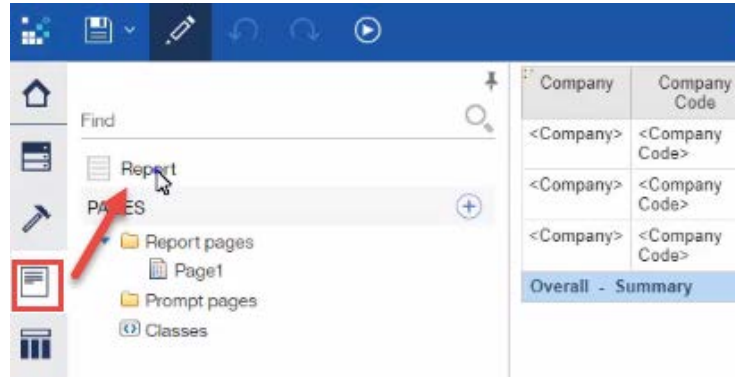


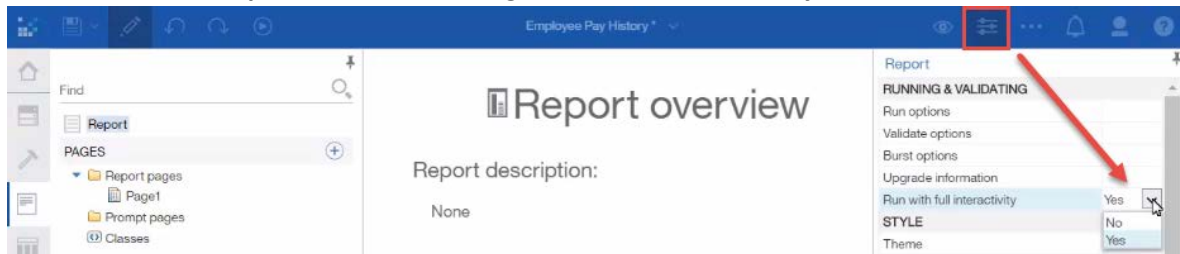
There are three steps you can take to proactively troubleshoot reports that don't run or perform as expected. This document will walk you through all three items you can check before contacting the service team:

Turn Off Interactivity

1. Open the report.
2. Select the pages icon from the **Reporting Side Panel** and navigate to the **Report Overview Page**:



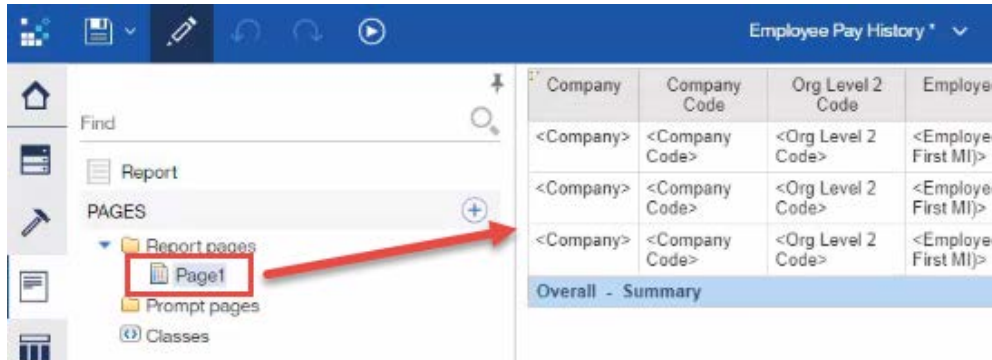
3. Select the **Show Properties** icon and change “Run with Interactivity” to No:



4. Select the **Show Properties** icon again to close the pane:

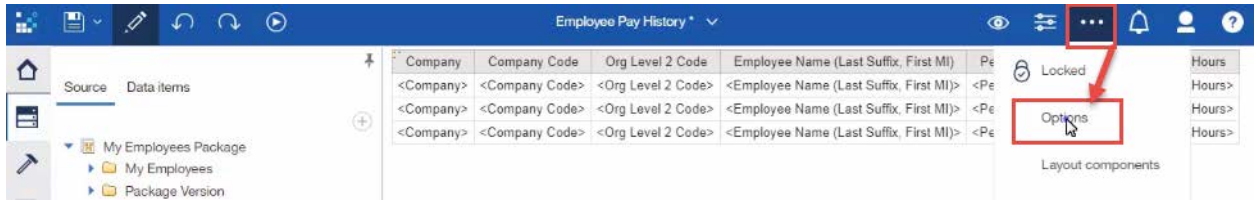


5. Select to the **Report Page** to return to the work area and :

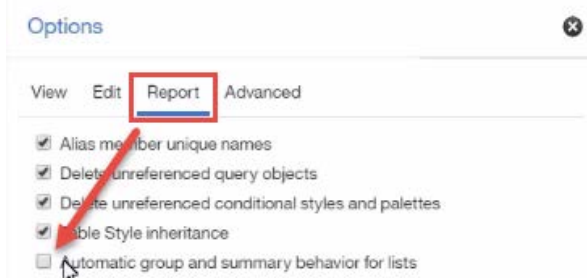


Turn Off AutoGroup/Summarize

1. Open the report and select the More icon to open up report options:

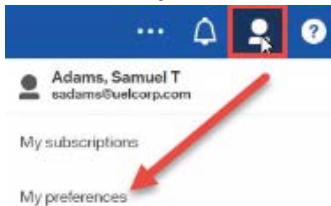


2. Select the **Report** tab and uncheck the “Automatic group and summary behavior for lists” and click **Apply** then click **OK**



Renew Credentials

1. Cognos Analytics uses saved credentials when running reports that you have scheduled. Be sure to create credentials before scheduling a report for the first time. Renew your credentials after updating your password. Best practice may be to calendar a reminder every 90 days to perform this step on any reports you have scheduled.
2. Select the **Myself** icon from the application bar and click **My Preferences**:



3. Select the **Personal Tab** and click on “Renew”. A window will appear at the top of the page indicating “Your credentials were renewed with your current user ID and password”.

