

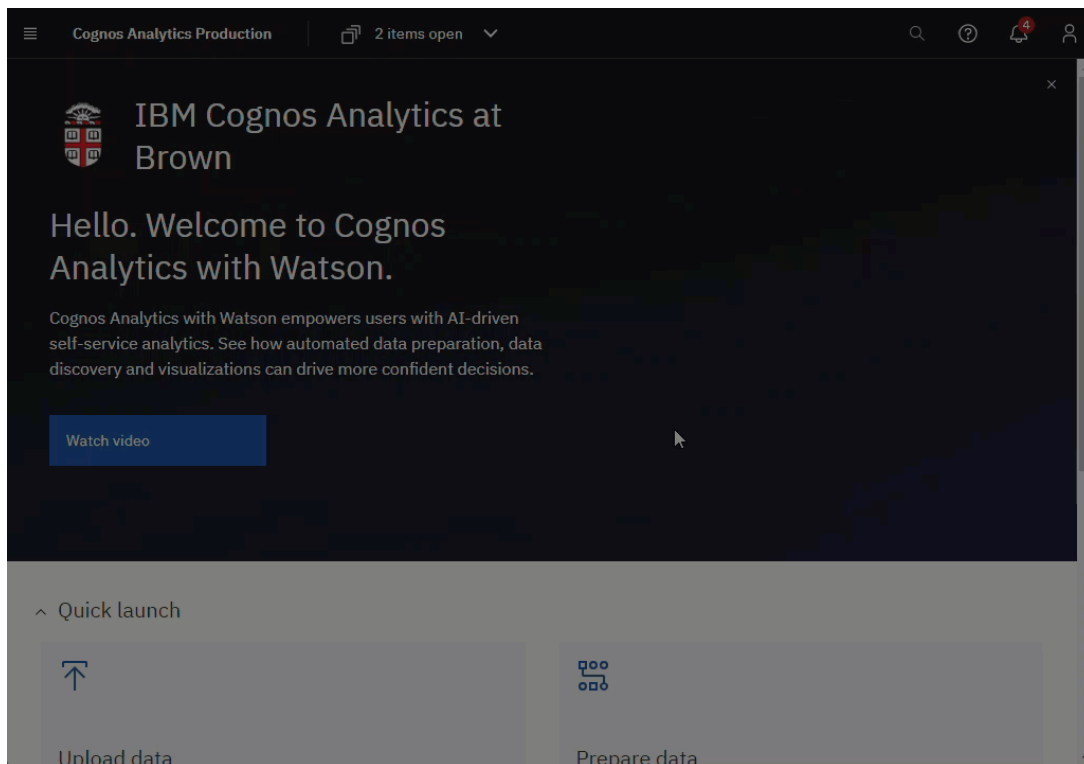
## Troubleshoot a Cognos Analytics Failure

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If the Cognos Analytics report you scheduled, subscribed to, or ran in the background didn't deliver output as expected, there are two methods you can use to check if a report run failed and view the failure message. Both are fairly simple:

- Use the **My schedules and subscriptions** interface
- Run the [My Report Runs](#) (Cognos login required) report

Method 1: My schedules and subscriptions



1. Click the user icon, and then select **My schedules and subscriptions**.
2. From the upper-left drop-down menu, select **Past**.
3. Use the **Filter** icon to filter for the failed run.
4. At the bottom of the screen, in the list of runs, locate your failed report run.  
*A Failed status indicates a failure.*
5. To the far right of the failed report, from the **Action menu** select **Run Details**.  
*Details of the run appear including the failure message(s). Proceed to the section "Understand Failure Messages" below.*

#### Method 2: My Report Runs

The [My Report Runs](#) report provides historical information about your background run activity.

1. To see the failure error message, run the [My Report Runs](#) report for the time frame when your report failed.
2. Proceed to the next section, "Understand Failure Messages," below.

#### Understand Failure Messages

You can Google search the failure message to locate an IBM article that provides more context about the error. The following are common reasons why reports fail to run.

## Common failure messages

QE-DEF-0285 The logon failed. QE-DEF-0325 The logon failed for the following reason: RQP-DEF-0068 Unable to connect to at least one database during a multi-database attach to [name of database] UDA-SQL-0107 A general exception has occurred during the operation "attach". ORA-28000: the account is locked

QE-DEF-0144 Prompt " " has no substitution values.  
(In quotes " you see a prompt name from your report.)

## What it means (and how to resolve it)

The report failed to run for one of the following reasons.

- It executed while the [data refresh or maintenance window](#) was in progress. Make sure your schedule isn't set to run during [these windows](#), and then [rerun the failed report](#).
- There was a problem with a data refresh itself and your account stays locked past the usual [data refresh window](#). Check [Statuspage alerts](#) for updates—when the issue is resolved, [rerun the failed report](#).
- There is an unexpected problem with Cognos Analytics that requires OIT to perform maintenance during working hours. Check [Statuspage alerts](#) for updates—when the issue is resolved, [rerun the failed report](#).

You did not save any prompt values in the schedule settings. The report fails to execute the schedule because it cannot run the report with missing values. Modify your schedule and add prompt values.

Need more help?

If you are unsure why your report failed, please contact the [Business Intelligence Team](#).