Cognos Issue

Issue Description, Resolution, Visualization

Issue Description

There is a known issue with Cognos having the big icon issues in different browsers. This issue typically happens when the user is logged in the system but is not actively accessing reports. The cache will get corrupted when the underlying single sign-on automatically logs the user out. At this point Cognos is unusable.

Steps

1. In the upper right corner, there is an icon which looks like a person (at least a head and shoulders).
2. Click on this and select sign out.
3. Clear the cache and close the browser.
4. Restart the browser and go back into Cognos.

Visualization of Issue