Cognos PowerPlay And ReportNet Upgrade Project

The Client: A leading US based insurance company

The Need: To upgrade Cognos PowerPlay and ReportNet to resolve Internet Explorer compatibility Issues

The Challenges:

- To Upgrade multiple Cognos Servers and all components within a very short period of down time and with no impact to Business users

- Prepare Backup plans and roll back strategy in case of Failure

- Test and ensure that all the features of Cognos portal are intact after the upgrade.

- Ensure that scheduled reports and user saved views are not impacted by the Upgrade.

Technologies used:

- Hardware   : 4 Applications servers
- Database   : Oracle 9.2.0.7.0
- Reporting System : Multiserver Cognos Reportnet Environment

The Solution:

- Identified all the components to be upgraded and acquired the required software by logging Service requests and interaction with IBM support personnel

- Prepared the environment for Upgrade:
    o   Took necessary Backups
    o   Created new database schema and new installation folder as prerequisites

- Sequentially ran the upgrade software in each server, starting with the Gateway server and then to all other servers in the cluster

- Validated all ReportNet Features, Reports, Powerplay cubes and user saved views and schedules after the Upgrade

The Benefits:

- ReportNet Cubes and Reports were restored in the New Internet explorer version with no impact to business

- The compatibility issues with Internet Explorer were resolved

- Minimal downtime and cost for the Upgrade