Business Intelligence Concepts, Tools and Application
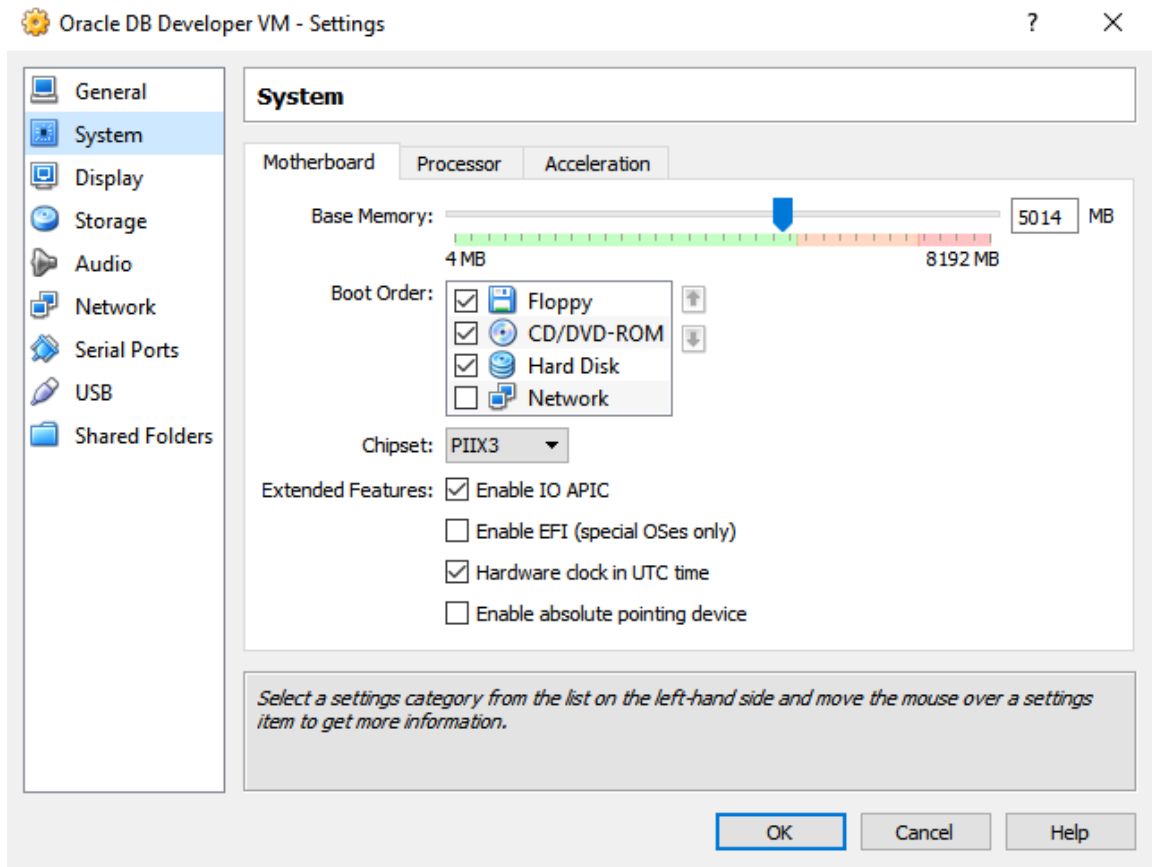
Errors Knowledgebase

1. **(Database error <5>: Connect failed. Error type: Odbc error. Odbc operation attempted: SQLDriverConnect. [HY000:28000: on SQLHANDLE] [MicroStrategy][ODBC Oracle Wire Protocol driver][Oracle]ORA-28000: the account is locked**

   Solution 1: https://community.microstrategy.com/t5/Server/TN221993-Metadata-Database-User-Account-becomes-locked-during/ta-p/221993
   Solution 2: It seems that you must entered the wrong userid or password for a number of times. Try installing Oracle VM and MicroStrategy again.

2. **My VM is slow. I suspect that my CPU is too slow. I'm looking to upgrade/replace my machine so that I'll have better performance, before I start the Capstone course. Can anyone offer me advice? Do I really need a new PC? Or, could I get good performance by simply changing some settings? Which spec(s) should I upgrade and to what level?**

   Solution 1: Try to increase memory on your virtual machine. Right click your oracle machine and select "Settings", then click on "System". There move the "Base Memory" slider to at least 4 GB.

Solution 2: Try to increase your VM's memory and close all programs/applications on your host machine that you don't use when you run your VM.

Solution 3: If you have taken the **Course 5**, then please check out this note:

You will not need to connect Oracle VM to Micro Strategy desktop for the purpose of doing the assignments in this course. However you will need to do so for the Capstone project in Course 5. **If you have already installed Oracle in prior courses or have access to Oracle, there is no need to install Oracle VM. You can connect it to MicroStrategy Desktop and continue using that in course 5.**

3. **To download the MicroStrategy file I need to have a student email which I don't have. What should I do?**

   Solution: Just use your personal email address and type 'Coursera' as the school. It should work.

4. **Unable to find a 32-bit version MicroStrategy application as my computer has a 32-bit processor. Any solution for 32 bit processor computer?**

   Solution: Unfortunately the MicroStrategy application available to download is only for a 64-bit version. You will need to use a machine with 64-bit processor or upgrade your own machine in order to support this application.

5. **After Importing and running the VM, I am getting the below error:**

   VT-x/AMD-V hardware acceleration is not available on your system. Your 64-bit guest will fail to detect a 64-bit CPU and will not be able to boot.

   Any solution?

   Solution 1: You have to activate the VT-x/AMD-V hardware acceleration from BIOS

   Solution 2: There are many YouTube videos and instructions of how to start the computer in BIOS mode so you can enable VM in the machine. Once you enable Virtual machines this problem will be fixed.

    The below YouTube video should be of some help:

   https://www.youtube.com/watch?v=XgF7RiXs43k

6. **Cannot connect MicroStrategy to Oracle 12c database. Invalid SID connection parameter. Any solutions?**

   Solution 1: Check the SID in connection parameter, it should be either of the 3 SID's mentioned: **orcl or orcl12c or cdb1**

   Solution 2: In case of Oracle local database installed on desktop use the below instructions to check your SID:

   To check the Windows service:

   Open the registry with regedit. Always back up the registry before making changes. Navigate to the key entry in the Windows registry:

   HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE\oracle_home_name.

   There will be a key called:

   ORA_SID_AUTOSTART. SID is your database SID.

Solution 3: Also on your Oracle VM Linux terminal, you can use this command to verify which SID is set to default and then use it as your SID for connection.

Type the below command,

echo ORACLE_SID and check the response you get and use it in your connection parameter to connect to the Oracle Database using MicroStrategy.

It should mostly be "cdb1" or "oracl12c", remember this change is because of the upcoming versions of oracle databases due to which their SID changes with their versions. So it is always better to run the command on your terminal and check which SID has been set to default.

7. **I checked the ORACLE_HOME and ORACLE_SID in the terminal and those look correct, but when I try to connect to the database by typing 'sqlplus scott@orcl' I get to where it asks for a password but I get the message 'invalid username/password'**

   (Database error <5>: Connect failed. Error type: Odbc error. Odbc operation attempted: SQLDriverConnect. [08001:-1: on SQLHANDLE] [MicroStrategy][ODBC Oracle Wire Protocol driver][Oracle]TNS-12505: TNS:listener could not resolve SID given in connect descriptor

   Solution 1: Use "sqlplus system@oracle"

   Solution 2: Try the below steps:

   Shut down your non-vm services and use orcl12c as SID.

   Go to https://www.youtube.com/watch?v=HpIYUHN_EFM

   The link above shows steps on how to shut down oracle services.

8. Connecting MicroStrategy with Oracle datasource - Available tables not listed

   For week1 assignment, we use 3 .mstr files https://www.coursera.org/learn/business-intelligence-tools/peer/RN9bX/assignment-for-module-1-offline-dashboards-with-advanced-visualizations.

   After downloading it, change .zip extention to .mstr extention.

   To open it, use command Add Dasboards ... on menu File or simply double click on .mstr file not use Add new data from Dashboard Dataset window.

9. Virtual box can be used instead of VM ware?

    You will need to use the Oracle VM or install oracle 12c locally only for the final project. Other than that you won't need Oracle VM or the databases throughout the course.

    How to access www.teradatauniversitynetwork.com?

    The Teradata Student Network www.TeradataStudentNetwork.com

    The student password for the 2015-16 academic year is: **DataDive**
    It will be in effect until July 31, 2016, and then it will be changing to: **Analytics** for 2016-17. It is a free resource sponsored by Teradata and vendor partners, such as MicroStrategy. The site includes articles, webinars, software, and even Teradata certification. The site also includes a list of related sites that are worth exploring.

10. Why Microstrategy Desktop 10 Version is sometimes different then the ones shown on youtube?

    MicroStrategy developer featured in some of the videos is a different product from MicroStrategy Desktop. Developer is geared towards BI developers and the MicroStrategy desktop is geared towards BI users.

11. Regarding Certificate of Accomplishment of the course.

    You need to enroll in the course by paying the fees. If you are not paying for the course, you only have access to the lectures and assignments (without being able to submit the assignment) and you won't get certificate for the course.

12. Unable to upload files to MicroStrategy. The zipped files do not contain the appropriate file type. Anyone experiencing this issue?

    Please Note: After downloading the file make sure to change the .Zip extension to .mstr extension and then open it through the MicroStrategy Desktop..... You just need to save file directly as .mstr from the link rather than as .zip while downloading. No need to open with WinRaR and convert.You can right click the file to download. When it gives the save option, Just change the file type to All, and in the file name just add .mstr

    Once you are on the page, from where you are supposed to click the on the file name to download, do the following:

    1. Hover/ Move the mouse on the file name. Rather than doing left click using mouse ; DO RIGHT CLICK using mouse and choose SAVE LINK AS

    2. A small window will appear to select the place where file has to be downloaded. Here, click on the tab right under the file name and select ALL FILES instead of .zip file.

3. Move your cursor to the file name and delete .zip from the file and write .mstr. E.g. Make ABC.zip as ABC.mstr.

THERE IS NO NEED TO INSTALL WINRAR WIN ZIP etc.

In case, you are unable to do the following, please message here. If possible I will upload a screenshots

Simply save link as .Mstr rather than saving it as .zip! You just need to save file directly as .mstr from the link rather than as .zip while downloading. No need to open with winrar and convert. It will save your time!

13. The map is not changing color when color by emissions and thresholds for emissions are set and continues to remain uniformly light grey in color. Please help with this problem. Thanks

It takes time to update based on the network connection. Just restart and be patient.

14. I would like to point out that the map visualization in Micro strategy works very slowly on a low bandwidth connection. This is especially problematic for me and even my other compatriots from India where internet speeds are slow. I request the creators to specify visualizations that are independent of bandwidth requirements.

Unfortunately, we cannot do anything with adjusting the bandwidth requirements as the MicroStrategy desktop has this map feature in-built. Also we have no control over creating visualizations that are independent of the bandwidth requirements as this is an important part of the exercise performed by the students. I would only suggest you to have a good internet connection whenever you access this application.