



TCR Dashboard Installation and Configuration Guide

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1 Tivoli Common Reporting (TCR) Installation

Details about how to install Cognos can be found in the documentation folder of the Tivoli Common Reporting Setup files. You will also find details about the hardware and software supported by TCR.

Pre-requisite #1: Install Oracle Client on the server before performing the TCR installation

Pre-requisite #2: Ensure that the following Oracle variables have been set up before performing the TCR installation:

- ORACLE_HOME
 - LIBPATH
-

1.1 Supported Web Browsers

Windows Internet Explorer version 7 or 8 and Mozilla Firefox 3.6

2 Tivoli Common Reporting Deployment

2.1 Deploying Dashboard and reports

Note: Unless otherwise specified, the procedures in this section must be performed on the designated reports server only.

2.1.1 Copying Content into the Tivoli Common Reporting Server

1. Copy the *flcc_dashboard.zip* file in the Cognos “*deployment*” folder:

```
$TIVOLI_COMMON_REPORTING_PATH/tipv2Components/TCRComponent/cognos/deployment
```

2.1.2 Creating Database Connection

1. Open a browser windows and launch Tivoli Integrated Portal by default:

```
https://server:16311/ibm/console/logon.jsp
```

2. Login in into the system with an user with administration privileges
3. Open the “*Reporting > Common Reporting*” tab
4. Expand the menu “*Launch*” and choose “*Administration*”
5. Select the “*Configuration*” tab
6. Create a new “*Data Source Connection*” pointing to the First Line Customer Care Database.

- a. Details about how to create and configure a new Data Source Connection can be found in the *IBM Cognos Business Intelligence Administration and Security Guide 8.4.1*

http://publib.boulder.ibm.com/infocenter/c8bi/v8r4m0/index.jsp?topic=/com.ibm.swg.im.cognos.ug_cra.8.4.1.doc/ug_cra.html

Chapter: *Data Management*

Section: *Data Sources and Connections > Create a Data Source*

- i. Data Source Connection name: ***FLCC_DB***
- ii. Data Source Connection type: ***Oracle***
- iii. SQL*Net Connect String: ***tnsname*** of the Oracle database
- iv. User ID and password: ***user schema*** for the Oracle database

2.1.3 Deploying Content

1. Open a browser windows and launch Tivoli Integrated Portal by default:
https://server:16311/ibm/console/logon.jsp
2. Login in into the system with an user with administration privileges
3. Open the “*Reporting>Common Reporting*” tab
4. Expand the menu “*Launch*” and choose “*Administration*”
5. Select the “*Configuration*” tab
6. Go to Content Administration and import the content of the *flcc_dashboard.zip* using the “*New Import Wizard*”.
 - a. Details about how to import and deploy IBM Cognos 8 content can be found in the *IBM Cognos Business Intelligence Administration and Security Guide 8.4.1*

http://publib.boulder.ibm.com/infocenter/c8bi/v8r4m0/index.jsp?topic=/com.ibm.swg.im.cognos.ug_cra.8.4.1.doc/ug_cra.html

Chapter: *Content Administration in IBM Cognos Connection*

Section: *Deployment>Deploying IBM Cognos 8 Entries>Import to a Target Environment*

3 Accessing Dashboard and Reports manually

1. Open a browser windows and launch Tivoli Integrated Portal by default:

https://server:16311/ibm/console/logon.jsp

2. Login in into the system with an user with administration privileges
3. Open the “*Reporting>Common Reporting>Public Folders*” tab
4. Open the “*First Line Customer Care*” package
5. Select any of the following files and fill the prompts:

- a. *CEM Dashboard - Cause and Actions*

- i. *Prompts: Service and Reason*

- b. *CEM Dashboard – Data*

- i. *Prompts: IMSI and Time Range*

- c. *CEM Dashboard – Voice*

- i. *Prompts: IMSI and Time Range*

4 Setting up Cognos report services for report parallel execution

1. Details about how to setup IBM Cognos 8 services for parallel execution can be found in the *IBM Cognos Business Intelligence Administration and Security Guide 8.4.1*

http://publib.boulder.ibm.com/infocenter/c8bi/v8r4m0/index.jsp?topic=/com.ibm.swg.im.cognos.ug_cra.8.4.1.doc/ug_cra.html

Chapter: *System Administration*

Section: *Server Administration>>Set Parameters for Concurrent Query Execution*

Note: Parameter selection will vary depending on the Tivoli Common Reporting server specifications

5 APPENDIX A: Updating the dashboard with customer logos

1. Copy the new logo into the following folders
 - a. `$TIVOLI_COMMON_REPORTING_PATH/tipv2/profiles/TIPProfile/installedApps/TIPCell/IBM Cognos 8.ear/p2pd.war/tivoli/tcr_common/images`
 - b. `$TIVOLI_COMMON_REPORTING_PATH/tipv2Components/TCRComponent/cognos/webcontent/tivoli/tcr_common/images`
2. Edit and Update all the dashboard logos changing the path (all dashboard files for all services must be updated)
 - a. From: `../tivoli/tcr_common/images/tivoli.gif`
 - b. To: `../tivoli/tcr_common/images/new_logo.ext`

6 APPENDIX B: Updating the dashboard when the granularity of the sources get changed

1. The dashboard END TIME column is defined as 15 minutes later than the transaction DATETIME recorder in the database.
2. If the granularity of the sources changes to lower values (5minutes, 1 minute...) then the TCR First Line Customer Care model has to be updated accordingly as follows:
 - a. Launch IBM Cognos 8 Framework Manager
 - b. Open “First Line Customer Care v1.x” Metadata Model
 - c. Update the following objects:
 - i. FLCC Model > VOICE > Transactions > ENDTIME
 1. The default value is adding 15 minutes (DATETIME +1/96)
 2. Example for 5 minutes (DATETIME +1/288)
 3. Example for 1 minutes (DATETIME +1/1440)
 - ii. FLCC Model > SMS > Transactions > ENDTIME
 1. The default value is adding 15 minutes (DATETIME +1/96)
 2. Example for 5 minutes (DATETIME +1/288)
 3. Example for 1 minutes (DATETIME +1/1440)
 - iii. FLCC Model > MMS > Transactions > ENDTIME
 1. The default value is adding 15 minutes (DATETIME +1/96)
 2. Example for 5 minutes (DATETIME +1/288)
 3. Example for 1 minutes (DATETIME +1/1440)
 - iv. FLCC Model > DATA > Transactions > ENDTIME
 1. The default value is adding 15 minutes (DATETIME +1/96)
 2. Example for 5 minutes (DATETIME +1/288)
 3. Example for 1 minutes (DATETIME +1/1440)
 - d. Save the model
 - e. Publish the First Line Customer Care Package