

Business Intelligence Concepts, Tools and Application

Errors Knowledgebase

1. Error while installing the MicroStrategy:

https://d3c33hcgivew3.cloudfront.net/imageAssetProxy.v1/CG60PpaOTN2utD6Wjgzdow_cf82989b22ea4ac584f42722a1acc4e1_Screenshot-2022-05-01-212552.png?expiry=1658361600000&hmac=0s20m_-OyhHx21tm6p8zLC6xvBII5epwWoLfThJWTgA

Solution: Need to first login into Oracle VM with the last command sqlplus scott@orcl. Password is "Oracle". The details are given and mentioned in the "Microstrategy Connections to Oracle" saying first this should run and up. The commands are mentioned. Once you are successful, you will be able to get the data base tables.

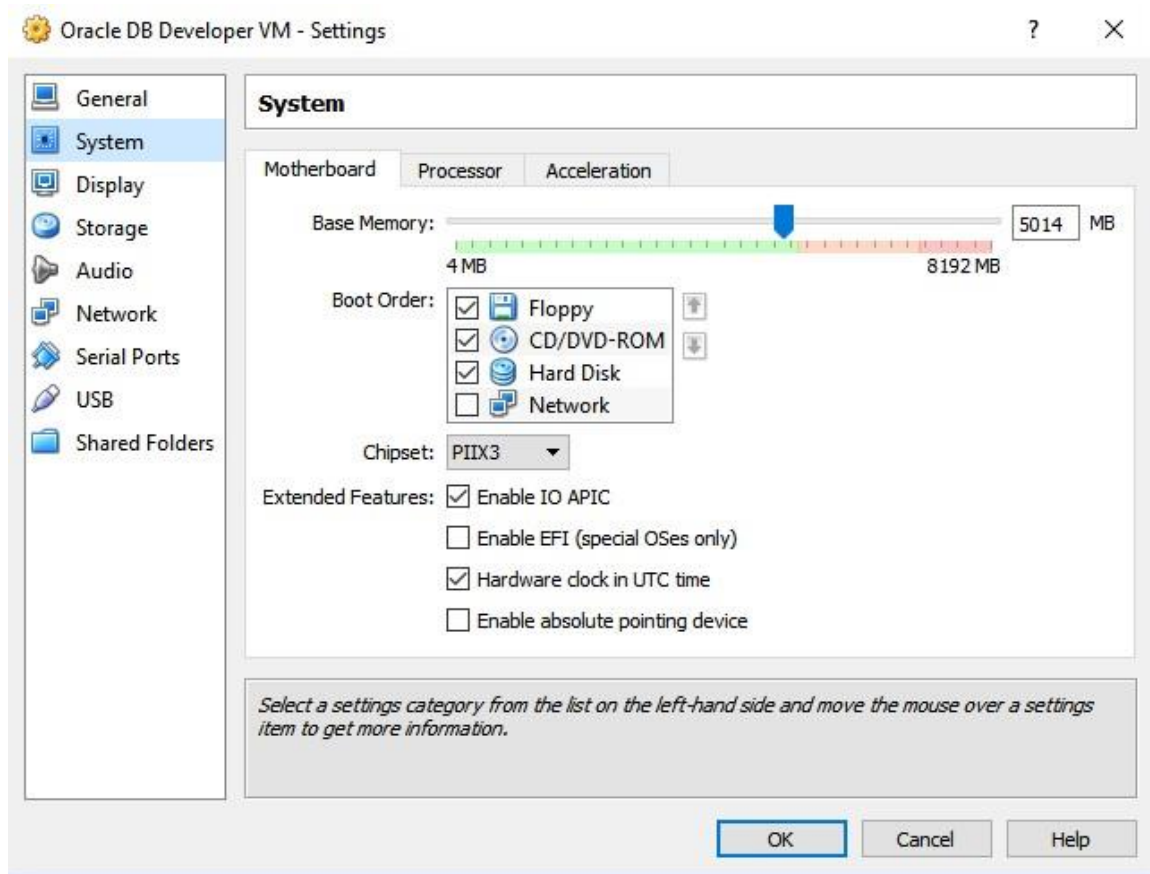
2. (Database error <5>: Connect failed. Error type: ODBC error. ODBC operation attempted: SQLDriverConnect. [HY000:28000: on SQLHANDLE]
[MicroStrategy][ODBC Oracle Wire Protocol driver][Oracle]ORA-28000: the account is locked

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 user id or password for a number of times. Try installing Oracle VM and MicroStrategy again.

3. 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 are planning to take **Course 5**, then please check out this note:

You will not need to connect Oracle VM to MicroStrategy 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 32bit 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.