Hello,

We had this case open for a month. Mostly because the support tech didn’t know where the extensions and themes got uploaded to. The reason this was such and issue is that the Temp folder Cognos 10 vs Cognos 11 has changed. Due to the size of the files getting left in this folder we had to create a script that ran at night to clean I up. Files like dmptemp… and uda… clutter up the folder and take up room.

My suggestion is that the themes and extension are not temporary and do not belong in a folder called temporary it causes confusion and difficulty when diagnosing. These should be moved to another folder outside the temp folder.

As a result we were getting this when trying to get to the log in screen.

