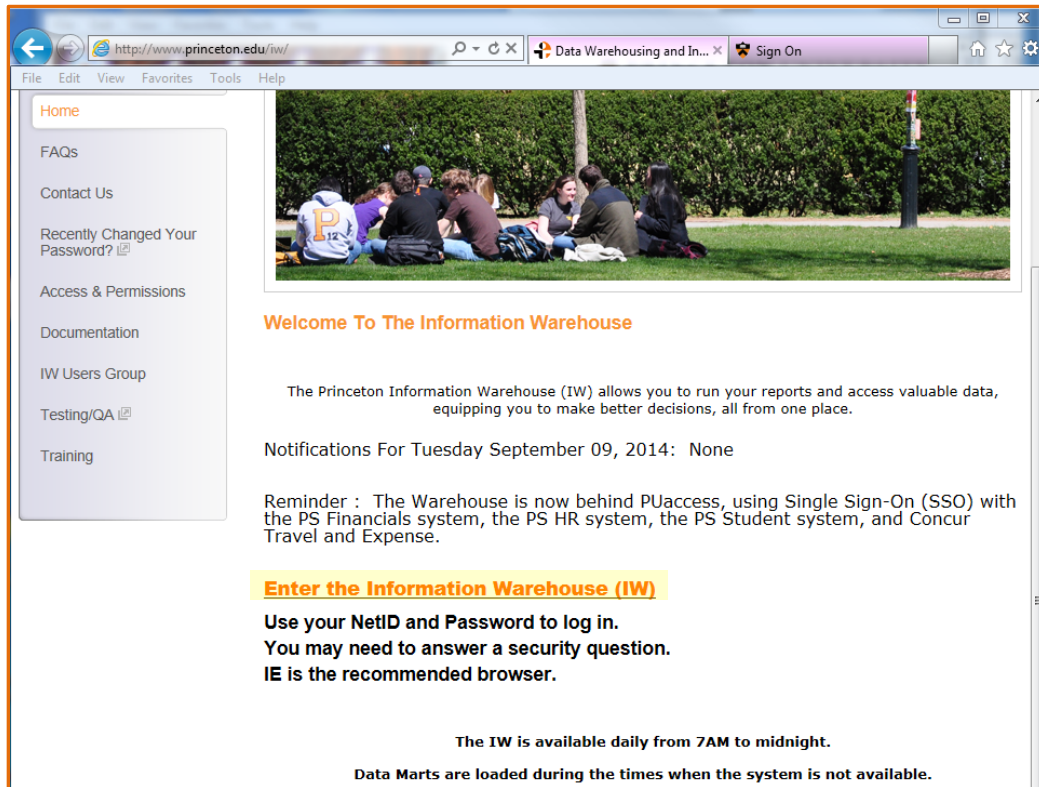


# Cognos and the Information Warehouse Page Cannot be Displayed

If you receive the following error message when logging into Cognos and the Information Warehouse, “This page cannot be displayed. It may be deleted or you may not have sufficient privileges to see it.” this document will show you how to reset the Cognos Landing page.

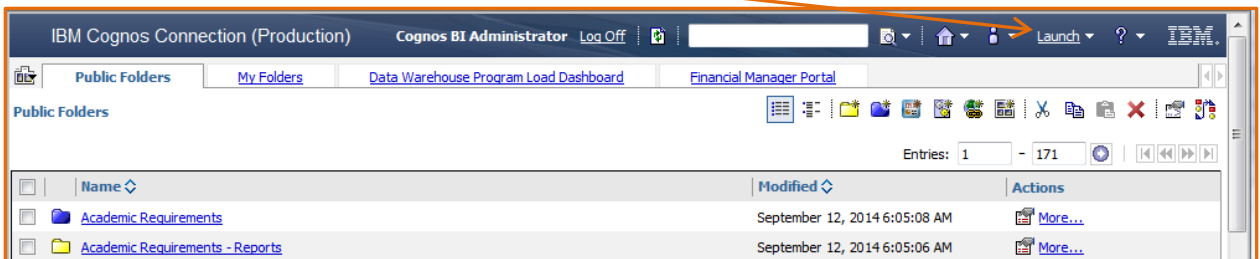
- 1) Go to the Information Warehouse (IW) home page,:  
<http://www.princeton.edu/iw/>
- 2) Click on the “**Enter the Information Warehouse (IW)**” link and log in via Single Sign-on.



- 3) If you receive this error message:

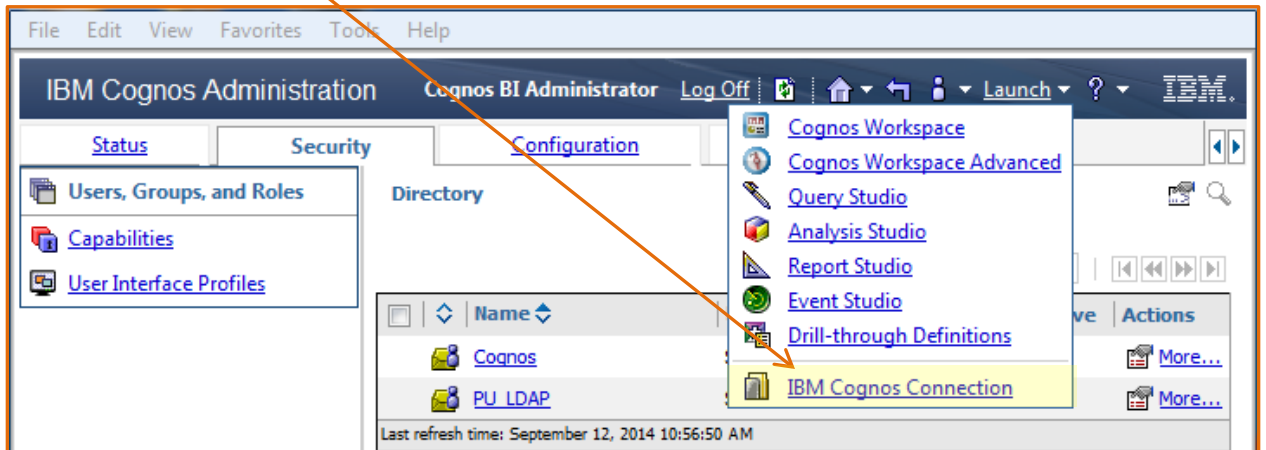
This page cannot be displayed. It may be deleted or you may not have sufficient privileges to see it.

- 4) Select the **Launch pull-down menu**.

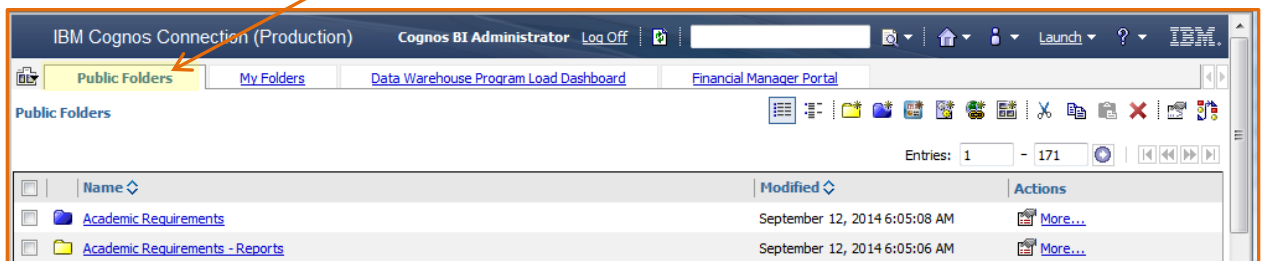


## Page Cannot be Displayed (cont'd.)

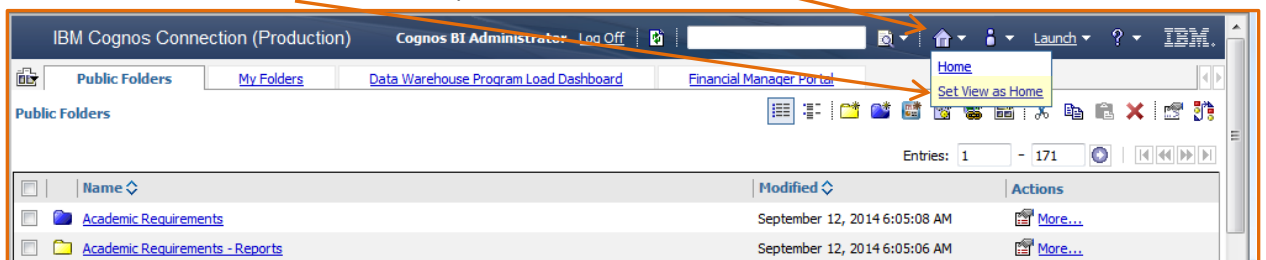
- 5) Select "IBM Cognos Connection" from the pull down menu.



- 6) You will be directed to the "Public Folders" landing page, which will show all packages that you have permission to view.



- 7) Go to the top right of the page and select the "Home" icon. Choose "Set View as Home" from the pull-down menu.



Moving forward whenever you log into Cognos you will be taken to this launch page. From this location you will be able to view and access your packages and reports.