
Voyager Analyzer Scheduled Reports Fail after Upgrade

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.0
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Problem Symptoms

- All Analyzer reports have a status of waiting
- In run history details, receive error: `CNC-SDS-0410 The email message was not sent.`

Cause

Sender email address missing or not configured correctly

Resolution

1. Log into server as Cognos user
2. Go to `/m1/shared/cognos/[version]/configuration/`
3. In the `cogconfig.xml` file, edit the `defaultSender` value (i.e. name@school.edu)

```
<crn:parameter name="defaultSender">  
<crn:value xsi:type="xsd:string">name@school.edu</crn:value>
```

4. Restart the server processes for Analyzer (Cognos) as the Cognos user:

```
/m1/shared/cognos/[version]/bin/cogconfig.sh -stop
```

```
/m1/shared/cognos/[version]/bin/cogconfig.sh -s
```

- **Article last edited:** 08-Oct-2013