MicroStrategy 9.5 Readme - PDF Version

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This PDF version of the readme is provided for printing purposes only. The MicroStrategy Readme is also provided in HTML format for ease of use and navigation. All active links in this PDF version are functional if this file is kept in its default installation location. If it is moved out of this location, some links will not work properly.

MICROSTRATEGY ANALYTICS ENTERPRISE

About MicroStrategy, Inc.

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Technical Support
Education
Consulting
Documentation

Version: 9.5
Date of Release: January 23, 2015

MicroStrategy 9.5 (9s) integrates the MicroStrategy Analytics Platform with MicroStrategy Usher. MicroStrategy Usher is a mobile identity platform for enterprise security. Usher enables users to electronically validate their identity using the Usher app and mobile badge on their smartphone, instead of entering a password, displaying a physical ID card, or using a physical key.

MicroStrategy 9.5 supports Usher as a primary authentication method for logging into a project through MicroStrategy Mobile and MicroStrategy Web. Using QR code generation in MicroStrategy, users can scan the code with Usher on their smartphones and gain access to the MicroStrategy project.

Usher is also supported for two-factor authentication in Web.

MicroStrategy 9.5 also provides support for biometric security, location-based access restrictions, and time-based access restrictions.

To configure your MicroStrategy 9.5 installation, see the *help page for MicroStrategy 9.5*.

The MicroStrategy Readme is provided in HTML format for ease of use and navigation. This readme is also provided in PDF format for printing purposes.

Products

This readme contains the latest information about the MicroStrategy platform and products. For late-breaking information not found here, visit Technical Support.

- MicroStrategy Analytics Enterprise General Information
- MicroStrategy Analytics Modules (includes MicroStrategy Tutorial) Readme and Release Notes
- MicroStrategy Command Manager Readme and Release Notes
- MicroStrategy Developer (Developer, Analyst, Architect, Intelligence Server Administration) Readme and Release Notes
- MicroStrategy Enterprise Manager Readme and Release Notes
- MicroStrategy GIS Connectors, refer to the MicroStrategy Web and MicroStrategy Web Universal Readme and Release Notes
- MicroStrategy Integrity Manager Readme and Release Notes
- MicroStrategy Intelligence Server (Report Services, OLAP Services, Distribution Services, Transaction Services, MultiSource Option) Readme and Release Notes
- MicroStrategy Mobile Readme and Release Notes
- MicroStrategy Narrowcast Server Readme and Release Notes
- MicroStrategy Object Manager Readme and Release Notes
- MicroStrategy Office Readme and Release Notes
- MicroStrategy Portlets, refer to the MicroStrategy Web and MicroStrategy Web Universal Readme and Release Notes
- MicroStrategy SDK (Web SDK, Visualization SDK, Mobile SDK, Web Services SDK, Narrowcast Server SDK, Intelligence Server SDK, MicroStrategy Office SDK) Readme and Release Notes
- MicroStrategy System Manager Readme and Release Notes
- MicroStrategy Web (Reporter, Analyst, Professional) Readme and Release Notes
- MicroStrategy Web Universal (Reporter, Analyst, Professional) Readme and Release Notes

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New features in MicroStrategy products

MicroStrategy 9.5 includes new features and enhancements to existing MicroStrategy products. For information about new features and enhancements in each MicroStrategy product, see the following product What's New pages:

- MicroStrategy Analytics Modules
- MicroStrategy Command Manager
- MicroStrategy Developer (formerly MicroStrategy Desktop)
- MicroStrategy Enterprise Manager
- MicroStrategy Integrity Manager
- MicroStrategy Intelligence Server
- MicroStrategy Mobile
- MicroStrategy Narrowcast Server
- MicroStrategy Object Manager
- MicroStrategy Office
- MicroStrategy SDK
- MicroStrategy System Manager
- MicroStrategy Web and Web Universal

Customer-driven issue fixes

Customer-driven issues addressed in this release can be found in Tech Note TN44966.

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Platform Release: Micro*Strategy* Analytics Enterprise Release 12 **Date of Release:** January 23, 2015

Version numbers

MicroStrategy Intelligence Server 9.5
MicroStrategy Web Universal 9.5
MicroStrategy Web 9.5
MicroStrategy Mobile 9.5
MicroStrategy Office 9.5
MicroStrategy Developer 9.5
MicroStrategy Integrity Manager 9.5
MicroStrategy Architect 9.5
MicroStrategy Object Manager 9.5
MicroStrategy Command Manager 9.5
MicroStrategy Enterprise Manager 9.5
MicroStrategy SDK (Software Development Kit) 9.5
MicroStrategy SDK (Software Development Kit) Runtime 9.5
MicroStrategy System Manager 9.5
MicroStrategy Narrowcast Server 9.5
MicroStrategy Portlets 9.5
MicroStrategy Analytics Modules 9.5

Format

Available on the MicroStrategy download site (requires CD Key), on DVD-ROM for Windows (requires CD Key), and on DVD-ROM for UNIX (requires CD Key).

Note: The MicroStrategy SDK is not provided with the MicroStrategy DVD. For information on downloading the MicroStrategy SDK, refer to the MicroStrategy SDK Readme.

DVD Includes:
MicroStrategy Intelligence Server (For Windows)
MicroStrategy Report Services
MicroStrategy OLAP Services
MicroStrategy Distribution Services
MicroStrategy Transaction Services
MicroStrategy Clustering Option
MicroStrategy Web
MicroStrategy Web Universal (For Windows)
MicroStrategy Mobile
MicroStrategy Office
MicroStrategy Developer
MicroStrategy Integrity Manager
MicroStrategy Architect
MicroStrategy Object Manager
MicroStrategy Command Manager
MicroStrategy Enterprise Manager
MicroStrategy System Manager
MicroStrategy Narrowcast Server
MicroStrategy Analytics Modules
MicroStrategy Platform Documentation

DVD Includes:
MicroStrategy Intelligence Server Universal Edition (For AIX, Solaris, Linux, and HP-UX)
MicroStrategy Web Universal (for AIX, Solaris, Linux, and HP-UX. Refer to the MicroStrategy Web Universal Readme for more information)
MicroStrategy Platform Documentation

Online Help

Installed for all MicroStrategy products. Online help is available in English and German (except for administration-related online help) with all MicroStrategy products. MicroStrategy Web user online help is available in all supported locales. MicroStrategy Web Administrator online help is available only in English. For troubleshooting and known issues related to viewing online help documentation, see Troubleshooting MicroStrategy.

Manuals

Refer to the Product Manuals page for a complete listing of product manuals. For a list of new and updated documentation for this release, see What's New?.

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Utilities

Several administrative tools such as the License Manager, Heath Center, Service Manager, User Merge Wizard, Project Mover, DB Query Tool, and Project Source Manager are also installed with MicroStrategy. For MicroStrategy installations on Windows environments, these and other tools are accessible from the MicroStrategy Tools folder, available in the Windows Start menu.

For information about each administrative tool, refer to the System Administration Guide and the Supplemental Reference for System Administration. For procedures related to each tool, access the online help for each tool.

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MicroStrategy platform

For system requirement information for each MicroStrategy product, see the System Requirements and Compatibility page for that product using the following links.

- MicroStrategy Command Manager
- MicroStrategy Developer
- MicroStrategy Enterprise Manager
- MicroStrategy Integrity Manager
- MicroStrategy Intelligence Server
- MicroStrategy Mobile
- MicroStrategy Narrowcast Server
- MicroStrategy Object Manager
- MicroStrategy Office
- MicroStrategy SDK
- MicroStrategy System Manager
- MicroStrategy Web
- MicroStrategy Web Universal

Evaluation Edition

Hardware requirements

Although the MicroStrategy platform can be deployed across multiple machines that are networked together, the most convenient configuration for evaluating MicroStrategy is to run everything on your laptop or desktop computer. The following sections describe the system requirements for the MicroStrategy Evaluation Edition. For information about sizing a production installation, refer to the Installation Considerations section in the Planning Your Installation chapter of the Installation and Configuration Guide.

For the evaluation, it is assumed that one to four users are using the system.

- Memory (RAM): 4 GB or higher
- Minimum storage space required: Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
- Processor: x86 or x64 compatible

For a list of hardware requirements to evaluate MicroStrategy Mobile, refer to the Certified and Supported Configurations for MicroStrategy Mobile.

If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can alternatively download the software from the MicroStrategy download site.

Regardless of where you choose to install the Evaluation Edition, you must have at least 1 GB of free space on your C: drive for a set of system files that MicroStrategy installs. For example, even if you choose to install the entire Evaluation Edition on your D: drive, you will still have 1 GB of system files installed on your C: drive. This storage requirement is in addition to the minimum storage space mentioned in the list above.

Software requirements

The following list describes the MicroStrategy Evaluation Edition software requirements:

- Microsoft Windows operating system:
  - Windows 2003 Standard Edition SP2 (on x86 or x64)
  - Windows 2003 Enterprise Edition SP2 (on x86 or x64)
  - Windows 2003 Standard Edition R2 SP2 (on x86 or x64)
  - Windows 2003 Enterprise Edition R2 SP2 (on x86 or x64)
  - Windows Vista Business Edition SP2 (on x86 or x64)
  - Windows Vista Enterprise Edition SP2 (on x86 or x64)
  - Windows 7 Professional Edition SP1(on x86 or x64)
  - Windows 7 Enterprise Edition SP1 (on x86 or x64)

- Windows 8 all editions (on x86 or x64)
- Windows 2008 Standard Edition SP2 on x64
- Windows 2008 Enterprise Edition SP2 on x64
- Windows 2008 Standard Edition R2 SP1 on x64
- Windows 2008 Enterprise Edition R2 SP1 on x64
- Windows Server 2012 Standard (on x64)

It is recommended that, if you install MicroStrategy server products on Windows Vista, Windows 7, or Windows 8, you do so for evaluation purposes only. For a production environment, install MicroStrategy server products on one of the other MicroStrategy-certified operating systems.

- Windows fonts display set to small fonts (96 dpi).
- Microsoft Internet Information Services (IIS) version 6.x, 7.0.x, 7.5.x, or 8.x.
- Microsoft Internet Explorer version 7.x, 8.x, 9.x, or 10.x.
- Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
- Display set to 16 bit colors or higher.
- Adobe Reader version 10.x or 11.x.
- Adobe Flash Player version 10.1.x, 10.3.x, or 11.x.
- For evaluating MicroStrategy Office, Microsoft Office (Microsoft Excel, Microsoft PowerPoint, or Microsoft Word):
  - Microsoft Office 2003 SP3.
  - Microsoft Office 2007 SP2.
  - Microsoft Office 2010 SP1.
  - Microsoft Office 2013.
- For evaluating MicroStrategy Mobile:
  - MicroStrategy Mobile for BlackBerry:
    - BlackBerry Operating System version 5.x, 6.x, or 7.x.
    - BlackBerry Bold 9900 Series, Torch 9800 Series, Bold 9790, Bold 9700, Style 9670, Bold 9650, Tour 9630, Curve 3G 9300 Series, Pearl 3G 9100 Series, Bold 9000 Series, Curve 8900 Series, 8800 Series, 8700 Series, Curve 8500 Series, Curve 8300 Series, Pearl Flip 8200 Series, Pearl 8100 Series, 7200 Series, or 7100 Series devices.
  - MicroStrategy Mobile for iPhone:
    - iPhone iOS 5.0.x, 5.1.x, 6.0.x, or 6.1.x.
    - iPhone 5, iPhone 4S, iPhone 4, iPhone 3GS, or iPod Touch devices.
  - MicroStrategy Mobile for iPad:
    - iPad iOS 5.0.x, 5.1.x, 6.0.x, or 6.1.x.
    - iPad Wi-Fi or iPad Wi-Fi + 3G devices.
    - iPad 2 Wi-Fi or iPad 2 Wi-Fi + 3G devices.
    - iPad 3 Wi-Fi or iPad 3 Wi-Fi + Cellular devices (New iPad).
    - iPad 4 Wi-Fi or iPad 4 Wi-Fi + Cellular devices (iPad with Retina display).
  - MicroStrategy Mobile for Android:
    - Android OS 4.x.
    - Acer Iconia Tab A100, Acer Iconia Tab A500, ASUS Nexus 7 Wi-Fi, ASUS Nexus 7 3G, ASUS Transformer, ASUS Transformer Prime, HTC One S T-Mobile version, HTC One X International version, HTC Vivid, LG Nexus 4 International version, LG Optimus G AT&T version, LG Spectrum, LG Thrill, Motorola Atrix 2, Motorola Droid 4, Motorola Droid Bionic, Motorola Droid Razr and Razr MAXX, Motorola Xoom 3G tablet, Motorola Xoom Wi-Fi, Motorola XY Board 10.1 LTE, Samsung Galaxy Nexus GSM version, Samsung Galaxy Nexus Verizon version, Samsung Galaxy Note International version, Samsung Galaxy Note 10.1 Wi-Fi, Samsung Galaxy Note 2 International version, Samsung Galaxy S2 AT&T version, Samsung Galaxy S2 T-Mobile version, Samsung Galaxy S2 Skyrocket AT&T version, Samsung Galaxy S3 AT&T version, Samsung Galaxy S3 International version, Samsung Galaxy S3 Verizon version, Samsung Galaxy Tab 10.1 Wi-Fi, Samsung Galaxy Tab 2 7.0 Wi-Fi, Samsung Galaxy Tab 7 Plus, Samsung Nexus 10, Samsung Nexus S, Samsung Nexus S 4G, Sony Tablet S, Sony Xperia Arc International version, Sony Xperia S International version, Toshiba Thrive.
    - Android phones must use a high or extra high pixel density screen, which is 240 PPI and above.
    - Android tablets must use a medium, high, or extra high pixel density screen, which is 160 PPI and above.

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The following sections describe the concepts of compatibility and interoperability as they pertain to MicroStrategy products:

- Important Interoperability Notes
- Important Compatibility Notes
  - Compatibility Scenarios
- Definition of Terms

For additional best practices on compatibility and interoperability, as it relates upgrading a MicroStrategy system, see the MicroStrategy Upgrade Guide.

Important interoperability notes

The following provides an overview of several important interoperability considerations:

- **New clients with older Intelligence Servers**: Connecting MicroStrategy products to an earlier version of MicroStrategy Intelligence Sever is not supported. For example, MicroStrategy does not recommend or guarantee support for connecting MicroStrategy Web 9.2.1 to pre-9.2.1 MicroStrategy Intelligence Server.

  The exception to this rule is MicroStrategy Mobile clients. For detailed information on MicroStrategy Mobile interoperability, see MicroStrategy Mobile Compatibility and Interoperability.

- **New Intelligence Servers with older clients**: Connecting earlier versions of MicroStrategy products to the most recent version of MicroStrategy Intelligence Server is supported in certain scenarios. Supported interoperability scenarios are described below. However, be aware that earlier versions of MicroStrategy products will not be able to take advantage of the new functionality offered by the most recent version of MicroStrategy Intelligence Server.

MicroStrategy Analytics Enterprise interoperability is described below:

- MicroStrategy Analytics Enterprise is interoperable with MicroStrategy 9.4, 9.3.1, 9.3.0, 9.2.1m, 9.2.1, 9.2.0, and 9.0.2 products. For example, MicroStrategy Web 9.0.2 can connect to MicroStrategy Intelligence Server Analytics Enterprise. Refer to the Readmes for each MicroStrategy product for any product-specific interoperability information.
- MicroStrategy Analytics Enterprise is not interoperable with pre-9.0.2 MicroStrategy products. This is due to the new features and major architectural extensions introduced in recent MicroStrategy versions. For example, MicroStrategy Web 9.0.0 should not be connected to MicroStrategy Intelligence Server 9.2.1m for production purposes, as this is not a supported configuration.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.
- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.

MicroStrategy Integrity Manager is a product that is meant to be run against current and earlier versions of MicroStrategy Intelligence Server for testing purposes. Therefore, the interoperability between Integrity Manager and Intelligence Server is different than for the rest of the MicroStrategy products. Integrity Manager interoperability with Intelligence Server is described in Integrity Manager Interoperability.

Important compatibility notes

The following provides an overview of several important compatibility considerations.

- **Newer and older products on the same machine**: Version 9.5 products are **not** compatible on the same machine with earlier versions of MicroStrategy products. If you attempt to install a MicroStrategy 9.5 product on a machine that currently has a pre- 9.5 product installed, the MicroStrategy Installation Wizard prompts you to upgrade every MicroStrategy product on that machine to 9.5 .

- **Intelligence Server and metadata**: MicroStrategy Intelligence Server and metadata versions should always match. That is, the metadata must be upgraded to 9.5 to use MicroStrategy Intelligence Server 9.5. In direct connection deployments, client products (such as MicroStrategy Developer) should also be updated to the newer version of MicroStrategy Intelligence Server.

Compatibility scenarios

All MicroStrategy 9.5 products are compatible with all other MicroStrategy 9.5 products. While it is possible to install all MicroStrategy 9.5 products on the same machine, MicroStrategy recommends installing products and groups of products on separate machines and dedicated server machines as determined by your production environment requirements. For more information on various production deployment scenarios, see the MicroStrategy Installation and Configuration Guide.

Definition of terms

- **Compatibility**: Products that are compatible can function on the same machine without software conflicts. Installing compatible products on the same machine results in no loss of functionality for these products.

  You cannot have a combination of 9.5 and pre-9.5 MicroStrategy products installed on the same machine. For example, MicroStrategy Web 8.1.x cannot reside on the same machine as MicroStrategy Command Manager 9.5. Refer to the Important Compatibility notes section below for more information.

- **Interoperability**: Products that are interoperable can function on different machines without software conflicts.

  Different versions of MicroStrategy products are, in several configurations, interoperable when installed on different machines. However, older versions of MicroStrategy products cannot benefit from 9.5 features and enhancements. For example, you have Intelligence Server 8.0.x installed on one machine and MicroStrategy Web 8.0.x installed on another. You upgrade the 8.0.x Intelligence Server to 8.1 but leave the 8.0.x version of MicroStrategy Web. Although Web can function (is interoperable) with the upgraded Intelligence Server, Web cannot benefit from the new features and enhancements of Intelligence Server 8.1. Refer to the Important Interoperability notes section below for more information.

- **Certified**: The third-party component has been actively tested with the current release. All tests were passed with no significant issues that would prevent the use of any applicable MicroStrategy features. MicroStrategy expects any certified third-party component to be used successfully with any and all applicable MicroStrategy functionality.

- **Supported**: A third-party component that has been listed as supported is expected to be used successfully with any and all applicable MicroStrategy functionality. A third-party component that is supported rather than certified means that its testing meets one or more of any of the following conditions:
  - Testing of a given version of the third-party component has been lowered in priority to focus testing efforts on newer versions of the third-party component. Proper functionality is implied through the comprehensive testing executed during a relevant previous release of MicroStrategy, along with some basic coverage using the current release. This transition period provides a migration path to the newer versions of the component.
  - The third-party component was put through full certification testing, but an issue was found, which caused a significant loss of functionality or degradation in performance, for at least one applicable MicroStrategy feature or functionality set.

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Certified and Supported Configurations

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The combination of a language, operating system for the client and server components, and client applications from other providers, is a configuration.

The following certified and supported configurations are listed below:

- Database and ODBC Configurations for MicroStrategy
- Hadoop support in MicroStrategy
- Data Integration Solutions
- Virtualization

For information on certified and supported configurations for a specific product, refer to the readme files for each product. To access the product Readmes, return to the readme index.

Database and ODBC configurations for MicroStrategy metadata, warehouse, statistics database, and MicroStrategy Narrowcast Server repositories

The tables below list whether or not a configuration is one of the following:

- **Certified** configurations were tested at MicroStrategy with MicroStrategy products.
- **Supported** configurations include configurations tested at customer or partner sites, older versions of RDBMSs that were certified for previous releases of MicroStrategy software, and other combinations that may not have been tested in the exact combination listed.
- **Status** is listed with the following abbreviations:
  - **WH**: Data warehouse.
  - **MD**: Metadata repository. MD also signifies certification or support for History List repositories, except where explicitly noted otherwise.
  - **ST**: Statistics repository.
  - **NCS**: MicroStrategy Narrowcast Server.
- Configurations listed as **Not Tested** were not tested at MicroStrategy, but may work acceptably.
- Configurations listed as **Not Supported** are not supported by MicroStrategy.

Under certain circumstances, database releases are tested and certified or supported after the release of the MicroStrategy version that they have been tested with. To view a listing of databases post-certified or post-supported with MicroStrategy 9.4, see Tech Note TN 44222.

The tables below list the certified and supported database and ODBC configurations for the following platforms:

- Windows
- AIX or Solaris
- Red Hat or SUSE Linux
- HP-UX 64-bit (Itanium)

Note: Not all ODBC vendors provide 64-bit drivers. To have an encompassing standard for connectivity to all databases, the current requirement for ODBC drivers is that they should be 32-bit for Windows, AIX, Solaris, and Linux, while all ODBC drivers for HP-UX are 64-bit.

Windows

See Status for status abbreviation definitions listed in the table below.

DBMS	Recommended ODBC Driver	Status
Actian Ingres 10S	32-bit Client Runtime for use with Vectorwise	Certified: WH
Actian Vectorwise 2.5	32-bit Client Runtime for use with Vectorwise	Certified: WH
Actian Vectorwise 3.0	32-bit Client Runtime for use with Vectorwise	Certified: WH
Amazon Redshift	32-bit Postgresql ODBC Driver version 8.04 (Unicode)	Certified: WH
ANSI SQL92 (Generic	Not applicable	Supported: WH

DBMS Object)		
Aster Database 4.6.x	32-bit Aster Database ODBC Driver version 4.6.x	Certified: WH
Aster Database 5.0.x	32-bit Aster Database ODBC Driver version 5.0.x	Certified: WH
Aster Database 5.1.x	32-bit Aster Database ODBC Driver version 5.1.x	Certified: WH
Calpont InfiniDB 2.2.x	32-bit MySQL ODBC Driver version 5.2.5	Certified: WH
Calpont InfiniDB 3.x	32-bit MySQL ODBC Driver version 5.2.5	Certified: WH
Connection Cloud	Connection Cloud Driver 1.4.x	Certified: WH
EnterpriseDB Postgres Plus 9.0	32-bit EnterpriseDB 9.0 ODBC driver version 9.0.4.14	Supported: MD, WH
EnterpriseDB Postgres Plus 9.1	32-bit EnterpriseDB 9.1 ODBC driver version 9.1.2.2	Supported: MD, WH
EXASolution 4.1	32-bit EXASolution Driver 4.1	Certified: WH
EXASolution 4.2	32-bit EXASolution Driver 4.2	Certified: WH
Google BigQuery	Simba BigQuery ODBC Driver 1.0.x	Certified: WH
Greenplum 4.1.x	32-bit MicroStrategy ODBC Driver for Greenplum Wire Protocol 7.10.00.15	Supported: WH
Greenplum 4.2.x	32-bit MicroStrategy ODBC Driver for Greenplum Wire Protocol 7.10.00.15	Certified: WH
HP Vertica 5.1	32-bit Vertica ODBC Driver version 5.01.xx.xx	Certified: WH
HP Vertica 6.0	32-bit Vertica ODBC Driver version 6.00.xx.xx	Certified: WH
HP Vertica 6.1	32-bit Vertica ODBC Driver version 6.01.xx.xx	Certified: WH
IBM DB2 9.1 for z/OS	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise Edition 9.1 Fix Pack 10	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 10 for z/OS	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise/Server Edition 10.1 Fix Pack 1	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 for i 6.1	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit System i Access for Windows V6R1M0 SI42423, only available for 32-bit Windows environments.	Certified: WH
IBM DB2 for i 7.1	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31	Certified: WH
IBM DB2 for Linux, UNIX, & Windows 9.5 with Fix Pack 10	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise Edition 9.5 Fix Pack 10	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 9.7 with Fix Pack 8	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise/Server Edition 9.7 Fix Pack 8	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.1 Fix Pack 2	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise/Server Edition 10.1 Fix Pack 2	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.5	32-bit MicroStrategy ODBC Driver for DB2 Wire Protocol 7.10.00.31 OR 32-bit IBM DB2 ODBC Driver from DB2 Connect Enterprise/Server Edition 10.5	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
IBM Informix Dynamic Server 11.5	**For WH**: 32-bit MicroStrategy ODBC Driver for Informix Wire Protocol 7.10.00.05. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.TC4 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only

IBM Informix Ultimate Edition 11.7	**For WH**: 32-bit MicroStrategy ODBC Driver for Informix Wire Protocol 7.10.00.05. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.TC4 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Ultimate Edition 12.1	**For WH**: 32-bit MicroStrategy ODBC Driver for Informix Wire Protocol 7.10.00.05. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 4.10.TC1 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Extended Parallel Server 8.5	32-bit MicroStrategy ODBC Driver for Informix 8 7.10.00.05 with Informix Client SDK 3.50.TC5	Certified: WH
IBM Netezza 4.6.x	32-bit IBM Netezza Driver 4.6.x	Supported: WH
IBM Netezza 5.0.x	32-bit IBM Netezza Driver 5.0.x	Certified: WH
IBM Netezza 6.0.x	32-bit IBM Netezza Driver 6.0.x	Certified: WH
IBM Netezza 7.0.x	32-bit IBM Netezza Driver 7.0.x	Certified: WH
IBM Red Brick 6.3	32-bit Red Brick Driver (6.30.TC12)	Certified: WH
Infobright 4.0.x	32-bit MicroStrategy ODBC Driver for MySQL Wire Protocol 7.10.00.12	Certified: WH
Kognitio WX2 7.1.x	32-bit Kognitio WX2 version 7.1.2	Certified: WH
Kognitio WX2 7.2.x	32-bit Kognitio WX2 version 7.2	Certified: WH
Maria DB 5.5.x	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: MD, WH
Microsoft Access 2000, 2002, 2003	32-bit Microsoft Access Driver (*.mdb) Version number dependent on the certified operating system	Supported for demo purposes: MD, WH, NCS (not for production)
Microsoft Access 2007	32-bit Microsoft Access Driver (*.mdb, *.accdb) Version number dependent on the certified operating system	Supported for demo purposes: MD, WH, NCS (not for production)
Microsoft Excel 2000	32-bit Microsoft Excel Driver (version number dependent on the certified operating system)	Supported with known issues: WH
Microsoft SQL Database	32-bit Microsoft SQL Server 2008 SP3 Native Client ODBC Driver	Certified: WH
Microsoft SQL Server 2005 SP4	32-bit SQL Server ODBC Driver (version number dependent on the certified operating system) OR 32-bit Microsoft SQL Server 2005 SP4 Native Client ODBC Driver.	Certified: MD, WH, ST, NCS
Microsoft SQL Server 2008 SP3	32-bit SQL Server ODBC Driver (version number dependent on the certified operating system) OR 32-bit Microsoft SQL Server 2008 SP3 Native Client ODBC Driver. When used with the Microsoft SQL Server 2008 SP3 with Native Client database type, this driver supports the most recent Microsoft SQL Server data type definitions.	Certified: MD, WH, ST, NCS
Microsoft SQL Server 2008 R2 SP1/SP2	32-bit SQL Server ODBC Driver (version number dependent on the certified operating system) OR 32-bit Microsoft SQL Server 2008 R2 SP2 Native Client ODBC Driver. When used with the Microsoft SQL Server 2008 R2 SP2 with Native Client database type, this driver supports the most recent Microsoft SQL Server data type definitions.	Certified: MD, WH, ST, NCS
Microsoft SQL Server 2008 R2 Parallel Data Warehouse	32-bit Microsoft SQL Server 2008 R2 Parallel Data Warehouse ODBC Client 1.00.17.70	Certified: WH
Microsoft SQL Server 2012 SP1	32-bit SQL Server ODBC Driver (version number dependent on the certified operating system) OR 32-bit Microsoft SQL Server 2012 SP1 Native Client	Certified: MD, WH, ST, NCS

	ODBC Driver. This driver provides support for the most recent Microsoft SQL Server data type definitions and OLAP function support.	
Microsoft SQL Server 2012 Parallel Data Warehouse	32-bit Microsoft SQL Server 2008 R2 SP2 Native Client ODBC Driver	Certified: WH
MySQL Community Edition 5.0	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Supported: MD, WH
MySQL Community Edition 5.1	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Supported: MD, WH
MySQL Community Edition 5.5	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: MD, WH
MySQL Community Edition 5.6	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: MD, WH
MySQL Enterprise Edition 5.0	32-bit MicroStrategy ODBC Driver for MySQL Wire Protocol 7.10.00.12	Supported: MD, WH
MySQL Enterprise Edition 5.1	32-bit MicroStrategy ODBC Driver for MySQL Wire Protocol 7.10.00.12	Supported: MD, WH
MySQL Enterprise Edition 5.5	32-bit MicroStrategy ODBC Driver for MySQL Wire Protocol 7.10.00.12	Certified: MD, WH
MySQL Enterprise Edition 5.6	32-bit MicroStrategy ODBC Driver for MySQL Wire Protocol 7.10.00.12	Certified: MD, WH
Oracle 9i and 9iR2	32-bit MicroStrategy ODBC Driver for Oracle Wire Protocol 7.10.02.60	Supported: WH, ST, NCS Supported: MD, for Unicode databases only
Oracle 10g and 10gR2	32-bit MicroStrategy ODBC Driver for Oracle Wire Protocol 7.10.02.60	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
Oracle 11g and 11gR2	32-bit MicroStrategy ODBC Driver for Oracle Wire Protocol 7.10.02.60	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
Oracle 12c	32-bit MicroStrategy ODBC Driver for Oracle Wire Protocol 7.10.02.60	Certified: WH, ST, NCS Certified: MD, for Unicode databases only
ParAccel 3.1	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
ParAccel 3.5	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
ParAccel 4.0	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
PostgreSQL 8.4	32-bit MicroStrategy ODBC Driver for PostgreSQL Wire Protocol 7.10.00.13	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.0	32-bit MicroStrategy ODBC Driver for PostgreSQL Wire Protocol 7.10.00.13	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.1	32-bit MicroStrategy ODBC Driver for PostgreSQL Wire Protocol 7.10.00.13	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.2	32-bit MicroStrategy ODBC Driver for PostgreSQL Wire Protocol 7.10.00.13	Certified: WH Certified: MD, for Unicode databases only
Salesforce.com	32-bit MicroStrategy ODBC Driver for Salesforce 7.10.00.10	Certified: WH
SAND CDBMS 6.1	32-bit Nucleus ODBC Driver 3.01.2067.00	Certified: WH
SAND CDBMS 7.1	32-bit Nucleus ODBC Driver 7.01.3327.00	Certified: WH
SAP HANA 1.0 SP4	32-bit HDBODBC32 Driver 1.00.56.49638	Certified: WH
SAP HANA 1.0 SP5	32-bit HDBODBC32 Driver 1.00.56.49638	Certified: WH
SAP Sybase Adaptive Server 15	32-bit MicroStrategy ODBC Driver for Sybase ASE Wire Protocol 7.10.00.13	Supported: MD, WH, ST

SAP Sybase Adaptive Server 15.5	32-bit MicroStrategy ODBC Driver for Sybase ASE Wire Protocol 7.10.00.13	Certified: MD, WH, ST
SAP Sybase Adaptive Server 15.7	32-bit MicroStrategy ODBC Driver for Sybase ASE Wire Protocol 7.10.00.13	Certified: MD, WH, ST
SAP Sybase IQ 15.2	32-bit Sybase IQ ODBC driver (15.2 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 15.3	32-bit Sybase IQ ODBC driver (15.3 IQ Network Client)	Certified: WH
SAP Sybase IQ 15.4	32-bit Sybase IQ ODBC driver (15.4 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 16.0	32-bit Sybase IQ ODBC driver (IQ Network Client 16.0 SP #01)	Certified: WH
Teradata V12	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13.10	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.0	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.1	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Text Files	32-bit MicroStrategy ODBC Driver for Text 6.10.00.17	Supported: WH

AIX or Solaris

See Status for status abbreviation definitions listed in the table below.

DBMS	Recommended ODBC Driver	Status
ANSI SQL92 (Generic DBMS Object)	Not applicable	Supported: WH
Greenplum 4.1.x	32-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Supported: WH
Greenplum 4.2.x	32-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Certified: WH
HP Vertica 5.1	32-bit Vertica ODBC Driver version 5.01.xx.xx	Certified: WH
HP Vertica 6.0	32-bit Vertica ODBC Driver version 6.00.xx.xx	Certified: WH
HP Vertica 6.1	32-bit Vertica ODBC Driver version 6.01.xx.xx	Certified: WH
IBM DB2 9.1 for z/OS	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 10 for z/OS	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 for i 6.1	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for i 7.1	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for Linux, UNIX, & Windows 9.5 with Fix Pack 10	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 9.7 with Fix Pack 8	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.1 Fix Pack 2	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.5	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only

IBM Informix Dynamic Server 11.5	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: • AIX 5.3 environments: 32-bit IBM Informix ODBC Driver from Client SDK 3.50.UC5. • All other AIX and Solaris environments: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.UC4 for UTF-8 databases only. For information on supporting this configuration, refer to the details provided within the MicroStrategy Tech Note TN 31963.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Ultimate Edition 11.7	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: • AIX 5.3 environments: 32-bit IBM Informix ODBC Driver from Client SDK 3.50.UC5. • All other AIX and Solaris environments: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.UC4 for UTF-8 databases only. For information on supporting this configuration, refer to the details provided within the MicroStrategy Tech Note TN 31963.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Ultimate Edition 12.1	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 4.10.UC1 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Extended Parallel Server 8.5	32-bit MicroStrategy 7.1 ODBC Driver for Informix 8 with Informix Client SDK 3.50.UC5	Certified: WH
IBM Netezza 4.6.x	32-bit IBM Netezza Driver 4.6.x	Supported: WH
IBM Netezza 5.0.x	32-bit IBM Netezza Driver 5.0.x	Certified: WH
IBM Netezza 6.0.x	32-bit IBM Netezza Driver 6.0.x	Certified: WH
IBM Netezza 7.0.x	32-bit IBM Netezza Driver 7.0.x	Certified: WH
IBM Red Brick 6.3	32-bit Red Brick Driver 6.30.FC12	Certified: WH
Infobright 4.0.x	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: WH
Microsoft Access 2000, 2002, 2003	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: WH (not for production)
Microsoft Access 2007	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: WH (not for production)
Microsoft Excel 2000	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported with known issues: WH
Microsoft SQL Database	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: WH
Microsoft SQL Server 2005 SP4	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
Microsoft SQL Server 2008 SP3	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
Microsoft SQL Server 2008 R2 SP1/SP2	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
Microsoft SQL Server 2012 SP1	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
MySQL Enterprise Edition 5.0	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH

MySQL Enterprise Edition 5.1	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH
MySQL Enterprise Edition 5.5	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
MySQL Enterprise Edition 5.6	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
Oracle 9i and 9iR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Supported: WH, ST Supported: MD, for Unicode databases only
Oracle 10g and 10gR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
Oracle 11g and 11gR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
Oracle 12c	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
PostgreSQL 8.4	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.0	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.1	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.2	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
Salesforce.com	32-bit MicroStrategy 7.1 ODBC Driver for Salesforce (AIX: support for AIX 6.1 and 7.1 only)	Certified: WH
SAP Sybase Adaptive Server 15	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Supported: MD, WH, ST
SAP Sybase Adaptive Server 15.5	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase Adaptive Server 15.7	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase IQ 15.2	32-bit Sybase IQ ODBC Driver (15.2 ODBC Driver Kit for Sybase IQ) client support for Solaris 10.x only.	Certified: WH
SAP Sybase IQ 15.3	32-bit Sybase IQ ODBC Driver (15.2 ODBC Driver Kit for Sybase IQ) client support for Solaris 10.x only.	Certified: WH
SAP Sybase IQ 15.4	32-bit Sybase IQ ODBC Driver (15.2 ODBC Driver Kit for Sybase IQ) client support for Solaris 10.x only.	Certified: WH
SAP Sybase IQ 16.0	32-bit Sybase IQ ODBC Driver (16.0 ODBC Driver Kit for Sybase IQ) client support for Solaris 10.x only.	Certified: WH
Teradata V12	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13.10	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.0	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.1	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Text Files	32-bit MicroStrategy 7.1 ODBC Driver for Text	Supported: WH

Red Hat or SUSE Linux

See Status for status abbreviation definitions listed in the table below.

DBMS	Recommended ODBC Driver	Status
Actian Ingres 10S	32-bit Vectorwise Client Runtime for Linux	Certified: WH
Actian Vectorwise 2.5	32-bit Vectorwise Client version 3.0	Certified: WH
Actian Vectorwise 3.0	32-bit Vectorwise Client version 3.0	Certified: WH
Amazon Redshift	32-bit Postgresql ODBC Driver version 8.04 (Unicode)	Certified: WH
ANSI SQL92 (Generic DBMS Object)	Not applicable	Supported: WH
Aster Database 5.0.x	32-bit Aster Database ODBC Driver version 5.1.x	Certified: WH
Aster Database 5.1.x	32-bit Aster Database ODBC Driver version 5.1.x	Certified: WH
EnterpriseDB Postgres Plus 9.0	32-bit EnterpriseDB Linux 9.0 ODBC driver version 9.0.4.14 (with patch from Ticket #: 15058-17059)	Supported: MD, WH
EnterpriseDB Postgres Plus 9.1	32-bit EnterpriseDB Linux 9.1 ODBC driver version 9.1.2.2	Supported: MD, WH
EXASolution 4.1	32-bit EXASolution Driver 4.1	Certified: WH
EXASolution 4.2	32-bit EXASolution Driver 4.2	Certified: WH
Greenplum 4.1.x	32-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Supported: WH
Greenplum 4.2.x	32-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Certified: WH
HP Vertica 5.1	32-bit Vertica ODBC Driver version 5.01.xx.xx	Certified: WH
HP Vertica 6.0	32-bit Vertica ODBC Driver version 6.00.xx.xx	Certified: WH
HP Vertica 6.1	32-bit Vertica ODBC Driver version 6.01.xx.xx	Certified: WH
IBM DB2 9.1 for z/OS	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 10 for z/OS	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 for i 6.1	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for i 7.1	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for Linux, UNIX, & Windows 9.5 with Fix Pack 10	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 9.7 with Fix Pack 8	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.1 Fix Pack 2	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.5	32-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM Informix Dynamic Server 11.5	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.UC4 for UTF-8 databases only. For information on supporting this configuration, refer to the details provided within the MicroStrategy Tech Note TN 31963.	Certified: WH Supported: MD, for Unicode databases only
IBM Informix Ultimate Edition 11.7	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support	Certified: WH

		Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 3.70.UC4 for UTF-8 databases only. For information on supporting this configuration, refer to the details provided within the MicroStrategy Tech Note TN 31963.	Supported: MD, for Unicode databases only
	IBM Informix Ultimate Edition 12.1	**For WH**: 32-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 32-bit IBM Informix ODBC Driver from Client SDK 4.10.UC1 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only
	IBM Netezza 4.6.x	32-bit IBM Netezza Driver 4.6.x	Supported: WH
	IBM Netezza 5.0.x	32-bit IBM Netezza Driver 5.0.x	Certified: WH
	IBM Netezza 6.0.x	32-bit IBM Netezza Driver 6.0.x	Certified: WH
	IBM Netezza 7.0.x	32-bit IBM Netezza Driver 7.0.x	Certified: WH
	IBM Red Brick 6.3	32-bit Red Brick Driver 6.30.UC12	Certified: WH
	Infobright 4.0.x	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: WH
	Kognitio WX2 7.2.x	32-bit Kognitio WX2 version 7.2	Certified: WH
	Maria DB 5.5.x	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: WH
	Microsoft Access 2000, 2002, 2003	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: WH (not for production)
	Microsoft Access 2007	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: WH (not for production)
	Microsoft Excel 2000	32-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported with known issues: WH
	Microsoft SQL Database	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: WH
	Microsoft SQL Server 2005 SP4	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
	Microsoft SQL Server 2008 SP3	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
	Microsoft SQL Server 2008 R2 SP1/SP2	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
	Microsoft SQL Server 2012 SP1	32-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
	MySQL Community Edition 5.0	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Supported: MD, WH
	MySQL Community Edition 5.1	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Supported: MD, WH
	MySQL Community Edition 5.5	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: MD, WH
	MySQL Community Edition 5.6	32-bit MySQL ODBC Driver version 5.2.5, Unicode version	Certified: MD, WH
	MySQL Enterprise Edition 5.0	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH
	MySQL Enterprise Edition 5.1	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH
	MySQL Enterprise Edition 5.5	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
	MySQL Enterprise Edition 5.6	32-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
	Oracle 9i and 9iR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Supported: WH, ST Supported: MD, for Unicode databases only
	Oracle 10g and 10gR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only

Oracle 11g and 11gR2	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
Oracle 12c	32-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
ParAccel 3.1	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
ParAccel 3.5	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
ParAccel 4.0	32-bit ODBC Driver for ParAccel 2.0.1	Certified: WH
PostgreSQL 8.4	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.0	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.1	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.2	32-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
Salesforce.com	32-bit MicroStrategy 7.1 ODBC Driver for Salesforce	Certified: WH
SAP HANA 1.0 SP4	32-bit HDBODBC32 Driver 1.00.56.49638	Certified: WH
SAP HANA 1.0 SP5	32-bit HDBODC32 Driver 1.00.56.49638	Certified: WH
SAP Sybase Adaptive Server 15	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Supported: MD, WH, ST
SAP Sybase Adaptive Server 15.5	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase Adaptive Server 15.7	32-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase IQ 15.2	32-bit Sybase IQ ODBC Driver (15.2 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 15.3	32-bit Sybase IQ ODBC Driver (15.3 IQ Network Client)	Certified: WH
SAP Sybase IQ 15.4	32-bit Sybase IQ ODBC Driver (15.4 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 16.0	32-bit Sybase IQ ODBC Driver (Sybase IQ Network Client 16.0 SP#01)	Certified: WH
Teradata V12	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13.10	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.0	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.1	32-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Text Files	32-bit MicroStrategy 7.1 ODBC Driver for Text	Supported: WH

HP-UX 64-bit (Itanium)

See Status for status abbreviation definitions listed in the table below.

DBMS	Recommended ODBC Driver	Status
ANSI SQL92 (Generic DBMS Object)	Not applicable	Supported: WH
Greenplum 4.1.x	64-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Supported: WH

Greenplum 4.2.x	64-bit MicroStrategy 7.1 ODBC Driver for Greenplum Wire Protocol	Certified: WH
HP NeoView 2.4	64-bit HP Neoview ODBC HP-UX Itanium Driver (R2.4/V24 Update 3)	Supported: WH
HP NeoView 2.5	64-bit HP Neoview ODBC HP-UX Itanium Driver V2.5.0	Supported: WH
IBM DB2 9.1 for z/OS	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 10 for z/OS	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Supported: WH Supported: MD, for Unicode databases only
IBM DB2 for i 6.1	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for i 7.1	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH
IBM DB2 for Linux, UNIX, & Windows 9.5 with Fix Pack 10	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 9.7 with Fix Pack 8	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.1 Fix Pack 2	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM DB2 for Linux, UNIX, & Windows 10.5	64-bit MicroStrategy 7.1 ODBC Driver for DB2 Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
IBM Informix Dynamic Server 11.5	**For WH**: 64-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD.	Certified: WH
IBM Informix Ultimate Edition 11.7	**For WH**: 64-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD.	Certified: WH
IBM Informix Ultimate Edition 12.1	**For WH**: 64-bit MicroStrategy 7.1 ODBC Driver for Informix Wire Protocol. This driver does not fully support Unicode databases and therefore is not certified for MD. **For MD**: 64-bit IBM Informix ODBC Driver from Client SDK 4.10.FC1 for UTF-8 databases only.	Certified: WH Supported: MD, for Unicode databases only
IBM Netezza 4.6.x	64-bit IBM Netezza Driver 4.6.x	Supported: WH
IBM Netezza 5.0.x	64-bit IBM Netezza Driver 5.0.x	Certified: WH
IBM Netezza 6.0.x	64-bit IBM Netezza Driver 6.0.x	Certified: WH
IBM Netezza 7.0.x	64-bit IBM Netezza Driver 7.0.x	Certified: WH
Infobright 4.0.x	64-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: WH
Microsoft Access 2000, 2002, 2003	64-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: MD, WH, NCS (not for production)
Microsoft Access 2007	64-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported for demo purposes: WH (not for production)
Microsoft Excel 2000	64-bit MicroStrategy ODBC Driver for Sequelink ODBC Socket Server	Supported with known issues: WH
Microsoft SQL Database	64-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: WH
Microsoft SQL Server 2005 SP4	64-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
Microsoft SQL Server 2008	64-bit MicroStrategy 7.1 ODBC Driver for SQL Server	Certified: MD, WH, ST

SP3	Wire Protocol	
Microsoft SQL Server 2008 R2 SP1/SP2	64-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
Microsoft SQL Server 2012 SP1	64-bit MicroStrategy 7.1 ODBC Driver for SQL Server Wire Protocol	Certified: MD, WH, ST
MySQL Enterprise 5.0	64-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH
MySQL Enterprise 5.1	64-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Supported: MD, WH
MySQL Enterprise 5.5	64-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
MySQL Enterprise 5.6	64-bit MicroStrategy 7.1 ODBC Driver for MySQL Wire Protocol	Certified: MD, WH
Oracle 9i and 9iR2	64-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Supported: WH, ST Supported: MD, for Unicode databases only
Oracle 10g and 10gR2	64-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
Oracle 11g and 11gR2	64-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
Oracle 12c	64-bit MicroStrategy 7.1 ODBC Driver for Oracle Wire Protocol	Certified: WH, ST Certified: MD, for Unicode databases only
PostgreSQL 8.4	64-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.0	64-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.1	64-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
PostgreSQL 9.2	64-bit MicroStrategy 7.1 ODBC Driver for PostgreSQL Wire Protocol	Certified: WH Certified: MD, for Unicode databases only
Salesforce.com	64-bit MicroStrategy 7.1 ODBC Driver for Salesforce	Certified: WH
SAP Sybase Adaptive Server 15	64-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Supported: MD, WH, ST
SAP Sybase Adaptive Server 15.5	64-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase Adaptive Server 15.7	64-bit MicroStrategy 7.1 ODBC Driver for Sybase ASE Wire Protocol	Certified: MD, WH, ST
SAP Sybase IQ 15.2	64-bit Sybase IQ ODBC Driver (15.2 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 15.3	64-bit Sybase IQ ODBC Driver (15.3 IQ Network Client)	Certified: WH
SAP Sybase IQ 15.4	64-bit Sybase IQ ODBC Driver (15.4 IQ Network Client ESD #3)	Certified: WH
SAP Sybase IQ 16.0	64-bit Sybase IQ ODBC Driver (Sybase IQ Network Client 16.0 SP#01)	Certified: WH
Teradata V12	64-bit Teradata ODBC Driver 14.10.xx.xx	Supported: MD, WH, ST
Teradata V13	64-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V13.10	64-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.0	64-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST
Teradata V14.1	64-bit Teradata ODBC Driver 14.10.xx.xx	Certified: MD, WH, ST

Hadoop support in MicroStrategy

Hadoop Distributions

MicroStrategy certifies Apache Hive(0.11, 0.10, and 0.9) components of the listed Hadoop distributions. The following configurations of Apache Hadoop distributions have been tested:

Hadoop Distributions	Recommended Client	Status			
		Windows	AIX/Solaris	Linux	HP-UX
Amazon EMR Cloud	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
Apache Hadoop	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
Cloudera CDH	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
	32-bit Hive ODBC Driver from Cloudera v.2.0	Certified: WH		Certified: WH	
Pivotal HD	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
Hortonworks HDP	Hortonworks ODBC Driver 1.02.08.1013	Certified: WH		Certified: WH	
	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
MapR	MapR ODBC Driver 1.02.08.1013	Certified: WH		Certified: WH	
	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
Intel Distribution for Apache Hadoop	32-bit MicroStrategy ODBC driver for Apache Hive Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH

MicroStrategy certifies Impala 1.x components of the listed Hadoop distributions. The following configurations of Apache Hadoop distributions have been tested:

Hadoop Distributions	Recommended Client	Status			
		Windows	AIX/Solaris	Linux	HP-UX
Cloudera Impala	32-bit MicroStrategy ODBC driver for Impala Wire Protocol	Certified: WH	Certified: WH	Certified: WH	Certified: WH
	32-bit Hive ODBC Driver from Cloudera v.2.0	Certified: WH		Certified: WH	

MicroStrategy certifies InfoSphere BigInsights 2.x components of the listed Hadoop distributions. The following configurations of Apache Hadoop distributions have been tested:

Hadoop Distributions	Recommended Client	Status			
		Windows	AIX/Solaris	Linux	HP-UX
IBM InfoSphere BigInsights	32-bit BigInsights v2.1 ODBC Driver	Certified: WH		Certified: WH	

Data integration solutions

The following data integration solutions have been tested and are supported by MicroStrategy:

- **Composite 6.0**
  Supported for Enterprise Information Integration on the following environments and ODBC drivers:
  - Windows: 32-bit Composite ODBC 6.0.0.03.06
  - AIX: 32-bit Composite ODBC 6.0.0.03.06
  - Solaris: 32-bit Composite ODBC 6.00.03.06
  - Red Hat or SUSE Linux: 32-bit Composite ODBC 6.00.03.06
- **Composite 6.1**
  Certified for Enterprise Information Integration on the following environments and ODBC drivers:
  - Windows: 32-bit Composite ODBC 6.1.0.01.09
  - AIX: 32-bit Composite ODBC 6.1.0.01.09
  - Solaris: 32-bit Composite ODBC 6.1.0.01.09
  - Red Hat or SUSE Linux: 32-bit Composite ODBC 6.1.0.01.14
- **Composite 6.2**
  Certified for Enterprise Information Integration on the following environments and ODBC drivers:
  - Windows: 32-bit Composite ODBC 6.02.00.00
  - AIX: 32-bit Composite ODBC 6.02.00.00
  - Solaris: 32-bit Composite ODBC 6.02.00.00
  - Red Hat or SUSE Linux: 32-bit Composite ODBC 6.02.00.00

The following data integration solutions have been tested and are supported by MicroStrategy for Windows only.

- **Denodo 5.0 (32-bit PostgreSQL ODBC Driver version 9.1, Unicode version)**
  Certified as a data warehouse.
- **Informatica Data Services 9.1 (32-bit INFA driver)**:
  Certified as a data warehouse.
- **Informatica Data Services 9.5 (32-bit INFA driver)**:
  Certified as a data warehouse.
- **Salesforce.com (32-bit MicroStrategy OpenAccess ODBC Driver for Salesforce 6.00.06.63)**
  For use in conjunction with MicroStrategy MultiSource Option.

Virtualization

The MicroStrategy Product Suite can be integrated with Citrix, Windows Terminal Services, and VMWare. MicroStrategy products are expected to function properly in these virtual environments and no major issues are known at this time.

MicroStrategy Technical Support aids in the deployment of MicroStrategy's platform with these components. If an issue occurs with MicroStrategy software in a virtual environment, the customer may log a case with MicroStrategy Technical Support for their system. As with any third-party software, MicroStrategy requires that the customer properly configure the software before reporting the issue to MicroStrategy. If the issue is determined to be a MicroStrategy issue, MicroStrategy Technical Support will recommend appropriate action items. In the event that MicroStrategy Technical Support determines that the problem is not caused by MicroStrategy, then the customer will be asked to contact the appropriate vendor and log a support case with the vendor to resolve the issue. In instances where it is unclear if an issue is caused by MicroStrategy, MicroStrategy Technical Support may request customers to reproduce the problem outside the virtual environment.

Customers who wish to proceed with using these applications should ensure that the application is deployed on a configuration that is listed as supported or certified in the "Certified and Supported Configurations" sections for each MicroStrategy product within these MicroStrategy Product Readme and Release Notes. The customer must also use a virtual environment, including software, hardware stacks, and so on, that is supported by its vendor.

About MicroStrategy, Inc.

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For more information about MicroStrategy's policy on third-party software, please refer to the MicroStrategy Technical Support Policies and Procedures document (http://www.microstrategy.com/download/files/support/tech_serv_policies.zip.)

Additionally, if MicroStrategy software is used within a virtual environment, its usage is subjected to the same licensing terms as usage on actual physical machines. For licensing purposes, the MicroStrategy software will only count the number of physical processors and check the clock-speed of the physical processors on the machine, in a virtual environment. MicroStrategy software does not recognize sharing of processors or clock-speed across the different virtual environments that reside on the same physical machine.

For information on MicroStrategy's support for various operating system virtualization techniques, refer to the Certified and Supported Configurations for Intelligence Server.

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Installing MicroStrategy

Refer to the readme files for the following products for installation instructions for each product:

- MicroStrategy Analytics Modules
- MicroStrategy Command Manager
- MicroStrategy Developer
- MicroStrategy Enterprise Manager
- MicroStrategy Integrity Manager
- MicroStrategy Intelligence Server
- MicroStrategy Mobile
- MicroStrategy Narrowcast Server
- MicroStrategy Object Manager
- MicroStrategy Office
- MicroStrategy SDK
- MicroStrategy System Manager
- MicroStrategy Web
- MicroStrategy Web Universal

Refer to the Installation and Configuration Guide for complete installation prerequisites and procedures for every MicroStrategy product.

Connecting to MDX Cube Sources: For instructions on how to set up SAP BW, Microsoft Analysis Services, Hyperion Essbase, or IBM Cognos TM1 connectivity in MicroStrategy, refer to the Connecting to MDX Cube Sources chapter of the MDX Cube Reporting Guide.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, contact MicroStrategy Technical Support.

MicroStrategy Common Files

When installing on 32-bit Windows environments, common files needed to run MicroStrategy are placed in the `C:\Program Files\Common Files\MicroStrategy` directory by default.

When installing on 64-bit Windows environments, common files needed to run MicroStrategy are placed in the `C:\Program Files (x86)\Common Files\MicroStrategy` directory by default.

When installing on UNIX and Linux environments, common files needed to run MicroStrategy are placed in the Home Directory and Install Directory chosen during installation. For additional information on the MicroStrategy directory structure on UNIX and Linux environments, refer to the Installation and Configuration Guide.

Common Files size requirements on Windows environments

MicroStrategy installs a set of common files that are shared when installing multiple MicroStrategy products on the same machine. With a typical installation setup type, these files are installed on the C: drive.

In addition to the storage requirements listed in the System Requirements pages for each MicroStrategy product, you should estimate an additional 2 GB of storage space for the common files that are shared amongst all products. While this estimate is conservatively high, planning for this additional space helps to ensure a successful installation on Windows environments.

Common Files size requirements on UNIX environments

The storage recommendations listed in the System Requirements pages for each MicroStrategy product provide the storage recommendations for the MicroStrategy products if they are installed individually on separate machines. The table below lists a conservative estimate of the total file size if you install all MicroStrategy products on the same machine, which can then share a set of common files:

Operating System	Total Installation Size for All Products

AIX	4.5 GB
HP-UX	3.5 GB
Solaris	3 GB
Linux	3.5 GB

MicroStrategy Runtime Environment

The MicroStrategy Runtime Environment is a free package of MicroStrategy configuration files that can be used to develop custom applications. The functionality of this deliverable is limited, and as an alternative, MicroStrategy encourages the use of the MicroStrategy Web SDK to develop full-featured custom applications.

If you do choose to install the MicroStrategy Runtime Environment, be aware that it can only be installed on machines that do not have any MicroStrategy products installed.

Upgrading MicroStrategy

Who should upgrade?

Customers who want to use the MicroStrategy features introduced in this release and customers who need fixes made in this release for MicroStrategy products should upgrade:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

For a list of upgrade feature impacts and an upgrade map to track which version(s) you are moving from among different MicroStrategy products, see the Upgrade Guide.

Preparing for and performing the upgrade

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

When upgrading a MicroStrategy system to a newer version, it is likely that products will be upgraded across several machines. The Upgrade Guide includes best practices and instructions to ensure that your system upgrade adheres to the interoperability rules that MicroStrategy has certified and listed in the Compatibility and Interoperability page.

Uninstalling MicroStrategy

For details about uninstalling MicroStrategy, refer to the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

MICROSTRATEGY ANALYTICS ENTERPRISE

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Activating an installation

After your MicroStrategy installation is complete, you have 30 days to activate your installation. Before you activate your installation you must request an Activation Code from MicroStrategy. You can complete this request when you install MicroStrategy with the MicroStrategy Installation Wizard or after the installation using MicroStrategy License Manager.

Note: If you are using the Evaluation Edition of MicroStrategy, you must activate your installation within 7 days.

For detailed instructions on how to activate your installation, see the Activating Your Installation chapter of the Installation and Configuration Guide.

De-activating an installation

De-activating your installation allows you to employ more CPUs or change your hardware configuration in a machine, or to re-activate your licenses on another machine with a more desirable setup, such as another CPU configuration. De-activating an installation and notifying MicroStrategy of the deactivation is required so MicroStrategy can keep track of your product licenses and server activation status. For example, if MicroStrategy knows you are no longer using CPUs on a given machine, it can allow the license for those CPUs to be activated and used on another machine in another configuration.

For detailed instructions on how to deactivate your installation, click the Help button in the License Manager tool to access the online help.

Server Activation FAQ

For the most up to date information visit MicroStrategy Server Activation FAQ.

1. What is MicroStrategy Server Activation?
2. Why is Server Activation necessary?
3. Does MicroStrategy adhere to Software Activation common practices?
4. Which products require activation?
5. If more than one server product is installed on the same machine, does each server product need to be activated and deactivated separately?
6. Which customers are required to activate MicroStrategy server products?
7. Is a new CD Key needed to install products on different machines?
8. Is Server Activation is required for both Named-user and CPU based licenses?
9. Does Server Activation aggregate the total number of licenses installed and prevent over-installation of products?
10. Does Server Activation apply to Evaluation Editions?
11. What is the procedure for activating Server Installations?
12. Can the Server Installation be automatically activated after automatically requesting for an activation code?
13. What information is sent to MicroStrategy in the Activation XML File?
14. Is the information sent to MicroStrategy secure?
15. Can I change the information in the Activation XML file?
16. What is used to lock the server to a machine?
17. Is there a grace period from the time server products are installed to when it can be activated?
18. What happens if the Server Installations are not activated?
19. Should the installations be automatically or manually activated and deactivated?
20. What should be done if requesting an Activation Code fails during installation?
21. What should be done if automatic request for an Activation Code does not work at all?
22. Can the Activation Code be used on a different machine?
23. What if the server has to be moved to another machine?
24. What if the server machine has a catastrophic failure and cannot be deactivated automatically or manually?
25. If there is more than one server product installed on a machine and one is removed, does the Server Installation need to be deactivated?
26. What information can be monitored on the website?
27. Does Server Activation apply to MicroStrategy Suite?

1. What is MicroStrategy Server Activation?
MicroStrategy Server Activation is a licensing technology that ensures that installations of MicroStrategy server products are authentic and have been legitimately licensed. Server Activation registers each Server Installation with MicroStrategy and locks the installation to a specific machine. [Back to TOC]

2. Why is Server Activation necessary?
Server Activation provides benefits to both MicroStrategy and its customers.

- It ensures that the software products being used are authentic.
- It helps customers in identifying software installations to prevent over-installation.
- It improves customer service by maintaining a register of the hardware configurations used by our customers.

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3. Does MicroStrategy adhere to Software Activation best practices?
Yes. Extensive research was performed on software activation and it was found that the Business Software Alliance (www.bsa.org) provides the most comprehensive information. MicroStrategy has closely followed these best practices. [Back to TOC]

4. Which products require activation?
All MicroStrategy modular and non-modular server products require server activation, including:

- Intelligence Server, Intelligence Server Module, Clustering Option, Report Services, Report Services Option, OLAP Services, OLAP Services Option, Distribution Services, MultiSource Option, Transaction Services
- Web, Web Universal, Web Reporter Module, Web Analyst Option, Web Professional Option, Web Universal option
- Mobile Server , Mobile Server Universal
- Narrowcast Server Delivery Engine

[Back to TOC]

5. If more than one server product is installed on the same machine, does each product need to be activated and deactivated separately?
No. All MicroStrategy server products installed on a single machine are grouped as a Server Installation and will be activated and deactivated as a group. [Back to TOC]

6. Which customers are required to activate MicroStrategy server products?
All customers who install MicroStrategy server products will need to activate their Server Installations. [Back to TOC]

7. Is a new CD Key needed to install products on different machines?
No, Server Activation has no impact on CD Keys. The latest CD Key sent by MicroStrategy can be used to install products on many machines just as before. The only difference now , is that each installation on a different machine will need a different Activation Code to activate the installation. Server Activation is independent of the CD Keys. [Back to TOC]

8. Is Server Activation required for both Named-user and CPU based licenses?
Yes. Server Activation is required for both Named-user and CPU based licenses. Server Activation is designed to track software installations regardless of licensing model. Server Activation does not manage or limit the number of servers on which server software is installed. [Back to TOC]

9. Does Server Activation aggregate the total number of licenses installed and prevent over-installation of products?
No. Server Activation and the licensing models are independent. However, using Server Activation information available at https://licensing.microstrategy.com, organizations can monitor the number of installations. De-activating Server Installations that are not being used will ensure this information is up-to-date. [Back to TOC]

10. Does Server Activation apply to Evaluation Editions?
Yes. The Evaluation Edition must be activated within 7 days of installation. [Back to TOC]

11. What is the procedure for activating Server Installations?
Installing, modifying or upgrading MicroStrategy Server Installations will automatically generate an Activation XML file that contains information about the installation. This XML file, called the “Activation File” is uploaded to MicroStrategy either automatically by the installation routine or through License Manager; or by manually uploading the Activation File through a web browser via a secure web site, https://licensing.microstrategy.com. MicroStrategy creates a machine-specific Activation Code which is emailed to the installer and to the MicroStrategy Tech Support liaisons. The Activation Code must be manually entered into License Manager on the target Server Installation. [Back to TOC]

12. Can the Server Installation be automatically activated after automatically requesting for an activation code?
No, the Activation Code is sent to the installer and to the MicroStrategy Tech Support contacts by email. Upon receiving the activation code, the Server Installation needs to be manually activated by entering the activation code using License Manager. For manual activations, the Activation Code can be copied from the Activation website, and pasted into License Manager. [Back to TOC]

13. What information is sent to MicroStrategy in the Activation XML File?

- Installation Information
  - Installation timestamp
  - Activation ID (if the installation has previously been activated)
  - Contract information
  - CD Key used in installation
  - Installer contact details – name, address, email
  - Company contact details – name, address, email
  - Server Installation information – name, location, use
- Hardware information
  - Unique Hardware Identifier
  - CPU Information – type, bit-size, clock speed, total quantity
  - Physical Memory installed
- Operating System information
  - Type, version, bit-size, page/swap size
  - Locale
  - Additional information – 4GT mode and hyperthreading in Windows, LPAR ID, number of pooled CPUs, SMT used in AIX
- MicroStrategy information:
  - Install Type – new/modify/upgrade
  - Products and version installed
  - Number of CPUs used allocated for CPU licenses
- Database information
  - Metadata database and ODBC driver
  - Data warehouse database and ODBC driver

[Back to TOC]

14. Is the information sent to MicroStrategy secure?
Yes. The Activation XML file is sent to MicroStrategy in 2 ways:

- Automatically during installation or through License Manager. This information is encrypted using a RIPEMD-160 algorithm before being sent to MicroStrategy.
- Manually in the https://licensing.microstrategy.com web site. Communication with this web site is conducted through via Secure Sockets Layer once the user has been authenticated.

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15. Can I change the information in the Activation XML file?
The content of this file is secured with a digital signature. Contact MicroStrategy Technical Support if the content is incorrect. [Back to TOC]

16. What is used to lock the server to a machine?
A unique hardware identifier for each machine is used to lock an installation to that machine. Any changes to these identifiers will require reactivation of the Server Installation.

- Windows: An identifier generated from a one-way hash of the network interface card MAC address
- AIX: Machine ID
- Solaris: Host ID
- Red Hat Linux: An identifier generated from a one-way hash of the network interface card MAC address
- HP-UX: Exposes a unique Machine ID that can be obtained from the Operating System command line, using the following command:
  `getconf CS_MACHINE_IDENT`

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17. Is there a grace period from the time server products are installed to when it can be activated?
Yes. There is a 30 calendar day grace period (7 days for Evaluation Edition) from installation before a server installation must be activated. [Back to TOC]

18. What happens if the Server Installations are not activated?
If a server installation has not been activated within 30 calendar days (7 days for Evaluation Edition), the server products will not be able to be restarted. [Back to TOC]

19. Should the installations be automatically or manually activated and deactivated?
It is preferable to automatically send the activation information to MicroStrategy, either during installation or using License Manager. This is an easy process that should take less than 1 minute to complete, and ensures that the

correct information is sent to MicroStrategy. [Back to TOC]

20. What should be done if requesting an Activation Code fails during installation?
Firstly, allow the installation to complete. The Activation Code request should then be attempted using License Manager. If this still does not work, activate the Server Installation manually by visiting the Activation website at https://licensing.microstrategy.com. [Back to TOC]

21. What should be done if automatic request for an Activation Code does not work at all?
The Server Installation should be manually activated using License Manager on a machine that has access to the Web. The Activation XML file should be copied from the Server Installation that requires activation to this computer. If this still does not work, contact MicroStrategy Technical Support. [Back to TOC]

22. Can the Activation Code be used on a different machine?
No. The Activation Code contains the unique identifier for a specific machine and can only be used on that machine. The server products will not be activated if the incorrect Activation Code is used. [Back to TOC]

23. What if the server has to be moved to another machine?
If the Server Installation needs to be moved to another machine, uninstall the MicroStrategy products or deactivate the Server Installation from License Manager. Notify MicroStrategy that Server Installation has been deactivated. This keeps your active server inventory up to date as shown to you on https://licensing.microstrategy.com. [Back to TOC]

24. What if the server machine has a catastrophic failure and cannot be deactivated automatically or manually?
If a machine has a catastrophic failure and the server products cannot be uninstalled or deactivated, contact MicroStrategy Technical Support to update the status of this Server. [Back to TOC]

25. If there is more than one server product installed on a machine and one is removed, does the Server Installation need to be deactivated?
Upon removal of a server product, all remaining server products are automatically deactivated. The remaining server product(s) need to be reactivated to reflect the new product configuration on that machine. For example, if a machine contains MicroStrategy Narrowcast Server and MicroStrategy Web, and MicroStrategy Narrowcast Server is removed, MicroStrategy Web will be automatically deactivated. MicroStrategy Web will need to be reactivated. [Back to TOC]

26. What information can be monitored on the website?
When registered Technical Support Liaisons log into the MicroStrategy Activation website, they can display a list of all Server Installations. This report lists each Server Installation along with the following information for reference.

- Installation ID
- Activation Status
- Contract ID
- Operating System
- Machine CPUs
- Last Update Type
- Last Updated by
- Last Update Date
- Products installed
- Activation and deactivation history

The Installation ID is a unique identifier for Server Installations. This ID is provided along with the Activation Code in the email received when requesting activation. [Back to TOC]

27. Does Server Activation apply to MicroStrategy Suite?
Yes. The MicroStrategy Suite must be activated within 30 days of installation. [Back to TOC]

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting sections below for troubleshooting steps available for some of the known issues in this MicroStrategy release.

Oracle

Symptom: Manipulations in MicroStrategy such as starting MicroStrategy Intelligence Server, logging in to a project, executing a report, working with MicroStrategy objects, and importing a large MDX cube into MicroStrategy cause the Oracle database error `ORA-01000`.
Cause: The MicroStrategy metadata is stored in an Oracle database and the Oracle parameter `OPEN_CURSORS` is set to too low a value.
Solution: Increase the `OPEN_CURSORS` parameter to 1500. For additional information on this issue, refer to the MicroStrategy Tech Note TN 32324.

DB2

Symptom: Manipulations in MicroStrategy such as starting MicroStrategy Intelligence Server, logging in to a project, executing a report, working with MicroStrategy objects, and importing a large MDX cube into MicroStrategy cause DB2 to return the following database error message:

```
Database error <>: OdbcPreparedStatement::GetParameterDataTypes() failed. Error type: Odbc error. Odbc operation attempted: SQLDescribeParam. [HY000:8292: on SQLHANDLE] [MicroStrategy][ODBC DB2 Wire Protocol driver] No more available statements. Please recreate your package with a larger dynamicSections value. For more information, please consult DB2 document for error code SQL08292.
```

Cause: The MicroStrategy metadata is stored in a DB2 database and the DB2 parameter `DynamicSections` is set to too low a value.
Solution: Increase the `DynamicSections` parameter to 999. For additional information on this issue, refer to the MicroStrategy Tech Note TN 32324.

Case sensitivity

Symptom: When you include database tables and columns into a MicroStrategy project, case sensitivity is not enforced. This means that if two or more database tables or two or more database columns share the same name and use case sensitivity in the database to distinguish them as unique, MicroStrategy does not recognize them as different database tables and database columns. This can cause MicroStrategy to access the wrong database table or database column in certain scenarios.
Workaround: To ensure that database tables and database columns can be distinguished as unique in MicroStrategy, use names that are different in more than just case when defining the database tables and columns in the database. For example, instead of naming two tables as `Test_Table` and `TEST_TABLE` in your database, you can name these two tables `Test_Table` and `Test_Table2`.

Online Help

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

Google Chrome support

A Google Chrome security update prevents WebHelp systems that are in locally stored file systems from being displayed properly. This is a known issue with Google Chrome. This affects viewing the Online Help for MicroStrategy Command Manager, MicroStrategy Integrity Manager, MicroStrategy Health Center, and other MicroStrategy administrative tools. To view the online help documentation for these MicroStrategy products and tools, you can:

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- Open Google Chrome using the command line option `-allow-file-access-from-files`. Be aware that this disables some of the security features of Google Chrome.
- Use one of the other web browsers supported for these MicroStrategy products and tools, such as Internet Explorer or Firefox.

Exporting to OpenOffice.org Calc

Various MicroStrategy products support OpenOffice.org Calc as an export application. Due to some limitations of OpenOffice.org Calc, some standard exporting features are not supported. The list below provides guidelines to support exporting features in OpenOffice.org Calc:

- Use the MicroStrategy export options to embed the images directly in the exported file. Linked images cannot be exported to OpenOffice.org Calc.
- Gradient colors for the background of cells are displayed as single, solid colors. Gradient colors for the background of cells are not supported when exporting to OpenOffice.org Calc.
- Borders are displayed as solid lines. Certain border styles such as dashed or dotted borders are not supported when exporting to OpenOffice.org Calc.
- OpenOffice.org Calc has a limit of 256 worksheets in a workbook. You can create additional workbooks in OpenOffice.org Calc.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN44966.

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For a list of documentation resources available for each MicroStrategy product, see the Documentation page for each product by clicking the following links.

- MicroStrategy Analytics Modules
- MicroStrategy Command Manager
- MicroStrategy Developer
- MicroStrategy Enterprise Manager
- MicroStrategy Integrity Manager
- MicroStrategy Intelligence Server
- MicroStrategy Mobile
- MicroStrategy Narrowcast Server
- MicroStrategy Object Manager
- MicroStrategy Office
- MicroStrategy SDK
- MicroStrategy System Manager
- MicroStrategy Web
- MicroStrategy Web Universal

The MicroStrategy product documentation is available in both electronic (PDF) and printed formats.

- To access the documentation in electronic form, see the Product Manuals page. You must have Adobe Acrobat Reader version 5.0 or higher installed to view the documentation in electronic format. If you do not have Adobe Acrobat Reader installed, click here.
- To purchase printed user guides, contact your MicroStrategy Account Executive.

New/Updated documentation

For a list of new and updated documentation for this release, see What's New?.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Analytics Modules are a set of packaged analytic components built using the MicroStrategy platform. The modules can be mapped to a different warehouse, or used as starter kits to develop custom applications, or simply as a source of reporting ideas for designing effective grid reports, graph reports, documents, and dashboards.

The following modules are available:

- Customer Analysis Module
- Sales Force Analysis Module
- Financial Reporting Analysis Module
- Sales and Distribution Analysis Module
- Human Resources Analysis Module

Each module consists of the following:

- **Project metadata** configured to work with the demonstration warehouse that contains the projects. These projects are tuned for a Microsoft Access warehouse. The Installation and Porting Guide provides details and guidelines on how to use this metadata with other warehouses in different databases.
- **Demo warehouses** in Microsoft Access, one for each module, allow evaluation and development without having to set up a warehouse.
- **Reference Guide** is the master document for each of the modules. The document includes details of each report, listings of metrics, attributes, and other objects, the logical data model, and a data dictionary.
- **Physical Data Model** is the default schema in Erwin format that can be used to generate scripts for creating tables and/or as an initial design for a new data warehouse.

For information about each module and how to install and port sample BI applications, see the Documentation page for the MicroStrategy Analytics Modules.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

MicroStrategy Analytics Modules also includes the Project Mover tool. This tool allows you to transfer the metadata and warehouse of the MicroStrategy Tutorial demo project or the MicroStrategy Analytics Modules from their Microsoft Access source to any MicroStrategy-certified database platform. In addition, it configures the project so that you can connect to the exported project immediately with MicroStrategy Developer.

For information on how to use Project Mover and about the tasks you can perform with it, refer to the System Administration Guide.

MicroStrategy Tutorial

The MicroStrategy Tutorial is an interactive product demonstration, included with the MicroStrategy Analytics Modules, designed to showcase the rich functionality of the MicroStrategy 9 Platform. The Tutorial is comprised of a MicroStrategy 9.5 project, "MicroStrategy Tutorial" (a metadata and sample data are included). This project contains out-of-the-box reports to demonstrate the various features of MicroStrategy 9.5.

Sample reports can be accessed in the Public Objects\Reports folder. For more information on configuring and using the project, refer to the Introduction to MicroStrategy: Evaluation Guide.

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It is highly recommended you use the MicroStrategy Analytics Modules only with the current release of the MicroStrategy product suite.

If you install the Analytics Modules at a different time than any other MicroStrategy products, make sure MicroStrategy Developer and MicroStrategy Architect have been installed before you install the Analytics Modules.

If you have already installed Developer and Architect, there are no additional system software requirements to install the Analytics Modules outside of those required for your other MicroStrategy products.

Compatibility and interoperability

The MicroStrategy Tutorial project has been tested on a warehouse and metadata in Microsoft Access. Some database-specific object definitions may need to be changed if Tutorial is used on another platform.

For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

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Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Tutorial.

Operating System	Certified
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
Windows 7	Windows 7 Professional Edition SP1 (on x64), for demonstration purposes only.
	Windows 7 Enterprise Edition SP1 (on x64), for demonstration purposes only.
Windows 8	Windows 8 all editions, for demonstration purposes only.

DBMS

The warehouse and metadata repositories can reside on database platforms supported by MicroStrategy, which are listed in the Certified and Supported Configurations page of the MicroStrategy General Information Readme. These repositories are provided in Microsoft Access format by default, and MicroStrategy database platform support for Microsoft Access is listed below.

Supported DBMS
Microsoft Access 2000
Microsoft Access 2002
Microsoft Access 2003
Microsoft Access 2007

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Languages

The MicroStrategy Tutorial metadata and warehouse data has been localized into various languages.

Project Mover Languages

The languages listed below represent the operating system locales that MicroStrategy Project Mover has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

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Installing MicroStrategy Analytics Modules

For steps to install the MicroStrategy Analytics Modules, see the Installation chapter of the Installation and Porting Guide.

Review the following information:

- You can log in to the Analytics Modules project source (called the `MicroStrategy Analytics Modules` in Developer) as "Administrator" with no password to connect to the projects.
- You can use the Project Duplication tool in MicroStrategy Developer or the Project Mover utility to export any of the projects from the MicroStrategy Analytics Modules metadata to any MicroStrategy-certified database platform. If you use Project Mover, the default warehouse can be created on a database using scripts generated from the data model. For information about duplicating or moving projects, see the System Administration Guide.
- Project-level VLDB properties must be updated depending on the database used. In some cases, adjusting additional report-level settings may be required. For information about VLDB properties, see the VLDB Properties appendix in the Supplemental Reference for System Administration.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of MicroStrategy Analytics Modules.

In addition to the files listed in the table below, common files needed to run MicroStrategy are placed in the following directories by default:

- When installed on 32-bit Windows environments: `C:\Program Files\Common Files\MicroStrategy\`
- When installed on 64-bit Windows environments: `C:\Program Files (x86)\Common Files\MicroStrategy\`

If installing over previous versions of the product, the folder remains the same.

Analytics Modules directory

Directory	Content
\MicroStrategy\Analytics Modules\	Analytics Modules and Tutorial metadata
\MicroStrategy\Analytics Modules\CAM\	Customer Analysis Module sample warehouse and documentation
\MicroStrategy\Analytics Modules\SAM\	Sales Force Analysis Module sample warehouse and documentation
\MicroStrategy\Analytics Modules\FRAM\	Financial Reporting Analysis Module sample warehouse and documentation
\MicroStrategy\Analytics Modules\SDAM\	Sales and Distribution Analysis Module sample warehouse and documentation
\MicroStrategy\Analytics Modules\HRAM\	Human Resources Analysis Module sample warehouse and documentation

\MicroStrategy\Analytics Modules\DocumentObjects\	HTML layouts for document objects and subfolders for images

Files	Description
Analytics_Metadata.mdb	Metadata in Microsoft Access format for the Analytics Modules projects and the Tutorial project
CAM_WH.mdb	Sample warehouse for CAM in Microsoft Access
SAM_WH.mdb	Sample warehouse for SAM in Microsoft Access
FRAM_WH.mdb	Sample warehouse for FRAM in Microsoft Access
SDAM_WH.mdb	Sample warehouse for SDAM in Microsoft Access
HRAM_WH.mdb	Sample warehouse for HRAM in Microsoft Access

Tutorial Reporting directory

Directory	Content
\MicroStrategy\Tutorial Reporting\	Tutorial databases & document html layout files
\MicroStrategy\Tutorial Reporting\CSV Files\	Tutorial CSV files and other data files
\MicroStrategy\Tutorial Reporting\Images\	Tutorial graphics
\MicroStrategy\Tutorial Reporting\XSLs\	Tutorial XSL files
\MicroStrategy\Tutorial Reporting\WebUniversal	Document html layout files for Web Universal
\MicroStrategy\Tutorial Reporting\WebUniversal\Images\	Tutorial graphics
\MicroStrategy\Tutorial Reporting\WebUniversal\XSLs\	Tutorial XSL files
File	**Description**
TUTORIAL_DATA_7200.mdb	Tutorial sample data database in Microsoft Access

Upgrading MicroStrategy Analytics Modules

Customers who want to use the MicroStrategy features introduced in this release and customers who need fixes made in this release for MicroStrategy products should upgrade:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Analytics Modules

For details about uninstalling the MicroStrategy Analytics Modules, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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Product Documentation for MicroStrategy Analytics Modules

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For a list of documentation resources available for the MicroStrategy Analytics Modules, see the Documentation page for the MicroStrategy Analytics Modules. The Analytics Modules Installation and Porting Guide has been moved to the Help folder within the MicroStrategy Common Files. The default location is:

- `C:\Program Files\Common Files\MicroStrategy\Help\English` when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\Common Files\MicroStrategy\Help\English` when installed on a 64-bit Windows environment.

Information on the MicroStrategy Tutorial project is provided in the Project Design Guide.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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All Contents Copyright © 2015 MicroStrategy Incorporated. All Rights Reserved. MicroStrategy, MicroStrategy 6, MicroStrategy 7, MicroStrategy 7i, MicroStrategy 7i Evaluation Edition, MicroStrategy 7i Olap Services, MicroStrategy 8, MicroStrategy 9, MicroStrategy Distribution Services, MicroStrategy MultiSource Option, MicroStrategy Command Manager, MicroStrategy Enterprise Manager, MicroStrategy Object Manager, MicroStrategy Reporting Suite, MicroStrategy Power User, MicroStrategy Analyst, MicroStrategy Consumer, MicroStrategy Email Delivery, MicroStrategy BI Author, MicroStrategy BI Modeler, MicroStrategy Evaluation Edition, MicroStrategy Administrator, MicroStrategy Agent, MicroStrategy Architect, MicroStrategy BI Developer Kit, MicroStrategy Broadcast Server, MicroStrategy Broadcaster, MicroStrategy Broadcaster Server, MicroStrategy Business Intelligence Platform, MicroStrategy Consulting, MicroStrategy CRM Applications, MicroStrategy Customer Analyzer, MicroStrategy Desktop, MicroStrategy Desktop Analyst, MicroStrategy Desktop Designer, MicroStrategy eCRM 7, MicroStrategy Education, MicroStrategy eTrainer, MicroStrategy Executive, MicroStrategy Infocenter, MicroStrategy Intelligence Server, MicroStrategy Intelligence Server Universal Edition, MicroStrategy MDX Adapter, MicroStrategy Narrowcast Server, MicroStrategy Objects, MicroStrategy OLAP Provider, MicroStrategy SDK, MicroStrategy Support, MicroStrategy Telecaster, MicroStrategy Transactor, MicroStrategy Web, MicroStrategy Web Business Analyzer, MicroStrategy World, Application Development and Sophisticated Analysis, Best In Business Intelligence, Centralized Application Management, Information Like Water, Intelligence Through Every Phone, Intelligence To Every Decision Maker, Intelligent E-Business, Personalized Intelligence Portal, Query Tone, Rapid Application Development, MicroStrategy Intelligent Cubes, The Foundation For Intelligent E-Business, The Integrated Business Intelligence Platform Built For The Enterprise, The Platform For Intelligent E-Business, The Scalable Business Intelligence Platform Built For The Internet, Office Intelligence, MicroStrategy Office, MicroStrategy Report Services, MicroStrategy Web MMT, MicroStrategy Web Services, Pixel Perfect, Pixel-Perfect, MicroStrategy Mobile, MicroStrategy Integrity Manager and MicroStrategy Data Mining Services are all registered trademarks or trademarks of MicroStrategy Incorporated. All other company and product names may be trademarks of the respective companies with which they are associated. Specifications subject to change without notice. MicroStrategy is not responsible for errors or omissions. MicroStrategy makes no warranties or commitments concerning the availability of future products or versions that may be planned or under development.

Patent information

This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Command Manager automates maintenance and other administrative operations using simple text-based commands. These commands can be compiled into script files and run from a graphical interface or from the command line. The script files can be scheduled through operating system utilities or integrated into third-party Systems Management Software, automating repetitive maintenance tasks.

Command Manager minimizes administrative costs by automating critical, time-consuming administrative tasks, such as managing users and security, purging caches, and expiring jobs. Command Manager contains over 200 commands that automate administrative tasks. Command Manager makes it easy to incorporate MicroStrategy administration into any software management system.

Other examples of tasks you can perform using Command Manager include:

- **User management**: Add, remove, or modify users or user groups; list user profiles
- **Security**: Grant or revoke user privileges; create security filters and apply them to users or groups; change security roles and user profiles; assign or revoke ACL permissions; disconnect users or disable their accounts.
- **Server management**: Start, stop, or restart Intelligence Server; configure Intelligence Server settings; cluster Intelligence Server machines; change database connections and logins; disconnect active sessions on server or project.
- **Database management**: Create, modify, and delete connections, connection mappings, logins, and database instances.
- **Project management**: List or stop jobs; change a project's mode (idle, resume); expire and delete caches; change filter or metric definitions; manage facts and attributes; manage folders; update the project's schema; manage shortcuts; manage hidden properties; create tables and update warehouse catalog tables.
- **Scheduling**: Trigger an event to run scheduled reports.
- **Narrowcast Server administration**: Start and stop a Narrowcast Server; start, stop, and schedule Narrowcast Server services; add, modify, and remove subscription book users; define and remove user authentication.

For information on how to use these products and the tasks you can perform with them, refer to the Documentation page for MicroStrategy Command Manager.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Requirement	RAM	Disk Space	Processors
Command Manager on Windows	2 GB	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.	x86 or x64 compatible
Command Manager on UNIX	2 GB	4 GB on IBM AIX 3 GB on other UNIX operating systems For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.	Oracle Solaris: SPARC platforms IBM AIX: IBM POWER Architecture HP-UX: Intel Itanium Red Hat and SUSE Linux: x86-64 compatible

For a detailed list of system requirements and recommendations, see the Planning Your Installation chapter of the Installation and Configuration Guide.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	• Microsoft Windows • Red Hat and SUSE Linux • IBM AIX • Oracle Solaris • HP-UX For a list of operating systems that are certified or supported for Command Manager, see Operating Systems in the Certified and Supported Configurations page.
Web browser	• Microsoft Internet Explorer • Firefox • Google Chrome A web browser is required to view the Help documentation provided for the Command Manager interface. For a list of web browsers that are certified or supported for Command Manager Help documentation, see Web Browsers in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy on Windows environments.
Export application	Microsoft Excel For a list of export applications that are certified or supported for Command Manager, see Export Applications in the Certified and Supported Configurations page.

Database connectivity	Open Database Connectivity (ODBC) and ODBC drivers for the metadata and w arehouse platforms to be used. **Note**: This is only required for upgrading or duplicating your project. For certified metadata and w arehouse ODBC drivers and database platforms, refer to the General Information Readme - Certified and Supported Configurations.

MicroStrategy environment

A project source is required to run MicroStrategy Command Manager and connect to a metadata repository. MicroStrategy Developer and MicroStrategy Command Manager can be installed on the same machine, or on different machines.

See the Compatibility and Interoperability section below for additional requirements.

Compatibility and interoperability

Administrators w ill no longer need to install Narrow cast Server on the machine w here Command Manager is installed to be able to manage a Narrow cast system. Refer to Tech Note TN6600-800-0248 for details.

For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

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Certified and Supported Configurations for MicroStrategy Command Manager

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The following are certified and supported languages, operating systems, and software for MicroStrategy Command Manager:

- Languages
- Operating System
- Web browser
- Export application

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Command Manager has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

For a list of important known issues with configurations, refer to the issues and troubleshooting information.

For details on the configurations tested in-house by MicroStrategy, contact MicroStrategy Technical Support.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Command Manager.

Operating System	Certified
	Windows Server 2003 Enterprise Edition SP2 (on x64)

Windows 2003	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Oracle Solaris 10.x	Solaris 10.x (on SPARC) Oracle-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Oracle Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links: • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)
SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	Red Hat Enterprise Linux 5.x is defined as support for versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Red Hat Enterprise Linux 5.x or AP 5.x install media.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-`*`XX`*`.el6.i686.rpm` (where *`XX`* is a minor version number) which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-`

	libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-12.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages compat-libstdc++-33.i686.rpm, libXp.x86_64.rpm, elfutils-devel.x86_64.rpm, elfutils-libelf-devel.x86_64.rpm, libstdc++-4.4.5-6.el6.i686.rpm, krb5-libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-12.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.3.x (on x86-64) You must install the packages compat-libstdc++-33.el6.i686.rpm, libXp-1.0.0.1.el6.x86_64.rpm, elfutils-devel-0.152.el6.x86_64.rpm, elfutils-libelf-devel-0.152.el6.x86_64.rpm, libstdc++-4.4.6.el6.i686.rpm, krb5-libs-1.9.el6.i686.rpm, nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm, and ksh-20100621.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages compat-libstdc++-33.i686.rpm, libXp.x86_64.rpm, elfutils-devel.x86_64.rpm, elfutils-libelf-devel.x86_64.rpm, libstdc++-4.4.7-3.el6.i686.rpm, krb5-libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-*XX*.el6.x86_64 (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
IBM AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: bos.rte.libc 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (xlC.aix50.rte), bos.perf.libperfstat 5.3.9.1 or higher.
IBM AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (xlC.rte), bos.perf.libperfstat 7.1.0.1 or higher.
HP-UX 11iv2	HP-UX 11i v2 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11iv3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
IBM AIX 5.3.x	AIX 5L Version 5.3 (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (xlC.rte), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (xlC.aix50.rte), bos.perf.libperfstat 5.3.0.00 or higher.

Web browser

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x

	Microsoft Internet Explorer 10.x
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Web Browser	**Supported**
Google Chrome	A Google Chrome security update prevents WebHelp systems that are in locally stored file systems from being displayed properly. This is a known issue with Google Chrome. To view the online help documentation for Command Manager, you can: • Open Google Chrome using the command line option `-allow-file-access-from-files`. Be aware that this disables some of the security features of Google Chrome. • Use one of the other web browsers supported for Command Manager.
	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x

Export application

Export Application	Certified
Microsoft Excel	Microsoft Excel 2013
	Microsoft Excel 2010 SP1
	Microsoft Excel 2007 SP2
	Microsoft Excel 2003 SP3

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Installing MicroStrategy Command Manager

For steps to install MicroStrategy Command Manager, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for MicroStrategy Command Manager or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Command Manager.

Note:The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.
- `/opt/MicroStrategy/`*`Product Name`*, or `$HOME/MicroStrategy/install/`*`Product Name`* if you do not have write access to `/opt/MicroStrategy`, when installed on UNIX or Linux environments.

If installing over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Command Manager	MicroStrategy Command Manager root directory

Upgrading MicroStrategy Command Manager

To benefit from the latest functionality available in this version of MicroStrategy Command Manager, an administrator must upgrade the MicroStrategy system, including Command Manager and Intelligence Server:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Command Manager

For details about uninstalling MicroStrategy Command Manager, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Command Manager, see the Documentation page for MicroStrategy Command Manager.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

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- Ambiguity in filters, metrics, security filters, facts, and attribute expressions can be avoided by referring to the location of the object in the expression. Ambiguity was being caused by two or more objects having the same name but in different folders confusing the parser on which to reference. This can be solved like the following sample:

  ```
  Create Filter "test" in folder "\" expression "[\schema
  objects\attributes\
  day]@ID=1"
  ```

  This way, it will not matter if there is another "day" attribute located elsewhere in the project. Also, this will provide a more efficient workaround to customers than the previous method of renaming duplicate named objects.
- Report caches are no longer expired, you can instead invalidate report caches.
- The Alter Cache commands uses megabytes instead of kilobytes as the default unit to accommodate additional caching requirements.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Command Manager:

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New in Analytics Enterprise

The name of MicroStrategy Desktop has been changed to MicroStrategy Developer.

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Developer is the business intelligence software component that provides integrated monitoring, reporting, powerful analytics, and decision support workflow on an intuitive Windows-based interface. MicroStrategy Developer consists of the following sub-components:

- MicroStrategy Developer
- MicroStrategy Analyst
- MicroStrategy Architect
- MicroStrategy Server Administrator

Note: For licensing information related to MicroStrategy Server Administrator, see Installing and Upgrading MicroStrategy Developer.

For details about each of these sub-components, see the Installation and Configuration Guide.

For information on how to use MicroStrategy Developer and the tasks you can perform with it, refer to the Documentation page for MicroStrategy Developer.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	2 GB or higher
Processor	x86 or x64 compatible
Disk Space	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for Developer, see Operating Systems in the Certified and Supported Configurations page.
Web browser	Microsoft Internet Explorer For a list of web browsers that are certified or supported for Developer, see Web Browsers in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
Export applications and devices	Adobe Acrobat Reader and Microsoft Office For a list of export applications and export devices that are certified or supported for Developer, see Export applications and devices in the Certified and Supported Configurations page.
Flash Players	Adobe Flash Player For a list of Adobe Flash Players that are certified or supported for MicroStrategy Developer, see Adobe Flash Player in the Certified and Supported Configurations page.
Database connectivity **Note**: These requirements apply only to initial project creation.	For certified metadata and warehouse ODBC drivers and database platforms, refer to the General Information Readme - Certified and Supported Configurations page.

Compatibility

For the complete MicroStrategy Platform Compatibility and Interoperability specifications, see the Compatibility and Interoperability page of the General Information Readme.

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The following are certified and supported configurations for MicroStrategy Developer.

- Languages
- Operating systems
- Web browsers
- Export applications and devices
- Adobe Flash Players
- LDAP servers

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Developer has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Developer.
- For information on installing MicroStrategy Developer successfully on Microsoft Windows, see Installing and Upgrading MicroStrategy Developer.

Operating System	Certified
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)

	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Operating System	**Supported**
Windows 7	Windows 7 Ultimate Edition SP1 (on x64)
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)

Web browsers

Web Browser	**Certified**
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x
	Microsoft Internet Explorer 10.x
Web Browser	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Export applications and devices

Export Application	**Certified**
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
Microsoft Office	Microsoft Office 2013
	Microsoft Office for Mac 2011 SP2
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3
OpenOffice.org Calc	OpenOffice.org Calc 3.3.0 For guidelines to support certain exporting features in OpenOffice.org Calc, see Exporting to OpenOffice.org Calc.
Export Device	**Certified**
Export devices can open a PDF file created by using MicroStrategy to export an object as a PDF. You can load a PDF file exported from MicroStrategy onto an export device in a couple of different ways. You can connect the export device directly to the machine that stores the PDF to load it onto the export device. You can also email the PDF file to the email account for the export device.	
Nook	Nook firmware version 1.x
Kindle	Kindle Fire
	Kindle firmware version 6.x

	Kindle firmware version 2.x

Adobe Flash Player

Certified Adobe Flash Player
Adobe Flash Player 11.x
Adobe Flash Player 10.3.x
Supported Adobe Flash Player
Adobe Flash Player 10.1.x

LDAP servers (for LDAP authentication)

For a listing of LDAP servers certified or supported for LDAP authentication through Intelligence Server, see the Intelligence Server Certified and Supported Configurations for LDAP Servers page.

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Installing MicroStrategy Developer

For steps to install MicroStrategy Developer, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are installing MicroStrategy Developer on Windows Vista or later versions, you must install Microsoft's DHTML Editing Control for Applications Redistributable Package. The redistributable package contains files that were removed with the release of Windows Vista, but are required for MicroStrategy Developer to work properly. For information on this redistributable package and the necessary installation steps, refer to the following link Microsoft site http://www.microsoft.com/downloads/details.aspx?FamilyId=B769A4B8-48ED-41A1-8095-5A086D1937CB&displaylang=en.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.
- To install and access MicroStrategy Server Administrator, when installing MicroStrategy Developer, your license key must be licensed for MicroStrategy Intelligence Server.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Developer.

Note: The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.

If installed over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Desktop	MicroStrategy Developer root directory
\MicroStrategy\Desktop\Images	Custom images used by the MicroStrategy Developer application
On a 32-bit Windows environment: \Program Files\Common Files\MicroStrategy\Log On a 64-bit Windows environment: \Program Files (x86)\Common Files\MicroStrategy\Log	Log directory, for diagnostics output

Upgrading MicroStrategy Developer

To benefit from the latest functionality available in this version of MicroStrategy Developer, an administrator must upgrade the system:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

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Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Developer

For details about uninstalling MicroStrategy Developer, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Issues that have a prefix of S (S#####) are customer cases that can be tracked though MicroStrategy Technical Support. Those prefixed with T (T#####) are MicroStrategy's internal issues. Internal issue numbers do not correlate to customer case numbers.

- **T171193**: The Import Assistant only supports XML definitions where all the tables have the same "tableSchema" and the same "schema" in the Cube Views XML.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy 9.5 release, consult the Knowledge Base technical note TN 44966.

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Data Mining Services

- Support is provided for the following models: Association Rules, Cluster (Center-based), Decision Tree, General Regression, Mining Model, Neural Network, Regression, Ruleset, Support Vector Machine and Time Series. Models compliant with PMML v2.1 through v4.0 are fully supported. PMML models version PMML 2.0 can be supported only if any DTD (Document Type Definition) references are removed from the PMML. This can be accomplished by commenting out the DOCTYPE element. Models based on other previous versions of the PMML standard may work but this has not been verified internally.
- When executing a Training report on an Intelligence Server installed on UNIX, results may differ slightly from the same report run on an Intelligence Server installed on Windows. This is due to the differing mechanics of the operating systems and does not affect the overall accuracy of the results.
- The Model Viewer currently supports viewing the following models: Association Rules, Cluster, Decision Tree, General Regression, Mining Model, Neural Network, Regression, and Time Series.

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MicroStrategy Enterprise Manager is a comprehensive tool designed to measure the success of MicroStrategy implementations.

Enterprise Manager consists of a MicroStrategy project that reports on MicroStrategy operational statistics. It includes a configuration console, a packaged data warehouse, a data load process that transforms the platform statistics to the data warehouse, and the project metadata. The Enterprise Manager project contains about 115 attributes, over 350 metrics, and more than 150 reports. A comprehensive data dictionary can be used as the basis for creating customized analytics to meet administrative reporting requirements.

Enterprise Manager is structured into four areas of analysis.

User Analysis

Project managers can determine user adoption as well as their behavior on the system. Reports focused on user analysis provide details on which users employ custom functionality such as drilling and ad-hoc reports, as well as which reports are preferred by certain users or user groups.

Project Analysis

Project managers can obtain a detailed understanding of their projects. Reports focused on project analysis list how many reports, documents, and other objects currently exist in projects. Analysis of these objects can determine which objects are used regularly, and which users are actively contributing to the project.

Operational Analysis

System administrators gain an understanding of the operational behavior of the BI system. Reports focused on operational analysis identify error conditions, manage peak usage times by ensuring availability of sufficient system resources, and determine whether your resources are used effectively. Dashboards display growth rates and predict required upgrades.

Performance Analysis

Developers gain tuning insights to improve project performance. Enterprise Manager provides detailed level tuning data for individual reports, Intelligent Cubes, scheduled operations, and all other parts of the MicroStrategy platform.

For information on how to use these products and the tasks you can perform with them, refer to the Documentation page for MicroStrategy Enterprise Manager.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	1 GB or higher
Processor	x86 or x64 compatible
Disk Space	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

For a detailed list of system requirements and recommendations, see the Planning Your Installation chapter of the Installation and Configuration Guide.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for Enterprise Manager, see Operating Systems in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
Database for Enterprise Manager warehouse	For a list of databases that are certified or supported for an Enterprise Manager warehouse, see Databases (Enterprise Manager Warehouse) in the Certified and Supported Configurations page.
Database connectivity	Open Database Connectivity (ODBC) and ODBC drivers for the metadata and warehouse platforms to be used. **Note**: This is only required for upgrading or duplicating your project. For certified metadata and warehouse ODBC drivers and database platforms, refer to the General Information Readme - Certified and Supported Configurations.

MicroStrategy environment

A project source is required to run MicroStrategy Enterprise Manager and connect to a metadata repository. MicroStrategy Developer and MicroStrategy Enterprise Manager can be installed on the same machine, or on different machines.

See the Compatibility and Interoperability section below for additional requirements.

Compatibility and interoperability

For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

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Certified and Supported Configurations for MicroStrategy Enterprise Manager

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The following are certified and supported languages, operating systems, and software for MicroStrategy Enterprise Manager, as well as databases for the Enterprise Manager warehouse:

- Languages
- Operating System
- Database (Enterprise Manager Warehouse)

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Enterprise Manager has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

For a list of important known issues with configurations, refer to the issues and troubleshooting information.

For details on the configurations tested in-house by MicroStrategy, contact MicroStrategy Technical Support.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Enterprise Manager.

Operating System	Certified
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)

	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
Windows 2008	Windows Server 2008 Standard Edition SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP1 (on x64)
Operating System	**Supported for demonstration purposes only**
Windows XP	Windows XP Professional Edition SP3 (on x86)
Windows Vista	Windows Vista Business Edition SP2 (on x64)
	Windows Vista Enterprise Edition SP2 (on x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)

Database (Enterprise Manager warehouse)

For ODBC drivers certified for the databases listed below, see the General Information Readme Certified and Supported Configurations.

Certified Databases
IBM DB2 for Linux, UNIX, & Windows 9.5 with Fix Pack 10
IBM DB2 for Linux, UNIX, & Windows 9.7 with Fix Pack 8
IBM DB2 for Linux, UNIX, & Windows 10.1 with Fix Pack 2
IBM DB2 for Linux, UNIX, & Windows 10.5
Microsoft SQL Server 2005 SP4
Microsoft SQL Server 2008 SP3 and 2008 R2 SP1/SP2
Microsoft SQL Server 2012 SP1
Oracle 10g and 10gR2 Partitioning is supported for the Oracle Enterprise Edition of these database platforms.
Oracle 11g and 11gR2 Partitioning is supported for the Oracle Enterprise Edition of these database platforms.
Oracle 12c Partitioning is supported for the Oracle Enterprise Edition of these database platforms.
Sybase ASE 15.5
Sybase ASE 15.7
Teradata V12
Teradata V13

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Teradata V13.10
Teradata V14.0
Teradata V14.10
Supported Databases
Oracle 9i and 9iR2 Partitioning is supported for the Oracle Enterprise Edition of these database platforms.
Sybase ASE 15

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Installing MicroStrategy Enterprise Manager

For steps to install MicroStrategy Enterprise Manager, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for MicroStrategy Enterprise Manager or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Enterprise Manager.

Note: The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.

If installing over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Enterprise Manager	MicroStrategy Enterprise Manager root directory

Upgrading MicroStrategy Enterprise Manager

To benefit from the latest functionality available in this version of MicroStrategy Enterprise Manager, an administrator must upgrade the MicroStrategy system, including Enterprise Manager and Intelligence Server. For the steps to upgrade an Enterprise Manager environment, follow the instructions provided in the MicroStrategy Tech Note TN 20462.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Enterprise Manager

For details about uninstalling MicroStrategy Enterprise Manager, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Enterprise Manager, see the Documentation page for MicroStrategy Enterprise Manager.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

Enterprise Manager

- **T126910** - The minimum page size in the table space for DB2 must be at least 8192K.
- **T144703** - The report "Session Duration Analysis" returns a Query Engine error in Oracle with the MERANT Driver. If you run ALTER SESSION SET NLS_DATE_FORMAT = 'MM-DD-YYYY' before selecting from the view, it executes correctly.

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- Server statistics tables must be created before the Project Mover transfers the project to the destination repository. All Enterprise Manager tables should be created in the same table space as the server statistics tables.
- For double-byte languages in Oracle, it is essential that the Enterprise Manager metadata is created using the double-byte script in Configuration Wizard. If the metadata is created during transfer in the Enterprise Manager Console, the incorrect SQL script is used.
- Intelligence Server statistics about drill operations are only supported for 4-tier clients.
- To track two different servers with one Enterprise Manager project, both servers must log statistics to the same set of statistics tables.
- It is recommended that the transaction log is three times the size of the original statistics data for the initial load.
- It is recommended that database statistics are updated from the console after a data load to improve reporting performance on the database side.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Enterprise Manager:

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Integrity Manager automatically reviews the integrity of data across an organization's Business Intelligence (BI) system, verifying that MicroStrategy BI reports and documents use reliable data.

MicroStrategy Integrity Manager reduces the need for resource-intensive manual testing by running and comparing versions of reports and documents after data updates and throughout the BI development cycle, thereby automating regression testing. Data inconsistencies can be captured much sooner in the development cycle, saving time in report testing, end user support, and issue resolution. With MicroStrategy Integrity Manager, companies can increase the scope, effectiveness, and accuracy of their data validation efforts, and free developers to focus on content creation rather than manual testing. The comparison output can be analyzed in MicroStrategy Integrity Manager, and as HTML and XML summary files that are generated to provide easy result distribution to other users.

Common Business Intelligence ecosystem changes that require report and data validation include:

- Data Warehouse Loads and ETL processes
- MicroStrategy BI Project Migrations
- Software Upgrades
- Database Optimizations

Features

For an overview of the features of Integrity Manager introduced in MicroStrategy 9.5, see What's new in Integrity Manager 9.5.

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Following is a list of the hardware requirements supported for MicroStrategy Integrity Manager. Refer to the Integrity Manager Certified and Supported Configurations for information on the operating system requirements. The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

For a list of operating systems that are certified and supported for Integrity Manager, see Operating Systems in the Certified and Supported Configurations page.

Integrity Manager for Windows

Hardware	Requirement
CPU Architecture	x86 or x64 compatible
RAM	2 GB and higher
Available hard drive space	0.25 GB and higher For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.
Software	**Requirement**
Excel comparison application	Microsoft Excel is required to compare Excel output of reports and documents. For a list of Microsoft Excel versions that are certified or supported for Integrity Manager, see Excel comparison applications in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.

Integrity Manager for Oracle Solaris

Hardware	Requirement
CPU Architecture	SPARC platforms
RAM	2 GB and higher
Swap Space	2 GB and higher
Available hard drive space	3 GB and higher For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.

Integrity Manager for IBM AIX

Hardware	Requirement
CPU Architecture	IBM POWER Architecture
RAM	2 GB and higher
Swap Space	2 GB and higher
	4 GB and higher

Available hard drive space	For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.

Integrity Manager for Red Hat and SUSE Linux

Hardware	Requirement
CPU Architecture	x86-64 compatible
RAM	2 GB and higher
Swap Space	2 GB and higher
Available hard drive space	3 GB and higher For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.

Integrity Manager for HP-UX

Hardware	Requirement
CPU Architecture	Intel Itanium
RAM	2 GB and higher
Swap Space	2 GB and higher
Available hard drive space	3 GB and higher For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.

Web Browser Support

A web browser is required to view the Help documentation provided for the Integrity Manager interface. For a list of web browsers that are certified or supported for Integrity Manager Help documentation, see Web Browsers in the Certified and Supported Configurations page.

Interoperability

MicroStrategy Integrity Manager is meant to be run as a testing tool against current and earlier versions of MicroStrategy Intelligence Server. Therefore, Integrity Manager 9.5 can be run against all versions of Intelligence Server.

Be aware that Integrity Manager is only certified to run against Intelligence Server versions that are currently supported by MicroStrategy. Refer to the Product Support Expiration Schedule for a list of supported and expired MicroStrategy releases.

Compatibility

For the complete MicroStrategy Platform Compatibility and Interoperability specifications, see the Compatibility and Interoperability page of the General Information Readme.

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The following are certified and supported configurations for MicroStrategy Integrity Manager.

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Integrity Manager has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for Integrity Manager.
- Integrity Manager does not have to be installed on the same machine as Intelligence Server. You can install Integrity Manager on a separate machine and run Integrity Manager tests as a client application.
- All UNIX and Linux operating systems are 64-bit.

Operating System	Certified
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)

Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Oracle Solaris 10.x	Solaris 10.x (on SPARC) Oracle-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Oracle Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links: • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)
SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	Red Hat Enterprise Linux 5.x is defined as support for versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Red Hat Enterprise Linux 5.x or Advanced Platform 5.x install media.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-`*`XX`*`.el6.i686.rpm` (where *`XX`* is a minor version number) which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-`

	12.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.3.x (on x86-64) You must install the packages compat-libstdc++-33.el6.i686.rpm, libXp-1.0.0.1.el6.x86_64.rpm, elfutils-devel-0.152.el6.x86_64.rpm, elfutils-libelf-devel-0.152.el6.x86_64.rpm, libstdc++-4.4.6.el6.i686.rpm, krb5-libs-1.9.el6.i686.rpm, nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm, and ksh-20100621.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages compat-libstdc++-33.i686.rpm, libXp.x86_64.rpm, elfutils-devel.x86_64.rpm, elfutils-libelf-devel.x86_64.rpm, libstdc++-4.4.7-3.el6.i686.rpm, krb5-libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-*XX*.el6.x86_64 (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
IBM AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: bos.rte.libc 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (xlC.aix50.rte), bos.perf.libperfstat 5.3.9.1 or higher.
IBM AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (xlC.rte), bos.perf.libperfstat 7.1.0.1 or higher.
HP-UX 11i v2	HP-UX 11i v2 Foundation Operating Environment (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11i v3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
IBM AIX 5.3.x	AIX 5L Version 5.3 (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (xlC.rte), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (xlC.aix50.rte), bos.perf.libperfstat 5.3.0.00 or higher.

Excel comparison applications

Excel Comparison Applications	Certified
Microsoft Excel	Microsoft Excel 2013
	Microsoft Excel 2010 SP1
	Microsoft Excel 2007 SP2
	Microsoft Excel 2003 SP3

Web browser

Web Browser	Certified

Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x
	Microsoft Internet Explorer 10.x
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Web Browser	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x
Google Chrome	A Google Chrome security update prevents WebHelp systems that are in locally stored file systems from being displayed properly. This is a known issue with Google Chrome. To view the online help documentation for Integrity Manager, you can: • Open Google Chrome using the command line option `-allow-file-access-from-files`. Be aware that this disables some of the security features of Google Chrome. • Use one of the other web browsers supported for Integrity Manager.
	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x

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Installing MicroStrategy Integrity Manager

For steps to install MicroStrategy Integrity Manager, see the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.
- To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products on Red Hat Enterprise Linux and Advanced Platform 5.2, 5.3, 5.4, 5.5, 5.6, or 5.7, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Linux install media. If you are using Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must also install pdksh-5.2.14-36.el5.x86_64.rpm, which is available on the Red Hat Enterprise Linux install media.
- Integrity Manager does not have to be installed on the same machine as Intelligence Server. You can install Integrity Manager on a separate machine and run Integrity Manager tests as a client application.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Integrity Manager.

Note: The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.
- `/opt/MicroStrategy/`*`Product Name`*, or `$HOME/MicroStrategy/install/`*`Product Name`* if you do not have write access to `/opt/MicroStrategy`, when installed on UNIX or Linux environments.

C:\Program Files\MicroStrategy\Product Name is the default folder. If installed over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Integrity Manager	MicroStrategy Integrity Manager root directory. Also serves as the default folder where Integrity Manager Test Configuration files (.mtc) are saved.
User's home directory	The default folder where Integrity Manager output files are saved.

Upgrading MicroStrategy Integrity Manager

Before upgrading any MicroStrategy products, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Integrity Manager

For details about uninstalling MicroStrategy Integrity Manager, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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The System Administration Guide provides information on how to use MicroStrategy Integrity Manager as an automated report comparison tool.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

Known and Resolved Issues for MicroStrategy Integrity Manager

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Intelligence Server delivers world-class monitoring, reporting, and analysis on a single integrated platform, offering next generation BI capabilities for the full range of BI applications. MicroStrategy Intelligence Server is the architectural foundation of the MicroStrategy platform. It performs the following critical tasks for the MicroStrategy BI platform:

- Runs queries, performs calculations, and formats reports
- Significantly improves user-perceived query performance
- Efficiently manages thousands of end-user requests (jobs)
- Serves as a central point for the MicroStrategy metadata

The following optional add-on capabilities are integrated into and run on the same machine as the MicroStrategy Intelligence Server:

- **MicroStrategy Distribution Services** monitors data and automatically sends critical business performance information to users via email, file servers, and networked printers. Distribution Services is fully integrated with MicroStrategy Intelligence Server. Therefore, it is optimized for subscription by, and delivery to, thousands of users.
- **MicroStrategy OLAP Services** allows users to analyze data by slicing and dicing, inserting new metrics and filters, and manipulating reports in-memory without executing queries against the data warehouse. MicroStrategy provides In-memory BI capabilities that leverage 64-bit operating systems to improve the overall performance of a Business Intelligence system, regardless of the amount of data or number of users involved. MicroStrategy OLAP Services delivers this technology via Intelligent Cubes.

  For information on OLAP Services, see the OLAP Services Guide. Additional performance tuning best practices for OLAP Services are provided in the System Administration Guide.
- **MicroStrategy Report Services**, the enterprise reporting engine of the MicroStrategy BI platform, enables the creation and viewing of pixel perfect, highly formatted documents, scorecards, and dynamic dashboards.
- **MicroStrategy Transaction Services** lets you embed write-back functionality into documents and dashboards for the purposes of decision-making or initiating a transaction. Using either SQL for databases, or XQuery for Web Services applications, transactions trigger new business processes, re-allocate resources, and accelerate business activity. These transactions can include one-click approvals and denials, notes for tracking and directing business activity, and write-back to data sources in real time.

  Users of MicroStrategy Web, MicroStrategy Mobile for iPhone, and MicroStrategy Mobile for iPad can employ these transaction capabilities from documents, dashboards, and MicroStrategy Mobile applications.
- **Clustering Option** enables higher system availability and faster performance through load balancing and automatic failover.
- **MultiSource Option** allows users to seamlessly report, analyze, and monitor data across multiple sources through a single relational schema. MultiSource Option employs a multi-source ROLAP architecture that pushes calculations and data joins down to the database level. It extends the capabilities of the MicroStrategy BI platform by facilitating deployment of BI applications and setting a solid foundation for enterprise-wide BI.

All products in the platform work in conjunction with MicroStrategy Intelligence Server and benefit from its broad functionality. You can refer to the following documentation resources for information related to MicroStrategy Intelligence Server:

- Installation and Configuration Guide: Provides information on how to perform the initial installation and configuration of MicroStrategy Intelligence Server, including steps to make a connection to your data sources. This guide also provides information on the different editions of Intelligence Server.
- System Administration Guide: Provides information on how to configure, administer, and fine tune MicroStrategy Intelligence Server. For example, setting up LDAP authentication and other user and system security measures are covered in this guide.
- Functions Reference: Provides information on the library of over 150 sophisticated mathematical and statistical functions provided by MicroStrategy Intelligence Server.
- MicroStrategy 9 General Information Readme: Provides information on certified and supported RDBMS platforms for warehouse, metadata, and statistics as well as the recommended ODBC drivers to use with each RDBMS platform.

  Note: MicroStrategy ODBC Drivers shipped for Windows, Solaris, AIX, and Linux run in a 32-bit mode. However, this alone should not affect the amount of data that the Intelligence Server can retrieve from the database. The Intelligence Server is configured by default to run all database connections as "out of process", or "multi-process" mode, using a fetching mechanism to retrieve the data. This results in optimized memory usage and improved performance when connecting to the database.

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Although MicroStrategy Intelligence Server Universal in HP-UX ships with 64-bit ODBC drivers only, its behavior is consistent with all of the other supported OS platforms.

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The following table lists the hardware and software requirements for MicroStrategy Intelligence Server. The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Refer to the MicroStrategy Installation and Configuration Guide for hardware recommendations and useful sizing information. MicroStrategy Professional Services offers a comprehensive Performance Analysis service to help you quickly and effectively achieve your performance goals, aligning them with your overall Business Intelligence strategy. To learn how MicroStrategy Professional Services can help you assess and prioritize your performance opportunities with a Performance Analysis, see http://www.microstrategy.com/software/business-intelligence/high-performance.

Before you review the table below, be aware that a successful configuration of Intelligence Server or Intelligence Server Universal depends on a valid combination of an operating system and a CPU architecture. For example, Intelligence Server is certified to run on a machine with a Windows operating system and an x86 compatible CPU architecture. However, Intelligence Server is not certified or supported to run on a machine with a Windows operating system and an Intel Itanium CPU architecture.

Valid operating system and CPU architecture combinations for Intelligence Server and Intelligence Server Universal are listed in the table below:

Intelligence Server on Windows (32-bit)

Since 32-bit systems are beginning to enter the end of their product support lifecycle, MicroStrategy recommends moving to 64-bit systems to support the following scenarios:

- Applications with many large and frequently used reports.
- Applications with hundreds of highly active users.
- Multiple, highly active applications supported on one Intelligence Server.

Hardware	**Requirement**
CPU Architecture	x86 compatible
RAM	4 GB
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
Operating System	**Requirement**
Windows	For a list of Windows operating systems that are certified or supported for Intelligence Server, see Operating Systems in the Certified and Supported Configurations page. Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy on Windows environments.

Intelligence Server Universal on Windows (64-bit)

Hardware	**Requirement**
CPU Architecture	x64 compatible
	4 GB or higher. The use of 4 GB of RAM is a minimum level of support for the MicroStrategy Product Suite, which does not take into account the performance of a production system. Performance testing has shown that 64 GB or more of

RAM	RAM should be available to allow MicroStrategy Intelligence Server Universal to fully support and take advantage of the complete feature set of the MicroStrategy Product Suite, while obtaining system-wide high performance. This level of system resources allows MicroStrategy Intelligence Server Universal to fully utilize performance-improving technologies such as MicroStrategy OLAP Services, and to support optimal performance for MicroStrategy Report Services documents and dashboards and the other features of the MicroStrategy Product Suite.
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
Operating System	**Requirement**
Windows	For a list of Windows operating systems that are certified or supported for Intelligence Server, see Operating Systems in the Certified and Supported Configurations page. Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy on Windows environments.

Intelligence Server Universal on Oracle Solaris (64-bit)

Hardware	**Requirement**
CPU Architecture	SPARC platforms
RAM	4 GB or higher. The use of 4 GB of RAM is a minimum level of support for the MicroStrategy Product Suite, which does not take into account the performance of a production system. Performance testing has shown that 64 GB or more of RAM should be available to allow MicroStrategy Intelligence Server Universal to fully support and take advantage of the complete feature set of the MicroStrategy Product Suite, while obtaining system-wide high performance. This level of system resources allows MicroStrategy Intelligence Server Universal to fully utilize performance-improving technologies such as MicroStrategy OLAP Services, and to support optimal performance for MicroStrategy Report Services documents and dashboards and the other features of the MicroStrategy Product Suite.
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
Operating System	**Requirement**
Oracle Solaris	For a list of Oracle Solaris operating systems that are certified or supported for Intelligence Server Universal, see Operating Systems in the Certified and Supported Configurations page. For support notes for Intelligence Server Universal, see Notes on support for MicroStrategy Intelligence Server Universal.

Intelligence Server Universal on IBM AIX (64-bit)

Hardware	**Requirement**
CPU Architecture	IBM POWER Architecture
RAM	4 GB or higher. The use of 4 GB of RAM is a minimum level of support for the MicroStrategy Product Suite, which does not take into account the performance of a production system. Performance testing has shown that 64 GB or more of RAM should be available to allow MicroStrategy Intelligence Server Universal to fully support and take advantage of the complete feature set of the MicroStrategy Product Suite, while obtaining system-wide high performance. This level of system resources allows MicroStrategy Intelligence Server Universal to fully utilize performance-improving technologies such as MicroStrategy OLAP Services, and to support optimal performance for MicroStrategy Report Services documents and dashboards and the other features of the MicroStrategy Product Suite.
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard

	drive space.
Operating System	**Requirement**
IBM AIX	For a list of IBM AIX operating systems that are certified or supported for Intelligence Server Universal, see Operating Systems in the Certified and Supported Configurations page. For support notes for Intelligence Server Universal, see Notes on support for MicroStrategy Intelligence Server Universal.

Intelligence Server Universal on Linux (64-bit)

Hardware	**Requirement**
CPU Architecture	x86-64 compatible
RAM	4 GB or higher. The use of 4 GB of RAM is a minimum level of support for the MicroStrategy Product Suite, which does not take into account the performance of a production system. Performance testing has shown that 64 GB or more of RAM should be available to allow MicroStrategy Intelligence Server Universal to fully support and take advantage of the complete feature set of the MicroStrategy Product Suite, while obtaining system-wide high performance. This level of system resources allows MicroStrategy Intelligence Server Universal to fully utilize performance-improving technologies such as MicroStrategy OLAP Services, and to support optimal performance for MicroStrategy Report Services documents and dashboards and the other features of the MicroStrategy Product Suite.
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
Operating System	**Requirement**
Linux	For a list of Linux operating systems that are certified or supported for Intelligence Server Universal, see Operating Systems in the Certified and Supported Configurations page. For support notes for Intelligence Server Universal, see Notes on support for MicroStrategy Intelligence Server Universal.

Intelligence Server Universal on HP-UX (64-bit)

Hardware	**Requirement**
CPU Architecture	Intel Itanium
RAM	4 GB or higher. The use of 4 GB of RAM is a minimum level of support for the MicroStrategy Product Suite, which does not take into account the performance of a production system. Performance testing has shown that 64 GB or more of RAM should be available to allow MicroStrategy Intelligence Server Universal to fully support and take advantage of the complete feature set of the MicroStrategy Product Suite, while obtaining system-wide high performance. This level of system resources allows MicroStrategy Intelligence Server Universal to fully utilize performance-improving technologies such as MicroStrategy OLAP Services, and to support optimal performance for MicroStrategy Report Services documents and dashboards and the other features of the MicroStrategy Product Suite.
Available hard drive space	Three times the amount of RAM available to Intelligence Server. For example, an Intelligence Server that is provided 4 GB of RAM requires 12 GB of hard drive space.
Operating System	**Requirement**
HP-UX	For a list of HP-UX operating systems that are certified or supported for Intelligence Server Universal, see Operating Systems in the Certified and Supported Configurations page. For support notes for Intelligence Server Universal, see Notes on support for MicroStrategy Intelligence Server Universal.

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Notes on support for MicroStrategy Intelligence Server Universal

- X-windows enabled environment is required for the following functionality:
  - GUI-based MicroStrategy Installation Wizard
  - MicroStrategy Diagnostics and Performance Logging tool
  - MicroStrategy Service Manager
- A Web browser is required for viewing Readmes, release notes, and online help.
- Samba (http://www.samba.org) or Windows Services For Unix (http://www.microsoft.com/windows/sfu/downloads/default.asp) are required for HTML documents support. Samba 3.0 is required to support HTML documents with alphanumeric names.

Compatibility and interoperability

For the complete MicroStrategy Platform Compatibility and Interoperability specification, see the MicroStrategy General Information-Readme.

Certified and Supported Configurations for MicroStrategy Intelligence Server

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The certified and supported configurations for MicroStrategy Intelligence Server include the following:

- Languages
- Operating Systems
- DBMS and Data Sources
- LDAP Server for Authentication
- Trusted Authentication
- Clustering
- Distribution Services email clients

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Intelligence Server has been tested on.

Languages	Windows	Solaris	AIX	Linux	HP-UX
Chinese (Simplified)	Certified	Certified	Certified	Certified	Certified
Chinese (Traditional)	Certified	Certified	Certified	Certified	Certified
Danish	Certified	Certified	Certified	Certified	Certified
Dutch (Netherlands)	Certified	Certified	Certified	Certified	Certified
English	Certified	Certified	Certified	Certified	Certified
French	Certified	Certified	Certified	Certified	Certified
German	Certified	Certified	Certified	Certified	Certified
Italian	Certified	Certified	Certified	Certified	Certified
Japanese	Certified	Certified	Certified	Certified	Certified
Korean	Certified	Certified	Certified	Certified	Certified
Portuguese (Brazilian)	Certified	Certified	Certified	Certified	Certified
Spanish	Certified	Certified	Certified	Certified	Certified
Swedish	Certified	Certified	Certified	Certified	Certified

* Important Note: Call MicroStrategy Technical Support for using Intelligence Server Universal in a non-english Solaris or AIX environments that require Oracle or Teradata for metadata, warehouse or statistics.

* Important Note: Refer to TN5300-752-0498 for steps necessary to set up Intelligence Server Universal in a non-english Solaris or AIX environment that does not use an Oracle database.

Many server messages are localized for certified and supported international environments. Certain server communications are non-localized.

For a list of important known issues with configurations, refer to the issues and troubleshooting information. For details on the configurations tested in-house by MicroStrategy, contact MicroStrategy Technical Support.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified

configurations over the supported configurations.

- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for Intelligence Server.
- All UNIX and Linux operating systems are 64-bit.
- For information on LDAP servers certified and supported for LDAP authentication with various Intelligence Server machine environments, see LDAP Server Authentication.

Intelligence Server on Windows (32-bit)	
Software	**Supported Requirement**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
Memory Resources	4GT mode is certified and recommended for the Windows version of Intelligence Server. Consult the Knowledge Base, technical note TN5300-712-0247 for instructions on how to enable this mode in your operating system.
MicroStrategy Intelligence Server 9 contains new features and numerous enhancements that may require additional hardware resources when migrating from MicroStrategy 8.x production systems running on Windows 32-bit platforms.	
Software	**Supported Requirement - For Demonstration Purposes Only**
Windows 7	Windows 7 Professional Edition SP1 (on x86)
	Windows 7 Enterprise Edition SP1 (on x86)
Windows 8	Windows 8 all editions (on x86)
Intelligence Server Universal on Windows (64-bit)	
Software	**Certified Requirement**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
Windows Server 2012	Windows Server 2012 Standard (on x64)
Software	**Supported Requirement - For Demonstration Purposes Only**
Windows Vista	Windows Vista Business Edition SP2 (on x64)
	Windows Vista Enterprise Edition SP2 (on x64)
Windows 7	Windows 7 Professional Edition SP1 (on x64)
	Windows 7 Enterprise Edition SP1 (on x64)
Windows 8	Windows 8 all editions (on x64)
Intelligence Server Universal on Oracle Solaris (64-bit)	
Software	**Certified Requirement**

Solaris 10.x	Solaris 10.x (on SPARC) Oracle-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links: • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
Solaris Zones for Solaris 10.x	MicroStrategy supports the installation of Intelligence Server Universal on Solaris Zones which meet all applicable Solaris 10.x requirements. Refer to your third-party Oracle documentation for information on Solaris Zones.

Intelligence Server Universal on IBM AIX (64-bit)

Software	Certified Requirement
AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: `bos.rte.libc` 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (`xlC.aix50.rte`), `bos.perf.libperfstat` 5.3.9.1 or higher.
AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: `bos.rte` 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (`xlC.rte`), `bos.perf.libperfstat` 7.1.0.1 or higher.
LPAR for AIX	MicroStrategy certifies the installation of Intelligence Server Universal on AIX 6.1.x and 7.1.x LPAR architectures for micropartitions, which meets all applicable AIX 6.1.x or 7.1.x requirements. This support also requires the use of MicroStrategy named user licenses. Refer to your third-party IBM documentation for information on LPAR.
	MicroStrategy supports the installation of Intelligence Server Universal on AIX LPAR architecture for dedicated partitions, which meets all applicable AIX requirements.
Software	**Supported Requirement**
IBM AIX 5.3.x	AIX 5L Version 5.3.x (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (`xlC.rte`), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (`xlC.aix50.rte`), bos.perf.libperfstat 5.3.0.00 or higher. **Warning**: To successfully register MicroStrategy Intelligence Server Universal as a service or support the use of CPU licenses on IBM AIX 5.3, you must obtain the IBM Authorized Program Analysis Report (APAR) IY81136. Contact IBM Production Support for help with obtaining and configuring this APAR. This APAR is available here on IBM's download site, which is a valid URL as of the release of this readme.

Intelligence Server Universal on Linux (64-bit)

Software	Certified Requirement
Red Hat	Red Hat Enterprise Linux 5.x is defined as support for versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the installation of Intelligence Server Universal on Red Hat Linux Enterprise Linux 5.x and Red Hat Linux Enterprise Linux Advanced Platform 5.x, you must install the `krb5-`

Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	`libs-1.5-17.x86_64.rpm` package. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products on Red Hat Linux Enterprise Linux 5 and Red Hat Linux Enterprise Linux Advanced Platform 5, you must install the `libXp-1.0.0-8.x86_64.rpm` package included with your Red Hat Enterprise Linux 5.x or Advanced Platform 5.x install media. To support MicroStrategy connections to databases on Red Hat Linux Enterprise Linux 5.x and Red Hat Linux Enterprise Linux Advanced Platform 5.x, you must install the `krb5-libs-1.5-17.i386.rpm` package. You must define SELinux as **Permissive** or **Disabled**. For information on Xen hypervisor virtualization support, see the supported configurations for Intelligence Server Universal on Linux below.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-`*`XX`*`.el6.i686.rpm` (where *XX* is a minor version number) which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.3.x (on x86-64) You must install the packages `compat-libstdc++-33.el6.i686.rpm`, `libXp-1.0.0.1.el6.x86_64.rpm`, `elfutils-devel-0.152.el6.x86_64.rpm`, `elfutils-libelf-devel-0.152.el6.x86_64.rpm`, `libstdc++-4.4.6.el6.i686.rpm`, `krb5-libs-1.9.el6.i686.rpm`, `nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm`, and `ksh-20100621.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.7-3.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-`*`XX`*`.el6.x86_64` (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)
SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
Software	**Supported Requirement**
Xen hypervisor for Red Hat	MicroStrategy supports the installation of Intelligence Server Universal on Red Hat Enterprise Linux 5.4 with Xen hypervisor virtualization. To support Xen hypervisor virtualization, this

Enterprise Linux 5.4	installation must meet all applicable Red Hat Enterprise Linux 5.4 requirements.

Intelligence Server Universal on HP-UX (64-bit)

Software	Certified Requirement
HP-UX 11i v2	HP-UX 11i v2 Foundation Operating Environment (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11i v3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.

Certified and supported shell versions on UNIX and Linux operating systems

MicroStrategy Intelligence Server Universal is developed and tested using the default shell versions packaged with UNIX and Linux operating systems. The level of certification and support for these shell versions matches the level of Intelligence Server Universal certification or support for their respective UNIX or Linux operating system, as listed in the table above in the Operating Systems section.

MicroStrategy does not certify or guarantee support with any shell versions or packages other than those packaged with the UNIX and Linux operating systems listed as certified or supported in the table above.

DBMS and data sources

Open Database Connectivity (ODBC) and DBMS platforms

For a list of certified ODBC driver and DBMS platform configurations for the metadata, warehouse, and statistics platforms to be used, refer to the MicroStrategy General Information Readme.

MDX data sources

Data Source	Connectivity	Status
SAP BW 3.1, 3.5, 7.0, and 7.3	SAP Java Connector. Refer to the MicroStrategy MDX Cube Reporting Guide.	Certified
Microsoft Analysis Services 2005, 2008, and 2012	The following connectivity options are available: • Web services based • MicroStrategy MDX Cube Provider Refer to the MicroStrategy MDX Cube Reporting Guide.	Certified
Microsoft Analysis Services 2012 in Tabular Mode	The following connectivity options are available: • MicroStrategy MDX Cube Provider Refer to the MicroStrategy MDX Cube Reporting Guide.	Supported with use of InMemory with DirectQuery as DirectQuery mode.
IBM Cognos TM1 10.x	MicroStrategy MDX Cube Provider. Refer to the MicroStrategy MDX Cube Reporting Guide.	Certified
IBM Cognos TM1 9.5.x	MicroStrategy MDX Cube Provider. Refer to the MicroStrategy MDX Cube Reporting Guide.	Certified
IBM Cognos TM1 9.4.1	MicroStrategy MDX Cube Provider. Refer to the MicroStrategy MDX Cube Reporting Guide.	Certified

XMLA Provider	Essbase Server	Connectivity	Status
Hyperion 9.3 APS	Oracle Essbase 9.3.1	The following connectivity options are available: • Web services based. • MicroStrategy MDX Cube Provider Refer to the MicroStrategy MDX Cube Reporting Guide.	Supported
		The following connectivity options are available:	

Hyperion 11 APS	Oracle Essbase 11	• Web services based. • MicroStrategy MDX Cube Provider Refer to the MicroStrategy MDX Cube Reporting Guide.	Supported

LDAP server for authentication

The table below lists the LDAP servers certified and supported for LDAP authentication with various Intelligence Server machine environments.

Machine Running Intelligence Server		LDAP Server	Status
LDAP SDK	**Operating System**		
Native Windows 32 bits SDK for LDAP (Wldap32.dl version 5.0.2195.6666)	Windows 2003 SP2 (Standard and Enterprise Editions)	Novell NDS eDirectory 8.8 SP7	Certified
		Microsoft Active Directory 2008 R2 SP1	Certified
		Red Hat Directory Server 7	Supported
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Open LDAP Server 3 (2.4.25)	Supported
	Windows XP Professional SP3	Novell NDS eDirectory 8.8 SP7	Certified
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Microsoft Active Directory 2008 R2 SP1	Supported
		Red Hat Directory Server 7	Supported
		Open LDAP Server 3 (2.4.25)	Supported
Native Windows 32 bits SDK for LDAP (Wldap32.dl version 6.1.7600.16385)	Windows Server 2008 Enterprise Edition	Microsoft Active Directory 2008 R2 SP1	Certified
		Red Hat Directory Server 7	Certified
		Windows Server 2008 Active Directory Lightweight Directory Services	Supported
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Novell NDS eDirectory 8.8 SP7	Supported
		Open LDAP Server 3 (2.4.25)	Supported
Sun ONE Directory SDK for C version 5.11 (or newer versions)	Solaris 10.x and 11.x	Oracle Directory Server Enterprise Edition 11gR2	Certified
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Novell NDS eDirectory 8.8 SP7	Supported
		Microsoft Active Directory 2008 R2 SP1	Supported
		Red Hat Directory Server 7	Supported
		Open LDAP Server 3 (2.4.25)	Supported
		Microsoft Active Directory 2008 R2 SP1	Certified

IBM Tivoli 6.0 SDK and GSKit 7 (or newer version)	AIX 5.3.x, 6.1.x, and 7.1.x	Windows Server 2008 Active Directory Lightweight Directory Services	Certified
		Oracle LDAP Server 11gR1	Certified
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Red Hat Directory Server 7	Supported
		IBM Tivoli LDAP Server 6.3	Supported
		Novell NDS eDirectory 8.8 SP7	Supported
		Open LDAP Server 3 (2.4.25)	Supported
OpenLDAP 64-bit SDK is 2.3.32 or 2.3.43 with Open SSL	Red Hat Enterprise Linux and Advanced Platform 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 AND Red Hat Enterprise Linux 6.0.x, 6.1.x, 6.2.x, 6.3.x, and 6.4.x AND SUSE Linux Enterprise Server 11.0.x and 11.1.x	Open LDAP Server 3 (2.4.25)	Certified
		Red Hat Directory Server 7	Supported
		Windows Server 2008 Active Directory Lightweight Directory Services	Supported
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Novell NDS eDirectory 8.8 SP7	Supported
		Microsoft Active Directory 2008 R2 SP1	Supported
HP (Netscape) LDAP SDK HP Netscape Directory Server 6.21 SDK for HP-UX 11i v2	HP-UX 11i v2	Sun ONE Directory Server 5.2	Certified
		Red Hat Directory Server 7	Supported
		IBM Tivoli LDAP Server 6.3	Supported
		Oracle LDAP Server 11gR1	Supported
		Oracle Directory Server Enterprise Edition 11gR2	Supported
		Novell NDS eDirectory 8.8 SP7	Supported
		Microsoft Active Directory 2008 R2 SP1	Supported

Trusted authentication

You can support single sign-on authentication to MicroStrategy environments through the use of a trusted authentication system. MicroStrategy certifies and supports integration with the following third-party trusted authentication systems.

Certified Trusted Authentication Systems
Tivoli Access Manager for e-business 6.1.1
Computer Associates Siteminder 12.5
Oracle Identity Manager 11g R1
Supported Trusted Authentication Systems
Computer Associates Siteminder 6 SP5

Clustering

MicroStrategy Intelligence Server clustering

MicroStrategy has certified MicroStrategy Intelligence Server clusters of up to four nodes. However, it is important to note the following known issues in clustered configurations:

- Under high stress situations, report requests may time out because of disk contention (one or more users attempt to read the same disk at the same time) when synchronizing caches.
- The Read/Unread status flag is not synchronized across all nodes in the cluster. If a user retrieves an item

from his History List and a failover occurs, the user may see an Unread flag for the item being retrieved.
- Caches for reports that contain prompts within prompts may not be synchronized across all nodes in the cluster. If a failover occurs, executing such a report may not hit a cache on a different node.
- For customized Web pages, when using the KeepAsIsFlag in History List operations, some of the messages do not have a valid result. When retrieving the result, MicroStrategy Web displays the following: Result in status 0, expected status 1.

Web server clustering

MicroStrategy has only tested with two-node web server clusters. However, since web server clustering is external to MicroStrategy products, Intelligence Server introduces no limits on the number of nodes in your web server cluster. Refer to documentation from your web server cluster technology provider for any known limits.

Distribution Services email clients

MicroStrategy Distribution Services supports sending email to the following email clients:

Email clients
AOL 9.0
Lotus Notes 5.0 Client
Lotus Notes 6.5 Client
Microsoft Outlook
Microsoft Outlook 2000
Microsoft Outlook 2003
Microsoft Outlook 98
Microsoft Outlook Express
Microsoft Outlook Express 6.x
Microsoft Outlook Web Access
Netscape 6
Netscape 7.2
Netscape Communicator 4.76
Webmail

MICROSTRATEGY ANALYTICS ENTERPRISE

About MicroStrategy, Inc.

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The following procedures related to Installing and upgrading MicroStrategy Intelligence Server are listed below:

- Installing MicroStrategy Intelligence Server
- Upgrading Intelligence Server
- Upgrading your statistics repository
- Uninstalling MicroStrategy Intelligence Server

Installing MicroStrategy Intelligence Server

For steps to install MicroStrategy Intelligence Server, see the Installing MicroStrategy on Windows chapter or the Installing MicroStrategy on UNIX and Linux chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to a lack of a DVD drive, you can download the software from the MicroStrategy download site.
- To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products on Red Hat Enterprise Linux 5 and Red Hat Enterprise Linux Advanced Platform 5, you must install the `libXp-1.0.0-8.x86_64.rpm` package included with your Linux install media. If you are using Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must also install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media.
- You must have an Intelligence Server Universal license to install on 64-bit Windows operating systems.

If you encounter problems during the installation procedure, refer to the Troubleshooting appendix in the Installation and Configuration Guide and the issues and troubleshooting information. If you require additional assistance, contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Intelligence Server.

Note: The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.
- `/opt/MicroStrategy/`*`Product Name`*, or `$HOME/MicroStrategy/install/`*`Product Name`* if you do not have write access to `/opt/MicroStrategy`, when installed on UNIX or Linux environments.

If installing over previous versions of the product, the folder remains the same.

Directory	Contents
\Intelligence Server	MicroStrategy Intelligence Server root folder

Upgrading MicroStrategy Intelligence Server

In order to benefit from the latest functionality available in this version of MicroStrategy Intelligence Server, an administrator must upgrade the system:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

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Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Note: If you are upgrading and you did not previously have MicroStrategy Web Professional, the associated functionality of this product is disabled upon installation. Using License Manager, you must upgrade the old license key to the new license key on every MicroStrategy Intelligence Server machine that MicroStrategy Web is configured to use to enable MicroStrategy Web Professional functionalities.

Upgrading your statistics repository

Upgrading your statistics repository ensures that your statistics repository is up to date with any potential new tables, columns, or other statistics enhancements. You can use the MicroStrategy Configuration Wizard to upgrade your statistics repository. For steps to use the Configuration Wizard to upgrade your statistics repository and other MicroStrategy components, see the Upgrade Guide.

Uninstalling MicroStrategy Intelligence Server

For details about uninstalling MicroStrategy Intelligence Server, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Intelligence Server, see the Documentation page for MicroStrategy Intelligence Server.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

The troubleshooting techniques and procedures for MicroStrategy Intelligence Server are broken up into the following sections:

- Troubleshooting Known Issues
- General Troubleshooting

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those prefixed with T (T#####) are MicroStrategy's internal issues. Internal issue numbers do not correlate to customer case numbers:

- **T400071** - When trying to start or stop the MicroStrategy Intelligence Server Universal from a Microsoft Windows machine using MicroStrategy Service Manager, the connection fails. This occurs if MicroStrategy Listener is running under the root account. Contact MicroStrategy Technical Support for an update on the status of this issue.
- **T381256** - For clustered Intelligence Server environments, Report Services document caches on a remote node of the cluster are deleted when the Intelligence Server for that node is restarted. This can occur when the document cache is stored on a remote node, and the caches for the datasets included in the document are on the local node of the cluster. To avoid this problem, store the document cache on the same node in the cluster that stores the caches for the datasets that are included in the document.
- **T189999** - Clustering of multiple Intelligent Server instances on the same physical machine is not supported. In order to set up a cluster, the help of the root user is usually needed to create the /machine_name/ClusterCaches directory in the root folder to then be linked or mounted remotely
- **T143164** - The RDBMS property in the DSSMDSYSPROP table of the metadata does not get updated when the user upgrades the DBMS platform automatically. Refer to the Knowledge Base for help to do this manually.
- **T211616** - Elements incremental fetch limit cannot be set at the attribute level for Freeform SQL and MDX attributes. The limit has to be set at the project level.
- **T151399** When using working sets, getting '--' for metrics using sum aggregate function. Workaround: At the metric level, click on the sub-totals tab and set the Aggregation from 'Default' to 'Sum'.
- **T132302** - Some percent-to-total metrics cannot be used correctly with custom groups.

LDAP - Known issues with Sun ONE Directory Server

- **T163287** - When the LDAP certificate changes the modification is not always acknowledged. This can lead to the LDAP setting being incorrect when it is actually valid. For example, if an incorrect SSL certificate is entered, when a user attempts to log in the user will get an error. If the path is then corrected and the user tries to log in, this will fail. If the certificate path is good and then it is changed to something invalid, the user will still be able to log in. This could also happen with Novell or Microsoft Active Directory.

General troubleshooting

Symptom: When using Transaction Services to modify data for an attribute element, only elements shown on the current page are modified. This can occur when the attribute element affects rows of data that are spread across multiple pages of data in the grid.
Resolution: You must update the data for the attribute element for each page of data. Alternatively, you can modify the number of rows displayed on each page, so that the attribute element data can be modified on the same page. The number of rows displayed on each page are determined by the document designer using the incremental fetch settings. For a general overview of incremental fetch and steps to enable it, see the Document Creation Guide.

Symptom: Client products such as MicroStrategy Developer and Web cannot connect to Intelligence Server.
Resolution: This can be caused by the client product and Intelligence Server using different Internet Protocol versions. You must ensure that your client products and applications and Intelligence Server are using the same Internet Protocol version. To modify the Internet Protocol version for Intelligence Server, you must modify the following Windows registry setting:

Warning: Modifying registry values incorrectly may cause serious, system-wide problems that may require the re-installation of your operating system. Any edit of the registry is done at the user`s own risk. Since these are user-initiated changes, they are not covered by any MicroStrategy warranty. Create a backup of the registry prior to making any alterations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microstrategy\DSS Server\IPVersion
```

To use Internet Protocol version 6 (IPv6), define this registry setting with a value of 6. To use Internet Protocol version 4 (IPv4), define this registry setting with a value of 4.

Symptom: Cannot import cube from Hyperion Essbase when there are language-specific characters.
Resolution: Refer to TN1100-000-0621 for a workaround.

Symptom: MicroStrategy Intelligence Server Listener fails to register as a service in AIX 5.3. A ticket is open with IBM to provide a solution.
Resolution: Refer to TN5300-754-0659 for more details.

Symptom: Certain fonts are not properly displayed in documents executed by an Intelligence Server machine on UNIX.
Resolution: On the Unix machine, check the "your_Installation_path"/PDFGeneratorFiles folder and make sure the "*the font you need*.ttf" file is located there. As a workaround, the missing files can always be copied to this folder from a Windows machine ("WINNT/Fonts" folder). See MicroStrategy Tech Note TN5300-75x-0486 for more details.

Symptom: A grid in a Report Services document is not displayed in the PDF generated.
Resolution: Check the data set to see if the metric placed in the grid is present in the data set. You should also check if the data set was modified after the creation of the document. Re-create the data set and the document to fix this problem.

Symptom: Intelligence Server could not start up although both the metadata and warehouse configurations are correct.
Resolution: In the absence of other MicroStrategy error messages, check the system event logs to determine the cause of the problem.

Symptom: Although the ODBC connection was tested to work, the server does not connect to the metadata.
Resolution: Check the ODBC driver version and make sure it is certified by MicroStrategy.

Symptom: When a call to an ODBC driver does not return in a timely manner the ODBC connection is considered hung. Under Multithreaded mode the thread that runs on MicroStrategy Intelligence Server that conducts all the ODBC work is abandoned and it cannot be stopped or suspended for stability reasons. When MicroStrategy Intelligence Server is shut down the ODBC environment is freed, which frees all the resources used by ODBC. It is possible that the hung ODBC call can throw an access violation because the memory it is using is invalid.
Resolution: To avoid this problem use MultiProcess mode for the warehouse connection.

Symptom: When you cancel a report, the report seems to be cancelled in the job monitor, but it does not disappear as it should (any cancelled job should be closed).
Resolution: Canceling a job takes time (sometimes up to 5 minutes). It could depend on your warehouse database load as well (since SQL Cancel has to be performed). If you suspect that Cancel Job is not working, wait at least 5 minutes. For troubleshooting purpose, ODBC traces and an Intelligence Server trace should be provided if you decide to report a defect for this.

Symptom: Your database server (metadata and warehouse) is shut down because of an unexpected event (power outage or maintenance purpose). MicroStrategy Intelligence Server is no longer functioning.
Resolution: Restart your database. Your MicroStrategy Intelligence Server should be functional in a few seconds without rebooting the machine.

Symptom: Caches do not load.
Resolution: Caches only load if they were created with the same version of MicroStrategy Intelligence Server. Double-check the caching folder in the project settings to make sure they point to a valid path. If a UNC path is used, the account used for the MicroStrategy Intelligence Server service needs to be able to access this network path.

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MicroStrategy

This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Web and MicroStrategy Intelligence Server:

Portions of XML/XSL processing Copyright © 1999-2013 The Apache Software Foundation. All rights reserved.

Portions of XML to PDF conversion code Copyright © 1999-2013 The Apache Software Foundation. All rights reserved.

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MicroStrategy Web, MicroStrategy SDK and MicroStrategy Intelligence Server

Xalan XSLT processor. Copyright © 1999-2013. The Apache Software Foundation. All rights reserved.

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Portions of Intelligence Server memory management Copyright © 1991-2013 Compuware Corporation. All rights reserved.

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This product contains the Loki Library.

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (http://www.openssl.org/)

This product includes software written by Tim Hudson (tjh@cryptsoft.com)

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Mobile is an interactive interface of the MicroStrategy BI platform that lets mobile business users harness the analytical power of MicroStrategy through the use of their BlackBerry®, iPhone®, iPad®, and Android™ devices.

MicroStrategy Mobile for BlackBerry

MicroStrategy Mobile for BlackBerry lets mobile business users run reports and dashboards directly from their BlackBerry mobile devices from Research in Motion.

With MicroStrategy Mobile, business users receive the same reports on their BlackBerry smartphones as they do via MicroStrategy Web, MicroStrategy Office, or MicroStrategy Developer, without the need for reformatting or retrofitting existing reports. The report manipulation features available in MicroStrategy Mobile allow users to view even the largest reports within the compact screen size of the BlackBerry smartphone.

Designed for all levels of users, MicroStrategy Mobile reports are displayed in an easy-to-view and easy-to-navigate format, enabling users to review, analyze, and interact with important data at their convenience. Users can also access reports while they are offline, or when their BlackBerry is not within connectivity range. MicroStrategy Mobile uses the same robust security features of the MicroStrategy platform as well as the security infrastructure provided by the BlackBerry Enterprise Server.

MicroStrategy Mobile for iPhone, iPad, and Android devices

MicroStrategy Mobile and the MicroStrategy Mobile Server provide MicroStrategy reporting and analysis capabilities on iPhone, iPad, and Android devices. MicroStrategy utilizes the intuitive interface of these mobile devices to let users explore information using touch and smart gestures. MicroStrategy Mobile Business Intelligence applications can support workflows that lead users through data to decisions.

MicroStrategy Mobile also provides application developers a new way to develop and deploy Mobile applications that is faster, easier, and more maintainable than using traditional Integrated Development Environments. MicroStrategy Mobile offers the following benefits:

- **Reduces the time to develop new Mobile applications**: MicroStrategy's Mobile application platform includes the infrastructure needed to support each new Mobile application, so that application developers only need to focus on creating the user experience and not on the back-end infrastructure.
- **Easy for non-developers to create professional Mobile applications**: MicroStrategy's Mobile applications do not require any coding. Using MicroStrategy's Mobile application platform, Mobile applications are assembled in a point-and-click fashion. Application designers can choose from an array of finely-designed displays and controls that are optimized for mobile devices.
- **Easy for companies to rapidly deploy Mobile application updates**: MicroStrategy's Mobile application platform uses an on-demand form of application deployment called "in-stream" deployment. As soon as new or updated applications are ready, they are instantly available to Mobile users directly from MicroStrategy's Mobile application platform.
- **One design for all devices**: MicroStrategy Mobile's ability to render the same application across different mobile device operating systems means less development time, less application management, and quicker support for a heterogeneous deployment of mobile devices.

Features

For an overview of the features of MicroStrategy Mobile introduced in MicroStrategy 9.5, see What's new in Mobile 9.5.

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Hardware

The MicroStrategy Mobile Server hardware requirements are the same as those for MicroStrategy Web Server hardware requirements. Refer to System Requirements and Compatibility for MicroStrategy Web for the Web Server hardware requirements.

For a listing of certified and supported BlackBerry, iPhone, iPad, and Android devices, see the Certified and Supported Configurations for MicroStrategy Mobile page.

BlackBerry Client Hardware	Minimum	Recommended
Flash memory	32 MB	64 MB

Software

MicroStrategy Mobile	Requirement
MicroStrategy Mobile for BlackBerry	BlackBerry Enterprise Server is required to wirelessly push applications to your BlackBerry client devices with an associated IT Policy. For a list of BlackBerry operating systems that are certified and supported for MicroStrategy Mobile, see the Certified and Supported Configurations for MicroStrategy Mobile page.
MicroStrategy Mobile for iPhone	For a list of iPhone operating systems that are certified and supported for MicroStrategy Mobile, see the Certified and Supported Configurations for MicroStrategy Mobile page.
MicroStrategy Mobile for iPad	For a list of iPad operating systems that are certified and supported for MicroStrategy Mobile, see the Certified and Supported Configurations for MicroStrategy Mobile page.
MicroStrategy Mobile for Android	For a list of Android operating systems that are certified and supported for MicroStrategy Mobile, see the Certified and Supported Configurations for MicroStrategy Mobile page.

MicroStrategy environment

Before you attempt to run MicroStrategy Mobile, you must set up your MicroStrategy environment. This includes:

- Mobile Server configured and running.
- MicroStrategy project running in a server-connected (three-tier) environment.
- The client applications for MicroStrategy Mobile for iPhone and MicroStrategy Mobile for iPad must be downloaded from Apple's App Store™.
- The client applications for MicroStrategy Mobile for Android can be installed from Google's Android Market.
- MicroStrategy Mobile for BlackBerry also requires:
  - The Mobile application deployed on a BlackBerry client via USB or a wireless push from BlackBerry Enterprise Server with associated IT policy.
  - Web client browser installed and running.

Compatibility

The table below lists the interoperability of MicroStrategy Mobile client applications with MicroStrategy Mobile Server and Intelligence Server systems. The listing of a MicroStrategy version in the table below includes all hotfix and patch releases for that version. Additionally, MicroStrategy Mobile Server and MicroStrategy Intelligence Server should both be on the same version.

MicroStrategy Mobile clients for BlackBerry, iPhone, and iPad devices

	MicroStrategy Mobile Server and Intelligence Server system						
MicroStrategy Mobile clients	9.0.2	9.2.1	9.2.1m	9.3	9.3.1	9.4	Analytics Enterprise

9.2.1	Interoperability supported	feature support, matching versions	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported	Interoperabilit supported
9.2.1m	Interoperability supported	Interoperability supported	Full 9.2.1m feature support, matching versions	Interoperability supported	Interoperability supported	Interoperability supported	Interoperabilit supported
9.3	Interoperability supported	Interoperability supported	Interoperability supported	Full 9.3 feature support, matching versions	Interoperability supported	Interoperability supported	Interoperabilit supported
9.3.1	Not supported	Interoperability supported	Interoperability supported	Interoperability supported	Full 9.3.1 feature support, matching versions	Interoperability supported	Interoperabilit supported
9.4	Not supported	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported	Full 9.4 feature support, matching versions	Interoperabilit supported
Analytics Enterprise	Not supported	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported	Full Analytics Enterprise feature support, matching versions

MicroStrategy Mobile clients for Android devices

	MicroStrategy Mobile Server and Intelligence Server system				
MicroStrategy Mobile clients	**9.2.1m**	**9.3**	**9.3.1**	**9.4**	**Analytics Enterprise**
9.2.1m	Full 9.2.1m feature support, matching versions	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported
9.3	Interoperability supported	Full 9.3 feature support, matching versions	Interoperability supported	Interoperability supported	Interoperability supported
9.3.1	Interoperability supported	Interoperability supported	Full 9.3.1 feature support, matching versions	Interoperability supported	Interoperability supported
9.4	Interoperability supported	Interoperability supported	Interoperability supported	Full 9.4 feature support, matching versions	Interoperability supported
Analytics Enterprise	Interoperability supported	Interoperability supported	Interoperability supported	Interoperability supported	Full Analytics Enterprise feature support, matching versions

Be aware that full feature support is not available for any interoperability scenario listed above where MicroStrategy Mobile client and server systems are on different versions. To ensure full feature support, upgrade both MicroStrategy Mobile client and server systems to 9.5.

Creating a configuration of multiple MicroStrategy Mobile Servers

To create a configuration that includes multiple MicroStrategy Mobile Servers, all MicroStrategy Mobile Servers must be upgraded to 9.2.1 or later versions, and all of the MicroStrategy Mobile Servers must be the same version. For example:

- You can use a MicroStrategy 9.2.1m Mobile Server to create a configuration including multiple MicroStrategy 9.2.1m Mobile Servers.
- You can use a MicroStrategy Analytics Enterprise Mobile Server to create a configuration including multiple MicroStrategy Analytics Enterprise Mobile Servers.

For the complete MicroStrategy Platform Compatibility and Interoperability specifications, see the Compatibility and Interoperability page of the General Information Readme.

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The following are certified and supported configurations for MicroStrategy Mobile.

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Operating systems

BlackBerry operating systems

Certified
BlackBerry OS v7.x
Supported
BlackBerry OS v6.x
BlackBerry OS v5.x

iPhone, iPod Touch, and iPad operating systems

Certified
iOS 5.0.x
iOS 5.1.x
iOS 6.0.x
iOS 6.1.x

Android operating systems

Certified
Android OS 4.x

Hardware

BlackBerry client hardware

Certified
BlackBerry Bold 9000 Series
BlackBerry 8800 Series
BlackBerry 8700 Series
Blackberry Curve 8300 Series
BlackBerry Pearl 8100 Series
BlackBerry 7200 Series
BlackBerry 7100 Series
Supported
BlackBerry Bold 9900 Series
BlackBerry Torch 9800 Series
BlackBerry Bold 9790

BlackBerry Bold 9700 Series
BlackBerry Style 9670
BlackBerry Bold 9650
BlackBerry Tour 9630
BlackBerry Curve 3G 9300 Series
BlackBerry Pearl 3G 9100 Series
BlackBerry Curve 8900 Series
BlackBerry Curve 8500 Series
BlackBerry Pearl Flip 8200 Series

iPhone, iPod Touch, and iPad client hardware

Certified iPhone and iPod Touch client hardware
iPhone 5
iPhone 4S
iPhone 4
iPhone 3GS
iPod Touch
Certified iPad client hardware
iPad Wi-Fi
iPad Wi-Fi + 3G
iPad 2 Wi-Fi
iPad 2 Wi-Fi + 3G
iPad 3 Wi-Fi (New iPad)
iPad 3 Wi-Fi + Cellular (New iPad)
iPad 4 Wi-Fi (iPad with Retina display)
iPad 4 Wi-Fi + Cellular (iPad with Retina display)
iPad Mini Wi-Fi
iPad Mini Wi-Fi + Cellular

Android client hardware

Certified
Acer Iconia Tab A100
Acer Iconia Tab A500
ASUS Nexus 7 Wi-Fi
ASUS Nexus 7 3G
ASUS Transformer
ASUS Transformer Prime
HTC One S T-Mobile version
HTC One X International version
HTC Vivid
LG Nexus 4 International version
LG Optimus G AT&T version
LG Spectrum
LG Thrill
Motorola Atrix 2

Motorola Droid 4
Motorola Droid Bionic
Motorola Droid Razr and Razr MAXX
Motorola Xoom 3G tablet
Motorola Xoom Wi-Fi
Motorola XY Board 10.1 LTE
Samsung Galaxy Nexus GSM version
Samsung Galaxy Nexus Verizon version
Samsung Galaxy Note International version
Samsung Galaxy Note 10.1 Wi-Fi
Samsung Galaxy Note 2 International version
Samsung Galaxy S2 AT&T version
Samsung Galaxy S2 T-Mobile version
Samsung Galaxy S2 Skyrocket AT&T version
Samsung Galaxy S3 AT&T version
Samsung Galaxy S3 International version
Samsung Galaxy S3 Verizon version
Samsung Galaxy Tab 10.1 Wi-Fi
Samsung Galaxy Tab 2 7.0 Wi-Fi
Samsung Galaxy Tab 7 Plus
Samsung Nexus 10
Samsung Nexus S
Samsung Nexus S 4G
Sony Tablet S
Sony Xperia Arc International version
Sony Xperia S International version
Toshiba Thrive

Android device pixel density

Android devices are commonly categorized into the following pixel densities:

Note: Pixel density of mobile device screens, defined as pixels per inch, is commonly referred to as either PPI or DPI. All references to pixel density listed below are referred to as PPI.

- Low pixel density is 120-159 PPI.
- Medium pixel density is 160-239 PPI.
- High pixel density is 240-319 PPI.
- Extra high pixel density is 320 PPI and above.

To support MicroStrategy Mobile for Android, an Android device must meet the following specific pixel density requirements:

- Android phones must use a high or extra high pixel density screen, which is 240 PPI and above.
- Android tablets must use a medium, high, or extra high pixel density screen, which is 160 PPI and above.

Refer to your third-party Android documentation for the pixel density of your mobile device. To confirm your device's pixel density, you can use third-party PPI calculator applications that are available on the Google Play Store.

Mobile Server

Mobile Server deployment requirements

- Mobile Server ASP.NET can be deployed using the same requirements listed for MicroStrategy Web ASP.NET.

- Mobile Server JSP can be deployed using the same requirements listed for MicroStrategy Web Universal JSP.

For troubleshooting and known issues related to deploying MicroStrategy Mobile Server, see the Known and Resolved Issues for MicroStrategy Mobile page.

Web browsers for Mobile Server

The following web browsers are supported for Mobile Server.

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x
	Microsoft Internet Explorer 10.x
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Google Chrome	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x
Web Browser	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

LDAP servers (for LDAP authentication)

For a listing of LDAP servers certified or supported for LDAP authentication through Intelligence Server, see the Intelligence Server Certified and Supported Configurations for LDAP Servers.

Languages

The languages listed below represent the operating system locales that MicroStrategy Mobile has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English (US)
English (UK)
French
French (Belgium)
French (Switzerland)
German

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German (Switzerland)
Italian
Italian (Switzerland)
Japanese
Korean
Polish
Portuguese (Brazilian)
Russian
Spanish
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Installing MicroStrategy Mobile

For steps to install MicroStrategy Mobile components on a machine that will host your Mobile applications, see the MicroStrategy Installation and Configuration Guide. For steps to install MicroStrategy Mobile on a mobile device, see the MicroStrategy Mobile Design and Administration Guide. For MicroStrategy Mobile for BlackBerry, you can also refer to the readme file installed with the MicroStrategy Mobile for BlackBerry client.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

Directory structure

The tables below list folders and files of interest that are included in the default directory structure after an installation of MicroStrategy Mobile, depending on the platform you have installed on.

On Windows operating systems

Note: The default folder location is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.

If installed over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Mobile Clients	MicroStrategy BlackBerry client application files, as well as a readme file with instructions to install MicroStrategy Mobile client on a BlackBerry device.
\MicroStrategy\Mobile Server ASPx	MicroStrategy Mobile Server ASPx files.
\MicroStrategy\Mobile Server JSP	MicroStrategy Mobile Server JSP files.

On UNIX and Linux operating systems

The default location in a UNIX or Linux environment is /opt/MicroStrategy/*Product Name*, or $HOME/MicroStrategy/install/*Product Name* if you do not have write access to /opt/MicroStrategy. If installing over previous versions of the product, the folder remains the same.

Directory	Contents
/Mobile	MicroStrategy Mobile root directory.
/Mobile/BlackBerryClient	MicroStrategy BlackBerry client application files, as well as a readme file with instructions to install MicroStrategy Mobile client on a BlackBerry device.
/Mobile/MobileServer	MicroStrategy Mobile Server JSP files.

Upgrading MicroStrategy Mobile

MicroStrategy recommends that all users of MicroStrategy Mobile upgrade their installations to the most recent version of MicroStrategy Mobile. This is recommended for all MicroStrategy Mobile deployments. There are significant enhancements to the overall user experience with MicroStrategy Mobile. You must upgrade pre-9.2.0

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MicroStrategy Mobile Servers to configure them using MicroStrategy Mobile Server 9.2.1.

Before upgrading any MicroStrategy products, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Mobile

For details about uninstalling MicroStrategy Mobile, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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The MicroStrategy Mobile Analysis Guide provides information on how to use MicroStrategy Mobile to view, analyze, and perform other business tasks with MicroStrategy reports and documents on a mobile device. This guide also walks you through examples of the kinds of business tasks you can perform using MicroStrategy Mobile on your mobile device. For steps to install MicroStrategy Mobile on a mobile device, see the MicroStrategy Mobile Design and Administration Guide.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

T272649 - The MicroStrategy Mobile application terminates when selecting the **Change Language** option for an edit field. This is a known issue on devices running BlackBerry OS 4.1 that do not have full keyboards. The issue is resolved in BlackBerry OS 4.2.

MicroStrategy Mobile for iPad

- When using MicroStrategy Mobile for iPad on an iPad running iOS 5.0.x or 5.1.x, some documents might load twice in succession. This can occur if MicroStrategy Mobile Server is deployed using the web server Microsoft Internet Information Services 6.x. To avoid this issue, it is recommended to deploy MicroStrategy Mobile Server with a different certified or supported web server such as Internet Information Services 7.0.x. For information on certified and supported web servers for Mobile Server, refer to the Mobile Server deployment requirements.

MicroStrategy Mobile for Android

Be aware of the following best practices and considerations when using MicroStrategy Mobile for Android.

Supporting the Map widget on Android devices

For information on the requirements to support the Map widget on Android devices, refer to the MicroStrategy Technical Note TN 38575.

Best practices and considerations for rendering documents across iOS and Android devices

Because of the screen size difference, the same Report Services dashboard can be displayed differently when viewed on an iOS device versus an Android device. To provide an attractive display of a dashboard on an Android device while leaving the display on an iOS device unaffected, use the following properties to modify the dashboard:

- **Fit Page** and **Fit Width** can be used to ensure the document fits to the size of the screen. Additionally, you can use the **Document Fill Color** or **Layout Watermark** to provide a background for any part of the screen that is not used by the rest of the dashboard.
- Manually size the column widths of any grids on a dashboard, rather than using the automatic resizing options.

Supporting configuration links on Android devices

By default, tapping on a configuration link using an Android device performs a search rather than automatically configuring the MicroStrategy Mobile for Android application. This is caused by an Android OS limitation. To support tapping on a configuration link, you must do one of the following:

- Embed the configuration link in an HTML page.
- Convert the configuration link into a tinyURL.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Mobile

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XML Parser

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ZBar bar code reader

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UIDevice

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SQLCipher

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DTCoreText library, authored by Cocoanetics

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Know ledge Base technical note TN 44966.

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MicroStrategy Narrowcast Server is a pro-active information delivery server that distributes personalized business information to users via email, printers, file services, SMS, and mobile devices.

For information on how to use MicroStrategy Narrowcast Server and the tasks you can perform with it, refer to the Documentation page for MicroStrategy Narrowcast Server.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Hardware

The following are the minimum and recommended hardware requirements for installing all Narrowcast Server components on one machine. The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment:

Hardware	Requirement
RAM	4 GB or higher
Processor	x86 or x64 compatible
Disk Space	4 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

To determine hardware requirements for clustered configurations, refer to the Narrowcast Server Installation and Configuration Guide.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for Narrowcast, see Operating Systems in the Certified and Supported Configurations page.
Web server	Microsoft Internet Information Service For a list of web servers that are certified or supported for Narrowcast, see Web Servers in the Certified and Supported Configurations page.
Web browser	Microsoft Internet Explorer For a list of web browsers that are certified or supported for Narrowcast, see Web Browser in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
ODBC connectivity	Connectivity to the Object Repository, Subscription Book Repository, and Portal Repository databases (see Database Connectivity in the Certified and Supported Configurations page)
JDBC connectivity	Sequelink (installed with the product)

Compatibility and interoperability

MicroStrategy Analytics Enterprise software is interoperable with MicroStrategy Narrowcast Server Analytics Enterprise, 9.4, 9.3.1, and 9.3.0. Additionally, pre-9.3.x versions of MicroStrategy Narrowcast Server are not interoperable with MicroStrategy 9.3.x, 9.4, and Analytics Enterprise software.

For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

For a list of important known issues with configurations, refer to the issues and troubleshooting information.

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Certified and Supported Configurations for MicroStrategy Narrowcast Server

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The following are certified and supported configurations for Narrowcast Server and Narrowcast Administrator.

- Operating systems
- Languages
- Web server
- Web browser
- Export applications and devices
- Database
- Database connectivity
- Third-party Flash support

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for Narrowcast Server.

Operating System	**Certified**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
Operating System	**Supported for Demonstration Purposes**
Windows Vista	Windows Vista Business and Enterprise Edition SP2 (on x86 or x64) Supported for Narrowcast Administrator only.
Windows 7	Windows 7 Professional or Enterprise Edition SP1 (on x86 or x64) Supported for Narrowcast Administrator only. All other components are supported only for demonstration purposes.
	Windows 8 all editions (on x86 or x64)

Windows 8	Supported for Narrowcast Administrator only.

Languages

The following table lists the languages supported by MicroStrategy Narrowcast Server. Supported languages meet the following requirements:

- Narrowcast Server can operate on a localized version of the operating system in these languages.
- Narrowcast Server can generate, format, and deliver content in these languages.

Supported Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

Web server

Web Server	Certified
Microsoft Internet Information Services	Microsoft Internet Information Services 8.x
	Microsoft Internet Information Services 7.5.x
	Microsoft Internet Information Services 7.0.x
	Microsoft Internet Information Services 6.0.x

Web browser

For Subscription Portal	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x
	Microsoft Internet Explorer 10.x
For Subscription Portal	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x
For Portal Administrator	**Certified**
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x
	Microsoft Internet Explorer 10.x
For Portal Administrator	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Export applications and devices

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
Microsoft Office	Microsoft Office 2013
	Microsoft Office for Mac 2011 SP2
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2 See the note below for limitations with .xlsx files.
	Microsoft Office 2003 SP3
OpenOffice.org Calc	OpenOffice.org Calc 3.3.0 For guidelines to support certain exporting features in OpenOffice.org Calc, see Exporting to OpenOffice.org Calc.
Export Device	**Certified**
Export devices can open a PDF file created by using MicroStrategy to export an object as a PDF. You can load a PDF file exported from MicroStrategy onto an export device in a couple of different ways. You can connect the export device directly to the machine that stores the PDF to load it onto the export device. You can also email the PDF file to the email account for the export device.	
Nook	Nook firmware version 1.x
Kindle	Kindle Fire
	Kindle firmware version 6.x
	Kindle firmware version 2.x

Note: Microsoft Office 2007 **.xlsx** files can be included as a static attachment for a Narrowcast service. However, .xlsx files are not supported as imported templates in Narrowcast Server. To import .xlsx files as templates, see the following known issue and workaround.

Database

Refer to the Certified and Supported Configurations in the MicroStrategy General Information Readme for a table that lists the databases supported for all MicroStrategy Narrowcast Server repositories including the Object Repository, Subscription Book Repository, and Portal Repository.

For the most current information on certified and supported databases, contact MicroStrategy Technical Support.

Database connectivity

ODBC connectivity

ODBC connectivity is required on all Narrowcast Server machines to connect to the Object, Subscription Book, and Portal Repositories. Refer to the Certified and Supported Configurations in the MicroStrategy General Information Readme for a list of ODBC connectivity that is certified and supported for Narrowcast Server.

For more information on ODBC connectivity, refer to the Narrowcast Server Installation and Configuration Guide.

Teradata DSN setup

Make sure that Teradata data source names (DSNs) are set to run in Quiet Mode.

MicroStrategy ODBC Driver for Oracle

You can use the following procedure to configure each ODBC data source name used by the NCS Subscription Portal.

Warning: The procedure below involves modifying the system registry. Modifying registry values incorrectly can cause serious, system-wide problems that might require the reinstallation of the operating system. Any editing of the registry is done at the user's own risk. Since these are user-initiated changes they are not covered by any MicroStrategy warranty. Back up the registry and/or update an Emergency Repair Disk prior to alterations.

For each ODBC data source name that is used by the Subscription Portal, configure it as follows:

1. In the registry, go to `HKEY_LOCAL_MACHINE\Software\ODBC\ODBC.INI\`*`your MicroStrategy ODBC DSN name`*.
2. Highlight your DSN name, and in the right pane, right-click and select to add a new String value.
3. Set the String value name to "WorkArounds2" and the value to "2".
4. Click OK.

Third-party Adobe Flash support

MicroStrategy Narrowcast Server 9.5 can deliver Adobe Flash content as the body of an email, an email attachment, or to a file storage location. The support for Flash content deliveries by some third-party products is discussed below.

Warning: The third-party products discussed below are manufactured by vendors independent of MicroStrategy, and the information provided is subject to change. Refer to the appropriate third-party vendor documentation for updated Flash support information.

- Microsoft Outlook Express and Microsoft Outlook 2003 support Flash content both in the email body and as an attachment.
- Hotmail, YahooMail, and Gmail support Flash content only as a Flash.mht attachment. Flash content in the body of an email is not supported.
- Web browsers: Internet Explorer 7.x, Internet Explorer 8.x, Internet Explorer 9.x, Internet Explorer 10.x, Firefox 16.x, Firefox 17.x, Firefox 18.x, Firefox 19.x, Firefox 20.x, Firefox 21.x, Firefox 22.x, Google Chrome 22.x, Google Chrome 23.x, Google Chrome 24.x, Google Chrome 25.x, Google Chrome 26.x, Google Chrome 27.x, and Google Chrome 28.x support Flash content.

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Installing MicroStrategy Narrowcast Server

For steps to install MicroStrategy Narrowcast Server, refer to the Narrowcast Server Installation and Configuration Guide.

MicroStrategy Narrowcast Server is composed of a Delivery Engine and a Subscription Portal. The Delivery Engine and Subscription Portal can be installed on the same machine or on different machines. This is specified by selecting the appropriate options during product installation on each machine in the system. For more details, refer to the Narrowcast Server Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for Narrowcast Server or contact MicroStrategy Technical Support.

Directory structure

The table below provides the default folder structure that appears after you install MicroStrategy Narrowcast Server with no previous version of MicroStrategy Narrowcast Server installed.

Note: The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.

If installing over a previous version of the product, the folder remains the same.

Folder	Contents
\MicroStrategy\Narrowcast Server	MicroStrategy Narrowcast Server program files, SQL scripts, sample code, tutorial-related files, objects to be imported during configuration
\Common Files\MicroStrategy	Shared MicroStrategy program files; product documentation, Readme files and Release Notes; shared tools and utilities

Upgrading Narrowcast Server

To benefit from the latest functionality available in this version of MicroStrategy Narrowcast Server, the administrator must upgrade the MicroStrategy system. Additionally, pre-9.3.x versions of MicroStrategy Narrowcast Server are not interoperable with MicroStrategy 9.3.x, 9.4, and Analytics Enterprise software. It is recommended to upgrade pre-9.3.x versions of Narrowcast Server to ensure proper functionality.

For information on upgrading Narrowcast Server, refer to the Narrowcast Server Upgrade Guide. This manual guides you through the process of upgrading and covers the following:

- How the upgrade process works
- What prerequisites must be met before upgrading
- What features will be upgraded
- What features will not be upgraded
- What post-upgrade steps must be performed to ensure that features are upgraded properly

You can find information on the NCS SDK, samples, and information about compiling in the MicroStrategy Developer Library. You can access the MicroStrategy Developer Library from the following locations:

- In Windows, the default location is:
  - `C:\Program Files\MicroStrategy\SDK\docs\DeveloperLibrary.htm` when installed on 32-bit Windows environments.
  - `C:\Program Files (x86)\MicroStrategy\SDK\docs\DeveloperLibrary.htm` when installed on 64-bit Windows environments.
- In UNIX, the default location is `/opt/MicroStrategy/SDK/Docs/DeveloperLibrary.htm` or `$HOME/MicroStrategy/install/SDK/docs/DeveloperLibrary.htm` if you do not have write access to `/opt/MicroStrategy`.

Uninstalling MicroStrategy Narrowcast Server

Before you uninstall the product, note the following:

- You should make backups of files that have the extension "properties" located in the Subscription Portal, Subscription Engine, and Common Files folders and subfolders. These files are modified when you configure your system, so when the uninstallation program deletes them you lose the modifications.
- If you have configured services using the Subscription Portal Administration Wizard to support dynamic subscription or page-by personalization, you should also make backups of files that begin with "DYN" and have the extension "xml" located in the same folders. To locate and back up these files, you can use Windows Explorer or MS-DOS commands in the Command Prompt window. Your drive letter and folder structure may vary.
- You must uninstall all Narrowcast Server components (Delivery Engine, Subscription Engine, Subscription Portal) before you attempt to uninstall Narrowcast Administrator.
- If you uninstall and reinstall the product, your system is not restored to its original state. You must reconfigure the server configuration of your system using the System Configuration Wizard in Narrowcast Administrator. You must also restore the Subscription Portal configuration either by choosing a different Subscription Engine machine using the System Configuration Wizard, or by restoring the files that you backed up before you performed the uninstallation procedure.

For information about uninstalling MicroStrategy Narrowcast Server, refer to the Narrowcast Server Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Narrowcast Server, see the Documentation page for MicroStrategy Narrowcast Server.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

The information below provides troubleshooting information for known issues with MicroStrategy Narrowcast Server. For comprehensive troubleshooting information related to Narrowcast Server, refer to the troubleshooting section in the MicroStrategy Narrowcast Server System Administrator Guide.

The troubleshooting techniques and procedures listed below for MicroStrategy Narrowcast Server are broken up into the following sections:

- Troubleshooting Known Issues
- General Troubleshooting

Troubleshooting known issues

Issues that have a prefix of S (that is, S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

- **T209900** - The File ITM allows write access to anywhere on the Narrowcast Server local drive when the File devices use only the macro "%%PhysicalAddress%%".
  Workaround: To control where users can create File locations, configure your File ITM devices to use relative paths (e.g. \\server\share\%%PhysicalAddress%%) instead of using only "%%PhysicalAddress%%". To further restrict the write access you can disable "Create required folders" and "Overwrite files with same name". Additionally, you can enable "Append timestamp to file name".
- **T281348** - When trying to import an Excel 2007 .xlsx file as a template the error message "Failed to read the Excel file" is returned.
  Workaround: Save the Excel 2007 .xlsx file in "Excel 97-2003 workbook" format. You can then import the file as a template successfully.

General troubleshooting

Symptom	Cause	Resolution
When using the Subscription Book synchronization tool, some CSV files are rejected as corrupted, even though they are valid.	The synchronization tool cannot process CSV files in which the number of fields in each row does not match the number of fields in the header row. **(145685)**	When generating CSV files, ensure that every row has the same number of fields. You can cause Excel to do this by adding an extra "dummy" column to the end of each row, and populating that column with values in each row.
When you try to edit a subscription information object, an error message	If an information source definition is modified so that various pieces of information are no longer retrieved	Modify the information source definition temporarily to allow retrieving information from the Subscription Book. Modify the affected

with the text "Element not found" is encountered.	from the Subscription Book, editing a subscription information object that relies on this information produces this error message. **(147990)**	subscription information object definition so that it no longer retrieves information from the Subscription Book. Then revert the information source definition back to its previous state, removing the ability to retrieve information from the Subscription Book.

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Using the MicroStrategy Narrowcast Server SMTP transmitter through a network firewall

In some cases, corporate networks make use of firewalls to protect the internal LAN resources from external unauthorized access. MicroStrategy Narrowcast Server is unable to transmit SMTP messages if the server Internet access is restricted by a firewall. In this case, all the SMTP messages need to be sent through an SMTP e-mail server with relay capabilities configured as a smart host. Configure the device(s) to deliver through a smart host:

1. In the Device Editor, click the Delivery Options tab.
2. Specify the IP address of the SMTP server. The SMTP server should have access to the Internet and it should be configured to relay messages originated in the MicroStrategy Narrowcast Server machine.
3. Specify the port number where the SMTP server receives incoming e-mail.
4. Select the Use Smart Host Always check box.
5. Do the same for all the devices used by subscribers.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Object Manager is a consolidated interface to manage users and their object libraries across MicroStrategy Business Intelligence applications.

Object Manager makes it easy to migrate specific objects or entire projects from a development environment to separate test and production systems providing full life cycle project management for business intelligence systems. It ensures the consistency of business metadata across development, test, and production systems and provides object impact analysis.

Object Manager also includes the tools listed below:

- **Project Merge Wizard**: Project Merge Wizard migrates all objects from a source project into a destination project, based on the specified object migration rules. Project merges are used to synchronize all objects in a project, such as synchronizing a testing environment with a production environment.
- **User Merge Wizard**: The User Merge Wizard combines users and their related objects, from a single project source. These objects include profile folders, group memberships, user privileges, security roles, and security filters, among others. Information from the user or group that is being merged is copied to the destination user or group. Then the user or group that is being merged is removed from the metadata and only the destination user or group remains.
- **Packages**: Object Manager can create standalone package files containing MicroStrategy metadata objects and use the package files to import these objects to other MicroStrategy projects. These package files can be used to migrate object definitions without a live connection to a source project.
- **Repository Translation Wizard**: The Repository Translation Wizard is a utility that helps you manage object translations for a MicroStrategy project. You use the Repository Translation Wizard to extract strings from MicroStrategy metadata objects and copy the strings into a translation repository. Once the data is in the translation repository, you can use a third-party translation tool to translate the strings into the required languages or you can manually translate the strings. You can then use the Repository Translation Wizard again to import the translated strings back into the metadata and update the object properties with your translations.

  The Repository Translation Wizard is especially useful for translating a large number of objects in a metadata at one time. Alternatively, you can translate individual objects, one at a time, using MicroStrategy Developer's functionality.

For information on how to use these products and the tasks you can perform with them, refer to the Documentation page for MicroStrategy Object Manager.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	1 GB or higher
Processor	x86 or x64 compatible
Disk Space	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

For a detailed list of system requirements and recommendations, see the Planning Your Installation chapter of the Installation and Configuration Guide.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for Object Manager, see Operating Systems in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
Microsoft Excel	Microsoft Excel MicroStrategy Object Manager requires Microsoft Excel for project comparisons and project deltas. For a list of Microsoft Excel versions that are certified or supported for Object Manager, see Microsoft Excel in the Certified and Supported Configurations page.
Database connectivity	Open Database Connectivity (ODBC) and ODBC drivers for the metadata and warehouse platforms to be used. **Note**: This is only required for upgrading or duplicating your project. For certified metadata and warehouse ODBC drivers and database platforms, refer to the General Information Readme - Certified and Supported Configurations.

MicroStrategy environment

A project source is required to run MicroStrategy Object Manager and connect to a metadata repository. MicroStrategy Developer and MicroStrategy Object Manager can be installed on the same machine, or on different machines.

See the Compatibility and Interoperability section below for additional requirements.

Compatibility and interoperability

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FAX: 703.848.8610 info@microstrategy.com @microstrategy on Twitter	For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

Certified and Supported Configurations for MicroStrategy Object Manager

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The following are certified and supported languages, operating systems, and software for MicroStrategy Object Manager:

- Languages
- Operating System
- Microsoft Excel
- Translation repository support

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Object Manager has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

For a list of important known issues with configurations, refer to the issues and troubleshooting information.

For details on the configurations tested in-house by MicroStrategy, contact MicroStrategy Technical Support.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Object Manager.

Operating System	Certified
	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)

Windows 2003	
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)

Microsoft Excel

Certified Microsoft Excel Versions
Microsoft Excel 2013
Microsoft Excel 2010 SP1
Microsoft Excel 2007 SP2
Microsoft Excel 2003 SP3

Translation repository support

MicroStrategy Repository Translation Wizard supports Microsoft Access and Microsoft SQL Server databases as translation repositories. Repository Translation Wizard's support status for Access and SQL Server databases as translation repositories is the same as MicroStrategy's support for metadata databases (MD), which is provided in the Certified and Supported Configurations page of the General Information Readme.

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Installing MicroStrategy Object Manager

For steps to install MicroStrategy Object Manager, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for MicroStrategy Object Manager or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of Object Manager.

Note:The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.

If installing over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\Object Manager	MicroStrategy Object Manager root directory
\MicroStrategy\Desktop	Required MicroStrategy Developer files for MicroStrategy Object Manager

Upgrading MicroStrategy Object Manager

To benefit from the latest functionality available in this version of MicroStrategy Object Manager, an administrator must upgrade the MicroStrategy system, including Object Manager and Intelligence Server:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Object Manager

For details about uninstalling MicroStrategy Object Manager, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Object Manager, see the Documentation page for MicroStrategy Object Manager.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

Object Manager

- **T333899** - If you attempt to move or copy a report, and the attribute forms of an attribute used in that report are different between the source and destination projects, Object Manager will not allow you to move the report.
  Workaround: To resolve this conflict, look at the report's dependents in the source project, and find the attributes that are in conflict. Migrate these attributes to the target project with the Replace action. You can then migrate the report.

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Object Manager

- It is not recommended that you open two instances of Object Manager on the same machine connected to the same project. Locking conflicts will occur.
- The destination project must be of the same or greater metadata version as the source project. Operations cannot be performed from a newer metadata to an older one. The destination project must be updated first.
- In the MicroStrategy architecture, each object is identified by its unique Object ID. MicroStrategy Object Manager functionality is based on the Object ID. Therefore, objects with different names in related projects could potentially be related if they have the same Object ID. This occurs when an object is individually copied from one project to another or is duplicated as part of the project duplicate operation and the name of either object is then changed.
- If a project, for example, Project B, is a duplicate of an original project (Project A) and Project B is duplicated to create Project C, Project C is compatible with Project A for Object Manager use.
- In order to maintain a simpler production and development environment, it is recommended you move the initial MDX cube reports from development to production before creating any in the production environment.
- The preference option for table mapping has been removed. The original mapping of the source object will be maintained in the destination project.
- Project comparison does not support objects for MDX cube sources.
- Object Manager logs can be configured using the Microstrategy Diagnostics and Performance Logging tool. These logs are part of the Source Manipulator dispatcher, within the component Client Services.
- Sample xml files for creating and importing project and configuration packages from the command line are provided in the Object Manager installation folder.
- When importing project security packages, the associated configuration package must be imported prior to importing the project security packages.
- Force Replace and Delete actions are available only for packages, to handle complex migration scenarios, and not for conflict resolution using Object Manager.
- Using the Project Comparison Wizard, you can synchronize folders between source and destination projects. Objects that are present only in the destination project can be selected for removal, except for any objects in the destination project which is a dependent object of other objects in the destination project.

User Merge Wizard

- The automatic mapping feature pre-selects users and groups with redundant names, such as DSSADMIN and DSSADMIN1.

Project Merge

- The Project Merge process locks both the source and destination projects by default. While this default behavior can be changed, it is recommended to lock the source and destination projects for all project merges.
- The results of a specific object, particularly the parent and child relationships of attributes, depends on the resolution of all the related attributes.
- Selecting the Keep Both for Parent and Child setting for both the report and metric contained in the report results in a copy of the parent (the report) pointing to the original child (the metric). The copy of the child will not be used by the parent.
- Projects must have the same Schema ID and they must be updated to the same metadata version prior to the merge.
- The destination project must be of the same metadata version or older metadata version as the source project. Operations cannot be performed from a newer metadata to an older version. The destination project must be updated first.
- To run multiple project merges from the command line, add `<SkipProjectMergeSourceLockingSkipProjectMergeDestConfigLocking>` under OMSettingsOnOff in the Project Merge XML and make sure that the Project Merge Log file names are different in each Project Merge XML or multiple Merge sessions will not start.
- Undo functionality is not available.
- Project Merge logs can be configured using the Microstrategy Diagnostics and Performance Logging tool. These logs are part of the Source Manipulator dispatcher, within the component Client Services.
- Force Replace and Delete actions are not available for objects in the Project Merge wizard.

Repository Translation Wizard

- When using the Repository Translation Wizard, the translation import process does not change the object version ID and modification time of any objects that receive updated translations.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Object Manager:

Graph Generation Engine Copyright © 1998-2013 Three D Graphics, Inc. All rights reserved.

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Installing and Upgrading
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MICROSTRATEGY ANALYTICS ENTERPRISE

About MicroStrategy, Inc.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

Introduction to MicroStrategy Office

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MicroStrategy Office lets every Microsoft Office user run, create, edit, and format any MicroStrategy report, document, or dashboard directly from within Microsoft applications such as Excel, PowerPoint and Word. MicroStrategy Office is designed using Microsoft .NET technology and accesses the MicroStrategy business intelligence platform using XML and Web Services.

For information on how to use MicroStrategy Office and the tasks you can perform with it, refer to the Documentation page for MicroStrategy Office.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

MicroStrategy Web Services

MicroStrategy Web Services (ASP.NET) and Web Services (J2EE) are two options to support the use of MicroStrategy Office.

- MicroStrategy Web Services (ASP.NET) is an easy-to-deploy service. You can deploy the ASP.NET version using Microsoft IIS on a Windows environment.
- MicroStrategy Web Services (J2EE) provides a servlet-based version of MicroStrategy Web Services that is compatible with a UNIX, Linux, or Windows environment.

To support alternative ways to access the MicroStrategy business intelligence platform using the latest web services technologies such as ASP.NET, JNI, Java and Web protocols, such as Apache Axis, refer to the MicroStrategy SDK and the accompanying MicroStrategy Developer Library.

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System requirements are provided for the following:

- MicroStrategy Office client system requirements
- MicroStrategy Web Services server system requirements

You can also review the compatibility and interoperability scenarios of MicroStrategy Office and MicroStrategy Web Services.

MicroStrategy Office client system requirements

MicroStrategy Office must be installed on the client system. The requirements for the client system are provided below.

MicroStrategy Office client hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	2 GB or higher
Processor	x86 or x64 compatible
Disk Space	0.5 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

MicroStrategy Office client software

Software	Requirement
Operating system	Microsoft Windows For a list of Windows operating systems that are certified and supported for MicroStrategy Office, see Client Operating Systems in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy.
Microsoft Web Services Enhancements (WSE) Runtime	Microsoft WSE Runtime 3.0, which is automatically installed with MicroStrategy Office if not found on the client machine.
Microsoft Office	Microsoft Excel, Microsoft PowerPoint (optional), and Microsoft Word (optional). For a list of Microsoft Office programs that are certified and supported for MicroStrategy Office, see Microsoft Office Applications in the Certified and Supported Configurations page.
Flash Player (for flash-enabled documents)	Adobe Flash Player For a list of Adobe Flash Players that are certified and supported for MicroStrategy Office, see Adobe Flash Players in the Certified and Supported Configurations page.

MicroStrategy Web Services server system requirements

Before you attempt to run MicroStrategy Office you need to set up your MicroStrategy environment. This includes:

- MicroStrategy Web Services configured and running.
- MicroStrategy Intelligence Server with projects running in a server-connected environment.

Web server hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	2 GB or higher
Processor	x86 or x64 compatible
Disk Space	0.5 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

Product	RAM	Disk Space	Processor
Web Services ASP.NET	2 GB	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.	Windows: x86 or x64 compatible
Web Services J2EE	2 GB	0.25 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.	Windows: x86 or x64 compatible
		4 GB on IBM AIX 3 GB on other UNIX operating systems For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.	Oracle Solaris: SPARC platforms IBM AIX: IBM POWER Architecture HP-UX: Intel Itanium Red Hat and SUSE Linux: x86-64 compatible

Web server software

Web Services ASP.NET

The machine that will host Web Services ASP.NET needs to be added to an NT domain. Client users should be members of that same domain or of other trusted domains.

Software	Requirement
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for MicroStrategy Web Services ASP.NET, see Operating Systems in the Certified and Supported Configurations page.
Web server	Microsoft Internet Information Services For a list of web servers that are certified or supported for MicroStrategy Web

	Services ASP.NET, see Web Server Softw are in the Certified and Supported Configurations page.
Microsoft .NET Framew ork	Microsoft .NET Framew ork For a list of .NET Runtime packages that are certified or supported for MicroStrategy Web Services ASP.NET, see .NET Runtime in the Certified and Supported Configurations page.
Microsoft Web Services Enhancements (WSE) Runtime	Web Services Enhancements (WSE) Runtime 3.0 for Microsoft .NET.
Language	For a list of languages that are certified or supported for MicroStrategy Web Services ASP.NET, see Languages in the Certified and Supported Configurations page.

Web Services J2EE

Software	Requirement
Operating system	• Microsoft Window s • Red Hat and SUSE Linux • IBM AIX • Oracle Solaris • HP-UX For a list of operating systems that are certified or supported for MicroStrategy Web Services J2EE, see Operating Systems in the Certified and Supported Configurations page.
Web application server	• Oracle Web Application Server • Oracle WebLogic Server • Oracle GlassFish Server • IBM WebSphere • SAP NetWeaver Application Server • Apache Tomcat • Apache TomEE • JBoss Enterprise Application Platform • JBoss Enterprise Web Platform For a list of w eb application servers that are certified or supported for MicroStrategy Web Services J2EE, see Web Application Server in the Certified and Supported Configurations page.
JDK/JRE/JVM	• Oracle J2SE (TM) Runtime • Oracle JDK • IBM JDK • Oracle JRockit JVM • SAP JDK For a list of JDKs, JREs, and JVMs that are certified or supported for MicroStrategy Web Services J2EE, see JDK, JRE, and JVM in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web Services J2EE, see Languages in the Certified and Supported Configurations page.

MICROSTRATEGY ANALYTICS ENTERPRISE

Compatibility and interoperability

- MicroStrategy Office Analytics Enterprise is interoperable w ith MicroStrategy Web Services 9.0.2, 9.2.0, 9.2.1, 9.2.1m, 9.3.0, 9.3.1, and 9.4. For the complete MicroStrategy Platform Compatibility and Interoperability specification, see the Compatibility and Interoperability page of the MicroStrategy General Information Readme.
- If you use MicroStrategy Web Service ASP.NET, all machines on w hich MicroStrategy Office w ill be installed should be on the same domain or at least on a trusted domain of the domain to w hich the Web Services machine is linked. If not, a Netw ork Logon dialog w ill prompt you to enter credentials that can be authenticated in the domain on w hich the Web Services machine resides. This is not required for MicroStrategy Web Services J2EE.

About MicroStrategy, Inc.

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Certified and supported configurations are provided for the following:

- MicroStrategy Office client system certified and supported configurations
- MicroStrategy Web Services server system certified and supported configurations

MicroStrategy Office client system certified and supported configurations

The following are supported and certified languages, operating systems, Microsoft Office applications, and other requirements to support MicroStrategy Office client systems:

- Languages
- Operating System
- Microsoft Office Application
- Adobe Flash Player
- Additional system requirements

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy Office has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazil)
Spanish
Swedish
Supported Languages
Basque
Czech
Danish
Dutch (Netherlands)
Dutch (Belgium)
Estonian
Finnish
Greek
Hebrew
Hindi
Hungarian

Latvian
Lithuanian
Norw egian (Bokml)
Polish
Portuguese (Portugal)
Romanian
Russian
Slovak
Slovenian
Turkish
Ukrainian

Note: Heterogeneous language configurations are supported. See the issues and troubleshooting information for more details.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration w as exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible w ith a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets w ithin a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems w ith MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system softw are certified or supported for MicroStrategy Office.

MicroStrategy Office Client Operating System	**Certified**
Window s 2003	Window s Server 2003 Enterprise Edition SP2 (on x64)
	Window s Server 2003 Standard Edition SP2 (on x64)
	Window s Server 2003 Enterprise Edition R2 SP2 (on x64)
	Window s Server 2003 Standard Edition R2 SP2 (on x64)
Window s Vista	Window s Vista Ultimate Edition SP2 (on x86 or x64)
	Window s Vista Business Edition SP2 (on x86 or x64)
	Window s Vista Enterprise Edition SP2 (on x86 or x64)
Window s 7	Window s 7 Professional Edition SP1 (on x86 or x64)
	Window s 7 Enterprise Edition SP1 (on x86 or x64)
Window s 8	Window s 8 all editions (on x86 or x64)
Window s 2008	Window s Server 2008 Enterprise Edition R2 SP1 (on x64)
	Window s Server 2008 Standard Edition R2 SP1 (on x64)
	Window s Server 2008 Enterprise Edition SP2 (on x64)
	Window s Server 2008 Standard Edition SP2 (on x64)
Window s 2012	Window s Server 2012 Standard (on x64)
MicroStrategy Office Client Operating System	**Supported**
Window s 2003	Window s Server 2003 Enterprise Edition SP2 (on x86)
	Window s Server 2003 Standard Edition SP2 (on x86)
	Window s Server 2003 Enterprise Edition R2 SP2 (on x86)
	Window s Server 2003 Standard Edition R2 SP2 (on x86)

Microsoft Office application

Microsoft Office version	Certified
Microsoft Office (Word, Excel, PowerPoint)	Microsoft Office 2013
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3

Adobe Flash Player

To include Flash-enabled documents in Excel, PowerPoint, and Word, you must have Adobe Flash Player installed on your machine.

Certified Adobe Flash Player
Adobe Flash Player 11.x
Adobe Flash Player 10.3.x
Supported Adobe Flash Player
Adobe Flash Player 10.1 (version 10.1.82.76 or higher)

If Flash Player is not installed or an older version is installed, a dialog is displayed when you execute a document. The dialog provides a link to the Adobe download website, from which you can install Flash Player.

Additional system requirements

For additional system requirements for the MicroStrategy Office client system such as the Microsoft .NET Framework and Web Services Enhancements, see the System Requirements and Compatibility section of this Readme.

MicroStrategy Web Services server system certified and supported configurations

The following are supported and certified requirements to support and deploy MicroStrategy Web Services:

- Web Services ASP.NET
  - Operating systems
  - Web server software
  - Microsoft .NET Framework
  - JRE
- Web Services J2EE
  - Operating systems
  - Web application server
  - JDK, JRE, and JVM
- Languages

For a detailed explanation of the terms 'Certified', 'Supported', 'Not Tested', and 'Not Supported', see the Certified and Supported Configurations page of the General Information Readme.

Be aware of the following before reviewing the sections below:

- The operating systems listed in the tables below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Web Services.
- For UNIX or Linux systems a 64-bit operating system is required.

Notes:

- MicroStrategy Web Services J2EE requires several third party components to be configured in order to function properly. These components include an application server, web server, and Java Development Kit. MicroStrategy Technical Support aids in the deployment of MicroStrategy Web Universal with these components; however, it is the customer's responsibility to configure those components and ensure other Web applications function in the desired configuration. MicroStrategy Technical Support engineers are not

experts on all the various third party components; therefore if you are experiencing a configuration problem with third party components, it is more efficient to obtain help from the third party's support organization. In such cases, MicroStrategy Technical Support can be available to work with and provide information to the third party vendors and/or their consultants.

- Operating systems listed as Supported include operating systems that are supported by one of the application servers which MicroStrategy certifies. For these non-certified operating systems, MicroStrategy currently does not provide an out of the box installation for MicroStrategy Web Services J2EE; however, it is possible to install MicroStrategy Web Services J2EE on a certified operating system and transfer the WAR file from the certified operating system computer to the supported operating system computer.

Web Services ASP.NET

Operating systems

Review the information listed above before using this table.

Operating System	Certified
Windows 2012	Windows Server 2012 Standard (on x64)
Windows 2008	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2003	Windows Server 2003 Web Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
Operating System	**Supported**
Windows 2003	Windows Server 2003 Web Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
Operating System	**Supported for demonstration purposes only**
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows Vista	Windows Vista Enterprise Edition SP2 (on x64)
	Windows Vista Business Edition SP2 (on x64)

Web server software

Web Server Software	Certified
Microsoft Internet Information Services	Microsoft Internet Information Services 8.x
	Microsoft Internet Information Services 7.5.x
	Microsoft Internet Information Services 7.0.x
	Microsoft Internet Information Services 6.0.x

Microsoft .NET Framework

This must be installed prior to installing MicroStrategy.

Microsoft .NET Framework

Microsoft .NET Framework 4.5 (32-bit)
Microsoft .NET Framework 4.5 (64-bit)
Microsoft .NET Framework 4.0 (32-bit)
Microsoft .NET Framework 4.0 (64-bit)

JRE

Certified JRE
Oracle JRE 1.7.0 (32-bit version)
Oracle JRE 1.7.0 (64-bit version)
Supported JRE
Oracle JRE 1.6.0 (32-bit version)
Oracle JRE 1.6.0 (64-bit version)

Web Services J2EE

Operating systems

Review the information listed above before using this table.

Operating System	Certified
Windows 2003	Windows Server 2003 Web Edition SP2 (on x64)
	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Oracle Solaris 10.x	Solaris 10.x (on SPARC) Oracle-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Oracle Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links: • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: bos.rte.libc 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (xlC.aix50.rte), bos.perf.libperfstat 5.3.9.1 or higher.
AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (xlC.rte), bos.perf.libperfstat 7.1.0.1 or higher.

Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	Red Hat Enterprise Linux 5.x is defined as support for versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Red Hat Enterprise Linux 5 or AP 5 install media.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-XX.el6.i686.rpm` (where *XX* is a minor version number) which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.3.x (on x86-64) You must install the packages `compat-libstdc++-33.el6.i686.rpm`, `libXp-1.0.0.1.el6.x86_64.rpm`, `elfutils-devel-0.152.el6.x86_64.rpm`, `elfutils-libelf-devel-0.152.el6.x86_64.rpm`, `libstdc++-4.4.6.el6.i686.rpm`, `krb5-libs-1.9.el6.i686.rpm`, `nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm`, and `ksh-20100621.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.7-3.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-XX.el6.x86_64` (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (xlC.rte), bos.perf.libperfstat 7.1.0.1 or higher.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)
SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
HP-UX 11i v2	HP-UX 11i v2 Foundation Operating Environment (on Intel Itanium)

	Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11i v3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.
Operating System	**Supported**
Windows 2003	Windows Server 2003 Web Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
Windows Vista	Windows Vista Enterprise Edition SP2 (on x64), for demonstration purposes only.
	Windows Vista Business Edition SP2 (on x64), for demonstration purposes only.
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64), for demonstration purposes only.
	Windows 7 Enterprise Edition SP1 (on x86 or x64), for demonstration purposes only.
Windows 8	Windows 8 all editions (on x86 or x64), for demonstration purposes only.
IBM AIX 5.3.x	AIX 5L Version 5.3 (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (xlC.rte), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (xlC.aix50.rte), bos.perf.libperfstat 5.3.0.00 or higher.

Web application server

Web Application Server	**Certified**
Oracle Web Application Server	Oracle Web Application Server 10g Release 3 (10.1.3)
Oracle WebLogic Server	Oracle WebLogic Server 12c
	Oracle WebLogic Server 10.3.x
Oracle GlassFish Server	Oracle GlassFish Server 3.1.x
IBM WebSphere	IBM WebSphere 8.5.x
	IBM WebSphere 8.0.x
	IBM WebSphere 7.x
Apache Tomcat	Apache Tomcat 7.0.x
	Apache Tomcat 6.0.x
Apache TomEE	Apache TomEE 1.5.x
SAP NetWeaver Application Server	SAP NetWeaver Application Server 7.3.x
JBoss Enterprise Application Platform	JBoss Enterprise Application Platform 6.0.x
Web Application Server	**Supported**
JBoss Enterprise Web Platform	JBoss Enterprise Web Platform 5.1.x
JBoss Enterprise Application Platform	JBoss Enterprise Application Platform 5.1.x
JBoss Application Server	JBoss Application Server 7.1.x
	JBoss Application Server 5.1.x

JDK, JRE, and JVM

JDK, JRE, and JVM	**Certified**
Oracle JDK	Oracle JDK 1.6 (32-bit and 64-bit versions)
	Oracle JDK 1.7 (32-bit and 64-bit versions)
IBM JDK	IBM JDK 1.6 (32-bit and 64-bit versions)
	IBM JDK 1.7 (32-bit and 64-bit versions)

HP-UX JDK	HP-UX JDK 1.6 (64-bit)
	HP-UX JDK 1.7 (64-bit)
Oracle JRockit JVM	Oracle JRockit 1.6.0 R28 (32-bit and 64-bit versions)
SAP JDK	SAP JDK 1.6 (64-bit version)
JDK, JRE, and JVM	**Supported**
Oracle JRockit JVM	Oracle JRockit 1.6.0 R27 (32-bit and 64-bit versions)

Languages

The languages listed below represent the operating system locales that MicroStrategy Web Services has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

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The following information is provided to help install and deploy MicroStrategy Office and MicroStrategy Web Services:

- Installing MicroStrategy Office
- Installing MicroStrategy Web Services
- Upgrading MicroStrategy Office and MicroStrategy Web Services
- Uninstalling MicroStrategy Office and MicroStrategy Web Services

Installing MicroStrategy Office

For steps to install MicroStrategy Office along with other MicroStrategy products, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide. You can also install MicroStrategy Office in the following ways:

- **Stand-alone version of Office**: If MicroStrategy Office is the only MicroStrategy program you are installing, use the stand-alone installation to avoid installing all MicroStrategy common files. For the stand-alone installation of MicroStrategy Office, run `MicrostrategyOffice.msi` or `MicroStrategyOffice64.msi` (for use with 64-bit Microsoft Office) in the `Installations\Office` folder on the installation DVD-ROM.
- **Installing Office from MicroStrategy Web**: From the MicroStrategy Web Administrator page, you can designate the installation directory path to MicroStrategy Office, and also determine whether or not a link to Office installation information appears in the MicroStrategy Web interface. For steps to enable users to install MicroStrategy Office from Web, see the Deploying MicroStrategy Web and Web Universal chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 4.5 or later is required to install all MicroStrategy Office products on a Windows platform.
- Microsoft .NET Framework 4.0 must be installed prior to installing MicroStrategy Office.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to the General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for MicroStrategy Office or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of MicroStrategy Office.

Directory	Contents
\Office\	Root MicroStrategy Office directory
\Office\Images	Images directory
\Office\de	German language support directory
\Office\es	Spanish language support directory
\Office\fr	French language support directory
\Office\it	Italian language support directory
\Office\ja	Japanese language support directory
\Office\ko	Korean language support directory
\Office\pt	Portuguese language support directory
\Office\sv	Swedish language support directory
\Office\zh-CHS	Simplified Chinese language support directory

\Office\zh-CHT	Traditional Chinese language support directory

Installing MicroStrategy Web Services

- Directory structure
- Deploying Web Services J2EE on different operating systems
- Verifying a Web Services ASP.NET deployment
- Verifying a Web Services J2EE deployment

For steps to install MicroStrategy Web Services (ASP.NET or J2EE), see either the Installing MicroStrategy on Windows chapter or the Installing MicroStrategy on UNIX and Linux chapter of the Installation and Configuration Guide, depending on your environment.

Review your environment to ensure compliance with supported operating systems, application servers, web servers, Java Development Kits, Java servlet engines, and hardware and software requirements.

Notes:

- Windows Installer 4.5 or later is required to install MicroStrategy Office products on a Windows platform.
- Microsoft .NET Framework 4.0 must be installed prior to installing MicroStrategy Web Services.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to a lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information or contact MicroStrategy Technical Support.

Directory structure

Web Services ASP.NET: The table below lists folders and files of interest that are included in the default directory structure after an installation with no previous Web Services versions installed:

Directory	Contents
\Web Services\	Root MicroStrategy Web Services directory and Interface `asmx` files.
\Web Services\Office\	Contains the install media to enable the web-based installation and upgrade mechanism for MicroStrategy Office.
\Web Services\swf	Location of MicroStrategy and third-party flash dashboard viewer files.
\Web Services\VisFramework	Location of MicroStrategy flash visualization files.
\Web Services\images\	Contains the images that are defined with relative paths in reports: attribute form images, threshold images, and so on. By default, this folder contains images used in MicroStrategy demonstration projects.

Web Services J2EE: The table below lists folders and files of interest that are included in the default directory structure after an installation with no previous Web Services versions installed:

Directory	Contents
/Web Services J2EE	Root folder of the application that stores the .war file to deploy MicroStrategy Web Services J2EE. In a UNIX or Linux environment, this folder does not contain spaces in its name.

Deploying Web Services J2EE on different application servers

For steps to deploy MicroStrategy Web Services J2EE on different application servers, see the Installation and Configuration Guide.

Verifying a Web Services ASP.NET deployment

To verify that Web Services is up and running, open Internet Explorer and type in the following URL: http://hostname:port/MicroStrategyWS/MSTRWS.asmx (assuming that the Web Services installation used the default virtual directory). A web page with a list of available APIs should be displayed. Click the Service Description link. A well-formatted XML page should be displayed.

Verifying a Web Services J2EE deployment

A typical connectivity URL to Web Services J2EE is structured as follows: http://hostname:port/ContextRoot_Name/services/Servlet_Name. ContextRoot_Name is typically selected during deployment of the war file. On the other hand the Servlet_Name can be customized by modifying the web.xml file. It is however advisable to keep the default values for these variables.

To verify that Web Services is up and running, open Internet Explorer and type in the following URL: http://hostname:port/MicroStrategyWS/services/MSTRWSJ. A connection test web page with a link to supported APIs should be displayed. Click on the link Service Description. A well-formatted XML page should be displayed.

Upgrading MicroStrategy Office and MicroStrategy Web Services

Customers who want to use the MicroStrategy features introduced in this release and customers who need fixes made in this release for MicroStrategy products should upgrade:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.
- MicroStrategy Office 32-bit must be uninstalled prior to installing MicroStrategy Office 64-bit.

To perform a centralized upgrade of MicroStrategy Office, you can upgrade MicroStrategy Web Services to the new version. Then, upon connecting to MicroStrategy Office, users are prompted with instructions to download and install the new version of MicroStrategy Office.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Office and MicroStrategy Web Services

For details about uninstalling MicroStrategy Office or MicroStrategy Web Services, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

Undeploying Web Services J2EE: Before undeploying MicroStrategy Web Services J2EE, make sure to back up the projectsources.xml and any threshold image folders you may have. Once MicroStrategy Web Services J2EE has been redeployed, copy those files back before restarting your application server.

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For a list of documentation resources available for MicroStrategy Office, see the Documentation page for MicroStrategy Office.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

The troubleshooting techniques and procedures for MicroStrategy Office are broken up into the following sections:

- Troubleshooting Known Issues
- Microsoft Office Interaction
- Report Execution and Display
- International Support
- MicroStrategy Office API
- Web Services ASP.NET
  - Web Services ASP.NET on Microsoft Windows Vista
- Web Services J2EE
- General Web Services troubleshooting

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

Microsoft Office interaction

- Reports are not executed from Smart Tags action menu in PowerPoint 2007.

Report execution and display

- Large report executions may timeout due to configurable settings involved at various levels of the execution workflow: MicroStrategy Office client settings, Web Server, Web Services, MicroStrategy Intelligence Server, and the database. If you encounter timeouts when browsing or executing reports, you may increase the default settings in the General Options within the MicroStrategy Office Options dialog box. If you are still experiencing timeout problems, contact your system administrator to help you pinpoint the problem.
- MicroStrategy Office report display is limited by the sheet size of 65536 rows by 256 columns in Excel XP and 2003. However in Excel 2007, sheet size increases to 1,048,576 rows by 16,384 columns.
- The mapping between MicroStrategy graphs and Microsoft Office charts has been greatly enhanced. However, some advanced graph types (Gauges, Box Plot, Pareto ...etc) are not available in Microsoft Office charts and therefore will be mapped to the default chart defined in the MicroStrategy Office Options dialog box. Other limitations, such as Microsoft Office's restricted color palette, may prevent an exact rendering of the graphs as they were designed in MicroStrategy Developer or Web. If you would like to display static charts with the exact look and feel of graphs as designed in Developer, enable the Display charts as images option in the MicroStrategy Office Options dialog box.

International support

- Heterogeneous as well as homogeneous language configurations are supported. For example, MicroStrategy Office set in French should be able to run reports from an English Web Services machine.

  The Microsoft Office Multi-lingual User Interface Pack (MUI) is no longer required to render reports in environments where the operating system regional settings do not match the locale of the installed version of Microsoft Office. If the MUI is not installed, prompt data will display in US English format, rather than localized to match the operating system.

MicroStrategy Office API

- If you are using the API to answer a date prompt, you must use the new PromptDateTime interface instead of the PromptSimple interface. You must define the PromptDateTime.StaticDate property to answer the prompt instead of the PromptSimple.Answer property.

Web Services ASP.NET

- On Windows 2003, you may have to enable the ASP.NET extension before proceeding with the installation of MicroStrategy Web Services.
- If Web Services is not responding, you may fix it by restarting your web server through IIS Manager or the Services Manager of the operating system.
- **If using a Japanese version of Web Services**: It is important to install Web Services on a Japanese OS before trying to install Microsoft Office XP (if you need Office XP on that machine). Otherwise issues may occur that prevent Web Services to function properly due to incorrect permissions set on system folders.

Web Services ASP.NET on Microsoft Windows Vista or Microsoft Windows 7

MicroStrategy Web Services is supported for demonstration purposes (not certified for a production environment) for Internet Information Services 7.0 running on Microsoft Windows Vista, and Internet Information Services 7.5 running on Microsoft Windows 7. To support Web Services on these environments, refer to the following notes:

- Prior to installing Web Services you must verify Internet Information Services 7.0 or Internet Information Services 7.5 is installed with the following options enabled (You can access these IIS settings from within the Control Panel by selecting Programs, Programs and Features, Turn Windows features on or off) :
  - **ASP.NET**
  - **Windows Authentication**
- Modify the Windows Firewall settings to enable the exception **World Wide Web Services (HTTP)**. You can access this firewall setting from within the Control Panel by selecting Windows Firewall, Change Settings, Exceptions tab.
- In IIS Manager, enable Anonymous Authentication for MicroStrategy Web Services.
- MicroStrategy Office users may have problems connecting to the web server due to security permissions and privileges issues caused by .NET Framework 1.1.
  Workaround: Enable anonymous authentication on the Web Services virtual directory.

Web Services J2EE

- Web Services J2EE has been designed to reach feature parity with its ASP.NET version, with the following exceptions:
  - NT authentication is not supported. Project sources based on NT authentication will be filtered out from the login dialog.
  - Threshold images defined in reports with relative path following the Windows path structure such as: Images\image1.gif will not work. It is recommended to modify such paths to be like: Images/images1.gif, which will work for ASP.NET and J2EE.

- You may receive **OutOfMemory** or XML truncated errors when running reports (or metadata browse queries). This is because by default, the JVM loads with a **Max Heap Size** limited to 64MB. It's highly recommended to increase this value to **512MB or higher**. The procedure to modify this setting depends on the Web application server you are using (different versions of WebSphere, Oracle WAS, or Tomcat have different procedures). Consult your Web application server documentation for details.

General Web Services troubleshooting

Symptom: Client users are unable to connect and are receiving Error 401. Access Denied.
Resolution: The Web Services ASP.NET machine needs to be added to an NT domain that is accessible to the client users.

Symptom: Web Services ASP.NET takes more than 2 minutes to start up.
Resolution: Remove or comment out any entries for any unavailable Intelligence Servers.

Symptom: Large report executions time out.
Resolution: After making sure that Intelligence Server is not causing the timeout due to its own configurable settings, increase the value of keys REQUESTTIMEOUT and SERVERBUSYTIMEOUT found inside the bloc

<appSettings> ... </appSettings> of the Web.config file located under \Program Files\MicroStrategy\Web Services folder then restart Web Services.

Other common troubleshooting techniques

- The **REPORTSTATEWORKINGSET** setting defined in Web.config file determines the maximum number of reports that can be submitted concurrently per **each connected user session**. The default value is set to 3. The Web administrator may increase the value to support higher report submission concurrency per user. However, ensure that concurrency is not increased to the point of overwhelming Intelligence Server.
- The default installation includes an XML file called projectsources.xml under the root installation location (or deployment location for Web Services J2EE). This file is pre-configured with one project source pointing to your localhost Intelligence Server. You may modify that entry or add additional ones following this XML syntax:

```
<ProjectSources>
....
<ProjectSource>
      <ProjectSourceName>Name</ProjectSourceName>
      <ServerName>Name</ServerName>
      <AuthMode>MWSStandard</AuthMode>
      <MaxPooledConnections>Integer</MaxPooledConnections>
      <PortNumber>Integer</PortNumber>
</ProjectSource>
....
</ProjectSources>
```

In this release, the following authentication modes are supported. Check with your Intelligence Server administrator to learn which authentication mode has been set up for your Intelligence Server. For more information and examples, refer to the MicroStrategy Office User Guide.

- **Standard Authentication**: MWSStandard
- **NT Authentication**: MWSNTCredential (not supported for J2EE)
- **LDAP Authentication**: MWSLDAP
- **Database Authentication**: MWSWarehousePassThru
- **Integrated Authentication**: MWSIntegrated
- **Trusted Authentication**: MWSSimpleSecurityPlugIn
- **Anonymous Authentication**: MWSAnonymous
- **Pass-through Authentication:** MWSPassThru
- **Warehouse Pass-through Authentication:** MWSWarehousePassThru

If you have reports in your project that use threshold images defined using relative paths, the same images that should have been created on the Intelligence Server have to be duplicated under the Web Services application root folder\images folder.

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This product is patented. One or more of the follow ing patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Office

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MicroStrategy Web Services

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

Introduction to MicroStrategy SDK™

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The MicroStrategy SDK is a collection of programming tools, utilities, documentation, and libraries of functions and classes that are designed to allow users to customize and extend MicroStrategy products and to integrate them within other applications. The programming tools provided by the MicroStrategy SDK— including programming instructions, points of access, and guidelines for developers— allow programmers to enhance the operation of their software by customizing and embedding the robust functionality of the MicroStrategy BI platform.

The MicroStrategy SDK provides access to the entire MicroStrategy platform and includes all of the services and utilities required for building a robust, feature-filled business intelligence-enabled application. The MicroStrategy SDK is made up of the following components:

- The MicroStrategy SDK includes the following individual SDKs, which are described in detail in the MicroStrategy Developer Library:
  - Web SDK.
  - Visualization SDK.
  - Mobile SDK.
  - Web Services SDK.
  - Narrowcast Server SDK.
  - Intelligence Server SDK.
  - MicroStrategy Office SDK.
- Each of the individual SDKs listed above is made up of some or all of the following specific components:
  - A comprehensive set of APIs that includes:
    - COM-based client-server API.
    - XML-based Web API with support for Java/COM.
    - Web Services API.
    - Narrowcast Server API.

    The set of MicroStrategy APIs provides support for a variety of development environments, including Java, C++, VB, XML, and standard Web and client-server technologies.
  - A complete set of SDK documentation for all the MicroStrategy products that includes:
    - Reference guides such as Javadocs for the APIs.
    - The MicroStrategy Developer Library (MSDL), which provides all the information required to understand and use the MicroStrategy SDK.
  - A variety of development tools that include:
    - Source code and sample application code for typical customization tasks.
    - Development tools and production-ready utilities that reduce code creation and maintenance and help you build customized applications.
    - Specialized development tools, such as the Portal Integration Kit and the Web Services Development Kit.
  - Features for packaging your application, including embedded (silent) installation, project mover for project maintenance and upgrade, and schema services to upgrade the metadata.

For complete documentation of SDK utilities, samples, and APIs, refer to the MicroStrategy Developer Library.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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MicroStrategy Developer Library

You can find information on SDK utilities and samples in the MicroStrategy Developer Library. You can access the MicroStrategy Developer Library from the MicroStrategy support site.

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Hardware and software

For hardware and software, refer to the System Requirements and Compatibility page of the MicroStrategy Intelligence Server Readme.

MicroStrategy environment

- A Windows Operating System is required for the MicroStrategy Intelligence Server API samples.
- Before you attempt to run MicroStrategy SDK 9.5 you need to have a MicroStrategy Analytics Enterprise project running in an Intelligence Server-connected (three-tier) environment.
- MicroStrategy Web or Web Universal 9.5 should also be installed in addition to MicroStrategy SDK to do custom application work on Web or Web APIs.

Compatibility and interoperability

MicroStrategy SDK 9.5 should only be connected to a MicroStrategy Intelligence Server 9.5 or later for production purposes. However, MicroStrategy Intelligence Server 9.5 is interoperable with MicroStrategy SDK 9.0.2, 9.2.0, 9.2.1, and 9.2.1m. For the complete MicroStrategy Platform Compatibility and Interoperability specification, see the MicroStrategy General Information Readme.

Certified and Supported Configurations for MicroStrategy SDK

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The combination of a language, operating system for the client and server components, and client applications from other providers is a configuration.

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

The following are certified and supported configurations for the MicroStrategy SDK:

- JDK, JVM, and Runtime
- IDEs for Flex application development
- IDE for Web customization
- Web Services SDK requirements
- IDE and SDKs for MicroStrategy Mobile customization

JDK, JVM, and Runtime

For ASP.NET environments

Runtime	Certified
.NET	.NET 4.0 or 4.5 (32-bit and 64-bit versions)
JRE	**Certified**
Oracle JRE	Oracle JRE 1.7.0 (32-bit and 64-bit versions)
Oracle JRE	Oracle JRE 1.6.0 (32-bit and 64-bit versions)

For JSP environments

JDK, JVM, and Runtime	Certified
Oracle JDK	Oracle JDK 1.6 (32-bit and 64-bit versions)
	Oracle JDK 1.7 (32-bit and 64-bit versions)
IBM JDK	IBM JDK 1.6 (32-bit and 64-bit versions)
	IBM JDK 1.7 (32-bit and 64-bit versions)
HP-UX JDK	HP-UX JDK 1.6 (64-bit versions)
	HP-UX JDK 1.7 (64-bit versions)
Oracle JRockit JVM	Oracle JRockit 1.6.0 R28 (32-bit version and 64-bit versions)
SAP JDK	SAP JDK 1.6 (64-bit version)
JDK, JVM, and Runtime	**Supported**
Oracle JRockit JVM	Oracle JRockit 1.6.0 R27 (32-bit version and 64-bit versions)

IDE for Flex application development

The Adobe Flash Builder application is not included with a MicroStrategy installation. This application is required to develop custom visualizations you can include in MicroStrategy with the use of MicroStrategy SDK. Refer to http://www.adobe.com to install the Adobe Flash Builder application.

Certified Application
Adobe Flash Builder 4.0.1 with Adobe Flex SDK 4.1
Supported Application

Adobe Flash Builder 4.6 with Adobe Flex SDK 4.1

IDE for Web customization

The Web Customization Editor is an Eclipse READY™ product that easily integrates into the Eclipse IDE. This allows you to use the Web Customization Editor as well as the complete functionality of the IDE to perform basic as well as advanced customization tasks. Refer to http://www.eclipse.org to install the Eclipse IDE.

Certified Application
Eclipse 3.x

Web Services SDK requirements

The Web Services SDK provides a jump start to developers who want to develop and deploy Web Services-based applications. It is built using the Web SDK and makes use of the multi-layered MicroStrategy Web architecture that clearly separates functionality from presentation.

Creating task-based Web Services

To support the creation of Web Services SDK customizations using the Web Customizations Editor, your system must meet the following requirements:

Operating system	Certified
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2003	Windows Server 2003 R2 SP2 Standard Edition (on x86 or x64)
Windows XP	Windows XP Professional Edition SP3 (on x86)
Components	**Certified**
Ant	Apache Ant 1.8.x
Axis	Apache Axis 1.5.4
.NET SDK	.NET SDK 2.0

Deploying task-based Web Services

To support the deployment of your Web Services SDK customizations as part of your MicroStrategy Web applications, your web server system must meet the following requirements:

Operating System	Certified
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2003	Windows Server 2003 R2 SP2 Standard Edition (on x86 or x64)

You should also review the additional deployment requirements for MicroStrategy Web and MicroStrategy Web Universal.

IDE and SDKs for MicroStrategy Mobile customization

The MicroStrategy Mobile SDK allows you to create customizations for MicroStrategy Mobile for iPhone, iPad, and Android. For a list of mobile operating systems that are certified and supported for MicroStrategy Mobile, see the Certified and Supported Configurations for MicroStrategy Mobile page.

To support the creation of MicroStrategy Mobile SDK customizations, your system must meet the following requirements:

Certified IDE
Xcode IDE 4.x
Certified SDK for iPhone and iPad
iOS SDK 5.x
iOS SDK 6.x

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Certified SDK for Android
Android SDK 4.2.x

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Installing MicroStrategy SDK

The MicroStrategy SDK and MicroStrategy Developer Library (MSDL) are not included in the MicroStrategy installation. You can download the MicroStrategy SDK from the MicroStrategy support site. You can also access the MicroStrategy Developer Library from the MicroStrategy support site.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after downloading the MicroStrategy SDK to your machine.

Note: In previous versions of the MicroStrategy SDK, the default folder locations were:

- `C:\Program Files\MicroStrategy\Product Name` when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\Product Name` when installed on a 64-bit Windows environment.
- `/opt/MicroStrategy/Product Name`, or `$HOME/MicroStrategy/install/Product Name` if you do not have write access to `/opt/MicroStrategy` when installing on UNIX or Linux environments.

Directory	Contents
\SDK\	Root MicroStrategy SDK directory
\SDK\CustomizationPlugins\	MicroStrategy plug-ins samples for MSDL customization scenarios
\SDK\DevelopmentKits\VisualizationSDK\	Visualization Framework files
\SDK\DevelopmentKits\WebServices\	Web Services Development Kit
\SDK\samples\	MicroStrategy SDK Samples
\SDK\samples\actionscript\	Visualization samples and customizations
\SDK\samples\DotNet\	All files and folders within this folder are for the ASP.NET version only
\SDK\samples\Java\	Add-ons, Events, External Security, Transforms, Session Helper, Single Sign-on, Writeback
\SDK\samples\Java\webapps\	External Security plug-in, Portal Kit Struts
\SDK\samples\XSL	Sample XSLs
\SDK\tools\	Extended Property Editor (Windows only), Web Customization Editor, Flex Visualization Builder

Upgrading MicroStrategy SDK

In order to benefit from the latest functionality available in this version of MicroStrategy SDK, an administrator must upgrade the system.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

To upgrade customizations that were created using the SDK, refer to the MSDL.

Uninstalling MicroStrategy SDK

To uninstall the MicroStrategy SDK, manually remove all of the MicroStrategy SDK files and folders that were downloaded and extracted from the MicroStrategy support site.

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For documentation resources for the MicroStrategy SDK, visit the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy 9.5 release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

The troubleshooting techniques and procedures for MicroStrategy SDK can be found in the MicroStrategy Tech Notes listed below (The following Tech Notes can be found in the MicroStrategy Knowledge Base):

- TN42283: How to enable/disable the writeback toolbar button for non-administrative users using the MicroStrategy Web SDK 9.2.1.
- TN42054: How to Modify the Excel Header Content when Exporting a Report from MicroStrategy Web using the MicroStrategy Web SDK 9.3.0.
- TN38987: How to Modify Folder Details on the Folder Browsing Page Using the MicroStrategy Web SDK 9.2.1.
- TN38986: How to Add a Custom Message to the Login Page using the MicroStrategy Web SDK 9.2.1.
- TN39697: How to Remove the "My Reports" Shortcut for all Pages Using the MicroStrategy Web SDK 9.2.1.
- TN39700: How to Remove the Links on the Wait Page for Documents Using the MicroStrategy Web SDK 9.2.1.
- TN40120: How to Change the Default Save As Advanced Options Settings for Prompted Reports Using MicroStrategy Web SDK 9.2.1.
- TN42059: How to Control Which Object Types Appear in the Object Browser Window when in Report Design Mode using the MicroStrategy Web SDK 9.3.0.
- TN42055: How to Prevent a Single Document from going to History List using the MicroStrategy Web SDK 9.3.0.
- TN40837: "Undefined Symbols for Architecture 1386" Error when Compiling Custom iOS Application.
- TN40942: The Preset Configuration in the MicroStrategy Mobile Application only Applies when Deleting and Reinstalling the Application.
- TN38234: How to save and overwrite a report using the MicroStrategy Web SDK 9.2.1.
- TN38631: How to Create and Rename a Shortcut Object Using the MicroStrategy Web SDK 9.2.1.
- TN38266: How to Delete a User Connection Based on Connectivity Time Using the Microstrategy Web SDK 9.2.1.
- TN6100-802-1984: How to change the name of report export to Microsoft Excel with formatting in MicroStrategy SDK 9.2.1.
- TN6100-80X-1988: How to redirect users to the desktop page after clicking Cancel on the prompts page in MicroStrategy Web SDK 9.2.1.
- TN6100-8X-1994: Is it possible use the MicroStrategy SDK 9.x to get a user's last login date or time?
- TN6100-80X-1996: How to use default prompt answer when executing a report in MicroStrategy Web SDK 9.x.
- TN6100-802-2002: How to debug and configure diagnostics for custom code in MicroStrategy Web 9.0.x.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy SDK

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Know ledge Base technical note TN 44966.

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MicroStrategy System Manager lets you combine multiple, sequential processes for your MicroStrategy environment into a single workflow that can be deployed at a scheduled time or on demand. You can create workflows for different tasks, such as installing, maintaining, and upgrading MicroStrategy environments; backing up projects; and launching or shutting down Cloud instances. These workflows can be deployed using a standard interface, an interactive command line process, or a completely silent configuration process.

You use System Manager to create a workflow visually, by dragging and dropping processes and linking them together. This allows you to see the step-by-step process that leads the workflow from one process to the next. This visual approach to creating a workflow can help you to notice opportunities to troubleshoot and error check processes as part of a workflow.

For information on using System Manager, refer to the System Administration Guide.

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Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Requirement	RAM	Disk Space	Processors
System Manager on Windows	2 GB	0.5 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.	x86 or x64 compatible
System Manager on UNIX	2 GB	4 GB on IBM AIX 3 GB on other UNIX operating systems For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.	Oracle Solaris: SPARC platforms IBM AIX: IBM POWER Architecture HP-UX: Intel Itanium Red Hat and SUSE Linux: x86-64 compatible

For a detailed list of system requirements and recommendations, see the Planning Your Installation chapter of the Installation and Configuration Guide.

Software

See Certified and Supported Configurations for details about each of the following requirements and other certified and supported operating systems and applications.

Software	Requirements
Operating system	• Microsoft Windows • Red Hat and SUSE Linux • IBM AIX • Oracle Solaris • HP-UX For a list of operating systems that are certified or supported for System Manager, see Operating Systems in the Certified and Supported Configurations page.
Microsoft .NET Framework	Microsoft .NET Framework 4.0 or 4.5. This must be installed prior to installing MicroStrategy on Windows environments.
Web browser	• Microsoft Internet Explorer • Firefox • Google Chrome A web browser is required to view the Help documentation provided for the System Manager interface. For a list of web browsers that are certified or supported for System Manager Help documentation, see Web Browsers in the Certified and Supported Configurations page.

Compatibility and interoperability

System Manager is a newly available product with MicroStrategy 9.3. As a MicroStrategy client product, MicroStrategy System Manager 9.3 is interoperable with MicroStrategy 9.3.1, 9.4, and Analytics Enterprise server

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products.

Warning: To ensure proper functionality, workflows created in System Manager should only be opened, deployed, and used with the same version or newer versions of System Manager. For example, you can use a 9.3.0 System Manager workflow with System Manager 9.3.0, 9.3.1, 9.4, or Analytics Enterprise, but you should not use a 9.4 System Manager workflow with System Manager 9.3.x.

For the complete MicroStrategy platform compatibility and interoperability specification, see the Compatibility and Interoperability page of the General Information Readme.

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The following are certified and supported languages, operating systems, and software for MicroStrategy System Manager:

- Languages
- Operating System
- Web browser

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Languages

The languages listed below represent the operating system locales that MicroStrategy System Manager has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English
French
German
Italian
Japanese
Korean
Portuguese (Brazilian)
Spanish
Swedish

For a list of important known issues with configurations, refer to the issues and troubleshooting information.

For details on the configurations tested in-house by MicroStrategy, contact MicroStrategy Technical Support.

Operating systems

Be aware of the following before reviewing the table below:

- The operating systems listed below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy System Manager.

Operating System	Certified
	Windows Server 2003 Enterprise Edition SP2 (on x64)

Windows 2003	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x86 or x64)
	Windows Vista Enterprise Edition SP2 (on x86 or x64)
Windows 7	Windows 7 Professional Edition SP1 (on x86 or x64)
	Windows 7 Enterprise Edition SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Oracle Solaris 10.x	Solaris 10.x (on SPARC) Sun-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Oracle Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links: • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)
SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	Red Hat Enterprise Linux 5.x is defined as support for versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Red Hat Enterprise Linux 5.x or AP 5.x install media.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-`*`XX`*`.el6.i686.rpm` (where *`XX`* is a minor version number) which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-`

	libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-12.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages compat-libstdc++-33.i686.rpm, libXp.x86_64.rpm, elfutils-devel.x86_64.rpm, elfutils-libelf-devel.x86_64.rpm, libstdc++-4.4.5-6.el6.i686.rpm, krb5-libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-12.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages compat-libstdc++-33.el6.i686.rpm, libXp-1.0.0.1.el6.x86_64.rpm, elfutils-devel-0.152.el6.x86_64.rpm, elfutils-libelf-devel-0.152.el6.x86_64.rpm, libstdc++-4.4.6.el6.i686.rpm, krb5-libs-1.9.el6.i686.rpm, nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm, and ksh-20100621.el6.x86_64.rpm, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages compat-libstdc++-33.i686.rpm, libXp.x86_64.rpm, elfutils-devel.x86_64.rpm, elfutils-libelf-devel.x86_64.rpm, libstdc++-4.4.7-3.el6.i686.rpm, krb5-libs.i686.rpm, nss-pam-ldapd.i686.rpm, and ksh-20100621-*XX*.el6.x86_64 (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
IBM AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: bos.rte.libc 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (xlC.aix50.rte), bos.perf.libperfstat 5.3.9.1 or higher.
IBM AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (xlC.rte), bos.perf.libperfstat 7.1.0.1 or higher.
HP-UX 11iv2	HP-UX 11i v2 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11iv3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.
Operating System	**Supported**
Windows 2003	Windows Server 2003 Enterprise Edition SP2 (on x86)
	Windows Server 2003 Standard Edition SP2 (on x86)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x86)
	Windows Server 2003 Standard Edition R2 SP2 (on x86)
IBM AIX 5.3	AIX 5L Version 5.3 (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (xlC.rte), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (xlC.aix50.rte), bos.perf.libperfstat 5.3.0.00 or higher.

Web browser

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x
	Microsoft Internet Explorer 9.x

	Microsoft Internet Explorer 10.x
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Web Browser	**Supported**
Google Chrome	A Google Chrome security update prevents WebHelp systems that are in locally stored file systems from being displayed properly. This is a known issue with Google Chrome. To view the online help documentation for System Manager, you can: • Open Google Chrome using the command line option `-allow-file-access-from-files`. Be aware that this disables some of the security features of Google Chrome. • Use one of the other web browsers supported for System Manager.
	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x

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Installing MicroStrategy System Manager

For steps to install MicroStrategy System Manager, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to the lack of a DVD drive, you can download the software from the MicroStrategy download site.

If you encounter problems during the installation procedure, refer to General Information Readme - Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information for MicroStrategy System Manager or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of System Manager.

Note:The default folder is:

- `C:\Program Files\MicroStrategy\`*`Product Name`* when installed on a 32-bit Windows environment.
- `C:\Program Files (x86)\MicroStrategy\`*`Product Name`* when installed on a 64-bit Windows environment.
- `/opt/MicroStrategy/`*`Product Name`*, or `$HOME/MicroStrategy/install/`*`Product Name`* if you do not have write access to `/opt/MicroStrategy`, when installed on UNIX or Linux environments.

If installing over previous versions of the product, the folder remains the same.

Directory	Contents
\MicroStrategy\System Manager	MicroStrategy System Manager root directory

Upgrading MicroStrategy System Manager

To benefit from the latest functionality available in this version of MicroStrategy System Manager, you must upgrade your MicroStrategy environment to Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy System Manager

For details about uninstalling MicroStrategy System Manager, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

Product Documentation for MicroStrategy System Manager

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For information on using System Manager, refer to the System Administration Guide.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy Analytics Enterprise release, consult the Knowledge Base technical note TN 44966.

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

- **T777437**: If you use a merge execution process in a System Manager workflow, you must ensure that each merge execution process is only used once when deploying the workflow. If a logical loop in the workflow causes a specific merge execution to be used more than once in a workflow, the processing of the workflow becomes unresponsive and cannot continue further processing past the second use of the merge execution. To avoid this issue, ensure that any workflow that includes a logical loop does not potentially use the same merge execution process twice. You can achieve this by processing tasks sequentially for any portions of a workflow that require a logical loop, and using split and merge executions to process multiple tasks in parallel only for processes that do not require a logical loop.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

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New in Analytics Enterprise

Customer-driven issue fixes

For a list of all the issues resolved in this MicroStrategy release, consult the Knowledge Base technical note TN 44966.

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MicroStrategy Web is a highly interactive, easy to use interface for all Business Intelligence (BI) reporting, analysis, and monitoring. With MicroStrategy Web, business users perform any or all of the major styles of BI - Scorecards and Dashboards, Enterprise Reporting, OLAP Analysis, Predictive Analysis, and Alerts and Proactive Notification - within a single, unified Web interface. Business users move seamlessly between all five styles of BI and even combine multiple styles within a single report display. For more information about MicroStrategy Web, visit http://www.microstrategy.com/Software/Products/User_Interfaces/Web/.

MicroStrategy Web can also be integrated with:

- Portlet environments through the use of MicroStrategy Portlets. This Readme includes MicroStrategy Portlet certification information. For information on how to install and configure out-of-the-box MicroStrategy Portlets for several major enterprise portal servers, see the Enterprise Portal Integration Help.
- Mapping services to create sophisticated Geospatial Information System (GIS) applications through the use of MicroStrategy GIS Connectors. GIS lets business users visualize data in forms such as maps, globes, reports, and charts so that they can identify and analyze relationships, patterns, and trends in their data. This Readme includes MicroStrategy GIS Connectors certification information. For information on how to install and configure the MicroStrategy GIS Connectors, see the GIS Integration Help.

For information on how to use MicroStrategy Web and about the tasks you can perform with it, refer to the Documentation page for MicroStrategy Web.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Web server

Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	4 GB or higher recommended per CPU core
Processor	x86 or x64 compatible
Hard Disk Space	0.5 GB or higher For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.

Notes:

- In addition, the web server machine must be configured with the recommended amount of system resources for the application server to be used.
- If your system is planned to support a large number of concurrent users and you require additional assistance for hardware recommendations, MicroStrategy Professional Services offers a comprehensive Performance Analysis service to help you quickly and effectively achieve your performance goals, aligning them with your overall Business Intelligence strategy. To learn how MicroStrategy Professional Services can help you assess and prioritize your performance opportunities with a Performance Analysis, see http://www.microstrategy.com/high-performance-BI/index.asp.

Software

The table below lists the required set of software for MicroStrategy Web server machines.

Software	Requirements
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for MicroStrategy Web server machines, see MicroStrategy Web ASP.NET server on 32-bit operating systems in the Certified and Supported Configurations page.
.NET Runtime	.NET Runtime For a list of .NET Runtime packages that are certified or supported for MicroStrategy Web server machines, see .NET Runtime on 32-bit operating systems in the Certified and Supported Configurations page.
JRE	Oracle JRE For a list of JREs that are certified or supported for MicroStrategy Web server machines, see JRE on 32-bit operating systems in the Certified and Supported Configurations page.
Web server	Microsoft Internet Information Services For a list of web servers that are certified or supported for MicroStrategy Web server machines, see Web Server Software in the Certified and Supported Configurations page.

Portal server	• IBM WebSphere Portal • Microsoft Office SharePoint Server • Oracle WebLogic Portal • SAP Portal • Liferay Portal • Drupal • DotNetNuke web content management system MicroStrategy Portlets requires a portal server to allow MicroStrategy Web to be easily integrated and configured on portal environments. For a list of portal servers that are certified or supported for MicroStrategy Portlets, see Portal Server in the Certified and Supported Configurations page.
GIS components	ArcGIS MicroStrategy GIS Connectors requires GIS components to support integration with third-party mapping services to create sophisticated GIS applications. For a list of GIS components that are certified or supported for MicroStrategy GIS Connectors, see GIS Components in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web server machines, see Languages in the Certified and Supported Configurations page.

Web client

Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	2 GB or higher
Hard Disk Space	MicroStrategy Web can be accessed from a third-party web browser, which means there are no additional storage requirements.

For more information on certified and supported client software configurations, refer to the Certified and Supported Configurations section.

Software

The table below lists the required set of software for MicroStrategy Web client machines.

Software	Requirements
Operating system	• Microsoft Windows • Mac OS • Linux For a list of Windows operating systems that are certified or supported for MicroStrategy Web client machines, see Web Client Operating System in the Certified and Supported Configurations page.
Web browser	• Microsoft Internet Explorer • Firefox • Google Chrome • Safari For a list of web browsers that are certified or supported for MicroStrategy Web client machines, see Web Browser (Windows Client) and Web Browser (non-Windows Client) in the Certified and Supported Configurations page.
Export applications and devices	Adobe Acrobat Reader and Microsoft Office For a list of export applications and export devices that are certified or supported for MicroStrategy Web client machines, see Export applications and devices in the Certified and Supported Configurations page.
	Adobe Flash Player

Flash Players	For a list of Adobe Flash Players that are certified or supported for MicroStrategy Web client machines, see Adobe Flash Player in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web client machines, see Languages in the Certified and Supported Configurations page.

MicroStrategy environment

Before you attempt to run MicroStrategy Web you need to set up your MicroStrategy environment. This includes:

- Web server configured and running.
- Web client browser installed and running.
- MicroStrategy project running in an Intelligence Server-connected (three-tier) environment.

Adobe Flash Players

All MicroStrategy Report Services documents can be rendered in Adobe Flash for enhanced interactivity, animations, and visualizations. For a list of Adobe Flash Players that are certified and supported for MicroStrategy Web client machines, see Adobe Flash Players in the Certified and Supported Configurations page.

Compatibility and interoperability

MicroStrategy Web 9.5 should only be connected to a MicroStrategy Intelligence Server 9.5 or later for production purposes. However, MicroStrategy Intelligence Server 9.5 is interoperable with MicroStrategy Web 9.0.2, 9.2.0, 9.2.1, 9.2.1m, 9.3.0, 9.3.1, and 9.4. Customers migrating their environments to MicroStrategy Analytics Enterprise must upgrade both MicroStrategy Web and MicroStrategy Intelligence Server to ensure the successful execution of Report Services documents in Flash Mode. For the complete MicroStrategy Platform Compatibility and Interoperability specification, see the Compatibility and Interoperability page of the MicroStrategy General Information Readme.

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This page provides certified and supported configurations for MicroStrategy Web ASP.NET. For information on MicroStrategy Web Universal ASP.NET, which can be installed on 64-bit Windows operating systems, see the certified and supported configurations for MicroStrategy Web Universal:

- MicroStrategy Web ASP.NET server on 32-bit operating systems
  - Operating systems
  - .NET Runtime
  - JRE
  - Web server software
- MicroStrategy Portlets
- MicroStrategy GIS Connectors
- Web client
  - Operating system
  - Web browser (Windows client)
  - Web browser (non-Windows client)
  - Export applications and devices
  - Adobe Flash Player
- Languages

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Be aware of the following before reviewing the sections below:

- The operating systems listed in the tables below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Web server and client machines.

MicroStrategy Web ASP.NET server on 32-bit operating systems

Operating systems

Review the information listed above before using this table.

Software	Supported
Windows 2003	Windows 2003 Standard Edition SP2 (on x86)
	Windows 2003 Enterprise Edition SP2 (on x86)
	Windows 2003 Standard Edition R2 SP2 (on x86)
	Windows 2003 Enterprise Edition R2 SP2 (on x86)
Software	**Supported for demonstration purposes only**
Windows 7	Windows 7 Professional Edition SP2 (on x86)
	Windows 7 Enterprise Edition SP2 (on x86)
Windows 8	Windows 8 all editions (on x86)

.NET Runtime

Certified .NET Runtime
.NET Runtime 4.0 (32-bit version)

.NET Runtime 4.5 (32-bit version)

JRE

Certified JRE
Oracle JRE 1.7.0 (32-bit version)
Supported JRE
Oracle JRE 1.6.0 (32-bit version)

Web server software

Web Server Software	**Certified**
Microsoft Internet Information Services	Internet Information Services 8.x
	Internet Information Services 7.5.x If you plan to use IIS 7.5.x as the web server for MicroStrategy Web, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 7.0.x If you plan to use IIS 7 as the web server for MicroStrategy Web, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 6.x

MicroStrategy Portlets

MicroStrategy Portlets allow MicroStrategy Web to be easily integrated and configured on portal environments.

Portal Server	**Certified**
IBM WebSphere Portal	IBM WebSphere Portal 7.x
	IBM WebSphere Portal 8.0.x
Microsoft SharePoint Server	Microsoft Office SharePoint Server 2007 SP2
	Microsoft SharePoint Server 2010 SP1
	Microsoft SharePoint Server 2013
Oracle WebLogic Portal	Oracle WebLogic Portal 10.3.x
SAP Portal	SAP NetWeaver Composition Environment 7.3.x
Liferay Portal	Liferay Portal 6.x
Drupal	Drupal 6.2.x
DotNetNuke web content management system	DotNetNuke 5.6.x
Portal Server	**Supported**
Liferay Portal	Liferay Portal 5.2.x
JSR168-Compliant Portals	JSR168-Compliant Portals

MicroStrategy GIS Connectors

MicroStrategy GIS Connectors let you integrate with third-party mapping services to create sophisticated GIS applications. The following GIS components are required to support this GIS integration.

GIS components	**Certified**
ArcGIS	ArcGIS 9.3.1
	ArcGIS 10.0

	ArcGIS 10.1

MicroStrategy Web client

Operating systems

Review the information listed above before using this table.

Web Client Operating System	Certified
Windows 2003	Windows 2003 SP2 all editions (on x64)
	Windows 2003 R2 SP2 all editions (on x64)
Windows Vista	Windows Vista SP2 all editions (on x86 or x64)
Windows 7	Windows 7 SP1 all editions (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 R2 SP1 all editions (on x64)
	Windows Server 2008 SP2 all editions (on x64)
Windows 2012	Windows Server 2012 all editions (on x64)
Web Client Operating System	**Supported**
Mac OS	Mac OS X
Windows 2003	Windows 2003 SP2 all editions (on x86)
	Windows 2003 R2 SP2 all editions (on x86)
Windows RT	Windows RT (on ARM)
Red Hat Enterprise Linux	Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 6.0, 6.1, 6.2, and 6.3 (on x86-64)
SUSE Linux Enterprise Server	SUSE Linux Enterprise Server 11.0.x, 11.1.x, and 11.2.x (on x86-64)
CentOS	CentOS 5.x and 6.x (on x86-64)
Ubuntu	Ubuntu 12.x (on x86-64)
Ubuntu LTS	Ubuntu LTS 10.04 (on x86-64)
	Ubuntu LTS 12.04 (on x86-64)

Web browser (Windows client)

Be aware that MicroStrategy certifies and supports 32-bit web browsers only.

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 9.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 10.x Standards mode only, certification testing is not performed for compatibility view mode.
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x

	Firefox 21.x
	Firefox 22.x
Google Chrome	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x
Web Browser	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Web browser (non-Windows client)

Be aware that MicroStrategy certifies and supports 32-bit web browsers only.

Web Browser (Linux Client)	**Supported**
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Web Browser (Mac OS Client)	**Supported**
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Safari	Safari 5.x
	Safari 6.x
Google Chrome	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x

Export applications and devices

Export Application	**Certified**
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
	Microsoft Office for Mac 2011 SP2

Microsoft Office	Microsoft Office 2013
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3
OpenOffice.org Calc	OpenOffice.org Calc 3.3.0 For guidelines to support certain exporting features in OpenOffice.org Calc, see Exporting to OpenOffice.org Calc.
Export Device	**Certified**
Export devices can open a PDF file created by using MicroStrategy to export an object as a PDF. You can load a PDF file exported from MicroStrategy onto an export device in a couple of different ways. You can connect the export device directly to the machine that stores the PDF to load it onto the export device. You can also email the PDF file to the email account for the export device.	
Nook	Nook firmware version 1.x
Kindle	Kindle Fire
	Kindle firmware version 6.x
	Kindle firmware version 2.x

Adobe Flash Player

Certified Adobe Flash Player
Adobe Flash Player 11.x
Adobe Flash Player 10.3.x
Supported Adobe Flash Player
Adobe Flash Player 10.1.x

Languages

The languages listed below represent the operating system locales that MicroStrategy Web (server and client machines) has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English (US)
English (UK)
French
French (Belgium)
French (Switzerland)
German
German (Switzerland)
Italian
Italian (Switzerland)
Japanese
Korean
Polish
Portuguese (Brazilian)
Russian
Spanish

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Installing MicroStrategy Web

For steps to install MicroStrategy Web, see the Installing MicroStrategy on Windows chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to a lack of a DVD drive, you can download the software from the MicroStrategy download site.
- If you plan to use IIS 7 or IIS 7.5 as the web server for MicroStrategy Web, you must ensure that some IIS settings are enabled prior to installing MicroStrategy, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
- The MicroStrategy Knowledge Base includes technical notes that document the history of changes to MicroStrategy Web files between various MicroStrategy releases. To find and review this information you can search the Knowledge Base using a keyword search such as **Which files have changed between MicroStrategy Web**.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information or contact MicroStrategy Technical Support.

Directory structure

The table below lists folders and files of interest that are included in the default directory structure after an installation of MicroStrategy Web.

Directory	Contents
\asp	.Net files
\bin	binary files
\images	All image files
\javascript	Interface JavaScript files
\plug-ins	Plug-in files for customizations
\resBundles	Flash descriptor files
\style	Interface style files
\swf	Supporting files for widgets
\VisFramework	Supporting files for visualizations
\WEB-INF	Configuration information for MicroStrategy Web

Upgrading MicroStrategy Web

In order to benefit from the latest functionality available in this version of MicroStrategy Web, an administrator must upgrade the system:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Web

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FAX: 703.848.8610 info@microstrategy.com @microstrategy on Twitter	For details about uninstalling MicroStrategy Web, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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For a list of documentation resources available for MicroStrategy Web, see the Documentation page for MicroStrategy Web.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the MicroStrategy Knowledge Base. If you require additional information not found in the Knowledge Base or listed below in these release notes, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy 9.5 release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

The troubleshooting techniques and procedures for MicroStrategy Web are broken up into the following sections:

- Troubleshooting Known Issues
- Installation
- General Troubleshooting

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

General

- All MicroStrategy Web users that are licensed for MicroStrategy Report Services may view and interact with a document in Flash Mode. Certain interactions in Flash Mode have additional licensing requirements:
    - Users are required to license MicroStrategy Web Analyst in order to pivot row or column position in a grid or cross-tabular grid of data in Flash Mode.
    - Users are required to license MicroStrategy Web Professional in order to modify the properties of Widgets used in a document in Flash Mode.

- **Symptom**: Attribute elements with Image, HTML, or Hyperlink data types are not displayed in grids in Flash Mode, although they are displayed in other Web display modes.
  Cause: Known issue in Flash Mode. Flash Mode does not currently support attribute elements with image, HTML, or Hyperlink data types.

- **Symptom**: Hyperlinks do not work in Flash dashboards delivered through Narrowcast Server as a subscription, although they do work when the Flash dashboards are delivered via Send Now.
  Cause: Known issue in Flash Mode.

- Office-enabled export only works for Report Services documents opened in a stand-alone Excel instance rather than within the context of Internet Explorer (T211409). To do so, open Internet Explorer and select Tools, and then Folder options. Click on the File Types tab, select XLS, and click the Advanced button. Under the Edit File Type dialog, select the Open action and clear the check box to 'Browse in same window.' Click OK to save your changes.

- Microsoft Internet Explorer users might encounter small fonts on the report or Design mode page if the browser cache settings are set to 'Automatic'. To resolve this problem, set the option in Tools > Internet Options > Temporary Internet File Settings to 'Every visit to the page'.

- Hitting the browser Stop button or <escape> sometimes does not halt a user action if DHTML usage is enabled. The browser does not handle the request and continues with the last requested action. To resolve

this issue, use the Cancel button provided through the MicroStrategy Web Universal feedback dialog (T140679).

Graph behavior and inconsistencies in Flash Mode: Some graph objects are displayed differently in Flash Mode than they are in other Web display modes, as noted below. When possible, attempt to resolve each issue as suggested below:

- The graph and its legend may appear somewhat larger in Flash Mode than they do in other Web display modes. In such cases, adjust the size of the graph and legend in MicroStrategy Developer so that they are displayed as desired in Flash Mode. Note that font rotation is not supported in Flash Mode.
- When the minimum, maximum, and interval properties for the graph's axes are not explicitly specified, Flash Mode automatically renders the axis labels based on the data on the graph. In some cases, the axis labels may be positioned differently in Flash Mode than they are in other Web display modes. Set the properties to maintain a consistent look for the graph in all display modes.
- The size of text in graphs may be different in Flash Mode when compared to other Web display modes. If this issue occurs, while viewing a graph in MicroStrategy Developer, from the **Graph** menu, select **Graph Preferences**. In the Graph Preferences dialog box, select the **Size** tab. Select the **Use a fixed size** check box and adjust the font size of the text. Try using a DHTML display mode font size-to-Flash Mode font size ratio of 3:2.
- Data labels are not displayed for Bubble graphs when the data labels are set to Label, Bubble Size, or Label and Bubble Size in MicroStrategy Developer. To work around this issue, set the data labels to an option other than these three options.

International

- Japanese graphs using any custom styles display incorrect characters such as squares. The workaround is to apply non-custom styles or manually apply Japanese fonts (T220941).
- Report Services documents exported to Excel in traditional Chinese include a wrong file name. The workaround is to manually rename the file (T209991).
- Japanese currency is displayed as "\" when exporting grids to an English version of Excel. The workaround is to modify the value of the parameter 'excelDirectExport' to true in the web.xml file (under C:\Program Files\MicroStrategy\Web ASPx\WEB-INF) (T158473).
- Japanese/Korean - problems exporting attribute elements formatted with w-byte-specific font (starting with @) to PDF. A font name with a "@" before it means 90 degree rotation for each character (T298214).

  The current version of the PDF exporting feature doesn't support the orientation for each character, and uses the font name with "@" before it to search for a font file. Such a font file doesn't exist, so a default font is used to replace the "@..." font. This causes the Japanese string to be displayed incorrectly, or to not be displayed at all. A small modification has been made to let the PDF Exporter ignore "@" character before any font name. Thus, the Japanese string will be displayed with the correct font, but without the 90 degree rotation. Another issue has been logged for PDF to support character orientation.
- The calendar control and date format for reports in grid view use the English US date format (mm/dd/yyyy) instead of the French date formatting (dd/mm/yyyy) if Intelligence Server runs on an English machine. This makes date prompt reports fail when they are executed. When a French Intelligence Server (on Windows) is used, date formatting is correct.

Installation

Symptom: During the installation of a MicroStrategy product, this error is displayed: "An error occurred during the data transfer process-106" and the install does not finish successfully.
Resolution: The official description for this error code is "Unable to decompress a file". The source of this error is a weak network during installation. A file was not completely copied to the target machine because of network congestion, causing this error in InstallShield. Copy the install files locally or wait until the network response time improves.

Symptom: When going to the MicroStrategy Web page, an error is displayed with the following code: (<%@ Page Language="vb" AutoEventWireup="false" Codebehind="Main.aspx.vb" Inherits="ASPxMSTRWeb.Main" %>)
Cause: The .aspx application mapping in IIS is improperly configured.
Resolution: Go under the IIS manager, right-click the MicroStrategy virtual directory, click Properties, and then select Configuration. You should see a list of extensions and their DLL execution paths. Verify that both .aspx and .asp are listed here (if not, add them), and that they map to the aspnet_isapi.dll under C:\WINNT\Microsoft.NET\Framework\v1.1.4322.

Symptom: When going to the MicroStrategy Web page, an error appears is displayed in line 86 (<system.diagnostics>) of the MicroStrategy web.config file.
Cause: There could have been some problems while setting certain security permissions on files during the installation.

Resolution: Make sure that the ASPNET user account has full permissions on the log folder under C:\Program Files\MicroStrategy\Web ASPx\WEB-INF. Also make sure that the ASPNET user account has read and read&execute privileges on all the Web*.jar files under C:\Program Files\Common Files\MicroStrategy... Restart IIS, and you should now be able to access the MicroStrategy Web page.

Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal

If you plan to use IIS 7 or IIS 7.5 as the web server for MicroStrategy Web or Web Universal, you must ensure that some IIS options are enabled prior to installing MicroStrategy. The procedure below describes how to enable the options that are required to support IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.

Warning: The third-party products discussed below are manufactured by vendors independent of MicroStrategy, and the steps to configure these products is subject to change. Refer to the appropriate Microsoft documentation for steps to configure IIS 7 or IIS 7.5.

1. On a Windows machine, open the Control Panel.
2. Double-click **Programs and Features**.
3. Click the **Turn Windows features on or off** task. The Windows Features dialog box opens.
4. Expand **Internet Information Services**, and select the following options:
    a. Expand **Web Management Tools** and select:
        - **IIS Management Console**
        - **IIS Management Scripts and Tools**
        - **IIS Management Service**
    b. Expand **World Wide Web Services**, then expand **Application Development Features**, and select:
        - **.NET Extensibility**
        - **ASP.NET**
        - **ISAPI Extensions**
        - **ISAPI Filters**
    c. Within **World Wide Web Services**, expand **Common Http Features**, and select:
        - **Default Document**
        - **Static Content**
    d. Expand **Security**, and select:
        - **Request Filtering**
        - **Windows Authentication**
5. Click **OK** to save your changes.

General troubleshooting

Symptom: The map markers of a Map widget included in a document are displayed as all the same color, rather than the colors that should be displayed due to threshold formatting.
Cause: In MicroStrategy 9.3, the thresholds for map markers apply colors based on the fill color of the threshold. In previous releases, these thresholds applied colors based on the font color of the threshold.
Resolution: After upgrading to MicroStrategy 9.3.x, you must modify map marker thresholds to use the fill color to define the color of map markers.

Symptom: Timeout issues occur when large documents are edited.
Resolution: To edit a document with a very large number of objects, you may need to set the MicroStrategy API timeout, the ASP.NET timeout and the IE timeout appropriately:

1. The ASP.NET timeout is 90 seconds by default. It can be found in the machine.config file under C:\Winnt\Microsoft.Net\Framework\v1.1.4322\config (look for the string '<httpRuntime executionTimeout="90"'). After modifying it, restart IIS.
2. The MicroStrategy API timeout is 180 seconds by default. To modify it, you will need to go under the MicroStrategy Web Administrator page, click on Default Properties under Intelligence Servers and look for the Request Timeout parameter.
3. Finally, the Internet Explorer browser has a five minute timeout. To change it, you must add the following registry value: [HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings]"ReceiveTimeout"=dword:00124f80.
   This registry sets the timeout to 20 minutes since 00124f80 is the hexadecimal equivalent of 1,200,000.

Symptom: Problems occur when large documents are manipulated; manipulations are lost or a login page appears.
Cause: The maximum request header length used by ASP.NET by default (4096Kb) may not be enough when manipulating documents with a very large number of objects. This can result in an error page because the state of the document was incomplete, or even a login page because the session state was lost.
Resolution: In order to increase the maximum request header length setting for the ASP.NET infrastructure, you will need to edit machine.config file under C:\Winnt\Microsoft.Net\Framework\v1.1.4322\config (look for the string '<httpRuntime maxRequestLength="4096"'). After modifying it, you will need to restart IIS.

Symptom: Web re-prompts the user for a login/password after 20 minutes of idle time even if the Web user session idle time was set higher.
Cause: MicroStrategy Web 7.5 and above saves the Intelligence Server session information in a session object on the .NET side. This infrastructure provides its own session management and, in particular, defines a timeout after which the session object is released if it has not been accessed after a certain time (to free up some memory).

Resolution:

1. Modify the timeout for the session object inside the .Net infrastructure and make it the same as the session idle timeout for Web. For this, you can edit the machine.config file under C:\WINNT\Microsoft.Net\Framework\v1.1.4322\CONFIG, and find the timeout attribute for the sessionState. It is set to timeout="20" by default which means 20 min. Modify it accordingly, and restart the ASP.NET process.
2. Alternatively, it is also possible to save the session information in temporary cookies (in the same way previous versions of MicroStrategy Web did), but this is less recommended. In order to do that, go under the security tab in the MicroStrategy Web Administrator page, and check the checkbox 'store IServer session...' in the cookies security level.

Symptom: Import answers for a prompt as a text file is not working.
Cause: The ASPNET user does not have access to the temp directory on the Web server machine.
Resolution: Consult the technical note TN5600-750-1158 for Windows 2003.

Symptom: Export to PDF returns a blank page.
Cause: This can happen if Internet Explorer is unable to save the PDF on the client machine for display
Resolution: From the Tools menu in Internet Explorer, select Internet Options and click on the Delete Files button for the Temporary Internet Files. Select the check box to delete all offline content and proceed. After this is done, try to export to PDF again.

Symptom: Problems occur when accessing the MicroStrategy Web Administrator Page.
Background: If you are not logged in as an Administrator on the Web server machine, you get a login dialog box. If you do not provide an Administrator login, you receive Error 401.1 Unauthorized: Logon Failed.
Resolution: To solve this problem, contact your administrator so he or she can provide you with Administrator privileges and the necessary login information.

Symptom: Double-byte fonts aren't available in the Formatting dialog box.
Cause: Incorrect XML files are being used.
Resolution: Check under the WEB-INF/xml/config directory, and look for fontNamesPicker_ja.xml (Japanese), fontNamesPicker_ko.xml (Korean), fontNamesPicker_zh.xml (Simplified Chinese), and fontNamesPicker_zh_tw.xml (Traditional Chinese). The administrator needs to backup the original fontNamesPicker.xml and remove the file suffix so the file is named fontNamesPicker.xml instead or the out of the box file.

Symptom: Problems occur when document objects are run in double-byte languages.
Resolution: When creating document objects, you should be aware that there are XSLs for single-byte languages and special XSL files used only for double-byte languages. The single-byte XSLs are stored in the XSL directory under Developer. The double-byte XSLs are stored in the XSL\db directory under Developer. For more information, refer to technical note TN5600-007-0022.

Symptom: When you run a document, the following error occurs: "Unable to open the Document's HTML template file. DSSDocumentSenderTask::Run(): Error generating the Document HTML output, job 96, HR=-2147468892."
Resolution: If you are sure that the HTML file is correct and in the right place, MicroStrategy Intelligence Server probably cannot access the HTML file. If MicroStrategy Intelligence Server is running as an application, ensure that the network/local login on that server machine has access to the directory containing the HTML files. If MicroStrategy Intelligence Server is running as a service, ensure that the service is running under a network/local account that has access to the directory with the HTML files.

Symptom: Users cannot see any folders or reports.
Resolution: Check user permissions and privileges to ensure that the appropriate security access to the folders and reports has been set up.

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This product is patented. One or more of the follow ing patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Web:

This product includes softw are developed by The Apache Softw are Foundation (http://w w w .apache.org/).
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New in Analytics Enterprise

For a complete list of new features and fixes in MicroStrategy Web Universal, see the What's new section of the MicroStrategy Web readme.

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MicroStrategy Web Universal is a highly interactive, easy to use interface for all Business Intelligence (BI) reporting, analysis, and monitoring. With MicroStrategy Web Universal, business users perform any or all of the major styles of BI - Scorecards and Dashboards, Enterprise Reporting, OLAP Analysis, Predictive Analysis, and Alerts and Proactive Notification - within a single, unified web interface. Business users move seamlessly between all five styles of BI and even combine multiple styles within a single report display. For more information about MicroStrategy Web Universal, visit http://www.microstrategy.com/Software/Products/User_Interfaces/Web/.

MicroStrategy Web Universal can also be integrated with:

- Portlet environments through the use of MicroStrategy Portlets. This Readme includes MicroStrategy Portlet certification information. For information on how to install and configure out-of-the-box MicroStrategy Portlets for several major enterprise portal servers, see the Enterprise Portal Integration Help.
- Mapping services to create sophisticated Geospatial Information System (GIS) applications through the use of MicroStrategy GIS Connectors. GIS lets business users visualize data in forms such as maps, globes, reports, and charts so that they can identify and analyze relationships, patterns, and trends in their data. This Readme includes MicroStrategy GIS Connector certification information. For information on how to install and configure the MicroStrategy GIS Connectors, see the GIS Integration Help.

For information on how to use MicroStrategy Web Universal and about the tasks you can perform with it, refer to the Documentation page for MicroStrategy Web.

For a complete list of MicroStrategy product manuals, refer to the Product Manuals page.

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Web server

Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Requirement	RAM	Disk Space	Processors
Web Universal on Windows	4 GB or higher recommended per CPU core	0.5 GB For space requirements for the MicroStrategy Common Files, see Common Files size requirements on Windows environments.	x86 or x64 compatible
Web Universal on UNIX	4 GB or higher recommended per CPU core	4 GB on IBM AIX 3 GB on other UNIX operating systems For space requirements for the MicroStrategy Common Files, see Common Files size requirements on UNIX environments.	Oracle Solaris: SPARC platforms IBM AIX: IBM POWER Architecture HP-UX: Intel Itanium Red Hat and SUSE Linux: x86-64 compatible

Notes:

- In addition, the web server machine must be configured with the recommended amount of system resources for the application server to be used.
- If your system is planned to support a large number of concurrent users and you require additional assistance for hardware recommendations, MicroStrategy Professional Services offers a comprehensive Performance Analysis service to help you quickly and effectively achieve your performance goals, aligning them with your overall Business Intelligence strategy. To learn how MicroStrategy Professional Services can help you assess and prioritize your performance opportunities with a Performance Analysis, see http://www.microstrategy.com/high-performance-BI/index.asp.

Software

The table below lists the required set of software for MicroStrategy Web Universal server machines.

MicroStrategy Web Universal JSP	
Software	**Requirements**
Operating system	• Microsoft Windows • Red Hat and SUSE Linux • IBM AIX • Oracle Solaris • HP-UX For a list of operating systems that are certified or supported for MicroStrategy Web Universal server machines, see MicroStrategy Web Universal JSP server on 32-bit operating systems or MicroStrategy Web Universal JSP server on 64-bit operating systems in the Certified and Supported Configurations page.
	• Oracle JDK • IBM JDK • HP-UX JDK • Oracle JRockit JVM

JDK and JVM	For a list of JDK and JVMs that are certified or supported for MicroStrategy Web Universal JSP server machines, see JDK and JVM on 32-bit operating systems or JDK and JVM on 64-bit operating systems in the Certified and Supported Configurations page.
Web application server	• Oracle Web Application Server • Oracle WebLogic Server • Oracle GlassFish Server • IBM WebSphere • SAP NetWeaver Application Server • Apache Tomcat • Apache TomEE • JBoss Enterprise Application Platform • JBoss Enterprise Web Platform For a list of web application servers that are certified or supported for MicroStrategy Web Universal JSP server machines, see Web Application Server in the Certified and Supported Configurations page.
Web server	• Apache • IBM HTTP Server • Oracle HTTP Server • Oracle iPlanet Web Server • Microsoft Internet Information Services For a list of web servers that are certified or supported for MicroStrategy Web Universal JSP server machines, see Web Server Software in the Certified and Supported Configurations page.
Portal server	• IBM WebSphere Portal • Microsoft Office SharePoint Server • Oracle WebLogic Portal • SAP Portal • Liferay Portal • Drupal • DotNetNuke web content management system • JSR168-Compliant Portals MicroStrategy Portlets requires a portal server to allow MicroStrategy Web Universal to be easily integrated and configured on portal environments. For a list of portal servers that are certified or supported for MicroStrategy Portlets, see Portal Server in the Certified and Supported Configurations page.
GIS components	ArcGIS MicroStrategy GIS Connectors requires GIS components to support integration with third-party mapping services to create sophisticated GIS applications. For a list of GIS components that are certified or supported for MicroStrategy GIS Connectors, see GIS Components in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web Universal server machines, see Languages in the Certified and Supported Configurations page.
MicroStrategy Web Universal ASP.NET	
Software	**Requirements**
Operating system	Microsoft Windows For a list of Windows operating systems that are certified or supported for MicroStrategy Web Universal ASP.NET server machines, see MicroStrategy Web Universal ASP.NET server on 64-bit operating systems in the Certified and Supported Configurations page.
.NET Runtime	.NET Runtime For a list of .NET Runtime packages that are certified or supported for MicroStrategy Web Universal ASP.NET server machines, see .NET Runtime on 64-bit operating systems in the Certified and Supported Configurations page.
JRE	Oracle JRE For a list of JREs that are certified or supported for MicroStrategy Web server machines, see JRE on 64-bit operating systems in the Certified and Supported Configurations page.
Web server	Microsoft Internet Information Services For a list of web servers that are certified or supported for MicroStrategy Web Universal

	ASP.NET server machines, see Web Server Software in the Certified and Supported Configurations page.
Portal server	• IBM WebSphere Portal • Microsoft Office SharePoint Portal • Oracle WebLogic Portal • SAP Portal • Liferay Portal • Drupal • DotNetNuke web content management system • JSR168-Compliant Portals MicroStrategy Portlets requires a portal server to allow MicroStrategy Web Universal ASP.NET to be easily integrated and configured on portal environments. For a list of portal servers that are certified or supported for MicroStrategy Portlets, see Portal Server in the Certified and Supported Configurations page.
GIS components	ArcGIS MicroStrategy GIS Connectors requires GIS components to support integration with third-party mapping services to create sophisticated GIS applications. For a list of GIS components that are certified or supported for MicroStrategy GIS Connectors, see GIS Components in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web Universal server machines, see Languages in the Certified and Supported Configurations page.

Web client

Hardware

The following information is intended to give you general guidance on hardware requirements to support the MicroStrategy product suite. Determining the necessary hardware requirements to support MicroStrategy is dependent on many factors including but not limited to the complexity of your MicroStrategy environment, the deployment strategy of MicroStrategy features, user community requirements, expected peak usage requirements, and response time expectations. Factors such as these must be considered to determine the hardware requirements for your MicroStrategy production environment.

Hardware	Requirement
RAM	2 GB or higher
Hard Disk Space	MicroStrategy Web can be accessed from a third-party web browser, which means there are no additional storage requirements.

For more information on certified and supported client software configurations, refer to the Certified and Supported Configurations page.

Software

The table below lists the required set of software for MicroStrategy Web client machines.

Software	Requirements
Operating system	• Microsoft Windows • Mac OS • Linux For a list of operating systems that are certified or supported for MicroStrategy Web Universal client machines, see Web Client Operating System in the Certified and Supported Configurations page.
Web browser	• Microsoft Internet Explorer • Firefox • Google Chrome • Safari For a list of web browsers that are certified or supported for MicroStrategy Web Universal client machines, see Web Browser in the Certified and Supported Configurations page.
Export applications	Adobe Acrobat Reader and Microsoft Office

and devices	For a list of export applications and devices that are certified or supported for MicroStrategy Web Universal client machines, see Export applications and devices in the Certified and Supported Configurations page.
Flash Player	Adobe Flash Player For a list of Adobe Flash Players that are certified or supported for MicroStrategy Web Universal client machines, see Adobe Flash Player in the Certified and Supported Configurations page.
Language	For a list of languages that are certified or supported for MicroStrategy Web Universal client machines, see Languages in the Certified and Supported Configurations page.

MicroStrategy environment

Before you attempt to run MicroStrategy Web Universal you need to set up your MicroStrategy environment. This includes:

- Web server configured and running.
- Web client browser installed and running.
- MicroStrategy project running in an Intelligence Server-connected (three-tier) environment.

Compatibility and interoperability

MicroStrategy Web Universal 9.5 should only be connected to a MicroStrategy Intelligence Server 9.5 or later for production purposes. However, MicroStrategy Intelligence Server 9.5 is interoperable with MicroStrategy Web Universal 9.0.2, 9.2.0, 9.2.1, 9.2.1m, 9.3.0, 9.3.1, and 9.4. Customers migrating their environments to MicroStrategy Analytics Enterprise must upgrade both MicroStrategy Web Universal and MicroStrategy Intelligence Server to ensure the successful execution of Report Services documents in Flash Mode. For the complete MicroStrategy Platform Compatibility and Interoperability specification, see the Compatibility and Interoperability page of the MicroStrategy General Information Readme.

MICROSTRATEGY ANALYTICS ENTERPRISE

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Certified and Supported Configurations for MicroStrategy Web Universal

What's new
Introduction to MicroStrategy Web Universal
System Requirements and Compatibility
Certified and Supported Configurations
Installing and Upgrading
Product Documentation
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MicroStrategy Readme Index

This page provides certified and supported configurations for MicroStrategy Web Universal. However, for certification information on MicroStrategy Web Universal ASP.NET on 32-bit Windows operating systems, see the certified and supported Configurations for MicroStrategy Web ASP.NET:

- MicroStrategy Web Universal JSP server on 32-bit operating systems
  - Operating systems
  - JDK and JVM
- MicroStrategy Web Universal JSP server on 64-bit operating systems
  - Operating systems
  - JDK and JVM
- MicroStrategy Web Universal JSP server general requirements
  - Web application server
  - Web server software
  - Portal server
  - GIS components
- MicroStrategy Web ASP.NET server on 64-bit operating systems
  - Operating systems
  - .NET Runtime
  - JRE
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  - GIS components
- MicroStrategy Portlets
- MicroStrategy GIS Connectors
- Web client
  - Operating systems
  - Web browser (Windows Client)
  - Web browser (non-Windows Client)
  - Export applications and devices
  - Adobe Flash Player
- Languages

For an explanation of the terms 'Certified' and 'Supported' see the Compatibility and Interoperability page of the General Information Readme.

Be aware of the following before reviewing the sections below:

- The operating systems listed in the tables below are deemed supported or certified to reflect the level of internal testing that each configuration was exposed to for the current release. MicroStrategy recommends using certified configurations over the supported configurations.
- MicroStrategy certifies and supports operating systems that are compatible with a set of CPU chipsets, referred to as CPU architectures, that are binary-compatible. MicroStrategy tests on at least one of the CPU chipsets within a set of binary-compatible CPU architectures for purposes of certifying and supporting operating systems with MicroStrategy products. A valid CPU architecture is provided in parentheses () to clarify the operating system software certified or supported for MicroStrategy Web Universal server and client machines.
- When selecting a configuration to deploy MicroStrategy Web Universal JSP, ensure that it is supported or certified by the web application server vendor, and that the operating system, web application server, JDK, and web server are supported or certified by MicroStrategy.
- For UNIX or Linux systems a 64-bit operating system is required.

Note: MicroStrategy Web Universal requires several third-party components to be configured in order to function properly. These components include an application server, web server, and Java Development Kit. MicroStrategy Technical Support aids in the deployment of MicroStrategy Web Universal with these components; however, it is the customer's responsibility to configure those components and ensure other web applications function in the desired configuration. MicroStrategy Technical Support engineers are not experts on all the third-party components; therefore if you are experiencing a configuration problem with third-party components, it is more efficient to obtain help from the third party's support organization. In such cases, MicroStrategy Technical Support can be available to work with and provide information to the third-party vendors and/or their consultants.

MicroStrategy Web Universal JSP server on 32-bit operating systems

Operating systems

Review the information listed above before using this table.

Web Server Software	Supported
Windows 2003	Windows 2003 Standard Edition SP2 (on x86)
	Windows 2003 Enterprise Edition SP2 (on x86)
	Windows 2003 Standard Edition R2 SP2 (on x86)
	Windows 2003 Enterprise Edition R2 SP2 (on x86)
Web Server Software	**Supported for demonstration purposes only**
Windows 7	Windows 7 Professional Edition SP1 (on x86)
	Windows 7 Enterprise Edition SP1 (on x86)
Windows 8	Windows XP Professional Edition SP3 (on x86)

JDK and JVM

JDK and JVM	Certified
Oracle JDK	Oracle JDK 1.6 (32-bit version)
	Oracle JDK 1.7 (32-bit version)
IBM JDK	IBM JDK 1.6 (32-bit version)
	IBM JDK 1.7 (32-bit version)
Oracle JRockit JVM	Oracle JRockit 1.6.0 R28 (32-bit version)
JDK and JVM	**Supported**
Oracle JRockit JVM	Oracle JRockit 1.6.0 R27 (32-bit version)

MicroStrategy Web Universal JSP server on 64-bit operating systems

Operating systems

Review the information listed above before using this table.

Web Server Operating System	Certified
Windows 2003	Windows Server 2003 Standard Edition SP2 (on x64)
	Windows Server 2003 Enterprise Edition SP2 (on x64)
	Windows Server 2003 Standard Edition R2 SP2 (on x64)
	Windows Server 2003 Enterprise Edition R2 SP2 (on x64)
Windows 2008	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
Windows 2012	Windows Server 2012 Standard (on x64)
Oracle Solaris 10.x	Solaris 10.x (on SPARC) Oracle-recommended Patch Cluster dated 08/11/2009 (kernel patch 141414-08) or later.
Oracle Solaris 11.x	Solaris 11.x (on SPARC) You must include the Solaris 10.x gnome library `libgdk-x11-2.0.so.0.400.9` in the location `/usr/lib/sparcv9`. This gnome library is available with the Solaris 10.x install media as part of the `SUNWgnome-base-libs` package. Once this library is available on the Solaris 11.x machine, within the `/usr/lib/sparcv9` directory, you must create the following links:

	• `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so` • `ln -sf libgdk-x11-2.0.so.0.400.9 libgdk-x11-2.0.so`
AIX 6.1.x	AIX 6.1.x (on IBM POWER Architecture) Technology Level 1, with the following filesets: `bos.rte.libc` 5.3.9.3 or higher, XL C/C++ Runtime V10.1.0.2 for AIX (`xlC.aix50.rte`), `bos.perf.libperfstat` 5.3.9.1 or higher.
AIX 7.1.x	AIX 7.1.x (on IBM POWER Architecture) With the following filesets: bos.rte 7.1.0.2 or higher, XL C/C++ Runtime V11.1.0.1 for AIX (`xlC.rte`), bos.perf.libperfstat 7.1.0.1 or higher.
Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9	Red Hat Enterprise Linux 5.x is defined as versions 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, and 5.9 for the following editions: • Red Hat Linux Enterprise Linux 5.x (on x86-64) • Red Hat Linux Enterprise Linux Advanced Platform 5.x (on x86-64) To support Red Hat Enterprise Linux 5.5, 5.6, and 5.7 you must install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media. To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products, you must install the libXp-1.0.0-8.x86_64.rpm package included with your Red Hat Enterprise Linux 5.x or Advanced Platform 5.x install media.
Red Hat Enterprise Linux 6.0.x	Red Hat Enterprise Linux 6.0.x (on x86-64) You must install the packages `compat-libstdc++-33-3.2.3-69.el6.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `libstdc++-4.4.4-13.el6.i686.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.1.x	Red Hat Enterprise Linux 6.1.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.2.x	Red Hat Enterprise Linux 6.2.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.5-6.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-12.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.3.x	Red Hat Enterprise Linux 6.3.x (on x86-64) You must install the packages `compat-libstdc++-33.el6.i686.rpm`, `libXp-1.0.0.1.el6.x86_64.rpm`, `elfutils-devel-0.152.el6.x86_64.rpm`, `elfutils-libelf-devel-0.152.el6.x86_64.rpm`, `libstdc++-4.4.6.el6.i686.rpm`, `krb5-libs-1.9.el6.i686.rpm`, `nss-pam-ldapd-0.7.5.el6_2.1.i686.rpm`, and `ksh-20100621.el6.x86_64.rpm`, which are provided with the Red Hat Enterprise Linux install media.
Red Hat Enterprise Linux 6.4.x	Red Hat Enterprise Linux 6.4.x (on x86-64) You must install the packages `compat-libstdc++-33.i686.rpm`, `libXp.x86_64.rpm`, `elfutils-devel.x86_64.rpm`, `elfutils-libelf-devel.x86_64.rpm`, `libstdc++-4.4.7-3.el6.i686.rpm`, `krb5-libs.i686.rpm`, `nss-pam-ldapd.i686.rpm`, and `ksh-20100621-`*`XX`*`.el6.x86_64` (where *XX* is the version number), which are provided with the Red Hat Enterprise Linux install media.
Oracle Linux	Oracle Linux (on x86-64) distributed through the Oracle Unbreakable Linux program, for use with Red Hat Enterprise Linux. Refer to the MicroStrategy certification and support requirements for Red Hat Enterprise Linux for any additional requirements to support MicroStrategy systems on Oracle Linux.
SUSE Linux Enterprise Server 11.0.x	SUSE Linux Enterprise Server 11.0.x (on x86-64)

SUSE Linux Enterprise Server 11.1.x	SUSE Linux Enterprise Server 11.1.x (on x86-64)
SUSE Linux Enterprise Server 11.2.x	SUSE Linux Enterprise Server 11.2.x (on x86-64)
HP-UX 11i v2	HP-UX 11i v2 Foundation Operating Environment (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v2 dated December 2007.
HP-UX 11i v3	HP-UX 11i v3 (on Intel Itanium) Base Quality Pack Bundle for HP-UX 11i v3 dated September 2008.
Web Server Operating System	**Supported**
Windows 7	Windows 7 Professional Edition SP1 (on x64), for demonstration purposes only.
	Windows 7 Enterprise Edition SP1 (on x64), for demonstration purposes only.
Windows 8	Windows 8 all editions (on x64), for demonstration purposes only.
Windows Vista	Windows Vista Business Edition SP2 (on x64), for demonstration purposes only.
	Windows Vista Enterprise Edition SP2 (on x64), for demonstration purposes only.
IBM AIX 5.3.x	AIX 5L Version 5.3 (on IBM POWER Architecture) Technology Level 11, with the following filesets: bos.rte.libc 5.3.0.00 or higher, XL C/C++ Runtime 9.0.0.0 or higher (`xlC.rte`), C/C++ Runtime 9.0.0.0 or higher for AIX 5.3 (`xlC.aix50.rte`), bos.perf.libperfstat 5.3.0.00 or higher.

JDK and JVM

JDK and JVM	**Certified**
Oracle JDK	Oracle JDK 1.7 (32-bit and 64-bit versions)
	Oracle JDK 1.6 (32-bit and 64-bit versions)
IBM JDK	IBM JDK 1.7 (32-bit and 64-bit versions)
	IBM JDK 1.6 (32-bit and 64-bit versions)
HP-UX JDK	HP-UX JDK 1.7 (32-bit and 64-bit versions)
	HP-UX JDK 1.6 (32-bit and 64-bit versions)
Oracle JRockit JVM	Oracle JRockit 1.6.0 R28 (32-bit version)
JDK and JVM	**Supported**
Oracle JRockit JVM	Oracle JRockit 1.6.0 R27 (32-bit and 64-bit versions)

MicroStrategy Web Universal JSP server general requirements

Web application server

Web Application Server	**Certified**
Oracle Web Application Server	Oracle Web Application Server 10g Release 3 (10.1.3)
Oracle WebLogic Server	Oracle WebLogic Server 12c
	Oracle WebLogic Server 10.3.x
Oracle GlassFish Server	Oracle GlassFish Server 3.1.x
IBM WebSphere	IBM WebSphere 8.5.x
	IBM WebSphere 8.0.x
	IBM WebSphere 7.x
Apache Tomcat	Apache Tomcat 7.0.x
	Apache Tomcat 6.0.x
Apache TomEE	Apache TomEE 1.5.x

SAP NetWeaver Application Server	SAP NetWeaver Application Server 7.3.x
JBoss Enterprise Application Platform	JBoss Enterprise Application Platform 6.0.x
Web Application Server	**Supported**
JBoss Enterprise Web Platform	JBoss Enterprise Web Platform 5.1.x
JBoss Enterprise Application Platform	JBoss Enterprise Application Platform 5.1.x
JBoss Application Server	JBoss Application Server 7.1.x
	JBoss Application Server 5.1.x

Web server software

Web Server Software	**Certified**
Apache HTTP Server	Apache HTTP Server 2.x
IBM HTTP Server	IBM HTTP Server 8.x
	IBM HTTP Server 7.x
Oracl HTTP Server	Oracle HTTP Server 10g R3
Oracle iPlanet Web Server	Oracle iPlanet Web Server, Enterprise Edition 7.x
	Oracle iPlanet Web Server, Enterprise Edition 6.1.x
Microsoft Internet Information Services	Internet Information Services 7.5.x If you plan to use IIS 7.5 as the web server for MicroStrategy Web Universal, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 7.0.x If you plan to use IIS 7 as the web server for MicroStrategy Web Universal, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 6.x
Web Server Software	**Supported**
Microsoft Internet Information Services	Internet Information Services 5.x - Supported only for demonstration purposes on 32-bit operating systems

Portal server

For certified and supported portal environments, see MicroStrategy Portlets.

GIS components

For certified and supported GIS components, see MicroStrategy GIS Connectors.

MicroStrategy Web Universal ASP.NET server on 64-bit operating systems

Operating systems

Review the information listed above before using this table.

Software	**Certified**
Windows 2012	Windows Server 2012 Standard (on x64)
Windows 2008	Windows Server 2008 Enterprise Edition SP2 (on x64)
	Windows Server 2008 Standard Edition SP2 (on x64)
	Windows Server 2008 Enterprise Edition R2 SP1 (on x64)
	Windows Server 2008 Standard Edition R2 SP1 (on x64)
	Windows 2003 Standard Edition SP2 (on x64)

Windows 2003	Windows 2003 Enterprise Edition SP2 (on x64)
	Windows 2003 Standard Edition R2 SP2 (on x64)
	Windows 2003 Enterprise Edition R2 SP2 (on x64)
Software	**Supported for demonstration purposes only**
Windows 7	Windows 7 Professional Edition SP1 (on x64)
	Windows 7 Enterprise Edition SP1 (on x64)
Windows 8	Windows 8 all editions (on x64)
Windows Vista	Windows Vista Business Edition SP2 (on x64)
	Windows Vista Enterprise Edition SP2 (on x64)

.NET Runtime

Certified .NET Runtime
.Net Runtime 4.0 (64-bit version)
.Net Runtime 4.5 (64-bit version)

JRE

Certified JRE
Oracle JRE 1.7.0 (64-bit version)
Supported JRE
Oracle JRE 1.6.0 (64-bit version)

Web server software

Web Server Software	**Certified**
Microsoft Internet Information Services	Internet Information Services 8.x
	Internet Information Services 7.5.x If you plan to use IIS 7.5.x as the web server for MicroStrategy Web Universal, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 7.0.x If you plan to use IIS 7.0.x as the web server for MicroStrategy Web Universal, you must ensure that some IIS settings are enabled, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
	Internet Information Services 6.x

Portal server

For certified and supported portal environments, see MicroStrategy Portlets.

GIS components

For certified and supported GIS components, see MicroStrategy GIS Connectors.

MicroStrategy Portlets

MicroStrategy Portlets allow MicroStrategy Web Universal to be easily integrated and configured on portal environments.

Portal Server	Certified
IBM WebSphere Portal	IBM WebSphere Portal 7.x
	IBM WebSphere Portal 8.0.x
Microsoft SharePoint Server	Microsoft Office SharePoint Server 2007 SP2
	Microsoft SharePoint Server 2010 SP1
	Microsoft SharePoint Server 2013
Oracle WebLogic Portal	Oracle WebLogic Portal 10.3.x
SAP Portal	SAP NetWeaver Composition Environment 7.3.x
Liferay Portal	Liferay Portal 6.x
Drupal	Drupal 6.2.x
DotNetNuke web content management system	DotNetNuke 5.6.x
Portal Server	**Supported**
Liferay Portal	Liferay Portal 5.2.x
JSR168-Compliant Portals	JSR168-Compliant Portals

MicroStrategy GIS Connectors

MicroStrategy GIS Connectors let you integrate with ESRI to create sophisticated GIS applications. The following GIS components are required to support this GIS integration.

GIS components	Certified
ArcGIS	ArcGIS 9.3.1
	ArcGIS 10.0
	ArcGIS 10.1

Web client

Operating systems

Review the information listed above before using this table.

Web Client Operating System	Certified
Windows 2003	Windows 2003 SP2 all editions (on x64)
	Windows 2003 R2 SP2 all editions (on x64)
Windows XP	Windows XP SP3 all editions (on x86)
Windows Vista	Windows Vista SP2 all editions (on x86 or x64)
Windows 7	Windows 7 all editions SP1 (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 R2 SP1 all editions (on x64)
	Windows Server 2008 SP2 all editions (on x64)
Windows 2012	Windows Server 2012 all editions (on x64)
Web Client Operating System	**Supported**
Mac OS	Mac OS X
Windows 2003	Windows 2003 SP2 all editions (on x86)
	Windows 2003 R2 SP2 all editions (on x86)
Windows RT	Windows RT (on ARM)
Red Hat Enterprise Linux	Red Hat Enterprise Linux 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 6.0, 6.1, 6.2, and 6.3 (on x86-64)
SUSE Linux Enterprise Server	SUSE Linux Enterprise Server 11.0.x, 11.1.x, and 11.2.x (on x86-64)

CentOS	CentOS 5.x and 6.x (on x86-64)
Ubuntu	Ubuntu 12.x (on x86-64)
Ubuntu LTS	Ubuntu LTS 10.04 (on x86-64)
	Ubuntu LTS 12.04 (on x86-64)

Web browser (Windows Client)

Be aware that MicroStrategy certifies and supports 32-bit web browsers only.

Web Browser	**Certified**
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 9.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 10.x Standards mode only, certification testing is not performed for compatibility view mode.
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Google Chrome	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x
Web Browser	**Supported**
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Web browser (non-Windows Client)

Be aware that MicroStrategy certifies and supports 32-bit web browsers only.

Web Browser (Linux Client)	**Supported**
Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Web Browser (Mac OS Client)	**Supported**

Firefox	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
	Firefox 20.x
	Firefox 21.x
	Firefox 22.x
Safari	Safari 5.x
	Safari 6.x
Google Chrome	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
	Google Chrome 26.x
	Google Chrome 27.x
	Google Chrome 28.x

Export applications and devices

Export Application	**Certified**
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
Microsoft Office	Microsoft Office 2013
	Microsoft Office for Mac 2011 SP2
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3
OpenOffice.org Calc	OpenOffice.org Calc 3.3.0 For guidelines to support certain exporting features in OpenOffice.org Calc, see Exporting to OpenOffice.org Calc.
Export Device	**Certified**
Export devices can open a PDF file created by using MicroStrategy to export an object as a PDF. You can load a PDF file exported from MicroStrategy onto an export device in a couple of different w ays. You can connect the export device directly to the machine that stores the PDF to load it onto the export device. You can also email the PDF file to the email account for the export device.	
Nook	Nook firmw are version 1.x
Kindle	Kindle Fire
	Kindle firmw are version 6.x
	Kindle firmw are version 2.x

Adobe Flash Player

Certified Adobe Flash Player
Adobe Flash Player 11.x
Adobe Flash Player 10.3.x
Supported Adobe Flash Player
Adobe Flash Player 10.1.x

Languages

The languages listed below represent the operating system locales that MicroStrategy Web Universal (server and client machines) has been tested on.

Certified Languages
Chinese (Simplified)
Chinese (Traditional)
Danish
Dutch (Netherlands)
English (UK)
English (US)
French
French (Belgium)
French (Switzerland)
German
German (Switzerland)
Italian
Italian (Switzerland)
Japanese
Korean
Polish
Portuguese (Brazilian)
Russian
Spanish
Swedish

MICROSTRATEGY ANALYTICS ENTERPRISE

About MicroStrategy, Inc.

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What's new
Introduction to MicroStrategy Web Universal
System Requirements and Compatibility
Certified and Supported Configurations
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Product Documentation
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Installing MicroStrategy Web Universal

For steps to install MicroStrategy Web Universal, see either the Installing MicroStrategy on Windows chapter or the Installing MicroStrategy on UNIX and Linux chapter of the Installation and Configuration Guide, depending on your environment.

Review your environment to ensure compliance with supported operating systems, application servers, web servers, Java Development Kits, Java servlet engines, and hardware and software requirements. For steps to deploy MicroStrategy Web Universal on specific operating systems or application servers, see the Deploying MicroStrategy Web Universal chapter of the Installation and Configuration Guide.

Notes:

- Windows Installer 3.0 or later is required to install MicroStrategy products on a Windows platform.
- If you are unable to install MicroStrategy software from the DVD-ROM format due to a lack of a DVD drive, you can download the software from the MicroStrategy download site.
- To support the use of a graphical user interface for MicroStrategy tools and installing MicroStrategy products on Red Hat Enterprise Linux and Advanced Platform 5.2, 5.3, or 5.4, you must install the `libXp-1.0.0-8.x86_64.rpm` package included with your Linux install media. If you are using Red Hat Enterprise Linux 5.5 or 5.6, you must also install `pdksh-5.2.14-36.el5.x86_64.rpm`, which is available on the Red Hat Enterprise Linux install media.
- If you plan to use IIS 7 or IIS 7.5 as the web server for MicroStrategy Web Universal, you must ensure that some IIS settings are enabled prior to installing MicroStrategy, as described in Supporting IIS 7 or IIS 7.5 as a web server for MicroStrategy Web or Web Universal.
- The MicroStrategy Knowledge Base includes technical notes that document the history of changes to MicroStrategy Web Universal files between various MicroStrategy releases. To find and review this information you can search the Knowledge Base using a keyword search such as **Which files have changed between MicroStrategy Web**.

If you encounter problems during the installation procedure, refer to Troubleshooting and the Troubleshooting appendix in the Installation and Configuration Guide. If you require additional assistance, refer to the issues and troubleshooting information or contact MicroStrategy Technical Support.

Directory structure

JSP interface: The table below lists folders and files of interest that are included in the default directory structure after deploying your MicroStrategy Web Universal WAR file:

Directory	Contents
\images	All image files
\javascript	Interface JavaScript files
\jsp	Interface JSP code files
\plug-ins	Plug-in files for customizations
\resBundles	Flash descriptor files
\style	Interface style files
\swf	Supporting files for widgets
\VisFramework	Supporting files for visualizations
\WEB-INF	Configuration information for MicroStrategy Web Universal

ASP.NET interface: The table below lists folders and files of interest that are included in the default directory structure after an installation of MicroStrategy Web.

Directory	Contents
\asp	.Net files
\bin	binary files
\images	All image files

\javascript	Interface JavaScript files
\plug-ins	Plug-in files for customizations
\resBundles	Flash descriptor files
\style	Interface style files
\swf	Supporting files for widgets
\VisFramework	Supporting files for visualizations
\WEB-INF	Configuration information for MicroStrategy Web

Upgrading MicroStrategy Web Universal

In order to benefit from the latest functionality available in this version of MicroStrategy Web Universal, an administrator must upgrade the system:

- All pre-9.0.0 MicroStrategy products must be uninstalled prior to upgrading to MicroStrategy Analytics Enterprise. After this is complete, you can install the Analytics Enterprise version of MicroStrategy products.
- MicroStrategy 9.0.x products can be upgraded directly to MicroStrategy Analytics Enterprise.

Before upgrading, refer to the Upgrade Guide for important information about preparing for the upgrade, the order in which to upgrade products, and tasks to perform after upgrading.

Uninstalling MicroStrategy Web Universal

For details about uninstalling MicroStrategy Web Universal, see the Adding or Removing MicroStrategy Components chapter of the Installation and Configuration Guide.

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Product Documentation for MicroStrategy Web Universal

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For a list of documentation resources available for MicroStrategy Web Universal, see the Documentation page for MicroStrategy Web.

For a complete list of MicroStrategy product documentation, descriptions of each manual, and translated versions, see the Product Manuals page.

The MicroStrategy Product Manuals are provided in PDF format, so you will need a PDF reader such as Adobe Reader installed to view them.

Click here to download Adobe Reader.

To purchase printed user guides, please contact your MicroStrategy Account Executive.

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For troubleshooting information and support, consult the Knowledge Base. If you require additional information not found in the Knowledge Base or listed below, contact Technical Support.

Known issues

To view a listing of all known or pre-existing issues in the MicroStrategy 9.4.x platform, see Tech Note TN 44967. Issues listed in this Tech Note may have been resolved in a Service Pack release.

Refer to the troubleshooting known issues section below for a list of troubleshooting steps available for some of the known issues in this MicroStrategy release.

Resolved issues

For a complete list of all the issues resolved in this MicroStrategy 9.5 release, consult the Knowledge Base technical note TN 44966.

Troubleshooting

For troubleshooting tips on MicroStrategy Web Universal running on IIS, refer to the Troubleshooting section for MicroStrategy Web. The troubleshooting techniques and procedures for Web Universal are broken up into the following sections:

- Troubleshooting known issues
- Application Server-specific issues
- General troubleshooting

Troubleshooting known issues

Issues that have a prefix of S (S#####) are customer cases that can be tracked through MicroStrategy Technical Support. Those that are prefixed with T (T#####) are MicroStrategy internal issues. Internal issue numbers do not correlate to customer case numbers.

International

- Japanese currency is displayed as "\" until the user modifies the autostyle for the report. This happens with Web Universal (JSP) only (T158473).

Many issues affecting MicroStrategy Web also affect MicroStrategy Web Universal and are therefore listed in the MicroStrategy Web release notes. For a complete list of all known MicroStrategy Web/Web Universal issues, see the Known Issues page in the MicroStrategy Web release notes.

Application server-specific issues

Tomcat

Symptom: Graphs are not displayed when using Tomcat and IIS re-direction, but they display correctly when using Tomcat in isolation of IIS (T155159).
Cause: Web Universal uses the servlet by default to display graph and other binary data. Using a JSP page for the same purpose for binary data results in similar problems when running Sun ONE (iPlanet) Web application servers.
Resolution: When using Tomcat with IIS re-direction, you will need to change the pageconfig.xml file to indicate that MicroStrategy needs to use the JSP file instead of the servlet for graph display. The change needs to be done to all pages which show the graph. Currently it is the name="reportGraph" and name="print". You have to remove the attributes for that page which read as binary-display="xyz". Removing this attribute altogether will ensure that MicroStrategy uses the JSP for graphs.

Symptom: Authentication is not working properly when I connect to the mstrWebAdmin page. I can not connect to the Administrator page when using Tomcat and IIS redirection, but it works when using Tomcat directly.
Cause: This happens because the Jakarta virtual directory created for the IIS/Tomcat integration is set to use the NT authentication by default.

Resolution: Unselect the Windows NT security for that virtual directory.

WebSphere

Symptom: Graphs can not be exported to Excel if cookies are disabled (T165908)
Cause: If the MicroStrategy Administrator specifies to disable cookies through the Web Universal Administrator page, and if the client browser does not accept cookies, then graphs cannot be exported to Excel without making some changes to the Session Management.
Resolution: For WebSphere environment to work correctly, the setting for "Enable URL Rewriting" should be enabled on the WebSphere Admin Console -- The setting is found under Default Server -> Services -> Session Manager Service -> Enable URL Rewriting (should be checked)

WebLogic

Symptom: Receive the following error: com.microstrategy.web.app.WebAppConfigurationRun-timeException System preferences File not found at: null
Cause: MicroStrategy Web Universal was deployed as a WAR file on WebLogic. In that mode, that application does not know where to physically copy certain initialization files on the disk. This files are critical for the application to function correctly.
Resolution: You will need to update the web.xml file contained under the .war file to include absolute paths for multiple initialization parameters. Follow the steps in the Installation and Configuration Guide for more detailed instructions.

Symptom: When exporting graphs to Excel or HTML using WebLogic as application server, graphs are displayed as a broken image.
Cause: This is happening because of the WebServer configuration in the web.xml file. On the source of the image, the application path was not included.
Resolution: This can be solved by adding the application path in the web.xml file. You can do this by following these steps:
1 Open the web.xml file from the \WEB-INF folder.
2 Locate the ConfigServletPath section in the code and add the following value in the param-value: <param-value>http://IP address/servlet-path</param-value>
The servlet-path is the path of your application.
3 Save the file.

Oracle Application Server

Symptom: General stability problems or exceptions when running Oracle Application Server.
Cause: The XML parser shipped with Oracle Application Server causes this issue.
Resolution: Add <web-app-class-loader search-local-classes-first="true" /> into orion-web.xml for the Web Universal application. This is a per application setting, which will override the parent class loader, to search the class first in application path. While this is the optimal way to fix the problem as it only affects the Web Universal application, but not any other applications which might be running under the Application Server. This method causes the following error: oracle.sysman.emSDK.util.jdk.EMException: Timeout has been reached to be generated during application startup. This issue has been logged with Oracle Tech support. The TAR number is TAR 3079126.999. Thus the only recourse the user is left with is to replace the versions of xerces.jar and xalan.jar under the jdk\jre\lib\ext folder on the Oracle Application Server with those shipped with Web Universal. This makes them the java platform's extension and loaded before Oracle loads its own classes. However, this approach will affect all applications on this server.

General troubleshooting

Symptom: The map markers of a Map widget included in a document are displayed as all the same color, rather than the colors that should be displayed due to threshold formatting.
Cause: In MicroStrategy 9.3, the thresholds for map markers apply colors based on the fill color of the threshold. In previous releases, these thresholds applied colors based on the font color of the threshold.
Resolution: After upgrading to MicroStrategy 9.3.x, you must modify map marker thresholds to use the fill color to define the color of map markers.

Symptom: Cannot run the MicroStrategy Web Universal installation on Solaris x86 chipset machine.
Cause: The installation routines do not support an x86 chipset, only Sparc chipset is supported.
Resolution: Install MicroStrategy Web Universal on a supported machine and FTP the MicroStrategy.war file across to your x86 machine Application Server deployment location.

Symptom: The system is slow the first time a user hits a page.
Cause: The very first time a page is accessed by a user after deployment, the application server will compile the JSP code involved in that page execution. This is a one-time cost only.
Troubleshooting: It is possible to pre-compile all JSPs during the application deployment. For more information, refer to the MicroStrategy Installation and Configuration Guide or your application server documentation.

Symptom: The system is slow overall.
Cause: Ineffective system configuration.
Troubleshooting: While it is not possible to provide a check-list of everything that could be wrong, MicroStrategy

recommends that you first make sure that you have taken a minimum of steps to optimize the application server/web server system. This includes: increasing the java heap, disabling (or greatly relaxing) the servlet/JSP auto-reload and configuring the web server to handle all static files request (images, css and javascript files). For more information, refer to the MicroStrategy Installation and Configuration Guide or your application server documentation.

Symptom: Double-byte fonts aren't available in the Formatting dialog box.
Cause: Incorrect XML files are being used.
Resolution: Two new files can be found under WEB-INF/xml: FontNames_JA.xml and FontNames_KO.xml. The administrator needs to back up the original FontNames.xml and remove the file with the _JA or _KO suffix so the file is named FontNames.xml instead or the out of the box file.

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Symptom: 'Document XSL cannot be found' error when running a document.
Cause: One or more of the document XSL files used to generate the report are no longer located in the same place.
Resolution: Make sure that the network/local login on that the server machine has access to the directory where the HTML / XSL files are placed. If MicroStrategy Intelligence Server is running as a service, make sure that the service is running under a network/local account, that has access to the directory where the HTML / XSL files are placed.

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Symptom: Problems running Document Objects in double-byte languages.
Resolution: When creating Document Objects, the administrator should be aware that there are XSLs for single-byte languages and also special XSL files used only for double-byte languages.

Symptom: Users cannot see any folders or reports.
Resolution: Check user permissions and privileges to ensure that they have the appropriate security access to the folders and reports.

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This product is patented. One or more of the following patents may apply to the product sold herein: U.S. Patent Nos. 6,154,766, 6,173,310, 6,260,050, 6,263,051, 6,269,393, 6,279,033, 6,400,265, 6,567,796, 6,587,547, 6,606,596, 6,658,093, 6,658,432, 6,661,340, 6,662,195, 6,671,715, 6,691,100, 6,694,316, 6,697,808, 6,704,723, 6,741,980, 6,765,997, 6,768,788, 6,772,137, 6,788,768, 6,798,867, 6,801,910, 6,820,073, 6,829,334, 6,836,537, 6,850,603, 6,859,798, 6,873,693, 6,885,734, 6,940,953, 6,964,012, 6,977,992, 6,996,568, 6,996,569, 7,003,512, 7,010,518, 7,016,480, 7,020,251, 7,039,165, 7,082,422, 7,113,993, 7,127,403, 7,174,349, 7,181,417, 7,194,457, 7,197,461, 7,228,303, 7,260,577, 7,266,181, 7,272,212, 7,302,639, 7,324,942, 7,330,847, 7,340,040, 7,356,758, 7,356,840, 7,415,438, 7,428,302, 7,430,562, 7,440,898, 7,486,780, 7,509,671, 7,516,181, 7,559,048, 7,574,376, 7,617,201, 7,725,811, 7,801,967, 7,836,178, 7,861,161, 7,861,253, 7,881,443, 7,925,616, 7,945,584, 7,970,782, 8,005,870, 8,051,168, 8,051,369, 8,094,788, 8,130,918, 8,296,287, 8,321,411, 8,452,755, 8,521,733, and 8,522,192. Other patent applications are pending.

MicroStrategy Web Universal:

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