



Frequently Asked Questions About Cognos Reporting

Access/Security Questions Page 2

- Can I access Cognos from any workstation?
- Why does an error message display about not having the required permissions?
- Who can access Cognos?
- How do I get my password reset?
- What security measures are in place for county reports?
- Will I still see substation reports?
- What reporting features will county users have?


Report Information Questions Page 3

- How many county reports will be developed for Cognos?
- Are the reports going to have the same name as they do today?
- How can I find my reports if they are not named the same?
- Will daily closeout reports be available in Cognos?


Page 4

- What do I do if I cannot see the entire Cognos page to get to the buttons to enter information?
- On what day should the NMVTIS report be run to get transaction information?
- Why is there a mismatch when I run an NMVTIS report that does not contain results, but the NMVTIS report I receive from the regional office contains data?
- Why are we sometimes unable to email NMVTIS reports (that is, the option does not display)?

Page 5

- How can I find information about specific plates from an inventory report?
- When a funds adjustment occurs, can I receive a Funds Remittance Report that shows only the detail of the funds adjustment?
- After a funds adjustment, is it necessary to rerun the Funds Remittance Report to make sure that the adjustment is included?
- Do I need to choose all of the filters for a Funds Remittance Report?
- Do I need to wait until 11:00 am before running our Tuesday Funds Remittance Report in order to ensure that all the funds are correct?
-  Can I make a report generate faster by clicking the Run button more than one time?


Page 6

-  How can I run reports faster?

Supporting materials (recorded webinars, job aids, and guides) are available for you to view and download from the tabs in the RTS Refactoring Resources area of the TAC Hub (<http://www.txdmv.gov/rts-refactoring-resources>)



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Access/Security Question	Response
Who can access Cognos?	<p>You must be assigned to the COGNOS Users group by an RTS Admin in your county, who can assign this to you on the Reports page in the Local Options >Security event.</p> <p>If you do not know who in your county is an RTS Admin, contact the service/help desk for assistance.</p>
Can I access Cognos from any workstation?	<p>You can access Cognos from any RTS workstation connected to the TxDMV network only.</p>
Why does an error message display about not having the required permissions when I click the Cognos icon on my desktop and attempted to log in?	 <p>The Cognos Reports icon is installed on all RTS workstation desktops and anyone can click it. But when you attempt to log in, your login will be successful only if you have the correct permissions. Contact your County Administrator to verify your permissions.</p>
How do I get my Cognos password reset?	<p>You must contact your office Admin and have the Admin reset your password back to the default password. After the password has been reset, you must log into Cognos using the default password and, at the prompt, create a new password.</p> <p>Note: In order to reset your Cognos password, the Admin will follow the RTS password reset procedure. As a result, you must log into RTS and change your login password there as well.</p>
What security measures are in place for county reports?	<p>Like today, you can see only the data from your county. The Cognos reports are made available only to the RTS Admin for your county. If you are unsure who the RTS Admin for your county is, contact the Service desk for assistance.</p>
Will I still see substation reports?	<p>You will have access to the same reports as you do today.</p>
What reporting features will county users have?	<p>The Cognos features will include on-demand access to:</p> <ul style="list-style-type: none">• Run, print, email, and save Cognos reports• Export Cognos reports to various outputs (such as Excel)• Customize Cognos reports by selecting dates and date ranges, specific funds and fees, and other parameters.



Frequently Asked Questions About Cognos Reporting

Report Information Question

Response

How many county reports will be developed for Cognos?

In the first release, more than 19 former mainframe (or, *legacy*) reports that were previously downloaded to your printer have been converted to Cognos. Separate summary and detail reports (like the Funds Transactions detail and Funds Summary) were combined into one Cognos report.

In addition to these former downloaded reports, you can run the CBRF and \$5 Buyer Tag Fee reports on demand when you need them.

Note that some of the daily reports remain in the RTS POS and you can access them using the Reprint Reports event.

Refer to the lists of converted and available reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub.

Are the reports that we print in Cognos going to have the same name as they do today?

Many of the Cognos reports have similar names (like Funds Remittance) while a few have been renamed.

Refer to the lists of Cognos reports that are available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub.

How can I find my reports if they are not named the same?

The **Cognos Report Title and Data Content** Job Aid cross references the names of the existing legacy reports to the names and locations of the new Cognos reports. This Job Aid is available for you to download and print from the Job Aids tab of the Refactored RTS Resources page in the TAC Hub (or for Field Service Reps, RSCs, and HQ, from the source you typically get content).

Additional Job Aids are also available, such as the list of Daily Reconciliation Reports and Where are my reports that used to print automatically?

Will daily closeout reports be available in Cognos?

No, the daily closeout reports remain in the POS and you will follow the same process you do today.



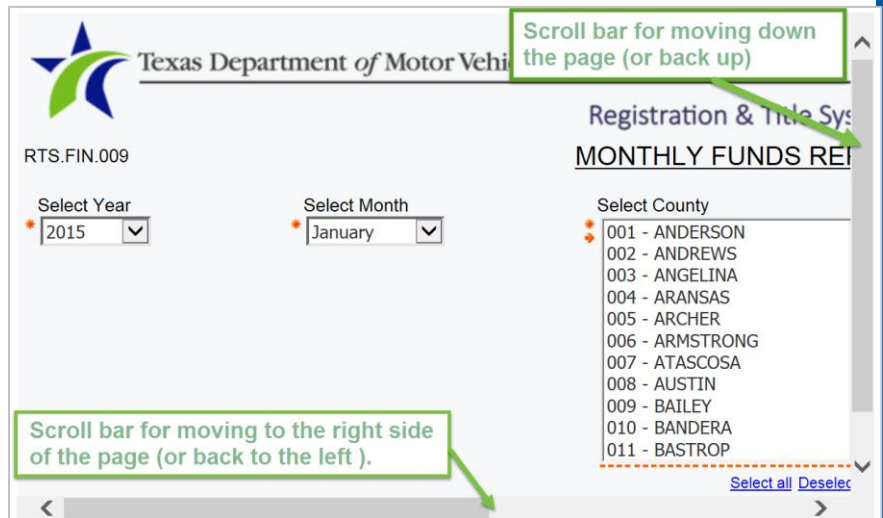
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Response

What do I do if I cannot see the entire Cognos page to get to the buttons to enter information?

Like all web pages, scroll bars are available for moving to the right and back to the left and to the bottom and top of the page.



On what day should the NMVTIS reports be run (for example, should I wait two days after I receive the error messages?)

The NMVTIS report is based on when error messages are received from NMVTIS – not when the original transaction occurred. Therefore, it takes about two (sometimes even three) days after the transaction occurs for the error to show up on the report.

There are future plans to add the information about the original transaction date to the report.

Why is there a mismatch when I run an NMVTIS report that does not contain results, but the NMVTIS report I receive from the regional office contains data?

Depending on the timeline of when the reports were run, this mismatch could be due to the timing of the NMVTIS update. If there is a concern with a mismatch of data, contact the Service Desk so that a ticket can be opened and the issue addressed.

Why are we sometimes unable to email NMVTIS reports (that is, the option does not display)?

If you have trouble emailing the NMVTIS report, contact the Service Desk so that a ticket can be opened and the issue addressed.



Frequently Asked Questions About Cognos Reporting

Report Information Question

Response

How can I find information about specific plates from an inventory report?

From the Cognos Inventory report folder, run the:

- **Inventory History Report** for information about inventory received and inventory deleted.
- **Inventory Transactions Report** for information about inventory issued (Note: This report has a few reported issues currently under investigation).
- **Invoice Received Report** for information about the inventory items received on each invoice.

When a funds adjustment occurs, can I receive a Funds Remittance Report that shows only the detail of the funds adjustment?

Currently, Cognos cannot generate a Funds Remittance Report that shows only funds adjustments. However, you can run the Funds Adjustment Report to get this information.

After a funds adjustment, is it necessary to rerun the Funds Remittance Report to make sure that the adjustment is included?

The Funds Remittance Report that you run each Tuesday (and the Monday Reg report) will reflect the funds adjustments made during the previous week. The amount of the funds adjustment will display on the report as a credit in parenthesis.

It is best practice to ensure that the funds adjustment is reflected on the Funds Remittance Report.

Do I need to select all of the filters for a Funds Remittance Report?

When generating a Funds Remittance Report, it is recommended that you do not select any of the optional filters to ensure that all of the available data is reported.

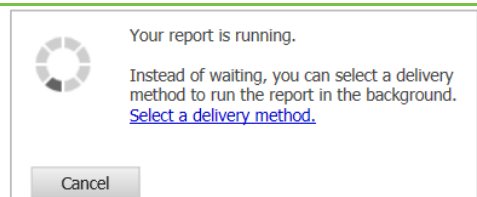
Do I need to wait until 11:00 am before I run our Tuesday Funds Remittance Report to ensure that all the funds are correct?

Unless otherwise notified, you do not need to wait until 11:00 am to run the Tuesday Funds Remittance Report. The data should be available after 7:00 am.



Can I make a report generate faster by clicking the Run button more than one time?

Once the circle starts spinning on the Your report is running popup, it is not recommended to click the Run button again to avoid having the system start generating it again.





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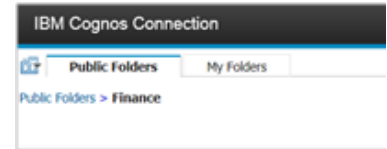
Report Information Question

Response

How can I run reports faster?

Although the reports won't run faster, you can run several reports simultaneously by setting up each report in its own tab instead of waiting for a report to generate before starting the next one.

1. After logging into Cognos and opening the appropriate report folder, right-click the report > **Open in new tab**.
2. Click the newly created tab to open it and display the Prompts page for that report.
3. Select the appropriate configuration options and click the **Finish** button.
4. Click the **Public Folders** tab at the top, select the next report folder and report to run, and repeat the steps.



Then when you are finished configuring all of the reports, you can open each tab again and print the ones that have been generated.