

Frequently Asked Questions

How are the different Login IDs used in the *Setup* tool?

BiToolkits needs three login IDs. It is explained below:

- BiToolkits Login ID – This login ID is used for BiToolkits license verification. The login ID is setup by BiToolkits administrator. It is the same as Windows Login ID where you use it to login to your workstation.
- Database Login ID – This login ID is used to login to your MicroStrategy Metadata database.
- MicroStrategy Login ID – This login ID is used for MicroStrategy user verification.

Can I use a different User ID to login to BiToolkits?

No. BiToolkits is integrated with Windows sign-on. Your BiToolkits User ID must be the same as Windows Login ID.

Do I need to enter MicroStrategy Login Password in *Setup My Profile* tab?

The MicroStrategy login password is required to run Command Manager scripts. If you don't have Command Manager installed on your machine, you don't need to enter the MicroStrategy login password.

What happen if my database environment changed, such as metadata schema renamed or database platform changed?

If your database environment changed, you need to go to the *Setup MicroStrategy Environments* tab in *Setup* tool to update database information such as DB Connection String, Database Account, MicroStrategy Metadata Table Prefixes, etc. When changes are done, be sure to test database connections by clicking the *Test Connections* button on the bottom of the screen.

What if MicroStrategy database is stored in multiple schemas?

In a scenario where MicroStrategy database is stored in multiple schemas in Oracle or databases in Sql Server (for example: Intelligent Server metadata is stored in Schema A while Enterprise Manager data is stored in Schema B), your database login account must have View permission to all schemas/databases. Also, in the *Setup MicroStrategy Environments* tab in *Setup* tool, you also need to specify schema/database name as part of the Table Prefix.

What happen if my Windows user login ID changed?

If your Windows user login ID changed, you need to contact your BiToolkits administrator to change your existing login ID to the new login ID (under *Setup Users* tab in *Setup* tool). Additionally, you may need to go to *Setup My Profile* tab in *Setup* tool to change database login and MicroStrategy login information.

What happen if MicroStrategy Projects changed, such as a project is added, deleted, renamed, etc.?

If there is a change to MicroStrategy Project, you need to perform the *Import Projects* function to refresh your MicroStrategy Projects list stored in BiToolkits database. The *Import Projects* function is located under *Setup MicroStrategy Environments* tab in *Setup* tool. Please note this function can only be performed by a BiToolkits administrator. **Warning: Make sure you first backup the BiToolkits database as *Import Projects* function will wipe out previously loaded data on all projects in current MicroStrategy Environment.**

Can I change BiToolkits database file name?

The default BiToolkits database file name is BiToolkits_Data.accdb. You can rename the file as long as no one is connecting to the database. When users launch BiToolkits next time, it will prompt them to select the database file.

How do I backup/restore BiToolkits database?

You can simply use Windows Explorer to make copies of the BiToolkits database file (Bitoolkits.accdb). Please make sure all users exited BiToolkits before making copies. To restore BiToolkits from a backup copy, simply replace existing database file with the backup copy.

How do I reduce the BiToolkits database when it gets very large?

Please perform the following two actions to trim down database file size.

- Delete unused batches
- Run Repair & Compact Database function to reclaim disk space.

What should I do when getting strange database errors?

Please run Repair & Compact Database first. If problems persist, contact Data Pantheon support.

Why *Object Find* tool does not return any search results no matter what I search?

The MicroStrategy Project may have been changed. Please contact your MicroStrategy administrator to verify whether the Project Name or ID has been changed. If there are changes to the Project Name or ID, you need to contact BiToolkits administrator to import projects (click *Import Projects* button under *Setup MicroStrategy Environments* tab in *Setup* tool.)

I created a batch in BiToolkits while back. Now some of the objects have changed in MicroStrategy. How do I refresh object properties in the batch?

Select desired objects in the batch and click the *Create New Batch* button under *Batch Manipulation* tab. It will create a new batch with latest object properties. Note: if selected objects are already deleted in MicroStrategy, they will not be shown in the new batch.

How do I share a batch with other BiToolkits users?

For data integrity, you cannot truly share batches in BiToolkits; however, you can perform pseudo sharing by transferring a batch back and forth with another user using the *Transfer Batch* function (under *Batch Manipulation* tab). Please note that once a batch is transferred, it is disappeared from your batch list; thus, you may want to use the *Create New Batch* function to duplicate the batch before transferring.

How do I create a new batch using objects from existing batches?

It is easy to create a new batch from existing batches; in fact, you can create a new batch by selecting objects from different tools. Below is a list of steps of creating a new batch from existing batches:

1. Turn off record Filter on the bottom of the screen (next to Record Navigation buttons.)
2. Now objects from all tools are displayed.
3. Select desired objects (hint: right click on desired object properties to create filters to narrow down the object list.)
4. Click the *Create New Batch* button under *Batch Manipulation* tab.