

STAR/Cognos Troubleshooting

Please refer to the chart below for directed assistance with issues that may arise with STAR and Cognos

Address Common STAR/Cognos Issues

ISSUE	RESOLUTION	SUPPORT
Error on STAR/Cognos Login Page	Use Internet Explorer 11 with correct settings	Contact ITS Helpdesk (ServiceNow ticket) for Internet Explorer 11 upgrade support and/or browser settings assistance
Error on STAR/Cognos Login Page	Connect to VPN (Cisco AnyConnect)	Contact ITS Helpdesk for installation and/or support of VPN function
Link error from ESP	Use direct link	https://bianalytics.ucsd.edu/ibmcognos/bi/
Folders or reports won't display properly	Use direct link	https://bianalytics.ucsd.edu/ibmcognos/bi/ <ol style="list-style-type: none"> 1) Log into Cognos 2) Select the "Team Content" folder 3) Select "Advancement STAR" 4) Select "STAR Fund Search"
Folders or reports won't display properly	Add required security roles	<p><i>Advancement Staff</i></p> <ul style="list-style-type: none"> • Submit a FootPrints ticket <p>Type of Request: End User Access</p> <p>Request Category: Additional Roles for Existing User</p> <p><i>Non-Advancement Staff</i></p> <ul style="list-style-type: none"> • Contact the ITS Helpdesk

Support Contact Information

- Advancement Help (FootPrints): <https://actfp.ucsd.edu>
- ITS Helpdesk Online (ServiceNow): https://ucsd servicedesk.service-now.com/UCSD_Portal/
- ITS Helpdesk Phone: (858)534-7176