

IBM Rational Insight – How do I



Soft - is your software and documentation
Asset - is something that must be protected
Management - is what we do
Enterprise - is the capability
Computing - is the power
Services - are what we provide

IBM Rational Insight - “How do I” covers: (Last updated 8-Mar-12)

- [System](#) – (requirements, patching, etc...)
- [Installation & Configuration](#) – (server virtualization, etc...)
- [Methods](#) – (improve load time, etc...)
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System

1. IBM Rational Insight 1.1 Detailed System Requirements

[Click here for The Detailed System Requirements for IBM Rational Insight 1.1](#)

2. IBM Rational Insight Version 1.1 Release Information

[Click here for the IBM Rational Insight Version 1.1 Release information](#)

3. IBM Rational Insight 1.0.1.1 Patch 1

[Click here for the IBM Rational Insight 1.0.1.1 Patch 1](#)

Installation & Configuration

4. How do I - Install Cognos 10 BI 10.1.1 hotfix for Rational Insight 1.1

This technote documents the steps to apply a special Cognos 10 BI 10.1.1 hotfix for Rational Insight 1.1. This hotfix contains critical fixes for the following Rational Insight 1.1 defects:

1. The insight user license is not returned back to license server after inactivity timeout time reaches (55314)
2. Multiple "SRVE0255E: A WebGroup/Virtual Host to handle /p2pd/hessian has not been defined." error

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messages are logged in the WAS SystemOut.log file (56840)

3. com.ibm.cognos.pdc.CacheException exception is logged in the WAS SystemErr.log file (57740)

Here are the steps to apply the hotfix to an Insight 1.1 installation:

Install the Cognos 10 BI 10.1.1 Hotfix for Insight 1.1

1. Download the platform specific hotfix from <https://jazz.net/downloads/rational-insight/releases/1.1?p=allDownloads>.
2. Unzip the hotfix to a local directory, <cognos_hotfix_dir>.
3. Shut down the Insight report server WAS service.
4. For Windows, run <cognos_hotfix_dir>\win32\issetup.exe
For Linux, run <cognos_hotfix_dir>/linuxi38632/issetup
5. Select the installation language, for example English, and click Next.
6. Select **I agree** to accept the license agreement and click **Next**.
7. Select the <insight_install_dir>/cognos directory, for example C:\Program Files\IBM\Rational Insight\cognos on Windows, and click **Next**.
8. Click **Yes** to backup the files to be replaced.
9. Review the installation summary and click **Next** to start the installation.
10. Click **Finish** to exit the installer.

Rebuild and redeploy the Insight 1.1 Report Server Web application

1. Back up the <insight_install_dir>/cognos/p2pd.ear file.
2. Open a command prompt.
3. Navigate to <insight_install_dir>/cognos/war/p2pd. For example, C:\Program Files\IBM\Rational Insight\cognos\war\p2pd on Windows.
4. Run build -Dcontext_root=reporting ear OR **build -Dcontext_root=insight ear** depending on the Web application root context you specified when you installed Rational Insight 1.1 or upgraded Rational Insight 1.0.1.1 to 1.1.
5. Start the Insight report server WAS service.
6. Start WAS console and log in.
7. Click **Applications > Application Types > WebSphere enterprise applications**.
8. Select **IBM Cognos** and click **Stop**.
9. Select **IBM Cognos** again and click **Uninstall**.
10. Click **OK** to uninstall the IBM Cognos Web application.
11. Click **Save** to save the changes to the WAS master configuration.
12. Go to the file system and delete the directory, <insight_install_dir>/AppServer/profiles/RationalReport/temp/RationalReportNode01/RationalReportServer/IBM_Cognos
13. Go back to WAS Console and click **Install** to install a new Web application.
14. Click **Browse**, select <insight_install_dir>/cognos/p2pd.ear file and click **Next**. For example, C:\Program Files\IBM\Rational Insight\cognos\p2pd.ear on Windows.
15. Click Next to advance past the next 4 wizard pages.
16. Click **Finish**.
17. Click **Save** to save the changes to the WAS master configuration.
18. Log out of WAS console.
19. Restart the Insight report server WAS service.

5. How do I – understand the support policy for Rational Insight with server virtualization environments

To find the list of supported the server virtualization environments:

1. Open the [Server virtualization environments supporting a product](#) page.
2. Search for "Rational Insight".
3. Select the product version.
4. Click **Submit**.
5. You will see a report listing the supported server virtualization environments and the relative guest operating system versions.

6. How do I - enable a Rational solution for Collaborative Lifecycle Management (CLM) user to access non-CLM product data when security is enabled

When both CLM and non-CLM product data is loaded into IBM Rational Insight with security enabled, a user is authorized to access CLM products data but not the non-CLM data. Therefore, by default, a CLM user won't be able to see non-CLM data that is linked to data from CLM products.

Cause

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The access control is implemented as a project user mapping. CLM integration loads user and CLM project relationships into the mapping table by default. Therefore, none of the CLM users and non-CLM project relationships are recorded in the mapping table. CLM users can not see non-CLM data linked with data from CLM products.

Resolving the problem

Note: You will not encounter this issue if security is not enabled.

If you require security, you can enable security for report server and data warehouse. For more information about enabling security for your reporting server, refer to [Specify Security Settings After Installation](#) in the Cognos Administration and Security Guide. For more information about enabling security for the data warehouse, refer to [Enabling security for the data warehouse](#).

Once you've enabled security for the report server and the data warehouse, a CLM user can access CLM product data.

If the CLM user also requires access to non-CLM product data, enable access to non-CLM projects:

1. Start Data Manager and open the catalog.
2. Under **Builds and JobStreams > Others > Security** create a fact build, for example ProjectUsers_default
3. Insert a Data Source selecting Rational Data Warehouse as the Database.
4. For the Query, enter the following SQL statement:
SELECT P."PROJECT_ID", R."RESOURCE_ID"
FROM "{ODS}"."PROJECT" P
JOIN "{ODS}"."RESOURCE" R ON 1=1
WHERE PROJECT_CLASS_ID NOT IN (4, 7, 10)
AND P.ISSOFTDELETED=0 AND R.ISSOFTDELETED=0
5. In the Result columns tab, click **Refresh**. In the variable ODS field, enter RIODS as value and then click **OK**. The Data Source Properties dialog closes.
6. Double click **Data Stream** to open the Data Stream Properties dialog.
7. Click **Auto Map** and then click **OK** to close the dialog.
8. Right click **Transformation Model** and then select **Mapping**. Click **Auto Map**, then click **OK** to close the dialog.
9. In the Table Properties tab, insert a Relational Table Delivery. Select **Rational Data Warehouse** in the Connection drop down list.
10. For the Table name, enter "{ODS}"."PROJECT_RESOURCE_LOOKUP"
11. In Columns, select **PROJECT_ID, RESOURCE_ID** and then select **Key** for each of the columns. Click **OK** to close the dialog.
12. Right click **JobStreams > Others > Security > ProjectUsers_default** and then click the Variables tab.
13. Add the new variable:
 - o Name = ODS
 - o Type = CHAR(10)
 - o Value = RIODSClick **OK** to close the dialog.
14. Click **Save**.
15. Ensure that the login name entered in reporting server is consistent with the value in RIODS.RESOURCE.REFERENCE_ID.

If there is requirement to control CLM user access in non-CLM projects, customize the SQL in step 4 according to specific requirement.

Methods

7. How do I - improve user perception of the load time of the dashboards

When running a dashboard, it may take some time before the hourglass displays. Once the hourglass displays it will take a few more minutes before the dashboard portlets are rendered.

Cause

When running a dashboard, Cognos generates the content and then waits for the content to load before rendering the dashboard portlet, by default.

Diagnosing the problem

Using portlet property "Do not wait for this portlet content to show the page".

Checking this property on for all portlets in the dashboard, will allow displaying dashboard and all portlets before content of the portlet is loaded.

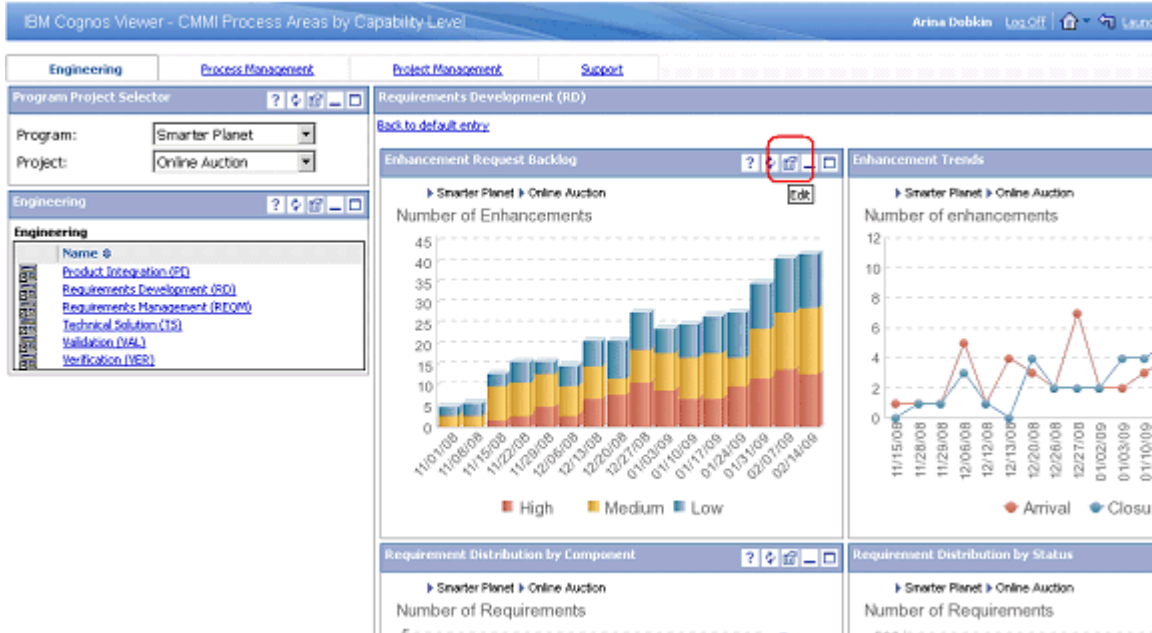
Resolving the problem

To improve the perceived startup time of dashboard portlets:

1. Select and load dashboard you want to modify.

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- Click the Edit icon in the portlet that you want to load.



- In the Properties page, select **Do not wait for this portlet content to show the page**.

The screenshot shows the 'Set the properties - IBM Cognos Viewer' dialog box. The 'Advanced Options' section is highlighted with a red box, and the checkbox 'Do not wait for this portlet content to show the page' is checked. The dialog box includes fields for 'Title', 'Language', 'Channel', and 'View Options'.

- Click **OK**.
- Repeat steps 2 to 4 for each portlet.

By selecting **Do not wait for this portlet content to show the page**, the portlet will change as the content is rendered. Selecting this property will not necessarily improve loading time; however, it will improve the perception of load time and may have some actual improvement to load time.

Reports

8. How do I – understand why some of the requirement related reports do not display content when changing parameters

A hot fix is available to resolve this issue.

Content

To install the hot fix:

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1. Copy **Rational_Example_Reports.zip** to **<Rational_Insight_install_dir>\cognos\deployment** overwriting the existing file.
2. Launch the report server from a browser and go to Cognos Administration.
3. Select the **Configuration** tab and then select the **Content Administration** tab.
4. Select **Rational_Example_Reports**, and then click **Delete**.
5. Click **Import** and then select **Rational_Example_Reports**. Click **Next**.
6. Accept the default name and then click **Next**.
7. Select all the folders in public folders content and then click **Next**.
8. Accept the option to include data sources and connections, and then click **Next** through the rest of the dialog.
9. On the last page of the dialog, select **Save and run once**.
10. Click **Finish**, accepting the default options, and then click **Run**.

Once the job completes, the content will display.

Problems & Issues

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