (over-the-top-install only). Pass IPU as value.

Add Advance settings for X- FRAME-OPTION

- 1 Start and log into the Cognos server with an administrator account.
- 2 Navigate to **Manage-Configuration-System**.
- 3 Click on **Advance settings**.
- 4 In the **Key** field add **BIHeaderFilter.responseHeaders**, and in the **Value** field add `{\ "name\":"X-FRAME-OPTIONS\","value\":"SAMEORIGIN\}"}`.
- 5 Click **Apply**.
- 6 In the **Key** field add **BIResponseWrapper.staticExpiresDays**, and in the **Value** field add 7.
- 7 Click **Apply**.

Roll back the over-the-top installation

While installing IBM Cognos Analytics 12.0.4 IF1022 on top of IBM Cognos Analytics 11.2.4 FP4 - 1034, if the installation fails for some reason and you are unable to proceed with the upgrade, use the backups created in the **Pre-upgrade backup** (on page 17, on page 26) step to roll back your environment to IBM Cognos Analytics 11.2.4 FP4 - 1034. The error logs are located in the 26ognos_install_directory/uninstall/logs folder in file IBM_Cognos_Analytics_Install_timestamp.log.

If IBM Cognos Analytics 12.0.4 IF1022 is successfully installed over IBM Cognos Analytics 11.2.4 FP4 - 1034, the **cmplst.txt** file will be updated with the 12.0.4 IF1022 manifest version number.

However, if starting the Cognos service fails, then restoring both the Cognos install directory as well as the content store database from your backup will roll back Cognos to the previous version.

Ensure that you roll back all the servers in the distribution (report servers, content managers).

- 1 Stop Cognos using IBM Cognos Configuration and close the configuration window after Cognos is stopped.
- 2 Change the startup_type from automatic to manual for the IBM Cognos Windows service.
- 3 Reboot the Cognos server
- 4 After the reboot, make sure there are no stale Cognos processes.

If any stale Cognos processes, such as BiBusTkServerMain.exe, cgslauncher.exe, or cogbootstrap.exe exist, you must stop them explicitly.

- 5 Rename the current Cognos installation directory where 12.0.4 IF1022 was attempted.
- 6 Restore the backed up Cognos 11.2.4 FP4 - 1034 installation directory zip file to the same location.
- 7 Naviagate to CognosinstallDir/bin
- 8 If a **bcprovpkix-1.59.jar** file is present in JreInstallDir/lib/ext, remove it. Then copy the **bcprovpkix-1.59.jar** file from CognosinstallDir/bin to JreInstallDir/lib/ext
- 9 Restore the full back up of the content store database.

For more information, see Step 1 in **Pre-upgrade backup** (on page 17, on page 26).

- 10 Change back the startup_type from manual to automatic for the IBM Cognos Windows service.
- 11 Start the Cognos service.
- 12 Open Cognos Configuration and start the Cognos service.