

---

## The links sent by email have incorrect addresses

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 2
- 

### Problem Symptoms:

\* the links sent by emails have incorrect URL

\* [http://server:8081/cognos8/cgi-bin/cognos.cgi?b\\_action=xts.run&m=portal/report-viewer.xts&method=view&m\\_obj=storeID\(%22i2D45B61875A94CF59F3E6CC60C75262A%22\)&nh=1&tb=0](http://server:8081/cognos8/cgi-bin/cognos.cgi?b_action=xts.run&m=portal/report-viewer.xts&method=view&m_obj=storeID(%22i2D45B61875A94CF59F3E6CC60C75262A%22)&nh=1&tb=0)

### Cause:

wrong configuration of gateway in cogstartup.xml

### Resolution:

A) with graphical interface: start [cogconfig.sh](#) and change the gateway URI

B) without graphical interface: go to /c8/configuration/cogstartup.xml and change section:

from

```
<crn:parameter name="gateway">  
<crn:value xsi:type="xsd:anyURI">http://server:8081/cognos8/cgi-bin/cognos.cgi</crn:value>  
</crn:parameter>
```

to

```
<crn:parameter name="gateway">  
<crn:value xsi:type="xsd:anyURI">http://server/cognos8/cgi-bin/cognos.cgi</crn:value>  
</crn:parameter>
```

---

## Additional Information

from COGNOS 8 help

A Report Link in an Email Notification Does Not Work

If a report link in an email notification does not work, the Gateway URI may not be configured correctly.

You must change the host name portion of the Gateway URI from localhost to either the IP address of the computer or the computer name. If the URL in the email contains localhost, remote users cannot open the report.

**Category:** ARC Configuration

---

- **Article last edited:** 10/8/2013