



Data Warehouse DB2 user or DB2 Service stops access to Cognos reporting portal Resolution Guide

https://kb-stage.netapp.com/data-mgmt/OCI_Kbs/Data_Warehouse_DB2_user_or_DB2_Service_stops...

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Applies to

- OnCommand Insight Data Warehouse (DWH)
- Cognos (DWH reporting portal)
- DB2 user account
- DB2 Services

Solution

This Resolution guide provides information related to gaining access to DWH reporting portal (Cognos), as related to issues originating from DWH DB2 user or DB2 Services.

Note:

- For DWH versions 7.3.10 and later, the service account will be the **DB2 admin** user set during install (**db2admin** by default)

Cognos Services are dependent on DB2 Services

[OnCommand Insight Data Warehouse reporting portal is not accesible - Refused to connect](#)

Verify user configured for the DB2 Service

[Cognos service cannot start on Data Warehouse 7.3.10 with VGS-SRV-1002 Failed to clear the local cache](#)

Windows Reboot policy prevents DB2 service start

[OnCommand Insight Data Warehouse 7.3.10 can't connect to the IBM Cognos Content Database after a Windows reboot](#)

[After restarting the OnCommand Data Warehouse services IBM Cognos does not start](#)

Additional Information

- [Data Warehouse Installtion issues caused by DB2 User or DB2 services Resolution Guide](#)
- [Unable to access NetApp's Data Warehouse Cognos user interface](#)