

MicroStrategy Reporting Suite™

Detailed Questions and Answers

Table of Contents

Registration and Download

1. *How can I download the MicroStrategy Reporting Suite?*
2. *I do not have a corporate email address. Can I use my personal email address?*
3. *I started the registration process to obtain the MicroStrategy Reporting Suite and needed to first create an account. I lost or did not receive the Account Verification email to complete my account creation. What should I do?*
4. *I started downloading MicroStrategy Reporting Suite but the network communication failed. What should I do?*
5. *I lost or did not receive the Confirmation email. Where can I find the license key I need for installing the software?*

About MicroStrategy Reporting Suite

6. *I'm interested in the MicroStrategy Reporting Suite but need additional guidance to plan for our reporting solution – with whom can I discuss this?*
7. *Why is MicroStrategy giving away software for free?*
8. *Does the MicroStrategy Reporting Suite include all styles of BI?*
9. *How many licenses of the MicroStrategy products does the MicroStrategy Reporting Suite include?*
10. *MicroStrategy Reporting Suite is available for up to 100 named users... but what is meant by “named user”?*
11. *Our needs have changed, and now we need to serve more users. How can I add more users to my current MicroStrategy Reporting Suite license agreement?*
12. *How do I expand from MicroStrategy Reporting Suite to a more robust reporting implementation?*
13. *I understand that MicroStrategy now has Departmental offerings in addition to Enterprise offerings... what is the difference?*
14. *How can I ultimately migrate my Departmental BI applications into an Enterprise BI solution?*
15. *What is the time restriction on the free licenses included in MicroStrategy Reporting Suite?*
16. *How do I activate the software?*
17. *How many MicroStrategy Reporting Suite licenses can be installed within a company or organization?*
18. *Can we install MicroStrategy Reporting Suite on a multi-core or multi-processor machine?*
19. *Which systems does the MicroStrategy Reporting Suite work with?*
20. *Is it a major IT initiative to install, develop, and deploy the MicroStrategy Reporting Suite?*
21. *How can I train my IT staff and end users on MicroStrategy Reporting Suite?*
22. *Where can I go with technical questions on the MicroStrategy Reporting Suite? How can I contact MicroStrategy Technical Support?*
23. *What additional resources are included with the MicroStrategy Reporting Suite?*
24. *Is it a major IT commitment to maintain MicroStrategy Reporting Suite?*
25. *Will I have access to product upgrades?*
26. *I see that MicroStrategy also offers a Free Software Trial to evaluate MicroStrategy. What is the difference between MicroStrategy's Evaluation Edition and MicroStrategy Reporting Suite?*
27. *Can MicroStrategy Reporting Suite be used against metadata provided by a MicroStrategy OEM Partner?*
28. *Is MicroStrategy Reporting Suite available to OEM Partners for internal development purposes and redistribution or sublicensing?*

MicroStrategy Reporting Suite™

Detailed Questions and Answers

MicroStrategy Reporting Suite Capabilities

29. *What kind of reports can I create with the MicroStrategy Reporting Suite?*
30. *Can I create dashboards with the MicroStrategy Reporting Suite?*
31. *Is advanced analysis possible with the MicroStrategy Reporting Suite?*
32. *Are the reports customizable? How much self-service reporting is possible?*
33. *Can I print well-formatted reports from the Web browser?*
34. *How can the MicroStrategy Reporting Suite speed up our ability to report?*
35. *Does MicroStrategy Reporting Suite include MicroStrategy's Data Mining Services?*
36. *What is the difference between MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?*
37. *Can I download both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?*

Additional Questions and Answers

38. *Is the interface customizable?*
39. *What kind of internationalization or localization is possible?*
40. *Does the MicroStrategy Reporting Suite take advantage of MicroStrategy's multi-layer security architecture?*
41. *Can I leverage my existing authentication?*
42. *Can I set different privileges for different users?*
43. *How difficult is it to update my reports when the database structure changes?*
44. *How can I minimize expensive queries to my data sources?*
45. *Can I use multiple databases as data sources?*
46. *Which data sources are supported?*
47. *Can I integrate MicroStrategy into our existing Web portal?*
48. *Can I leverage and integrate into Microsoft® Office for my casual users?*
49. *Can I push reports out to mobile devices and email?*

Troubleshooting FAQ

50. *Can you tell me the name of the zip file that is downloaded for MicroStrategy Reporting Suite? I have downloaded the file but am unable to locate it.*
51. *How can I check whether my operating system is certified for a MicroStrategy installation?*
52. *I am receiving a "Not enough memory to create the JVM" error message. What does it mean?*
53. *In the course of installing MicroStrategy Reporting Suite, I've received error code 0x80070005. What does it mean?*
54. *I have a simple question about MicroStrategy Reporting Suite. I have downloaded, installed, activated, and configured it. I've now opened it and am asked for a login ID and password. How do I login?*
55. *After installing and activating MicroStrategy Reporting Suite, the activation message shows "Number of CPUs: 2" – how do I avoid possible conflicts given the 1 CPU limit?*
56. *In the course of installing MicroStrategy Reporting Suite, I also installed MicroStrategy Tutorial. Now I have exceeded the user limit associated with my MicroStrategy Reporting Suite user-size bundle. What can I do?*
57. *I am installing on Windows XP and wish to use both the Web Server and the Mobile Server.*
58. *Where can I find answers to other technical questions?*

Answers start on the following page.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

Registration and Download

1. How can I download the MicroStrategy Reporting Suite?

You can download the software from MicroStrategy's Resource Center, which you can access from the "Download Now!" button at www.microstrategy.com/freereportingsoftware. To access this site, you will need to sign in using your existing account, or create one with your corporate email address.

2. I do not have a corporate email address. Can I use my personal email address?

A valid corporate email address is required to download the MicroStrategy Reporting Suite. This is mandatory to protect our intellectual property and prevent any misuse of our software. If you do not have a corporate email address and wish to learn about MicroStrategy, please explore our web site. If you need more information, [contact us](#).

3. I started the registration process to obtain the MicroStrategy Reporting Suite and needed to first create an account. I lost or did not receive the Account Verification email to complete my account creation. What should I do?

If you do not see the Account Verification email in your Inbox, please check your Spam or Bulk folders for a message with the Subject Line "*Your MicroStrategy Account.*" Please make sure that you add the microstrategy.com domain to the Safe Senders List of your email account or email filtering software. If you cannot locate the Account Verification email, contact webmaster@microstrategy.com and provide your contact information including the email address you used to create your account.

4. I started downloading MicroStrategy Reporting Suite but the network communication failed. What should I do?

The Confirmation email you receive upon requesting the MicroStrategy Reporting Suite includes instructions on how to access the download page again. (See the subsequent question/answer as well.)

5. I lost or did not receive the Confirmation email. Where can I find the license key I need for installing the software?

If you do not see the Confirmation email in your Inbox, please check your Spam or Bulk folders for a message with the Subject Line "*Thank you for your interest in the MicroStrategy Reporting Suite!*" If you still can't find the email, go to MicroStrategy's Resource Center, which you can access from the "Download Now!" button at www.microstrategy.com/freereportingsoftware. After signing in, you will see a link for retrieving your current license key. Clicking on the "Retrieve Your License Key" link will resend the Confirmation email with your license key. Please make sure in advance that you add the microstrategy.com domain to the Safe Senders List of your email account or email filtering software.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

About MicroStrategy Reporting Suite

6. I'm interested in the MicroStrategy Reporting Suite but need additional guidance to plan for our reporting solution – with whom can I discuss this?

Free English-language phone consultations are available to qualifying companies in North America and Europe. Request online via the [Free Consultation Offering on MicroStrategy's Resource Center](#) or [contact us](#) at an office near you.

Local offices may also be able to arrange face-to-face meetings – [call or email](#) your nearest MicroStrategy office to inquire.

7. Why is MicroStrategy giving away software for free?

MicroStrategy recognizes that departments are facing greater obstacles in securing world-class Business Intelligence and reporting solutions, ranging from tightened budgets to lengthy appropriation cycles. At the same time, companies and organizations looking to implement a reporting solution at no or low cost – but who are restricted from incorporating open source code – can take advantage of MicroStrategy Reporting Suite. MicroStrategy is interested in reaching the departmental BI market through this free offering.

8. Does the MicroStrategy Reporting Suite include all styles of BI?

The MicroStrategy Reporting Suite includes everything you need to develop, deploy and leverage a departmental BI reporting application. Scorecards and dashboards, OLAP analysis, advanced and predictive analysis, and alerts and proactive notification are also available in the MicroStrategy Reporting Suite in a limited quantity, for two named users to experience the full MicroStrategy 9 end user experience. Please note that the MicroStrategy Reporting Suite does not include the MicroStrategy MultiSource Option product. See [MicroStrategy Architecture](#) for more details.

9. How many licenses of the MicroStrategy products does the MicroStrategy Reporting Suite include?

A single installation of the MicroStrategy Reporting Suite may provide 25, 50 or up to 100 named user licenses with a 1 CPU limit of MicroStrategy Intelligence Server and MicroStrategy Web Reporter, based on your selection at time of registration. The license also includes two named user licenses of the MicroStrategy 9 full end user experience – MicroStrategy Web Analyst and Professional, MicroStrategy Mobile, MicroStrategy Office, MicroStrategy Report Services, MicroStrategy Distribution Services, and MicroStrategy OLAP Services – as well as MicroStrategy Desktop and MicroStrategy Architect for building and configuring your BI application. See [What's Included](#) for more details.

10. MicroStrategy Reporting Suite is available for up to 100 named users... but what is meant by “named user”?

MicroStrategy Reporting Suite is available for up to 100 named users, meaning that up to 100 identified individuals, each having a single login, are licensed to access MicroStrategy Reporting Suite. Individuals

MicroStrategy Reporting Suite™

Detailed Questions and Answers

are set up as named users as shown in the Add Users “how to” video – and their logins should incorporate their actual name, e.g. Jane Doe or jdoe.

For the legal definition of Named User, please visit www.microstrategy.com/licensing.

Please also see the next question on how to add more users to your MicroStrategy Reporting Suite license agreement.

11. Our needs have changed, and now we need to serve more users. How can I add more users to my current MicroStrategy Reporting Suite license agreement?

You can support up to 100 users with the MicroStrategy Reporting Suite at no charge. If your current license is for less than 100 users, sign into MicroStrategy’s Resource Center, which you can access from the “Download Now!” button at www.microstrategy.com/freereportingsoftware, and request a new MicroStrategy Reporting Suite license key corresponding to the user-size bundle you need. A new license key will be emailed to you. You will need to update your software registration with the new license key via the MicroStrategy License Manager’s Administration area. You also will need to deactivate the original key you received in order to maintain the MicroStrategy Electronic Delivery Software License Agreement’s terms and conditions – refer to the MicroStrategy License Manager’s Help section for more details.

Beyond 100 users, you must first purchase Technical Support. See [What You Can Add On](#) for more details. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

12. How do I expand from MicroStrategy Reporting Suite to a more robust reporting implementation?

First purchase Technical Support. By adding Technical Support to the MicroStrategy Reporting Suite, you will receive (1) live phone support, (2) doubled capacity from 1 CPU to 2 CPUs, (3) the opportunity to add beyond 100 users and more reporting capabilities, and (4) automatic system upkeep. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you. See [What You Can Add On](#) for more details.

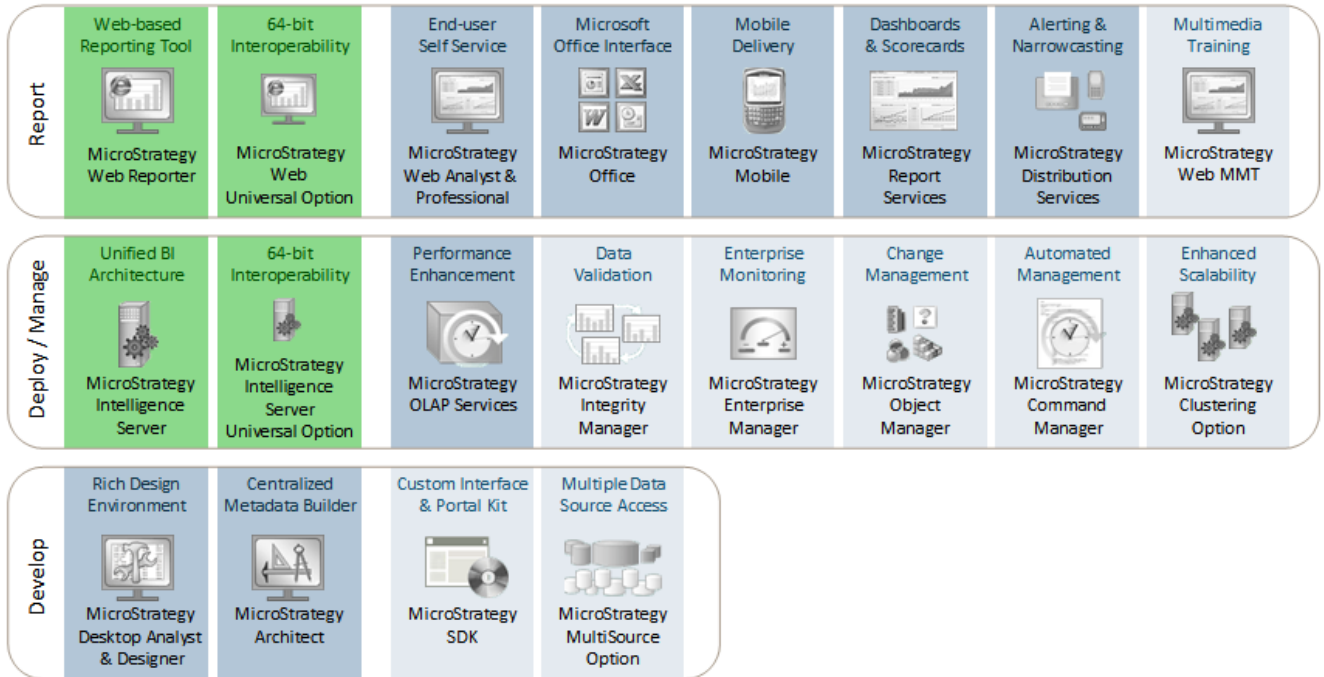
13. I understand that MicroStrategy now has Departmental offerings in addition to Enterprise offerings... what is the difference?

With MicroStrategy 9, MicroStrategy now offers Departmental pricing and packaging to provide a lower entry-point for departments that have grown beyond MicroStrategy Reporting Suite, but do not require Enterprise-level capacity. Specifically, MicroStrategy Intelligence Server Universal and MicroStrategy Web Reporter Universal are steeply discounted in the Departmental offering. The Departmental offering is limited to 2 CPUs and offers Named User licensing only. See “MicroStrategy 9 Pricing and Packaging” Table on the following page for more details or [contact us](#) at an office near you.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

MicroStrategy 9 Pricing and Packaging



- MicroStrategy Reporting Suite includes up to 100 named user licenses with a 1 CPU limit of MicroStrategy “base products” at no charge. *If Technical Support is purchased, licenses convert to Departmental and a 2 CPU capacity is enabled. With that, additional MicroStrategy Reporting Suite licenses can be purchased at a special named user rate.*
- Included with MicroStrategy Reporting Suite for free are 2 named user licenses of development software, MicroStrategy Desktop and MicroStrategy Architect, and 2 named user licenses of: MicroStrategy Web Analyst and Professional, MicroStrategy Office, MicroStrategy Mobile, MicroStrategy Report Services, MicroStrategy Distribution Services, and MicroStrategy OLAP Services. *If Technical Support is purchased, additional product licenses can be purchased at Departmental list price.*
- Not included with MicroStrategy Reporting Suite. *If Technical Support is purchased, product licenses can be purchased at Departmental list price.*

14. How can I ultimately migrate my Departmental BI applications into an Enterprise BI solution?

The MicroStrategy architecture is designed for application integration and scale. Departmental BI applications can be created and integrated into an Enterprise-wide BI application using MicroStrategy. MicroStrategy's single shared metadata will contain all reports and underlying reporting objects, ensuring one version of the truth, as you grow and merge your Departmental BI applications into a consolidated Enterprise BI solution. Departments and Workgroups will continue to have independent control over their reports within the Enterprise BI environment. For details, please reference the [MicroStrategy 9 whitepaper](#), section III.

15. What is the time restriction on the free licenses included in MicroStrategy Reporting Suite?

Licenses of the MicroStrategy Reporting Suite are perpetual – there is no time restriction. Please make sure you activate your software within 30 days of installation, as prompted during installation, in order to safeguard your perpetual license. Please also see the next question on Activation.

16. How do I activate the software?

Activate your software using one of three convenient options (there is no charge to activate):

- a. You can easily activate your software when prompted during installation if your machine has an Internet connection. An Activation File in XML format that contains information about the installation is uploaded to MicroStrategy automatically by the installation routine.
- b. If you do not activate your software when prompted during installation, you can activate your software automatically by using License Manager, if your machine has an Internet connection. An Activation File in XML format that contains information about the installation is uploaded to MicroStrategy automatically through License Manager.
- c. If you are unable to activate your software during installation or by using License Manager – i.e. if your Server Installation is on a machine that lacks an Internet connection – you will need to manually activate the Server Installation using License Manager on a machine that has access to the Internet. Copy the Activation XML File from the Server Installation that requires activation to a machine that has access to the Internet and then manually upload the Activation File through a Web browser via the secure [Activation website](#). Your user name is the email address associated with the MicroStrategy Account you used to obtain MicroStrategy Reporting Suite. MicroStrategy then creates a machine-specific Activation Code, which will be emailed to you. You will need to manually enter the Activation Code into License Manager on the target Server Installation; you can obtain the code either from the email or by copy-pasting it from the Activation website.

For more information, see Chapter 4 of the Installation and Configuration Guide included in your download.

17. How many MicroStrategy Reporting Suite licenses can be installed within a company or organization?

MicroStrategy Reporting Suite is designed to bring state-of-the-art reporting to multiple departments within a company or organization. There is no limit to the number of departments within a company or organization that can use MicroStrategy Reporting Suite. There can only be one MicroStrategy Reporting Suite License per Designated System, with 1 CPU serving up to 100 named users. You will provide your Designated System Information (DSI) through MicroStrategy License Manager when you activate your software.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

18. Can we install MicroStrategy Reporting Suite on a multi-core or multi-processor machine?

Yes, MicroStrategy Reporting Suite can be installed on a server with multiple processors and multiple cores. But unless you have upgraded by purchasing Technical Support, your MicroStrategy Reporting Suite software has an affinity to a single core. See [What You Can Add On](#) for more details.

19. Which systems does the MicroStrategy Reporting Suite work with?

The MicroStrategy platform runs on Windows®, UNIX®, and Linux® operating systems. MicroStrategy is optimized for all major database platforms, Web servers, and application servers. MicroStrategy is committed to a choice of Open Systems – learn more in the whitepaper on [New Opportunities for Business Intelligence Open Systems](#).

For a complete list of supported and certified environments for MicroStrategy Reporting Suite and its components, please reference the Readme File and Release Notes included in your download and available in the [Knowledge Base](#).*

For information about installing and configuring the MicroStrategy Reporting Suite, please review the Installation and Configuration Guide included in your download.*

* To access this material, you will need a [MicroStrategy Reporting Suite license](#).

20. Is it a major IT initiative to install, develop, and deploy the MicroStrategy Reporting Suite?

The MicroStrategy Reporting Suite is easy to install, and you can develop and deploy your first reports in less than a day. [Email support](#) for 60 days*, [online support](#)*, [online training](#)*, [online video guides](#), a [Quick Start Guide](#), and extensive documentation are designed to ensure rapid and successful deployment.

* To access online support and online training, you will need a [MicroStrategy Reporting Suite license](#).

21. How can I train my IT staff and end users on MicroStrategy Reporting Suite?

MicroStrategy Reporting Suite users have 24/7 free access to 200+ hours of [online training](#)*. Additionally, MicroStrategy's Web interface is intuitive and easy for even the most novice users. Instructor-led training is available for an additional fee and may be useful for IT staff and more advanced users, depending on their experience with BI software, IT staff and more advanced users may wish to build on their knowledge set with live, instructor-led courses and certifications. A perennial education pass costs \$3,300/user per year, and includes unlimited instructor-led courses.

* To access online support and online training, you will need a [MicroStrategy Reporting Suite license](#).

MicroStrategy Reporting Suite™

Detailed Questions and Answers

22. Where can I go with technical questions on the MicroStrategy Reporting Suite? How can I contact MicroStrategy Technical Support?

MicroStrategy Reporting Suite users have 24/7 free access to [online support](#) and [MicroStrategy Forum](#), as well as the [Quick Start Guide](#), product manuals, and the Readme File and Release Notes included in your download and available in the [Knowledge Base](#). Additionally, upon receiving your MicroStrategy Reporting Suite license, and for a period of 60 days, two named support liaisons from your company will be able to [contact MicroStrategy Technical Support by email](#) – see [What's Included](#) for details.*

Live access to MicroStrategy Technical Support by phone is available for an additional fee – see [What You Can Add On](#) for more details. Please also see the next question on [Additional Resources](#) and the [Troubleshooting FAQ](#).

* To access these resources, you will need a [MicroStrategy Reporting Suite license](#).

23. What additional resources are included with the MicroStrategy Reporting Suite?

MicroStrategy Reporting Suite includes free access to:

- [Email support](#)* – for 60 days for two named support liaisons to interact one-on-one with MicroStrategy Technical Support representatives via email
- [Online support](#)* – a full, easily searchable technical knowledge repository, aimed to ensure your success with the MicroStrategy platform
- [Online training](#)* – online courses to allow users to extend their knowledge on the MicroStrategy platform via self-paced, expert instruction with real product simulations on a user-friendly interface
- [Online video guides](#) – short videos help answer immediate questions and get you jumpstarted in your development
- [Online community](#) – MicroStrategy Forum enables valuable knowledge sharing of best practices and valuable tips and a convenient location for troubleshooting
- [Quick Start Guide](#) – step-by-step instructions guide you from download to installation and through project development to producing your first report!

* To access online support and online training, you will need a [MicroStrategy Reporting Suite license](#).

24. Is it a major IT commitment to maintain MicroStrategy Reporting Suite?

The MicroStrategy Reporting Suite requires minimal IT maintenance. MicroStrategy customers are able to support enterprise-class BI applications that serve thousands of users with only a handful of dedicated BI staff. Low IT overhead is achieved with MicroStrategy's administration capabilities and centralized metadata, and the self-service design of MicroStrategy's intuitive Web interface.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

25. Will I have access to product upgrades?

Yes, you will have access to subsequent versions of MicroStrategy Reporting Suite via MicroStrategy's Resource Center, which you can access from the "Download Now!" button at www.microstrategy.com/freereportingsoftware. There is no required purchase of Technical Support.

Fully supported, paying MicroStrategy customers have automatic access to upgrades, service packs, and hot fixes for all of the products they have licensed via [MicroStrategy's Download Site](#). To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

If you are upgrading your MicroStrategy software, please refer to the *MicroStrategy Upgrade Guide* included with your MicroStrategy documentation.

26. I see that MicroStrategy also offers a Free Software Trial to evaluate MicroStrategy. What is the difference between MicroStrategy's Evaluation Edition and MicroStrategy Reporting Suite?

Both offerings are free, but there are key differences. MicroStrategy Reporting Suite includes free, perpetual licenses of MicroStrategy software available for download in quantities appropriate to let your department start building and using reports quickly and easily.

[MicroStrategy's Evaluation Edition](#) includes nearly all MicroStrategy products, but is limited to a 30-day trial period. In July 2009, Evaluation Edition was also made available as a "virtual appliance" download, which differs as shown below.

The following table is designed as a quick reference.

	MicroStrategy Reporting Suite	MicroStrategy Evaluation Edition	MicroStrategy Evaluation Virtual Appliance
MicroStrategy Intelligence Server	Perpetual license for up to 100 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Web Reporter	Perpetual license for up to 100 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Web Analyst & Professional	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Desktop Analyst & Designer	Perpetual license for 2 named users	30-day trial for up to 500 named users	not included
MicroStrategy Architect	Perpetual license for 2 named users	30-day trial for up to 500 named users	not included
MicroStrategy Office	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Mobile	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Report Services	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Distribution Services	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users

MicroStrategy Reporting Suite™

Detailed Questions and Answers

MicroStrategy OLAP Services	Perpetual license for 2 named users	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Object Manager	may be purchased	30-day trial for up to 500 named users	not included
MicroStrategy Command Manager	may be purchased	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy Enterprise Manager	may be purchased	30-day trial for up to 500 named users	not included
MicroStrategy Integrity Manager	may be purchased	not included	not included
MicroStrategy MultiSource Option	may be purchased	30-day trial for up to 500 named users	30-day trial for up to 500 named users
MicroStrategy SDK	may be purchased	30-day trial for up to 500 named users	not included
DVD or Download	Download only	DVD or Download	Download only
Operating Systems	Windows®, UNIX®, and Linux® operating systems*	Windows® operating system	RedHat® Enterprise Linux® operating system **

* Please note that MicroStrategy Desktop and MicroStrategy Architect run on the Windows® operating system.

** The Evaluation Edition “virtual appliance” can be downloaded on any Windows or Linux operating system capable of running VMware Player or VMware Server or any other VMware software that is capable of running a virtual appliance. The virtual operating system on which the MicroStrategy products run is RedHat Linux.

27. Can MicroStrategy Reporting Suite be used against metadata provided by a MicroStrategy OEM Partner?

MicroStrategy Reporting Suite is only available to direct customers of MicroStrategy and must not be used against MicroStrategy metadata provided to you by a third-party. In such a case, you must purchase MicroStrategy licenses through the same company that has provided you the metadata.

28. Is MicroStrategy Reporting Suite available to OEM Partners for internal development purposes and redistribution or sublicensing?

MicroStrategy Reporting Suite is available to OEM Partners for internal development purposes. OEM Partners or any other entities are not authorized to redistribute MicroStrategy Reporting Suite to their end customers. To become a MicroStrategy OEM partner, [contact us](#) at an office near you.

MicroStrategy Reporting Suite Capabilities

29. What kind of reports can I create with the MicroStrategy Reporting Suite?

The MicroStrategy Reporting Suite enables state-of-the-art departmental reporting applications across all functional areas in all industries. With the MicroStrategy Reporting Suite, you will be able to quickly develop and deliver interactive operational and analytical reports that display tabular grids and

MicroStrategy Reporting Suite™

Detailed Questions and Answers

beautiful graphs from your data, taking advantage of built-in analytics, visualization capabilities, and design-quality formatting. To see what kinds of reports are possible with the MicroStrategy Reporting Suite, see the [MicroStrategy Reporting Suite Overview Video](#).

30. Can I create dashboards with the MicroStrategy Reporting Suite?

Yes, the MicroStrategy Reporting Suite includes two named user licenses of MicroStrategy Report Services, enabling limited use of creating and using dashboards. To add more named user licenses of MicroStrategy Report Services to your environment will be supplemental to the MicroStrategy Reporting Suite. See [What You Can Add On](#) for more details. View MicroStrategy's [dashboard demos](#) for a preview of MicroStrategy's unparalleled dynamic dashboard capabilities. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

31. Is advanced analysis possible with the MicroStrategy Reporting Suite?

Yes, the MicroStrategy Reporting Suite includes over 250 analytical functions – from basic arithmetic to statistical, financial, and data mining – in a convenient Functions Library that enable report developers to build robust analytics for use across all reports. Further, business users easily perform investigative analysis drilling within the database to uncover business opportunities and potential problems. To glimpse the advanced analytics included in the MicroStrategy Reporting Suite, see the [MicroStrategy Reporting Suite Overview Video](#). Also see note on [Data Mining Services](#).

32. Are the reports customizable? How much self-service reporting is possible?

Yes, the MicroStrategy Reporting Suite provides a broad range of features to customize any report. Customizations can be performed by report developers in MicroStrategy Desktop, but more usefully can be performed by end users using the standard MicroStrategy Web interface.

MicroStrategy Reporting Suite delivers full self-service reporting. Business users are able to reformat reports using autostyles, change the report data, rearrange how data is displayed by sorting and page-by, change the analytics on reports using subtotals and thresholds, and even change the data on a report by prompting and drilling through the database. All of these features minimize the need for new report designs and minimize the amount of support needed by IT personnel to serve the changing needs of business users.

To see the kinds of customization and interactions possible, see the [MicroStrategy Reporting Suite Overview Video](#).

33. Can I print well-formatted reports from the Web browser?

Yes, the MicroStrategy Reporting Suite provides desktop-design quality, Pixel Perfect printed reports from any Web browser. Many competitive report writing tools are optimized for either on-screen viewing or paper printing, and they may require separate products for each. MicroStrategy reports, on the other hand, are interactive and look great on-screen while still possessing all the properties required for printing precisely formatted reports that may span hundreds of pages. With a single click,

MicroStrategy Reporting Suite™

Detailed Questions and Answers

business users can generate a printed report directly from the Web browser or generate a PDF, and have precise control of standard printing options like headers and footers, sorting, page break logic, page orientation, page size and margins, and fit-to-page options.

34. How can the MicroStrategy Reporting Suite speed up our ability to report?

The MicroStrategy Reporting Suite leverages MicroStrategy’s object-oriented metadata structure. It’s fast and easy to create a report and the components that make up that report, such as business attributes and metrics. Once created, any component or “object” on the report – attributes, metrics, filters, prompts – can be reused across all reports. If the definition of any of these reporting objects needs to be updated, the object needs only to be changed in one place; and all of the reports that use it will automatically be updated.

35. Does MicroStrategy Reporting Suite include MicroStrategy’s Data Mining Services?

Yes, MicroStrategy Reporting Suite includes up to 100 named users of MicroStrategy Intelligence Server, which serves a complete range of BI capabilities including Data Mining Services. With Data Mining Services, organizations can add predictive analytics to their end user reports. MicroStrategy supports the most common data mining algorithms natively and also imports the data mining industry’s leading standard, Predictive Model Markup Language (PMML).

36. What is the difference between MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?

Both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite are free software bundles provided by MicroStrategy to help organizations get applications up and running quickly on the MicroStrategy platform. The following table provides an at-a-glance comparison of the two offerings.

	MicroStrategy Mobile Suite	MicroStrategy Reporting Suite
MicroStrategy Intelligence Server Universal	Perpetual license for up to 25 named users	Perpetual license for up to 100 named users
MicroStrategy Mobile	Perpetual license for up to 25 named users	Perpetual license for 2 named users
MicroStrategy Report Services	Perpetual license for up to 25 named users	Perpetual license for 2 named users
MicroStrategy OLAP Services	Perpetual license for up to 25 named users	Perpetual license for 2 named users
MicroStrategy Desktop Analyst & Designer	Perpetual license for 2 named users	Perpetual license for 2 named users

MicroStrategy Reporting Suite™

Detailed Questions and Answers

MicroStrategy Architect	Perpetual license for 2 named users	Perpetual license for 2 named users
MicroStrategy Web Reporter	Perpetual license for 2 named users	Perpetual license for up to 100 named users
MicroStrategy Web Analyst & Professional	Perpetual license for 2 named users	Perpetual license for 2 named users
MicroStrategy Office	Perpetual license for 2 named users	Perpetual license for 2 named users
MicroStrategy Distribution Services	Perpetual license for 2 named users	Perpetual license for 2 named users
CPU	1 CPU	1 CPU
DVD or Download	Download only	Download only
Operating Systems	Windows®, UNIX®, and Linux® operating systems	Windows®, UNIX®, and Linux® operating systems

* Please note that MicroStrategy Desktop and MicroStrategy Architect run on the Windows® operating system.

37. Can I download both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?

An organization may have live implementations of both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite, two free software bundles from MicroStrategy, but a single Designated System may not run both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite. In order to add more Web users to MicroStrategy Mobile Suite or add more Mobile users to MicroStrategy Reporting Suite, please contact a MicroStrategy representative at an [office near you](#) or chat online via the “Live Chat” on our site during standard business hours (8:30 AM – 5:30 PM U.S. Eastern Time).

Additional Questions and Answers

38. Is the interface customizable?

Yes, the MicroStrategy Reporting Suite provides users with different preferences and settings that enable them to customize the way MicroStrategy Web looks and feels. Some of these settings include

application color themes and toolbar buttons that allow interface elements such as folders and their contents to display in a different way. Further customizations, such as altering Web page layouts and inserting company logos into the Web interface can be achieved using the MicroStrategy SDK, which can be purchased once Technical Support has been purchased. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

39. What kind of internationalization or localization is possible?

MicroStrategy's Desktop and Web interfaces can be displayed in English, Spanish, German, French, Korean, Japanese, Italian, Swedish, Portuguese, Chinese, Danish and Dutch. Users can personalize their view further, specifying how numbers and dates are formatted and which international character set should be applied to their reports. Additionally, MicroStrategy enables the concurrent deployment of a single application in multiple languages. This ensures that business users can view MicroStrategy interfaces, as well as their own reports, metrics, attributes, and data – essential business information – in their own language. On a related note, MicroStrategy also enables users to customize further the look and feel of the Web interface application, changing color themes and navigation displays according to their preferences.

40. Does the MicroStrategy Reporting Suite take advantage of MicroStrategy's multi-layer security architecture?

Yes, the MicroStrategy Reporting Suite takes full advantage of the comprehensive and centralized security model embedded in MicroStrategy's architecture.

- MicroStrategy's security filters enable administrators to control security at the data level, serving a similar function as database-level techniques such as database views and row level security.
- MicroStrategy's centralized metadata enables object level security; all reports, templates, filters and metrics are controlled by an access control list (ACL). Thanks to this feature, although a report may contain five metrics, each metric's ACL determines whether a user can view that metric in the report. With this, developers can minimize the number of reports they create given that each user will get only the details they are allowed to see.
- The MicroStrategy platform is founded on incorporating a 3rd generation multi-tier architecture that conforms to the most widely acceptable security architecture standard.

41. Can I leverage my existing authentication?

Yes, the MicroStrategy platform lets you leverage your existing user base stored in LDAP servers (such as Novell Directory Services) to perform authentication and other access checks. Active directory authentication and single sign-on functionality are also supported.

42. Can I set different privileges for different users?

Yes, the MicroStrategy Reporting Suite supports user roles and user group roles. Your business users may range from casual to power users, and you can control which actions the users or user groups can

perform by easily setting their privileges. To see how security and privileges are set, see the [“how to” video on adding users](#).

43. How difficult is it to update my reports when the database structure changes?

When your database structure changes, you will only need to make the change in a single location in your application. The MicroStrategy Reporting Suite leverages MicroStrategy’s object-oriented metadata structure. The definition of objects at the foundation layer – for example, a column in your database – needs to be changed only in one place, and all objects that depend on it – such as a metric and reports that use it – will automatically be updated. MicroStrategy’s object-oriented metadata structure is unique. Competitor products store a finished report complete with a static SQL statement, requiring manual updates and onerous change management. With MicroStrategy, reports are dynamically assembled from its underlying components or objects when executed. If the definition of any of these reporting objects needs to be updated, the object needs only to be changed in one place; and all of the reports that use it will automatically be updated.

44. How can I minimize expensive queries to my data sources?

The MicroStrategy Reporting Suite leverages MicroStrategy's Relational OLAP (ROLAP) architecture, which is built on the most sophisticated SQL generation engine in the business intelligence industry. MicroStrategy's SQL is optimized for individual Relational Database Management System (RDBMS) platforms down to specific versions. In addition, SQL generation can be customized using very large database (VLDB) properties to alter the SQL for specific cases. Finally, MicroStrategy generates multi-pass SQL where necessary, allowing a wide range of advanced analytics.

45. Can I use multiple databases as data sources?

Yes, the MicroStrategy Reporting Suite includes two named user licenses of MicroStrategy Report Services, enabling limited use of creating and using dashboards, which can contain data from multiple databases as data sources. To add more named user licenses of MicroStrategy Report Services to your environment will be supplemental to the MicroStrategy Reporting Suite.

Additionally, in MicroStrategy, you can use multiple databases as data sources through a single business model, even single reports – but this is supplemental to the MicroStrategy Reporting Suite. MicroStrategy MultiSource Option, a fully integrated add-on component of MicroStrategy Intelligence Server, allows users to seamlessly report, analyze, and monitor data across multiple sources through a single business model. Data can come from multiple relational sources accessible by MicroStrategy, including the data warehouse, data marts, Excel spreadsheets, and salesforce.com. MicroStrategy MultiSource Option provides optimal report performance and query times, and opens a door for an easy transition from disparate departmental islands of BI into fully integrated, unified enterprise BI.

Finally, non-relational sources – SAP BW, Hyperion Essbase, and Microsoft Analysis Services – can also be accessed by MicroStrategy, using MicroStrategy Desktop and Web, which are included with the MicroStrategy Reporting Suite.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

See [What You Can Add On](#) for more details on obtaining MicroStrategy MultiSource Option. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

46. Which data sources are supported?

- Relational databases
- Microsoft® Excel spreadsheets and text files
- Salesforce.com
- SAP® Business Information Warehouse (SAP BW) InfoCubes and QueryCubes
- Microsoft© Analysis Services – 2000, 2005, and 2008
- Hyperion© Essbase© cubes

47. Can I integrate MicroStrategy into our existing Web portal?

Yes, you can integrate MicroStrategy into your existing Web portal. MicroStrategy Web, included in the MicroStrategy Reporting Suite, offers a number of portal integration options. The easiest way to integrate MicroStrategy Web in a portal environment is to use one of the out-of-the-box portlets that MicroStrategy provides for four major portal server products: Microsoft SharePoint, IBM WebSphere, Oracle WebLogic, and SAP Enterprise Portal. These ready-to-use portlets leverage the authentication mechanisms of the portal, portlet, and MicroStrategy Web to give portal users seamless access to MicroStrategy BI content, providing secure access to data that conforms to your requirements and environment, without requiring unnecessary additional log-ins.

Additionally, custom MicroStrategy portlets can also be built for those portal servers for which MicroStrategy Web does not have an out-of-the-box offering. For these cases, MicroStrategy SDK provides instructions and sample code to make the job easier – MicroStrategy SDK is not included with the MicroStrategy Reporting Suite; see [MicroStrategy Architecture](#) for reference. To purchase MicroStrategy SDK, you will need to become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

48. Can I leverage and integrate into Microsoft® Office for my casual users?

Yes. With MicroStrategy Reporting Suite, reports can be exported to Microsoft Excel (and PDF, HTML, and text) by any business user.

In addition, the MicroStrategy Reporting Suite includes two named user licenses of MicroStrategy Office, enabling limited use of saving MicroStrategy reports in Microsoft Excel, Microsoft PowerPoint, and Microsoft Word, accessing the reports offline, and then one-click refreshing once online to update the Office reports with the latest data from the database. To add more named user licenses of MicroStrategy Office to your environment will be supplemental to the MicroStrategy Reporting Suite. See [What You Can Add On](#) for more details. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

49. Can I push reports out to mobile devices and email?

MicroStrategy Reporting Suite™

Detailed Questions and Answers

Yes, the MicroStrategy Reporting Suite includes two named user licenses of MicroStrategy Distribution Services, enabling limited use of a proactive information delivery server that distributes personalized business information to users via email, printers, file services, SMS and mobile devices. MicroStrategy's report delivery and alerting engine allows centralized administrators to establish a wide range of distribution services automatically for proactive information delivery of personalized information to users. MicroStrategy also includes an intuitive self-subscription capability in the Web interface that allows users to specify what reports they want to receive, as well as when and how they want to receive that information. The user can choose to subscribe to the precise report they are seeing on the screen (including any pivoting, page-by, sorting, filtering, and drilling done by the user so far), or they can pick a canned report from the entire list of reports available in the system.

In addition, two named users of MicroStrategy Mobile are included in the MicroStrategy Reporting Suite. For more information on MicroStrategy Mobile, visit <http://www.microstrategy.com/mobile/>. For more information on the free MicroStrategy Mobile Suite, visit <http://www.microstrategy.com/freemobilebi/>. Also see the FAQs "[What is the difference between MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?](#)" and "[Can I download both MicroStrategy Mobile Suite and MicroStrategy Reporting Suite?](#)"

See [What You Can Add On](#) for more details on obtaining MicroStrategy Distribution Services and MicroStrategy Mobile for your MicroStrategy Reporting Suite implementation. To become a fully supported, paying MicroStrategy customer, [contact us](#) at an office near you.

Troubleshooting FAQ

50. Can you tell me the name of the zip file that is downloaded for MicroStrategy Reporting Suite? I have downloaded the file but am unable to locate it.

Installing the MicroStrategy Reporting Suite requires you to download a zip file to your machine. If you forget where you downloaded the zip file to, you can locate it by searching in your machine for the appropriate file name, as follows:

- p02300001.zip for Windows
- p02320001.zip for Linux
- p02330001.zip for Sun Solaris
- p02310001.zip for IBM AIX
- p02340001.zip for HP-UX

51. How can I check whether my operating system is certified for a MicroStrategy installation?

Your MicroStrategy Reporting Suite software must be installed on an operating system that is certified or supported by MicroStrategy. For a complete list of supported and certified environments for MicroStrategy Reporting Suite and its components, please reference the [Readme File and Release Notes](#).*

Common installation mistakes related to operating systems include installing on:

- Versions of Microsoft Vista that are not currently certified or supported by MicroStrategy
- Older versions of Microsoft Windows that are no longer supported by MicroStrategy

* To access this material, you will need a [MicroStrategy Reporting Suite license](#).

52. I am receiving a “Not enough memory to create the JVM” error message. What does it mean?

You may see an error which states that you do not have enough memory to create the JVM. This error message occurs when other processes on the machine are using or reserving memory, causing insufficient system resources. To resolve this problem, close or otherwise disable software and processes that are using or reserving memory. You can find suggestions for this issue in the MicroStrategy Forum at: <https://resource.microstrategy.com/forum/replylistpage.aspx?id=1231>

For additional assistance with your system memory and how to disable processes, contact your system administrator.

53. In the course of installing MicroStrategy Reporting Suite, I’ve received error code 0x80070005. What does it mean?

This error code typically means that the user account on the machine where you are trying to install the MicroStrategy Reporting Suite does not have the proper privileges to install this software. Contact your organization’s administrator for permission or privilege issues related to your machine.

54. I have a simple question about MicroStrategy Reporting Suite. I have downloaded, installed, activated, and configured it. I’ve now opened it and am asked for a login ID and password. How do I login?

MicroStrategy comes with a default login. The default login includes the following user name and does not have a password:

- User Name: administrator
- Password: *[leave this blank]*

It is possible to change the default login name and password, so if the default credentials above do not work, the person who installed and configured the Reporting Suite software may have changed them.

55. After installing and activating MicroStrategy Reporting Suite, the activation message shows “Number of CPUs: 2” – how do I avoid possible conflicts given the 1 CPU limit?

You may notice that when you activate your Reporting Suite software, the activation message you receive displays a list of various statistics about the machine on which you are installing the software, including a CPU count. The number of CPUs listed in the activation message is a count of the physical

MicroStrategy Reporting Suite™

Detailed Questions and Answers

CPUs that the activation process finds on your machine. It does not reflect the number of CPUs that the MicroStrategy software will use.

The Reporting Suite software licensing is limited to one CPU for MicroStrategy Intelligence Server. It is also limited to one CPU for MicroStrategy Web. These two products may both use the same CPU, or they may use different CPUs. However, MicroStrategy CPU usage is unrelated to the information displayed in the activation message you receive via email.

MicroStrategy Reporting Suite™

Detailed Questions and Answers

56. In the course of installing MicroStrategy Reporting Suite, I also installed MicroStrategy Tutorial. Now I have exceeded the user limit associated with my MicroStrategy Reporting Suite user-size bundle. What can I do?

If you have chosen to install MicroStrategy's sample Tutorial project, this project and its related project source come with a number of sample users. These sample users are included in the system's user count for licensing purposes. To remove these sample users from the user license count, you can select all the sample users (except Administrator), right-click, and select *Disable*.

57. I am installing on Windows XP and wish to use both the Web Server and the Mobile Server.

If you are installing MicroStrategy Web and MicroStrategy Mobile Server on a Microsoft Windows XP machine, you cannot deploy both of these products using IIS. This is due to a feature that is only supported under IIS 6.0 and higher. If you are attempting to deploy MicroStrategy on a Windows XP machine, you must do one of the following:

- Install and deploy MicroStrategy Web and MicroStrategy Mobile Server on separate machines.
- Use a web server other than IIS to deploy at least one of these two MicroStrategy products.

58. Where can I find answers to other technical questions?

- [Pose your question on the open MicroStrategy Forum](#)
- [Reference the MicroStrategy Reporting Suite Quick Start Guide](#)
- [Search the MicroStrategy Knowledge Base*](#)
- [Email MicroStrategy Technical Support**](#)

* To access online support, you will need a [MicroStrategy Reporting Suite license](#).

** Upon receiving your MicroStrategy Reporting Suite license, and for a period of 60 days, two named support liaisons from your company will be able to contact MicroStrategy Technical Support by email.

Thank you for your interest in the MicroStrategy Reporting Suite!