

# MicroStrategy Health Center's Customer Experience Improvement Program

## USE AND SHARING OF INFORMATION

MicroStrategy Health Center gives you the option to automatically send information about your MicroStrategy environment and usage to MicroStrategy. The information collected by MicroStrategy will only be used for the following purposes:

- To provide a better customer support experience by allowing MicroStrategy Support engineers to quickly understand the customer's environment.
- To help organizations that participate in the program improve their MicroStrategy environments by comparing their systems with other similar implementations in the industry.
- To perform research and analysis of customers environments in order to improve MicroStrategy's products and services.

No report data or prompt answers will be sent to MicroStrategy. If you decide to participate in the program, MicroStrategy Health Center will send information from the organization's MicroStrategy environment to MicroStrategy. The following list shows the information that MicroStrategy Health Center will collect and send based on the installed version of Health Center:

### MicroStrategy 9.0.1 GA (01/23/10) – Version 1

#### Machine:

- Machine - Host ID
- Machine – IP Address
- Machine – Operating System
- Machine – OS Version
- Machine – OS Bit size
- Machine – Default Locale
- Machine – Default Codepage
- Machine - Physical Memory
- Machine – Virtual Memory
- Machine – CPU Count
- Machine – Processor Description
- Machine – Processor Speed
- Machine – Processor Bit Size
- Machine – Hyper Threading

#### MicroStrategy Platform:

- Contract ID
- Activation ID

#### MicroStrategy Intelligence Server:

- Intelligence Server – Cluster size

**Metadata:**

- Metadata – DB Version
- Metadata - ODBC Driver Library Name
- Metadata - ODBC Driver Version

**Warehouse:**

- Warehouse – DB Version
- Warehouse - ODBC Driver Library Name
- Warehouse - ODBC Driver Version

**Statistics DB:**

- Statistics – DB Version
- Statistics - ODBC Driver Library Name
- Statistics - ODBC Driver Version

**MicroStrategy Web Server:**

- Web Server - Version
- Web Server - JDK and parameters used to start it  
(Java heap size, etc.)
- Web Server - OS (include .NET version)
- Web Server - HW specs (CPU and Memory)
- Web Server - WSE version

**Other software specifications:**

- .NET framework version
- Microsoft Office Client Type and Version  
(Web, Office & Windows clients)
- Adobe Reader version (Web & Windows clients)

**Update Release 1 - Out of cycle release (5/24/10) – Version 2.11****Performance Data:**

- Week ID
- Metadata ID
- Project GUID
- Project Name
- Connection Source
- Intelligence Server Name
- Number of MD User
- Number of User
- Number of Sessions
- Number of Sessions Per User
- StdDev Number of Sessions Per User
- Total Number of User Data Request
- Number of Document Jobs
- Number of Document Jobs with Error
- Number of Prompted Document Jobs

- Number of Email Document Jobs
- Number of File Document Jobs
- Number of History List Document Jobs
- Number of Mobile Document Jobs
- Number of Print Document Jobs
- Number of other Document Data Request
- Average Elapsed Duration per Document Job
- StdDev Elapsed Duration per Document Job
- Average Prompt Answer Time per Document Job
- StdDev Prompt Answer Time per Document Job
- Average Execution Duration per Document Job
- StdDev Execution Duration per Document Job
- Average Queue Duration per Document Job
- StdDev Queue Duration per Document Job
- Number of Report Jobs from Document Execution
- Average Number of Datasets per Job
- Number of Report Jobs
- Number of Data Requests
- Average Elapsed Duration per Data Request Report Job
- StdDev Elapsed Duration per Data Request Report Job
- Average Execution Duration per Data Request Report Job
- StdDev Exec Duration per Data Request Report Job
- Average Prompt Answer Duration per Data Request Report Job
- StdDev Prompt Answer Time per Data Request Report Job
- StdDev Prompt Answer Time per Data Request Report Job
- StdDev Queue Duration per Data Request Report Job
- Number of Outlying Report Jobs
- Number of Drill Report Jobs
- Number of Report Jobs with Cache Hit
- Number of DB Report Jobs
- Number of Report Jobs with Element Loading
- Number of Report Jobs with Error
- Number of Prompted Report Jobs
- Number of Passes
- Number of E-mail Report Jobs
- Number of File Report Jobs
- Number of History List Report Jobs
- Number of Mobile Report Jobs
- Number of Print Report Jobs
- Number of Other Report Data Requests

### **Update Release 2 - 9.0.2 GA (10/18/2010) – Version 3.7**

- Same collectors as in Update Release 1.

### **Update Release 3 – Out of cycle release (11/16/2010) – Version 4.1**

- Same collectors as in Update Release 1.

### **Update Release 4 – 9.2.0 GA (03/30/2011) – Version 5.3**

- Same collectors as in Update Release 1.

### **Update Release 5 – 9.2.1 GA (06/20/2011) – Version 6.6**

#### **System:**

- CEIP Opt-In Status
- Transmission Errors

#### **Machine:**

- MicroStrategy Version
- MicroStrategy Build
- Health Center Live Update Version

#### **DMX Function Usage:**

- Project GUID
- Project Name
- Predictive Function Name
- Training Function Name
- Metric Name
- Metric Path

#### **Performance Data:**

- Intelligence Server user name used to read performance information
- Collection Method
- Collection Errors
- Last Enterprise Manager ETL timestamp
- Average Elapsed Duration per Data Request Error Report Job
- Average Elapsed Duration per Document Error Job
- *Removed metric:* RP Number of Jobs w/o Cache Hit

If you decide to opt-in into the program, information will only be shared with MicroStrategy employees on a voluntary basis to help solve support issues. If you decline to participate in the program, you can decide to opt-in into the program at a later time by selecting the opt-in option from the Health Center Update dialog. Similarly, if you opt-in into the program at this point in

time, you may opt-out in the future by unselecting the opt-in option from the Health Center Configuration Wizard.

#### PRIVACY AND SECURITY STATEMENT

At MicroStrategy we recognize that privacy is important. The information you provide will not be shared with other entities.

MicroStrategy shall treat all information received from you under the Health Check Program as confidential. However, you acknowledge that in comparing best industry practices MicroStrategy uses information gained from all of its customers. In no instance will MicroStrategy attribute any confidential information received as part of this program to you. Upon expiration, MicroStrategy will, at your request, return copies of any Confidential Information received.

If you have any questions regarding this statement, you should contact us at [support@microstrategy.com](mailto:support@microstrategy.com)