

MICROSTRATEGY PRODUCTS



Health

INDUSTRY RESEARCH SHOWS THAT ADMINISTRATIVE COMPLEXITY AND POOR PERFORMANCE ARE SOME OF THE MAIN DETERRENENTS TO WIDER BI DEPLOYMENTS. MICROSTRATEGY HEALTH CENTER AUTOMATES THE TASKS NECESSARY TO MONITOR THE PERFORMANCE, HEALTH, AND STABILITY OF A BI ENVIRONMENT. WITH MICROSTRATEGY HEALTH CENTER, SYSTEM ADMINISTRATORS CAN RESOLVE ISSUES FASTER, RUN SYSTEM CHECKS DURING NON-BUSINESS HOURS, AND SAVE TIME COLLECTING FILES FOR TECHNICAL SUPPORT.

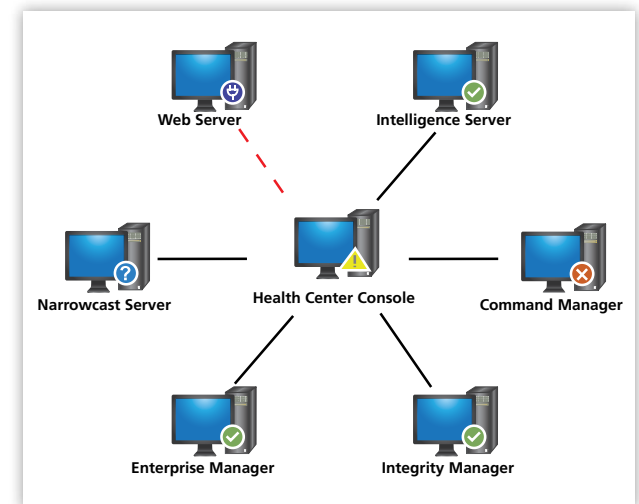
EXPERIENCE HIGHER SYSTEM AVAILABILITY AND FASTER ISSUE RESOLUTION WITH A CENTRALIZED SYSTEM OF AUTOMATED DIAGNOSTICS AND ONE-CLICK FIXES

A BI environment is comprised of many different hardware and software elements, each of which require proper configuration settings to deliver optimum performance. Many of these settings are technically complex but can have a big impact on system performance. Moreover, configurations can change over time in the normal course of system maintenance, resulting in suboptimal performance and possibly introducing issues that can considerably impact the BI system.

MicroStrategy Health Center is a tool that helps system administrators prevent, diagnose, and fix problems in a MicroStrategy environment. It detects common issues and provides immediate solutions with a single click. Health Center collects important diagnostic information and system configuration details to help administrators resolve problems and streamline their interactions with Technical Support specialists.

MicroStrategy Health Center Provides Three Main Benefits:

1. **Proactive Health Diagnosis** - Automatically scans servers, alerts administrators, and fixes common issues
2. **Expedited Technical Support Collaboration** - Simplifies troubleshooting on issues that require assistance from MicroStrategy Technical Support
3. **Improved BI System Performance** - Provides a better understanding of how MicroStrategy is used in customer deployments



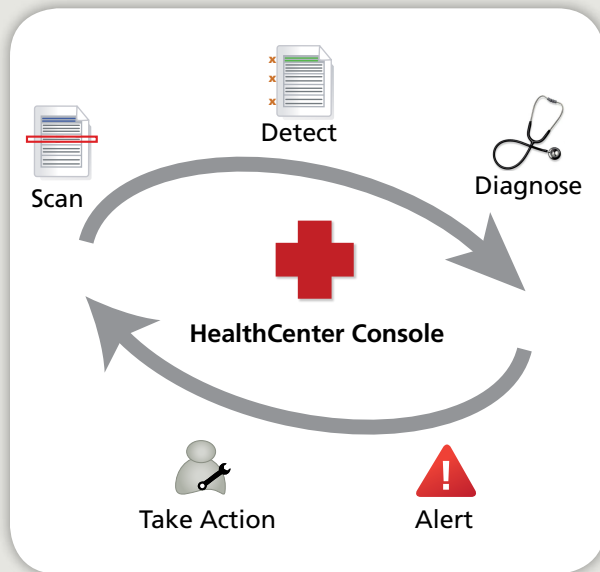
Health Center offers a centralized console that facilitates server monitoring by using visual alerts to highlight potential problems.

1. IDENTIFY, ANTICIPATE, AND CORRECT BI SYSTEM ISSUES WITH AUTOMATED SYSTEM CHECKS

Proactive Health Diagnosis

MicroStrategy Health Center uses a centralized console that monitors the components of the BI environment. Health Center connects to all servers in the system to perform automated system checks and propagates updates throughout.

While monitoring, Health Center can detect error conditions, alert system administrators to potential problems, and provide guidance to resolve them. For example, Health Center detects ODBC DSN connection errors and guides administrators through the repair process.



Health Center scans logs and configuration files to detect potential issues, providing diagnostic information and alerting administrators accordingly.

System Checks

MicroStrategy Health Center automatically scans all MicroStrategy servers to identify and correct system problems. With MicroStrategy Health Center, system performance is enhanced through problem prevention and system uptime is improved through faster issue resolution.

MicroStrategy Health Center acts as a central node from which all servers will be monitored using predefined system checks. Using intuitive, graphical feedback, existing and potential errors are identified and suitable fixes are recommended.

Health Center performs over twenty system checks on demand or on a schedule for various MicroStrategy products. A system check is a Health Center scan of a specific MicroStrategy product, such as Intelligence Server or MicroStrategy Web.

MicroStrategy Health Center will automatically look for new or updated system checks to download periodically and propagate them to all the Health Agents in the system.

INTELLIGENCE SERVER

- Component Registration
- Log Settings
- LogPath Registry Key
- Memory Depletion
- Metadata Connection
- Path Environment Variable
- Warehouse Connections
- Network Port Detector

ENTERPRISE MANAGER

- Data Load Failures

CONFIGURATION

- Log Settings

NARROWCAST SERVER

- Object Repository Connection
- Path Environment Variable
- Network Ports

DESKTOP

- Component Registration
- LogPath Registry Key
- Metadata Connection

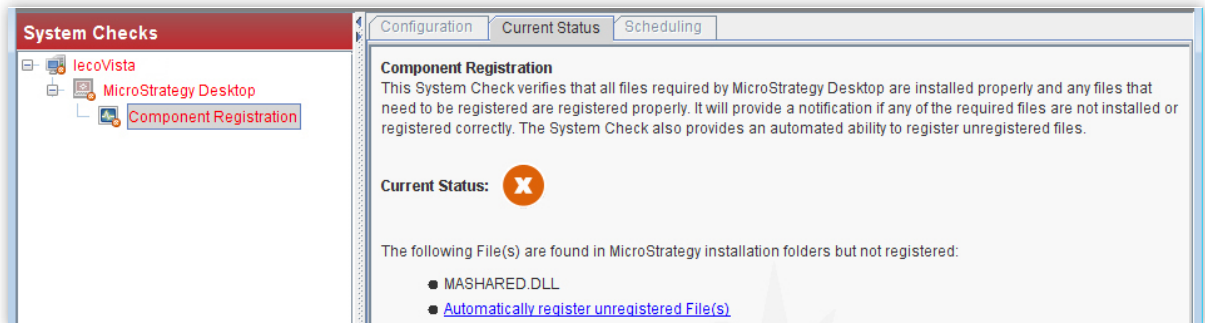
WEB

- Heap Size

System checks report issues or potential issues and in many cases will provide ways to address them.

Dynamic Alerts

MicroStrategy Health Center alerts administrators to problems or potential problems and provides suggestions for issue resolution. For common problems, fixes can be applied through the Health Center console with one-click actions, allowing administrators to quickly resolve them.

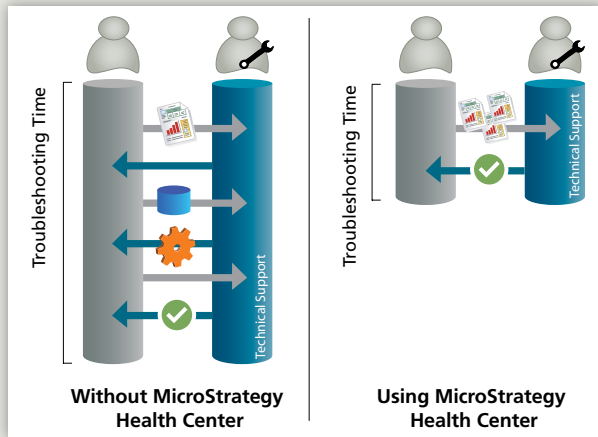


MicroStrategy Health Center allows system administrators to easily fix common issues with a single click.

2. SIMPLIFY COLLABORATION AND EXPEDITE THE TROUBLESHOOTING PROCESS

Expedite Technical Support Resolution

MicroStrategy Health Center simplifies troubleshooting and collaboration on issues that require assistance from MicroStrategy Technical Support. It provides a means to improve response times by making sure the relevant logs and diagnostic files required to troubleshoot a problem are collected.



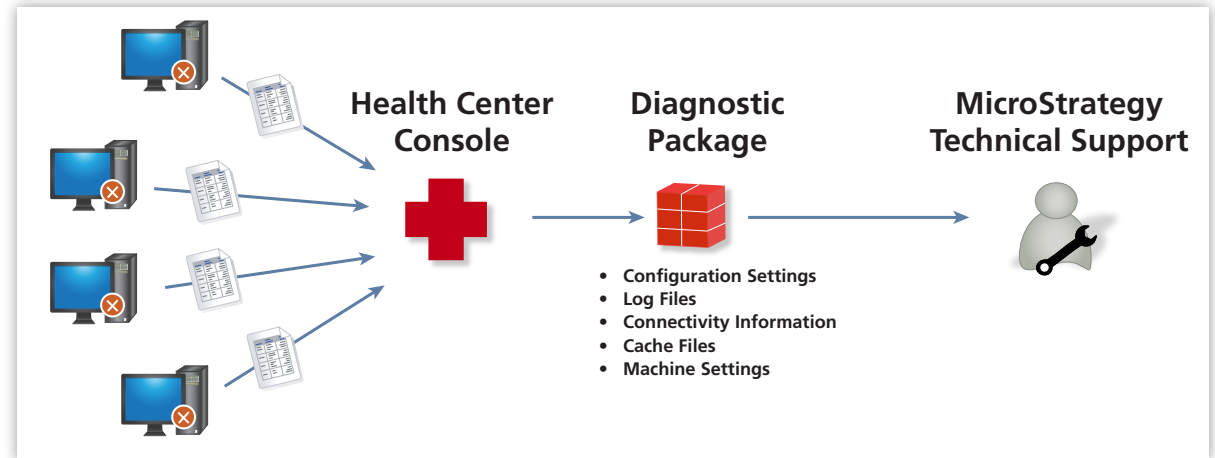
Technical Support interactions are simplified and reduced when utilizing MicroStrategy Health Center.

Without Health Center, the troubleshooting process may require several back and forth communications between a customer and Technical Support. To resolve the issue, customers may need to collect and send information and log files to Technical Support. MicroStrategy Health Center simplifies this process by collecting the minimum amount of information necessary to resolve the issue.

Health Center offers a convenient way to gather all information required by MicroStrategy Technical Support to further troubleshoot problems through three main components: Diagnostic Packages, Log Analyzer, and Metadata Slice Collector.

Simplify the Collection of Logs and Diagnostic Information

MicroStrategy Health Center automatically generates a collection of log files and diagnostic information that can be sent directly to Technical Support using a Diagnostic Package. This improves turnaround times by providing all the information Technical Support needs to troubleshoot problems, enhancing and accelerating issue resolution and response times.



Health Center offers a convenient way to gather all the information required by MicroStrategy to further troubleshoot customer issues.

Parse Logs and Filter Errors

When troubleshooting an issue, the most important step is to understand the sequence of events that lead to it. MicroStrategy Health Center includes a Log Analyzer that lets users apply filters to large log files in order to focus on the data of interest. This tool helps improve the troubleshooting process and the collaboration with Technical Support by ensuring that the correct information is collected. Issues can be easily identified using different filtering criteria:

- Time stamp
- Error
- Host
- Component
- Message
- Process ID
- Thread
- Error Level

Reduce the Size of Metadata Submitted for Analysis

When further troubleshooting is required because a metadata-specific issue is found, the Technical Support specialist may request a copy of the metadata database. By using the Metadata Slice Collector, only those reports and documents related to the issue, as well as their cache files and dependant objects, will be collected in a single step and sent to Technical Support for analysis. This process results in a smaller file transfer and faster replication of the problem.

3. IMPROVE PRODUCT PERFORMANCE AND ACHIEVE PERFORMANCE GOALS

MicroStrategy Health Center provides a way for MicroStrategy to gather more insight about product performance through the Customer Experience Improvement Program. Many customers are already participating in the program and collaborating with MicroStrategy on this effort. Some benefits of the program include:

- **Better Understanding of BI deployments:** Involvement in the program benefits all MicroStrategy customers by increasing insight into customer usage patterns, allowing for on-going product improvement across the MicroStrategy platform.
- **Improved Communication Between MicroStrategy and Customers:** Participation in the Customer Experience Improvement Program initiates additional channels of communication between MicroStrategy employees and customers. Information about customer concerns is exchanged regularly, thereby helping to uncover faster, more efficient resolutions.
- **Enhanced Performance Opportunities:** Participation in the program helps MicroStrategy customers achieve the performance goals set forth by MicroStrategy's High Performance Initiative. Greater insight into environmental characteristics that are specific to each customer deployment makes performance improvement recommendations more personalized, relevant, and effective.
- **Enhanced Health Center System Checks:** New and improved Health Center system checks identify, anticipate, and correct system problems.

The Customer Experience Improvement Program will collect information regarding performance, such as:

MicroStrategy Health Center Performance Data	
Machine	Host ID, IP address, operating system version, locale, codepage, physical memory, virtual memory, processor specifications
MicroStrategy Platform	Contract ID, activation ID
Database connection	Metadata database version, ODBC driver name and version, warehouse database version, ODBC driver name and version
Web Server	JDK parameters, hardware specifications (CPU, memory), operating system
Performance Statistics	Connection source, number of metadata users, sessions, sessions per user, total number of document jobs, document jobs with error, email, history list, mobile, print and file document jobs, average prompt answer time, execution duration per document job, number of drill report jobs, passes, and data requests

Information transmitted by MicroStrategy Health Center will not be shared with other entities. For more details about the collected information, please visit <http://www.microstrategy.com/HealthCenter/>.

MicroStrategy software enables leading organizations worldwide to analyze vast amounts of data stored across their enterprises to make better business decisions. The MicroStrategy platform delivers actionable information to business users via the web and mobile devices. Companies choose MicroStrategy for its ease-of-use, sophisticated analytics, and superior data and user scalability.

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