

# Known Issues in TM1 9.1 SP4

Cognos TM1

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This document describes selected known issues that you may encounter in the TM1 9.1 SP4 release.

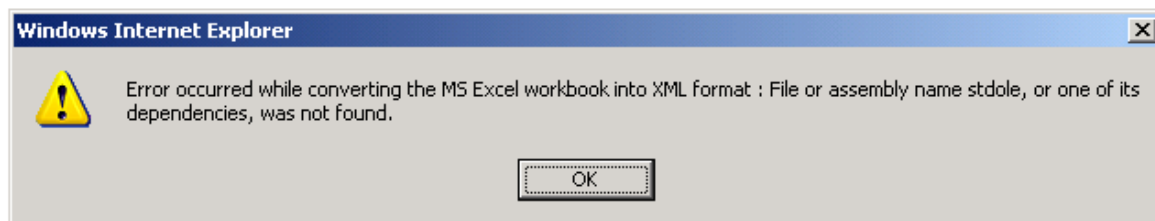
## Excel Files Uploaded to Applications Must Include .xls File Extension to Successfully Update (363025)

When you upload an Excel file to a TM1 Application, the file must retain the .xls file extension if you want to be able to update the file in the Application.

If you remove the .xls file extension from the filename within the TM1 Application, the file will **not** appear as an available file when you choose the Update Existing Application File on TM1 Server option.

## Running Excel 2002 or Excel 2003 on the TM1 Web Server (330099)

The following error may display when you attempt to open a TM1 worksheet when either Excel 2002 or Excel 2003 is running on the web server that hosts TM1 Web.



To correct this issue when Excel 2002 is running on the web server, download the following Microsoft update for Office 2002 and apply it to the web server:

<http://www.microsoft.com/downloads/details.aspx?familyid=C41BD61E-3060-4F71-A6B4-01FEBA508E52&displaylang=en>

To correct this issue when Excel 2003 is running on the web server, download the following Microsoft update for Office 2003 and apply it to the web server:

<http://www.microsoft.com/downloads/details.aspx?familyid=3c9a983a-ac14-4125-8ba0-d36d67e0f4ad&displaylang=en>

## Exporting PDF Files from TM1 x86 Running on an x64 Windows System (331142 - 5785)

If you are running the 32-bit versions of TM1 Perspectives or TM1 Web on an x64 Windows system and want to export to PDF from TM1, you will need to manually install the third-party PDF drivers.

Contact Cognos Customer Support for assistance obtaining and installing the appropriate drivers to configure TM1 to export to PDF in this configuration.

## Cubes with a Name that End in a Dollar Symbol (\$) Do Not Display in TM1 Web (328544)

If a cube has a name that ends with a dollar \$ symbol, the cube can not be opened or viewed in TM1 Web.

For example, a cube that is named “Test \$” displays the following error message when you try to open the cube in TM1 Web:



## Replication and Synchronization: Private Subset on Star Server Not Migrated to Planet (313956)

A private subset on STAR server, published, does not migrate to PLANET if the STAR server resides on Itanium 64 or the supported Unix platforms.

## Problem Retrieving Flattened Rowsets from SAP BW (274832)

During testing, Cognos engineering discovered a problem executing the following MDX query:

```
SELECT { [0SHIPPTYP].[01]} ON ROWS , {[Measures].MEMBERS} ON  
COLUMNS FROM [SCM_LES/ZLES_C02_Q0001_1_1]
```

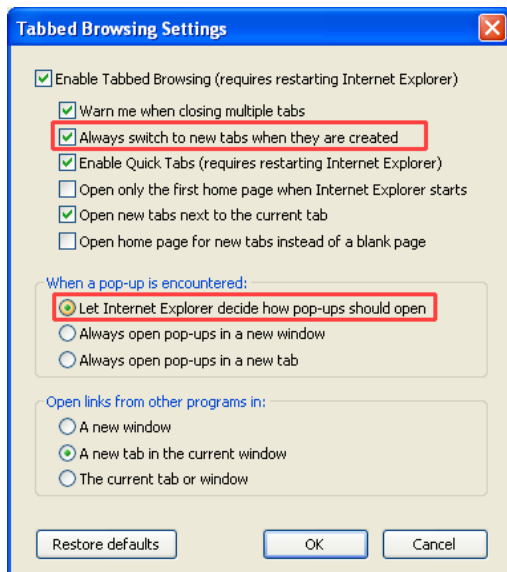
The resulting flattened rowset has 1 row, with an empty member caption value. No errors are reported from SAP, but no member caption either.

This problem with flattened rowsets is apparently not a TurboIntegrator problem. Cognos is working with SAP to resolve this problem.

## Opening Non-TM1 Objects from an Application Folder in TM1 Web on Internet Explorer 7 (329374)

When you open a non-TM1 object from an Application folder in TM1 Web on Internet Explorer 7, the object opens in a new browser tab, but focus is not switched to the new tab. You can configure Internet Explorer to switch focus to the new tab by completing these steps:

1. In IE7, choose **Tools** → **Internet Options**.
2. Click the **General** tab.
3. Click the **Setting** button in the Tabs section of the dialog box.  
The Tabbed Browsing Settings dialog box appears.
4. Select the options that are highlighted in the image below.



5. Click **OK**.

## Cannot Edit Rules on TM1 Remote Server with Certain Older TM1 Clients (329687)

If you modify and save a rule on a TM1 9.1 server using an older TM1 client, the rule will appear empty when you subsequently reopen the rule. This problem occurs when you modify the rule with any of the following client versions:

- 8.4.4
- 8.4.5

This is a display issue; the actual content of the rules file are not deleted.

You can successfully edit rules on the 9.1 server with any other supported client version not listed above.

## TM1 Web – Pasting on Protected Cells Overwrites Data (315802)

A paste operation can overwrite protected cells on a TM1 Websheet.

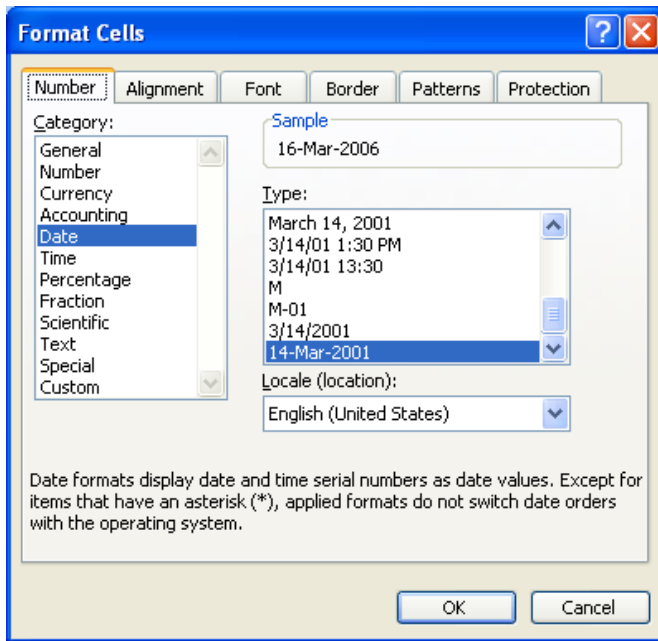
## Some Custom Date Formats in Excel Do Not Display Correctly in a Websheet (310136)

Formatting dates in Excel with the Custom format instead of the Date format can cause some dates to display in a Websheet without the custom formatting. When TM1 Web can not display a custom date format, it defaults to the standard date format for your current Locale.

For example, if you apply the Custom format of d-mmm-yy in Excel, TM1 Web will display this as 3/16/2006 instead of the expected 16-Mar-06.

- If your Internet Explorer Locale is set to US, then Websheets display unsupported custom date formats in the default format of mm/dd/yyyy or 03/16/2006.
- If your Internet Explorer Locale is set to UK, then Websheets display unsupported custom date formats in the default format of dd/mm/yyyy or 16/03/2006.

If you experience this problem, use one of the available Date formats in Excel instead of a Custom format, as shown in the following figure.



## Deleting a TM1 Dimension Value in a TurboIntegrator SAP ODS Export Process Also Deletes the Drop-down Menu Selector (316333)

The following problem occurs when defining an SAP ODS Table export process in TurboIntegrator (TI):

1. Create a TI process with an SAP/ODS Table source.
2. Complete the Connection tab to access the SAP system.
3. Click the ODS Setup tab.
4. Select the appropriate TM1 View and OSD Table.
5. Map a TM1 Dimension to an ODS Table Column.
6. Select the dimension you just mapped and press the Delete key.

The dimension is cleared from the cell, but the drop-down menu control is also deleted, as shown in the figure below. You must exit and then reopen the process to restore the control.

	ODS Table Column	TM1 Dimension	Select Measure
	OQUANTITY		
	OSALESORG		
	OUNIT	month	Jan
	ORECORDMODE		
	OBILL_NUM		
	OCURRENCY		
	OCUSTOMER		

## Invalid Circular Reference Error in Excel (300684, 312083, 312131)

Some customers have reported an issue in TM1 9.x and 8.x with invalid circular reference errors that appear when manually recalculating a TM1 slice in Excel. The issue only appears when using Excel 2003 SP2 and does not happen with previous versions of Excel. The TM1 View function causes an invalid circular reference error when a TM1 DBRW function is referenced as an argument in a worksheet function that also points to arguments on multiple sheets.

As a workaround, replace the server name and cube name arguments in the cell that contains the TM1 View function. Cut and paste these arguments back into the same cell and then recalculate by pressing F9.

## Text in a Title Element Cell May Display Truncated and Wrapped in a Websheet (311087)

By default, when viewing a Websheet in TM1 Web, the width for cells that contain title element name is automatically adjusted if nothing is in the adjacent cell to the right as shown below.

Department :	Total Organization	
Report :	actual	
Exchange Rate :	actual	
Report Period :	2003	

If a title element name is too long and the adjacent column to the right contains a value, then the element name could display truncated and wrapped as shown in the following example.

Department :	Total Organizatio	sample text
Report :	actual	
Exchange Rate :	actual	
Report Period :	2003	

This happens because the button that opens the Subset Editor must also be displayed in the same cell and TM1 has to truncate and wrap the element name within the cell.

As a workaround, increase the cell width for element name titles in your Excel file, especially when the adjacent column contains values. This provides extra space in the cell for the automatic insertion of the Subset Editor button, as shown in the example below. You can also manually set the word wrap feature for these cells in Excel.

Department :	Total Organization	sample text
Report :	actual	
Exchange Rate :	actual	
Report Period :	2003	

## Conflicting Port Numbers for TM1 Planning Sample Database after Installing TM1 x86 and x64 on a Windows x64 System (316113)

After installing the x86 and x64 versions of TM1 on a Windows x64 system, the port numbers for the Planning Sample database are set to the same port by default. If you want to run the Planning Sample database with both the x86 and x64 versions of TM1 server, you have to edit the port number in one of the Tm1s.cfg files to point to a different port number. This also applies when installing the other TM1 sample databases available in the TM1 installation.

To edit the PortNumber parameter in the Tm1s.cfg file:

1. Locate the Tm1s.cfg file for the sample database that was installed with either the x86 or x64 TM1 version.

For example, if you installed both versions of TM1 to their default locations, then the Tm1s.cfg file for the Planning Sample database is located in the following directories.

TM1 x86 - Planning Sample database:

C:\Program Files(x86)\Cognos\TM1\Custom\TM1Data\PlanSamp

TM1 x64 – Planning Sample database:

C:\Program Files\Cognos\TM1\Custom\TM1Data\PlanSamp

2. Open the Tm1s.cfg file with a text editor, such as Windows Notepad.
3. Locate the line of code where the PortNumber parameter is set, as shown below, and change the value to another valid port number.



PortNumber=12345

When you install a TM1 server with the Planning Sample database, the default port number for the sample is set to 12345. Valid port numbers are between 5001 and 49151.

4. Save and close the Tm1s.cfg file.
5. In Windows Services, stop and then restart the associated TM1 server.

## User with Admin Rights on a Cube Cannot Edit Rule (316816)

The Open and Delete options in the Rule menu are incorrectly disabled for a user that has administrator rights on a cube and wants to edit the rule for this cube using the Rule menu.

As a workaround, double click the rule directly to open it for editing. Also, you can delete the rule using the Delete key on your keyboard.

## Processing Worksheets May Perform Slower with Newer Versions of TM1 (300459)

Processing Worksheet users may experience a performance loss from TM1 version 7.x to newer versions of TM1. Cognos is currently reviewing this issue.

As an alternative and longer-term approach, Cognos recommends that Processing Worksheets be replaced by TurboIntegrator, where possible, especially for large imports.

## Custom Decimal and Digit Grouping Separators May Not Display Correctly in a PDF Report Exported from TM1 Web (314191)

If you configure the decimal and digit grouping symbols on your computer to use characters that are not fully supported by Excel, then these custom separators may not display correctly in a PDF report that you export from TM1 Web. This can happen in the following scenario:

1. Open the Regional and Language Options dialog box from the Control Panel, and then click the **Customize** button. The Customize Regional Options dialog box appears.
2. Enter a different separator character for the Decimal Symbol and Digit Grouping Symbol options.

3. Open TM1 Web and export a report to a PDF file from either a Websheet or the Cube Viewer.

If Excel doesn't support the custom decimal and digit grouping symbols, then Excel substitutes its own default separators into the resulting PDF file based on the culture and language of the installed version of Excel.

## MDX Syntax Error Problem (281062)

The following MDX statement returns an error.

```
SELECT {[month].[level002].Members(0) : [month].[Apr]} ON AXIS(0) FROM [SalesCube]
```

This statement returns the following error from TM1:

MDX: Syntax error at or near: ' : [month].[Apr]} ON AXIS(0) FROM [Sales ... ', character position 37

The expression [month].[level002].Members(0) is a tuple, not a member. However, Microsoft Analysis Services support the conversion of a one-dimensional tuple to its member when in a context that expects a member. TM1 does not support this in 8.4.x. The user must use a TM1-specific extension in this context:

```
SELECT { tm1member([month].[level002].Members(0), 0) : [month].[Apr]} ON AXIS(0) FROM [SalesCube]
```

## Guidelines for Spreading Precision (284669)

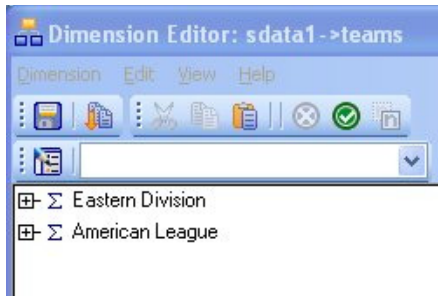
The Tm1s.cfg parameter SpreadingPrecision is used to establish a threshold of accuracy for data spreading in the presence of consolidated holds. The default setting for Spreading Precision is 1e-8.

When SpreadingPrecision is set to a high number (such as 1E8), many spreading functions will fail. Cognos recommends setting SpreadingPrecision to a value no higher than 1e-4.

## Cutting and Pasting Root-level Consolidations in the Dimension Editor (286965)

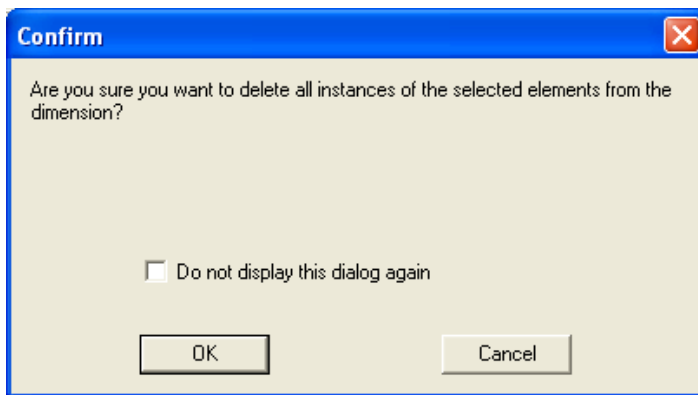
When cutting elements from a dimension, a cut operation is treated as "delete element" if the element is displayed at the root level in the dimension editor. When an element is deleted, all information regarding its children is lost. If you then paste the element, it is inserted as a new N-level element.

For example, consider the following figure.



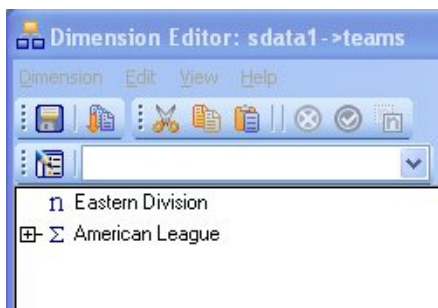
This dimension has two consolidations at the root level: Eastern Division and American League.

If you right-click Eastern Division and choose Cut, the following warning appears:



If you click OK, the element you deleted is removed from the dimension.

If you then choose Paste, the Eastern Division element is added to the dimension, but its children are lost, as shown in the following figure.



This issue will be addressed in a future release of TM1.

## When Creating a TurboIntegrator SAP RFC Process, the Action Column is Cleared if You Use the Down Arrow Key to Exit a Cell (310076)

This problem can be reproduced with the following steps:

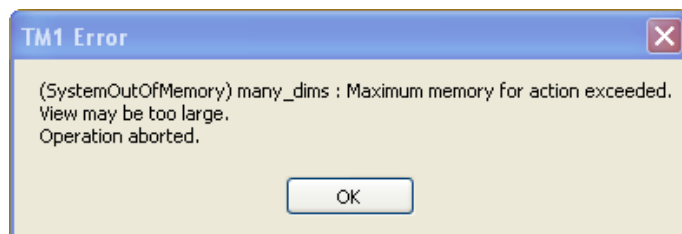
1. In TurboIntegrator, create a new SAP InfoCube process.
2. On the **Characteristics** tab, type in a name for a characteristic in a cell under the TM1 Dimension column. Use the down arrow key to leave the cell. As expected, the Action will change to Create.
3. If you continue to use the down arrow key to navigate from row to row while in the TM1 Dimension column, the value in the TM1 Dimension Action column will incorrectly change to Null and display as blank.

As a workaround to this problem, use the mouse to click out of the cell to another cell instead of using the down arrow key.

## Error When Drilling To a Cube View with More Than 14 Dimensions (302439)

When you create a drill process that drills to a TM1 cube view with more than 14 dimensions, the view must exist *before* you begin to define the drill process.

If you define a view with more than 14 dimensions while creating a drill process, any attempt to drill to the view will result in a SystemOutOfMemory error.



## Hyperlinks in Websheets Must Be Fully Qualified (304129)

Only fully qualified HTTP hyperlinks work in TM1 websheets. Hyperlinks using relative paths or UNC paths return an error in websheets.

## Need to Log Out and Back In to TM1 Web After Network Disconnect (304165)

If a TM1 Web user is logged in to the TM1 Web system, and either the TM1 server or the Web server used to deliver TM1 experience a momentary interruption of network connectivity, the TM1 Web user will not be able open any Websheets or Cubeviewers. In this case, even though the TM1 server or Web server has re-established a network

connection, the TM1 Web user must log out and back in to the TM1 Web client to restore access to the TM1 server.

## Charts Not Displaying in Websheets When Using Freeze Panes in a Worksheet (306281)

In some cases, when Freeze Panes are applied to an Excel worksheet, the charts in the sheet will not display when the sheet is opened as a TM1 websheet. This can happen when Freeze Panes are applied to a range of selected cells, freezing both a column and a row, instead of freezing just one individual column or row.


You can work around this problem by inserting a value in a cell at the outer limits of the spreadsheet, past where the charts are located. Enter a value to the bottom and right of the charts that are outside of the freeze pane. You can then hide these entries by formatting the values so that the font color is identical to the cell background color. If at least one cell after the location of a chart contains a value, the chart will display in a TM1 Websheet, even when Freeze Panes is applied.


## Modifications to an ODBC TurboIntegrator Process are Not Automatically Saved When the Process Is Executed (309614)

If you open an existing TurboIntegrator process that uses an ODBC data source, then make a change to the process definition (for example, change the Data Action from Store Values to Accumulate Values) and execute the process *without* explicitly saving the process, the changes to the process definition are not saved when the process is recompiled and executed.

If you make any changes to a TurboIntegrator process that uses an ODBC data source, you must explicitly save the process before executing it.

## Shortcut Icon Lost When Publishing a Private Reference to a File That Has Been Uploaded to the TM1 Server (309644)

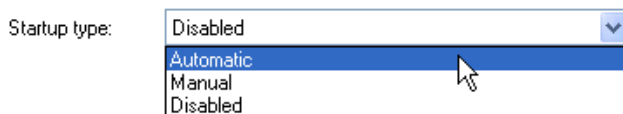
When you copy an uploaded Excel file from one TM1 application to a second application, the copy is correctly inserted into the second application as a private reference to the uploaded Excel file. The copy in the second application is denoted with the private shortcut icon .

If you then publish the private shortcut in the second application, the icon incorrectly changes to the uploaded file icon . This makes it impossible to discern from the original file uploaded to the TM1 server and the reference in the second application; both appear to reside on the TM1 server. In fact, only the original file exists on the server. The copy in the second application remains a reference, albeit with an incorrect icon.

## TM1 Excel Service Disabled When the .NET Framework is Installed After TM1 Web is Installed (309928)

If you install the Microsoft .NET Framework *after* installing TM1 Web, the Startup Type property of the TM1 Excel Service is set to Disabled. You should change the Startup Type property to Automatic with the following steps:

1. Open the Windows Control Panel.
2. Double-click **Administrative Tools**.
3. Double-click **Services**.
4. Double-click TM1 Excel Service.
5. Change the Startup Type from Disabled to **Automatic**.

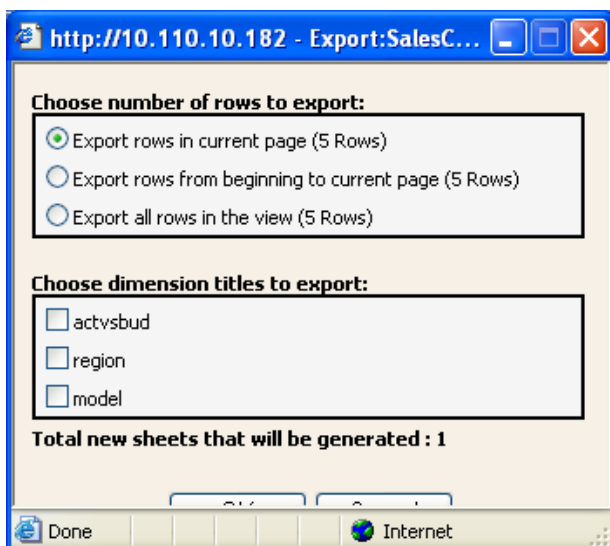


6. Click **OK**.

## Export Dialog Box is Truncated When Accessing TM1 Web via IP Address (310441)

If the URL you use to access TM1 Web uses an IP address rather than a system name, the Export dialog box is truncated, making it difficult to click the OK and Cancel buttons.

For example, if you use a URL such as `http://10.110.10.182/tm1web/TM1WebLogin.aspx` to access TM1 Web, the Export dialog box (which is *not* resizable) appears as follows:



If you use a system name, such as  
<http://FinanceHost/tm1web/TM1WebLogin.aspx>  
 to access TM1 Web, the Export dialog box is not truncated.

## Oracle Patch Required to Access ODBC Connection from WOW64 Applications (310524)

When installing the 32-bit version of TM1 on an x64 system, the default installation directory is C:\program files (x86)\Cognos\TM1. The C:\program files (x86)\ directory is specified by Microsoft for WOW64 applications.

However, if a WOW64 application needs to access an Oracle database through an ODBC connection, you *must* install the following patch before you can access the ODBC connection from any application that resides in the C:\program files (x86) directory. This patch is necessary because the parenthesis character in the C:\program files (x86) directory name cause a known error in Oracle, as described in Oracle issue # 3807408.

[https://metalink.oracle.com/metalink/plsql/f?p=130:5:6978400637026935379:::P\\_SOURCE,P\\_SRCHTXT:8,4928723](https://metalink.oracle.com/metalink/plsql/f?p=130:5:6978400637026935379:::P_SOURCE,P_SRCHTXT:8,4928723)

**NOTE:** You need a valid Oracle customer support ID to access the above link.

## Dynamic Slices

There are a variety of known issues with Dynamic Slices which are documented in the 9.0 SP 3 release notes. Please review these release notes on the Cognos web site for more details.

## Table of Other Known Issues

The following table provides an inquiry number and brief summary of other known issues in this release.

### Inquiry# Summary

305346	<p>If a new cube is created on a TM1 server according to the following procedure, the cube is inserted in the incorrect location in the server tree. This problem only occurs when creating a cube on a server that previously contained no TM1 application folders.</p> <ol style="list-style-type: none"><li>1. Create a new application folder in the Application Organizer.</li><li>2. Right click on the new folder and choose <b>New</b> → <b>Cube</b>.</li><li>3. While the Creating Cube window is open, delete the new application folder.</li><li>4. Complete the process of creating a new cube.</li></ol> <p>The new cube is correctly inserted into the Cubes group, but the reference to the new cube is inserted at the bottom of the TM1 server tree, below the Replications group. When you log out of the TM1 server and then log back in, the reference appears in the Applications group independent of any application folder.</p> <p>If you delete the cube, the corresponding reference is not deleted from the references group. You must manually delete the reference from the }Applications directory in your server's data directory.</p>
305350	<p>If a TurboIntegrator process uses a .cma file that was generated from a dimension export as a datasource, the values in the .cma file are incorrectly used as variable names in the process.</p>
308505	<p>It is possible to assign names to cubes or processes that include a space at the end of the object name and immediately preceding the file extension. For example, MyCube .cub, or ImportProcess .pro.</p> <p>Objects with such names are not loaded when the TM1 server starts and consequently are not available through the Server Explorer.</p>



## Inquiry# Summary

309855	If a worksheet contains cells that use the ????.??? custom format, the worksheet cannot be opened as a TM1 Websheet. You will receive an Operation Failed error when attempting to open such a Websheet.
310592	<p>If the Language Preference for the browser in which you run the TM1 Web client includes a language that is not supported in the .NET 1.1 framework, you will receive an error when attempting to login to TM1 web.</p> <p>For a complete list of the languages supported in the .NET 1.1 framework, please refer to the following article in the MSDN Library:</p> <p><a href="http://msdn.microsoft.com/en-us/library/system.globalization.cultureinfo(VS.71).aspx">http://msdn.microsoft.com/en-us/library/system.globalization.cultureinfo(VS.71).aspx</a></p>
310778	A 9.0 TM1 web client cannot connect to a 9.1 TM1 server when the server is running on a computer with multiple network cards.
311089	KEY_ERRs do not display in TM1 Websheets. Cells that display KEY_ERRs in Perspectives appear empty in Websheets.
N/A	The TM1 server cannot read parameter values in the TM1s.cfg file that include TAB characters. To avoid possible errors, ensure that all parameters in the configuration files are free of TAB characters.