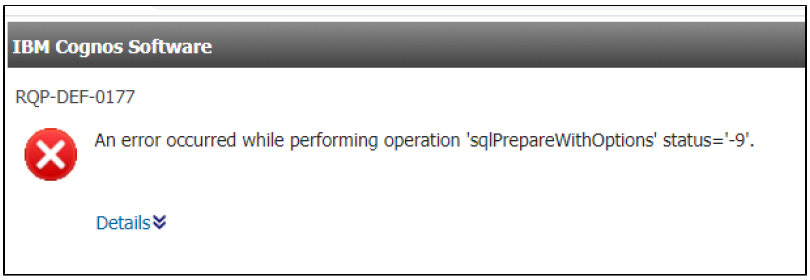
Cognos errors

Cognos errors

If you do not have sufficient authorization to run a Cognos report, you will receive an error:




```
An error occurred while performing operation 'sqlPrepareWithOptions' status='-9'.
```

Click on the **Details** link, to see the full text of the error. If this is an authorizations error, the error message will include:

```
table or view does not exist
```

The error message may be buried inside some additional text, such as

```
UDA-SQL-0107 A general exception has occurred during the operation "prepare".
ORA-00942: table or view does not exist
```

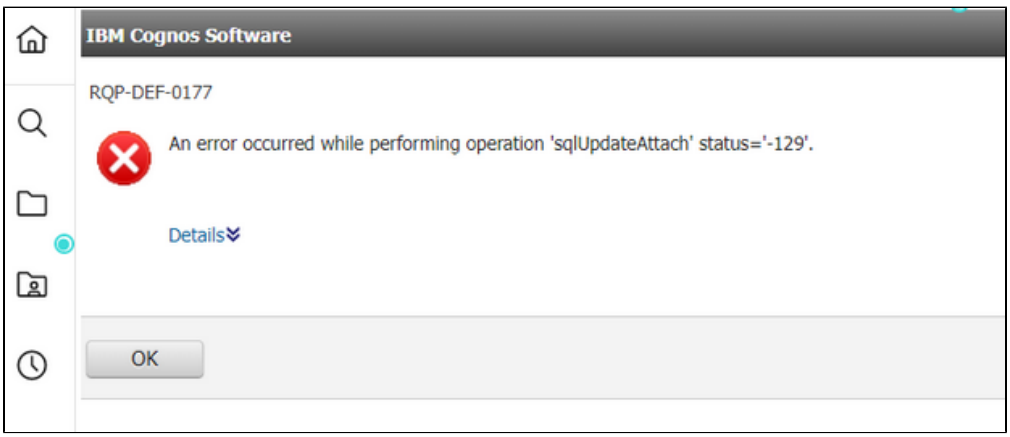
Multiple failed attempts to enter your password will result in a locked Data Warehouse account.

```
Your account has been locked.
```

Data Warehouse users are required to change their Data Warehouse password once per year. Failure to do so will result in revoked access.

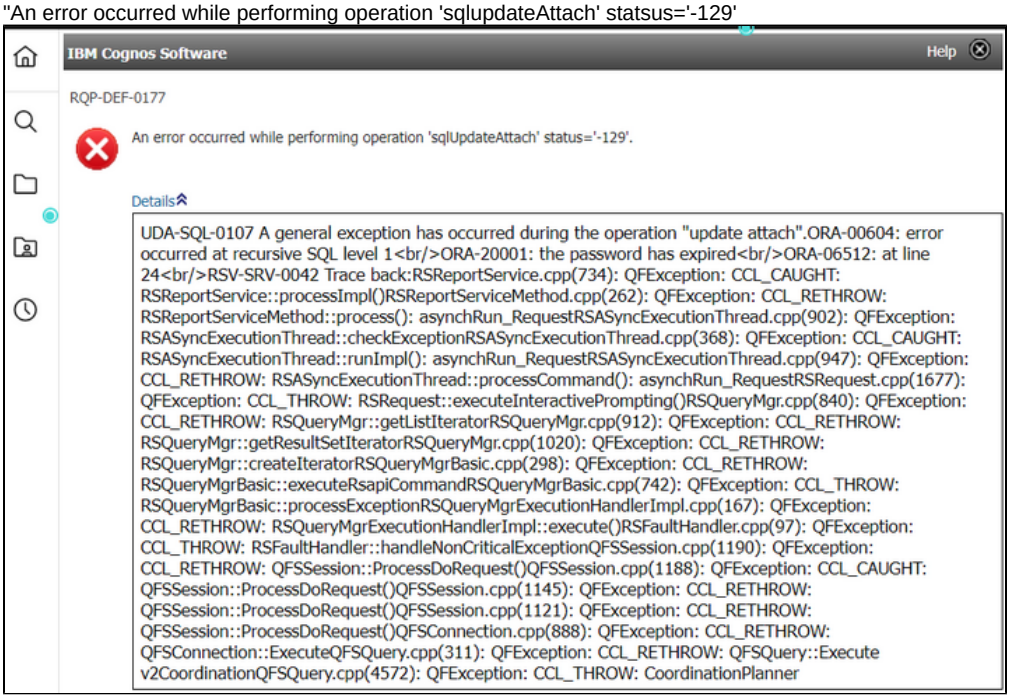
```
The password has expired.
```

You may also see the following errors for an expired password:



RQP-DEF-0177

"An error occurred while performing operation 'sqlupdateAttach' statsus='-129'



Solution

- For authorization issues, contact the Central Authorizer team, at application-support@mit.edu.
- If the error message does **not** include **table or view does not exist**, contact the Business Intelligence & Reporting team, at reporting-help@mit.edu.
- Repeated failed attempts to enter your correct Cognos password will result in a lock being placed upon your account. To have your Data Warehouse password reset and the account unlocked, please contact the Data Warehouse team at warehouse@mit.edu.
- Data Warehouse users are required to change their Data Warehouse password once per year, which can be completed using an MIT certificate see: Change Your Data Warehouse Password. If you do not have a certificate installed you can obtain one.
- For any other issues, or if you are unsure which group to contact, contact the Business Intelligence & Reporting team, at reporting-help@mit.edu.