



InQira Analytics Installation Guide

Installing and Configuring InQira Analytics Applications

InQira Version 8.1.2
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Contents

Preface: About This Guide	1
In This Guide	2
Contacting InQira	2
InQira Customer Support	4
InQira Product Documentation	5
Intelligent Search Documentation	6
Intelligent Search Analytics Documentation	7
Information Manager Documentation	8
Contact Center Documentation	9
Screen and Text Representations	9
References to World Wide Web Resources	9
Chapter 1 InQira Analytics Overview.....	11
The InQira Analytics Application	11
InQira Analytics Architecture	12
The InQira Analytics Reporting Process	12
InQira Analytics Server and Processor Deployment	12
The InQira Analytics Installation Process	13
InQira Analytics Requirements and Dependencies	14

Data Warehouse Server Requirements	14
Data Warehouse Server Hardware Requirements	15
Data Warehouse Server Software Requirements	16
ETL Server Requirements	17
ETL Server Hardware Requirements	17
ETL Server Software Requirements	17
Report Server Requirements	18
Report Server Hardware Requirements	18
Report Server Software Requirements	18
Report Client Requirements	19
Report Client Hardware	19
Report Client Software	19
Chapter 2 Installing InQuira Analytics	21
Starting the Installation Program	22
The InQuira Installation Introduction	23
The InQuira Analytics License Agreement	24
Selecting the Installation Location	25
Selecting the Instance Folder	26
Installing Information Manager Support	27
Installing InQuira Analytics Archiver Support	28
Setting InQuira Analytics Database Parameters	29
Setting InQuira Analytics Archive Database Parameters	30
Creating InQuira Analytics Databases	31
Create InQuira Analytics Archive Database	32
The Pre-Installation Summary	33
Installing the Product Files	34
Completing the Installation	35
Chapter 3 Creating the ODBC DSN	37
Creating an ODBC DSN	37
Naming the data sources	38
Chapter 4 Creating the InQuira Analytics Metadata Database	39
Opening the Installation Configuration Environment	39
Running the Create Metadata Script	41

Chapter 5	Installing and Configuring the InQuira Analytics Report Server.	43
	Installing the MicroStrategy Components	43
	Selecting the Language for the Installation	44
	Installing the Selected Products	44
	Accepting the MicroStrategy License Agreement	44
	Specifying Customer Information	44
	Selecting the Installation Type	45
	Selecting the Installation Location	45
	Selecting the Components to Install	45
	Stopping Your Web Server	46
	MicroStrategy Web (ASP.Net) Setting	46
	Selecting the Program Folder	46
	MicroStrategy Intelligence Server setting	46
	Copying the Selected Component Files	47
	Installing MicroStrategy Files	47
	Activating MicroStrategy	47
	Completing the Installation Process	48
	Configuring the MicroStrategy Components	48
	Creating a New Project Source	49
	Configuring the Analytics Warehouse Instance	50
	Configuring the IM Operational Warehouse Instance	53
	Configuring the Web-based InQuira Analytics User Interface	56
	Deploying the Project to the Web	57
	Starting the MicroStrategy Configuration Wizard	57
	Specifying the Data Source for the Metadata Repository	57
	The Database Driver Certification Message	58
	Specifying User Information for the Metadata Repository	58
	Specifying the Server Definition	58
	Specifying the Port Number	58
	Registering the InQuira Analytics Project	59
	Completing the Server Definition Process	59
	Restarting the MicroStrategy Intelligence Server	60
Chapter 6	Configuring Report Generation	61

This guide is intended for technical staff who are responsible for installing and configuring InQuira Analytics to report on Intelligent Search and Information Manager applications. It provides detailed information on installing and configuring InQuira Analytics components.

This preface includes information on:

- The general organization of this guide
- The support services available from InQuira Customer Support
- The available product documentation

In This Guide

The *InQira Analytics Installation Guide* is divided into the following sections:

Chapter 1, <i>InQira Analytics Overview</i>	This chapter describes the general installation process, lists hardware and software requirements and dependencies, and provides product packaging and distribution information.
Chapter 2, <i>Installing InQira Analytics</i>	This chapter describes using the automated installation program to install and configure either Intelligent Search Analytics, Information Manager Analytics, or both products.
Chapter 3, <i>Creating the ODBC DSN</i>	This chapter describes how to configure the ODBC DSNs used in InQira Analytics.
Chapter 4, <i>Creating the InQira Analytics Metadata Database</i>	This chapter describes how to create the metadata schema.
Chapter 5, <i>Installing and Configuring the InQira Analytics Report Server</i>	This chapter describes using the packaged installation program to install and configure the MicroStrategy software that supports InQira Analytics report creation and presentation.
Chapter 6, <i>Configuring Report Generation</i>	This chapter describes how to configure InQira Analytics to generate reports.

Contacting InQira

You can contact InQira by mail, telephone, fax, and email.

Address:	851 Traeger Ave. Suite 125 San Bruno, CA 94066
Telephone:	(650) 246-5000
InQira Customer Support Hotline:	(888) 947-8324
	NOTE: See InQira Customer Support on page 4 for more information on reporting incidents to InQira Customer Support.

Fax:	(650) 264-5036
Email:	For sales information, send email to sales@inquira.com . For product support, send email to support@inquira.com .
World Wide Web:	Learn more about InQuira products, solutions, services, and support on the world wide web at: www.inquira.com .

InQuira Customer Support

InQuira Customer Support is available from 6:30 am to 4:30 pm PST, excluding InQuira holidays.

For Priority 1 incidents, such as when a production system hangs or crashes, or when continued use of the product is impossible, please use the support hotline: (888) 947-8324.

IMPORTANT: We accept Priority 1 requests only by telephone. We recommend that you send a follow-up email for Priority 1 requests after contacting InQuira Customer Support using the support hotline.

For Priority 2, 3, and 4 incidents, as described below, please contact InQuira Customer Support by email at: support@inquira.com.

Incident response times are determined by the following priority definitions:

Priority	Contact	Response Time	Definition
1	The InQuira Customer Support hotline: (888) 947-8324	1 business hour	A production system hangs or crashes, or continued use of the product is impossible.
2	support@inquira.com	8 business hours	The product is usable with major restrictions on functionality.
3	support@inquira.com	16 business hours	The product is usable with minor restrictions on functionality.
4	support@inquira.com	3 business days	You have a question or an enhancement request pertaining to the software or the documentation.

InQuira Product Documentation

InQuira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQuira, Inc.

The InQuira documentation is available in PDF format. It is packaged in the `/docs` directory, within the `/inquira` directory, for example:

```
<InQuira_install_dir>/inquira/docs
```

NOTE: You need a PDF reader application installed on each processor on which you plan to view the InQuira product documentation. The Adobe Acrobat reader is available from Adobe Systems at: <http://www.adobe.com>.

Detailed information about each product document set is available in:

- [Intelligent Search Documentation on page 6](#)
- [Intelligent Search Analytics Documentation on page 7](#)
- [Information Manager Documentation on page 8](#)
- [Contact Center Documentation on page 9](#)

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQuira Customer Support as described in [InQuira Customer Support on page 4](#).

If you need help obtaining InQuira product documentation, or want to obtain permission to redistribute a portion of the contents, please contact your InQuira account representative.

Intelligent Search Documentation

Intelligent Search is distributed with the following documentation.

Document	Number	Description
Intelligent Search Installation Guide	IS80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira 8.1. It provides detailed information on installing InQuira 8.1 and configuring the application on a single processor using the Installation Configuration Environment facility.
Intelligent Search Administrator's Guide and Reference	IS80-CA-00	This guide is intended for system and application administrators who need to configure an InQuira 8.1 application in an enterprise environment. It describes InQuira 8.1 integration, development, configuration, and maintenance processes and tasks.
Intelligent Search Language Administration Guide	IS80-LA-00	This guide is intended for business users and subject matter experts who need to create and maintain the language processing elements of a InQuira 8.1 application using the System Manager. This book provides usage information about the System Manager, conceptual information about the InQuira 8.1 language objects, and task information about the process of managing the user experience provided by the InQuira 8.1 application.
Intelligent Search Tuning Guide	IS80-LD-00	This guide is intended for application developers who need to create and maintain advanced InQuira 8.1 language-processing elements using the Dictionary and other InQuira Language Workbench applications.
Optimizing InQuira Intelligent Search	IS80-AG-00	This guide is intended for application developers who need to implement InQuira 8.1 advanced features, including Personalized Navigation and Process Wizards.
Intelligent Search Application Developer's Guide	IS80-API-00	This guide provides information about integrating and customizing the InQuira 8.1 Personalized Response User Interface.

Intelligent Search Language Reference	IS80-LRG-00	This guide is for language developers implementing InQuira 8.1 applications that utilize the intent libraries and advanced language processing functions. These guides are published as separate documents that provide reference information for each industry-specific intent library. Each reference also contains complete descriptions of InQuira Match Language and Variable Instantiation Language.
Intelligent Search User Interface Guide	IS80-UI-00	This guide is intended for application developers who need to customize the InQuira 8.1 Personalized Response User Interface, and integrate it with a production web application. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into an enterprise web architecture, customizing its appearance and functionality, and implementing various special features.

Intelligent Search Analytics Documentation

Intelligent Search Analytics is distributed with the following documentation.

Document	Number	Description
InQuira Analytics Installation Guide	IA80-IG-00	This guide is intended for technical staff who are responsible for installing Intelligent Search Analytics. It provides detailed information on installing and configuring the Intelligent Search Analytics product for use with an InQuira 8.1 application.
Analytics User Guide	IA80-CA-00	This guide is intended for systems and application administrators who need to configure the Intelligent Search and Information Manager Analytics components to report on InQuira 8.1 application performance.

Information Manager Documentation

InQuira Information Manager is distributed with the following documentation.

Document	Number	Description
Information Manager Installation Guide	IM80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira Information Manager. It provides detailed information on installing and configuring the Information Manager product.
Information Manager Administration Guide	IM80-CA-00	This guide is intended for systems and application administrators who need to configure and administer an InQuira Information Manager application, and integrate it with an InQuira 8.1 application. It also contains information for general business users who need to use the Information Manager to create and manage content.
Information Manager Content Authoring Guide	IM80-AG-00	This guide is intended for technical staff who are responsible for authoring content in InQuira Information Manager. It provides detailed information on creating content and managing workflow tasks in the Information Manager console.
Information Manager Developer's Guide	IM80-WSR-00	This guide is intended for application developers who need to integrate Information Manager content, content category, and user and security functions with external applications. It contains reference information and examples for all packages, classes, methods, and interfaces of the Information Manager Web Services API.

Contact Center Documentation

The InQuira 8.1 contact center products are distributed with the following documentation.

Document	Number	Description
Contact Center Advisor Integration Guide	CA80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira Contact Center Advisor with an InQuira application and a supported CRM application.
Intelligent Search Siebel Integration Guide	CAS80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate InQuira 8.1 with Siebel 7 Enterprise Applications using the Siebel Adapter for InQuira 8.1.

Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

Chapter 1 InQira Analytics Overview

InQira Analytics is a separate business intelligence application designed specifically to provide insight into the performance and use of both Intelligent Search and Information Manager.

You can use Intelligent Search Analytics to:

- Report on application performance, such as system response time
- Assess the quality of InQira 8.1 responses and whether users are finding the information they need
- Determine whether important information is missing from your application content
- Understand user behavior, such as why users visit your site, and what they try to achieve

You can use Information Manager Analytics to:

- Report on how Information Manager content is being used by end users
- Assess how content is being managed throughout the publishing lifecycle

The InQira Analytics Application

The InQira Analytics application comprises the InQira 8.1 data warehouse, an ETL server, and a Report server, as described in [InQira Analytics Architecture on page 12](#). The requirements and dependencies of the servers and application components are described in [InQira Analytics Requirements and Dependencies on page 14](#).

InQira Analytics Architecture

An InQira Analytics application consists of multiple components configured to extract, store, and present data from one or more configured Intelligent Search and Information Manager instances. The InQira Analytics components include:

- The ETL server, which uses a configured InQira 8.1 instance to execute the data extraction and load (ETL) processes.
- The data warehouse, which stores the extracted Intelligent Search and Information Manager log and repository data and additional metadata used to create the reports
- The InQira Analytics Report server, which hosts the report generation and presentation functions

The InQira Analytics Reporting Process

The ETL process loads data from InQira 8.1 application log files to populate the data warehouse. The Report server uses that data to generate a set of standard reports that you can view, filter, print, and export using the web-based InQira Analytics user interface.

InQira Analytics Server and Processor Deployment

If your InQira 8.1 application processes fewer than 3,000 questions per day, you can deploy InQira Analytics on a single processor. For higher volume applications, we recommend separating the Report server from the server that hosts the database and ETL processes.

For applications processing over 30,000 questions per day, we recommend that the data warehouse, ETL, and Reports server be deployed on separate networked processors.

The InQira Analytics Installation Process

The InQira Analytics installation and configuration process consists of the following steps:

- Installing the InQira Analytics software as described in [Chapter 2, Installing InQira Analytics](#)
- Establishing three separate ODBC DSNs as described in [Chapter 3, Creating the ODBC DSN](#)
- Using the ICE prompt to create a metadata schema as described in [Chapter 4, Creating the InQira Analytics Metadata Database](#)
- Configuring the report server on which you will run the InQira Analytics reporting application as described in [Chapter 5, Installing and Configuring the InQira Analytics Report Server](#)
- Configuring the log data extraction and load process as described in [*Populating the Reporting Databases](#)
- Configuring the Intelligent Search and Information Manager instances that provide data to InQira Analytics as described in [*Configuring the Intelligent Search and Information Manager Production Instances](#)

IMPORTANT: Before installing InQira Analytics, ensure that requirements and prerequisites, as described in [InQira Analytics Requirements and Dependencies on page 14](#) are satisfied, and that appropriate personnel with access to the specified environments are available to perform the installation.

The InQira Analytics components are designed to operate only when the entire installation and configuration process is complete; do not install or use individual InQira 8.1 product components separately from the configured product unless specifically instructed by InQira technical staff.

InQira Analytics Requirements and Dependencies

Requirements for various InQira Analytics servers are detailed in the following sections:

- [Data Warehouse Server Requirements on page 14](#)
- [ETL Server Requirements on page 17](#)
- [Report Server Requirements on page 18](#)
- [Report Client Requirements on page 19](#)

NOTE: The InQira Analytics environment requires an installed and configured InQira 8.1 application. See the InQira 8.1 documentation as described in [InQira Product Documentation on page 5](#) for information on installing, configuring and deploying an InQira 8.1 application.

Data Warehouse Server Requirements

This section describes the hardware and software requirements for the InQira Analytics data warehouse.

InQira Analytics requires a JDBC-compatible database for report data and report storage. The database must have a JDBC driver.

NOTE: You can use the same database that you allocate for the InQira 8.1 Content Store as described in the section on [Databases](#) in the [Intelligent Search Installation Guide](#).

Data Warehouse Server Hardware Requirements

The InQuira Analytics data warehouse requires the following levels of processor, memory, and storage.

Requirement	Minimum Required	Recommended
Processor	1 CPU at 600 MegaHertz (MHz)	1 CPU at 1 GigaHertz (GHz) or greater
RAM	2 gigabytes (GB)	2 GB or greater
Available disk storage	2 GB	Dependent on data quantity

Data Warehouse Server Software Requirements

The InQuira Analytics data warehouse requires the following operating systems, databases, and supporting software.

Requirement	Supported	Recommended
Operating System	Any of the following: <ul style="list-style-type: none">• Microsoft Windows 2000 Server• Microsoft Windows 2003 Server Standard Edition• Red Hat 3.1, 4.0 (64-bit)• Sun Solaris 9	Either of the following: <ul style="list-style-type: none">• Microsoft Windows 2000 Advanced Server (4GT enabled)• Red Hat 3.1, 4.0 (64-bit)• Solaris 9
DBMS	Either of the following: <ul style="list-style-type: none">• Oracle 10g• SQL Server 2005	Either of the following: <ul style="list-style-type: none">• Oracle 10g• SQL Server 2005
Database Administration Application		Aqua Data Studio; SQL Plus, TOAD, or similar application

NOTE: 4GT RAM Tuning increases the amount of RAM available to programs in configured Microsoft Windows NT Server Enterprise Edition servers.

ETL Server Requirements

This section describes the hardware and software requirements for the InQuira Analytics ETL server.

ETL Server Hardware Requirements

The InQuira Analytics ETL server requires the following levels of processor, memory, and storage.

Requirement	Minimum Required	Recommended
Processor	1 CPU at 600 MHz or higher	1 CPU at 1 GHz or higher
RAM	512 MB	2 GB
Available disk storage	2 GB	Dependent on log data quantity.

ETL Server Software Requirements

The InQuira Analytics ETL server requires any of the following operating systems and InQuira 8.1 versions.

Requirement	Minimum Required	Recommended
Operating System	Any of the following: <ul style="list-style-type: none">Windows Server 2003 Standard EditionWindows 2000 ServerRedHat 2.1 Linux (64 bit)RedHat 3.1 Linux (64 bit)Sun Solaris 9	Any of the following: <ul style="list-style-type: none">Windows Server 2003 Enterprise Edition (4GT enabled)Windows 2000 Advanced Server (4GT enabled)RedHat 2.1 Linux (64 bit)RedHat 3.1 Linux (64 bit)Sun Solaris 9
InQuira 8.1	Version 6.2 or higher	Version 8.1
DBMS	Either of the following: <ul style="list-style-type: none">Oracle 10gSQL Server 2005	Either of the following: <ul style="list-style-type: none">Oracle 10gSQL Server 2005

Report Server Requirements

This section describes the hardware and software requirements for the InQuira Analytics Report server.

Report Server Hardware Requirements

The InQuira Analytics Report server requires the following levels of processor, memory, and storage.

Requirement	Minimum Required	Recommended
Server	PC-compatible	PC-compatible
Processor	One Pentium-compatible CPU at 600 MHz or greater	One Pentium-compatible CPU at 1 GHz or higher
RAM	512 MB	2 GB
Available hard drive space	512 MB	2 GB

Report Server Software Requirements

The InQuira Analytics Report server requires any of the following operating systems and web servers.

Requirement	Minimum Required	Recommended
Operating System	Either of the following: <ul style="list-style-type: none">• Microsoft Windows Server 2003 Standard Edition• Microsoft Windows 2000 Server	Either of the following: <ul style="list-style-type: none">• Microsoft Windows Server 2003 Enterprise Edition (4GT enabled)• Microsoft Windows 2000 Advanced Server (4GT enabled)
Web Server	<ul style="list-style-type: none">• Apache Tomcat V5.0.3• Microsoft IIS V5.0	<ul style="list-style-type: none">• Apache Tomcat V5.0.3• Microsoft IIS V5.0

Windows 2000 Platform Requirements

- Windows 2000 Server SP3 or SP4
- Windows 2000 Advanced Server SP3 or SP4
- Internet Explorer 5.01 or higher

Windows Server 2003 Platform Requirements

- Windows Server 2003 Enterprise Edition
- Windows Server 2003 Standard Edition
- Internet Explorer 6.01 or higher

Report Client Requirements

This section describes the hardware and software requirements for client processors that access the InQira Analytics Report server.

Report Client Hardware

The InQira Analytics Report client requires the following levels of processor and memory.

Requirement	Minimum Required	Recommended
Processor	450 MHz	1 GHz or higher
RAM	128 MB	512 MB or higher

Report Client Software

The InQira Analytics Report client requires the following software and capabilities.

- monitor resolution at 800 x 600 or higher, with 256 or greater color palette
- Microsoft Excel, or any spreadsheet application that supports the CSV file format
- Adobe Acrobat or a similar PDF creation and display program

Chapter 2 Installing InQuira Analytics

You install the InQuira Analytics software on the processor that you have designated as the ETL server within your InQuira Analytics application. The ETL server must have an installed and configured InQuira 8.1 instance, including the Advanced Configuration Facility.

The InQuira Analytics installation process uses an automated installation program that copies the InQuira Analytics product files from the product distribution and installs InQuira Analytics into the existing InQuira 8.1 installed directory structure. The InQuira 8.1 installation program installs and configures the Intelligent Search Analytics and Information Manager Analytics products.

IMPORTANT: Before installing InQuira Analytics, ensure that requirements and prerequisites are satisfied, and that appropriate personnel with access to the specified environments are available to perform the installation.

Starting the Installation Program

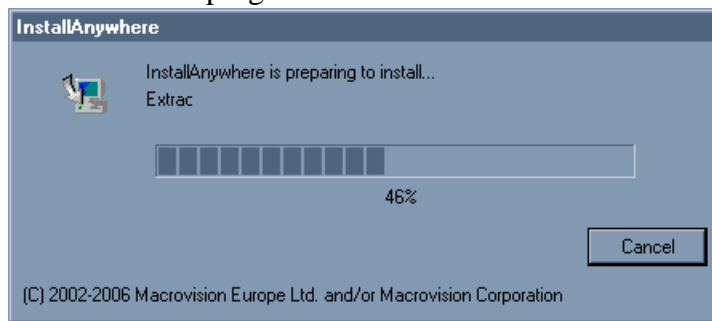
To start the installation program in Microsoft Windows environments:

- Execute `install_analytics.exe`

To start the installation program in Solaris and Linux environments:

- Execute `install_analytics.bin`

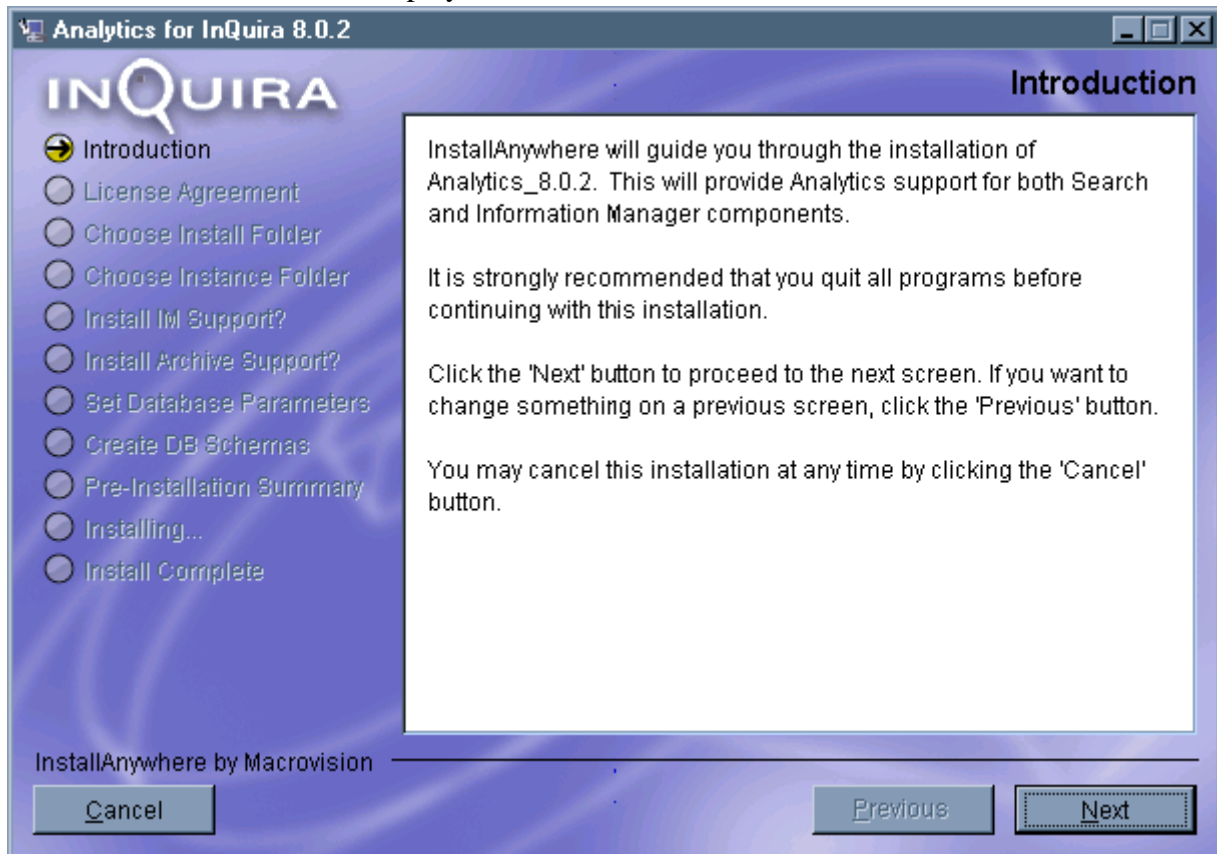
The installation program starts:



The installation program displays the installation introduction screen see [The InQuira Installation Introduction on page 23](#).

The InQuira Installation Introduction

The Introduction screen displays.

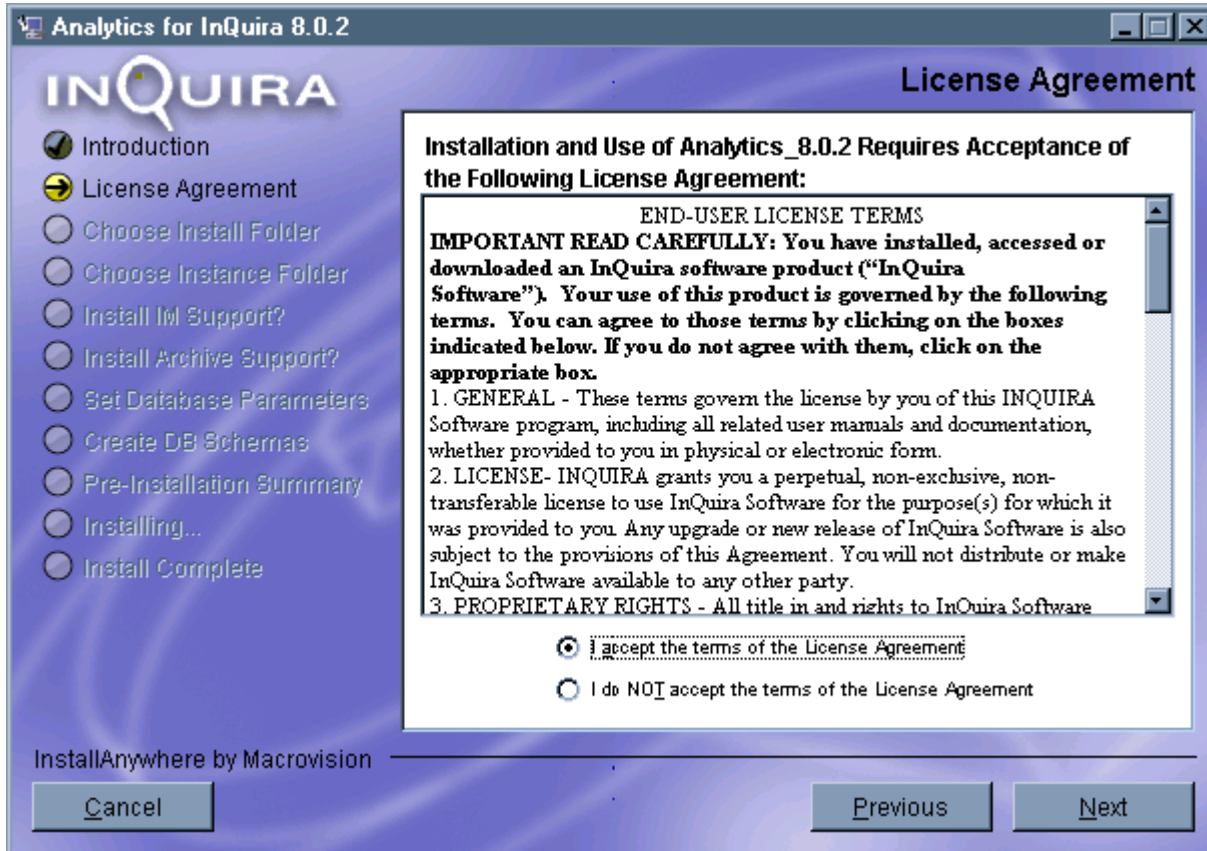


- It is strongly recommended that you quit all programs before continuing with the installation.
- Select **Next**.

The installation program displays the *InQuira Analytics license agreement* see [The InQuira Analytics License Agreement on page 24](#)

The InQira Analytics License Agreement

The InQira Analytics License Agreement screen displays.

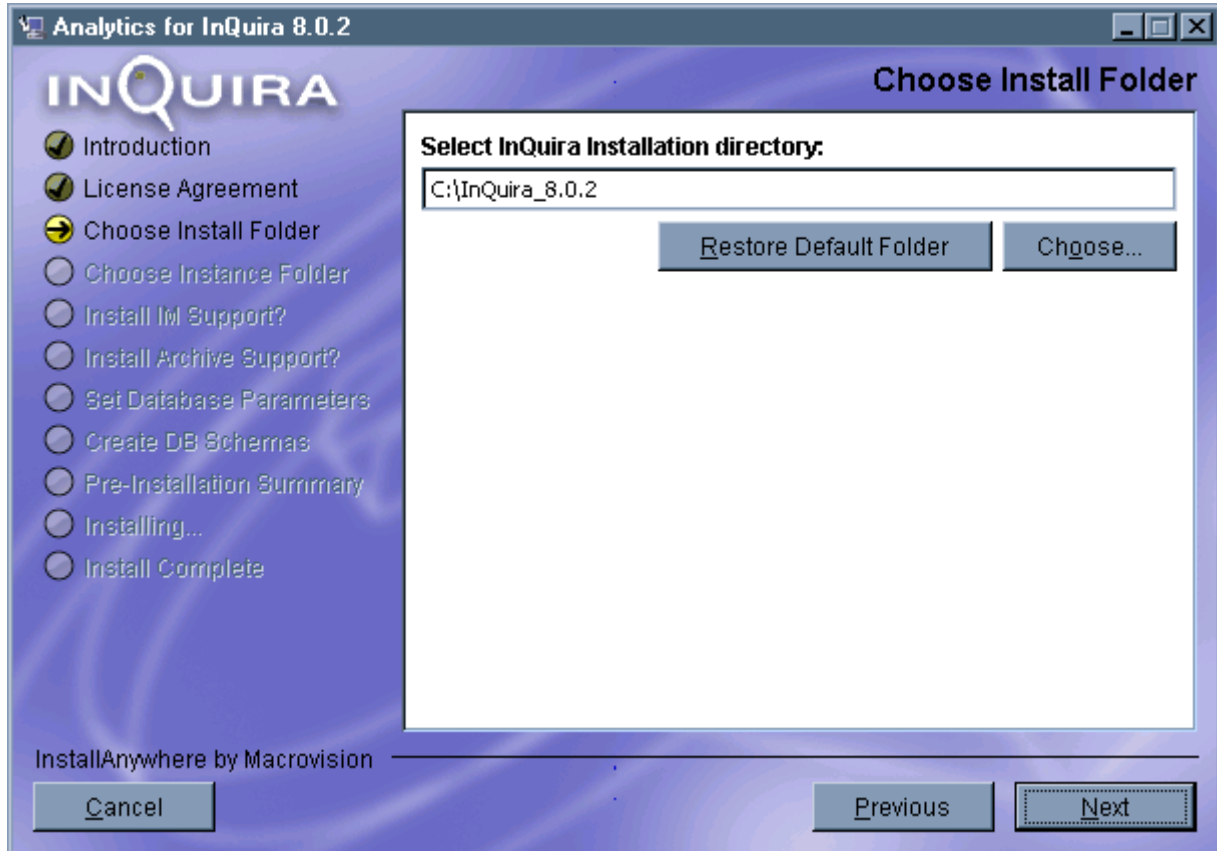


- Read the license agreement carefully; by agreeing, you are legally bound to its terms and conditions.
- Select **I accept the terms of the License Agreement**.
- Select **Next**.

The installation program displays the *installation location selection screen* see [Selecting the Installation Location](#) on page 25

Selecting the Installation Location

The Choose Install Folder screen displays.



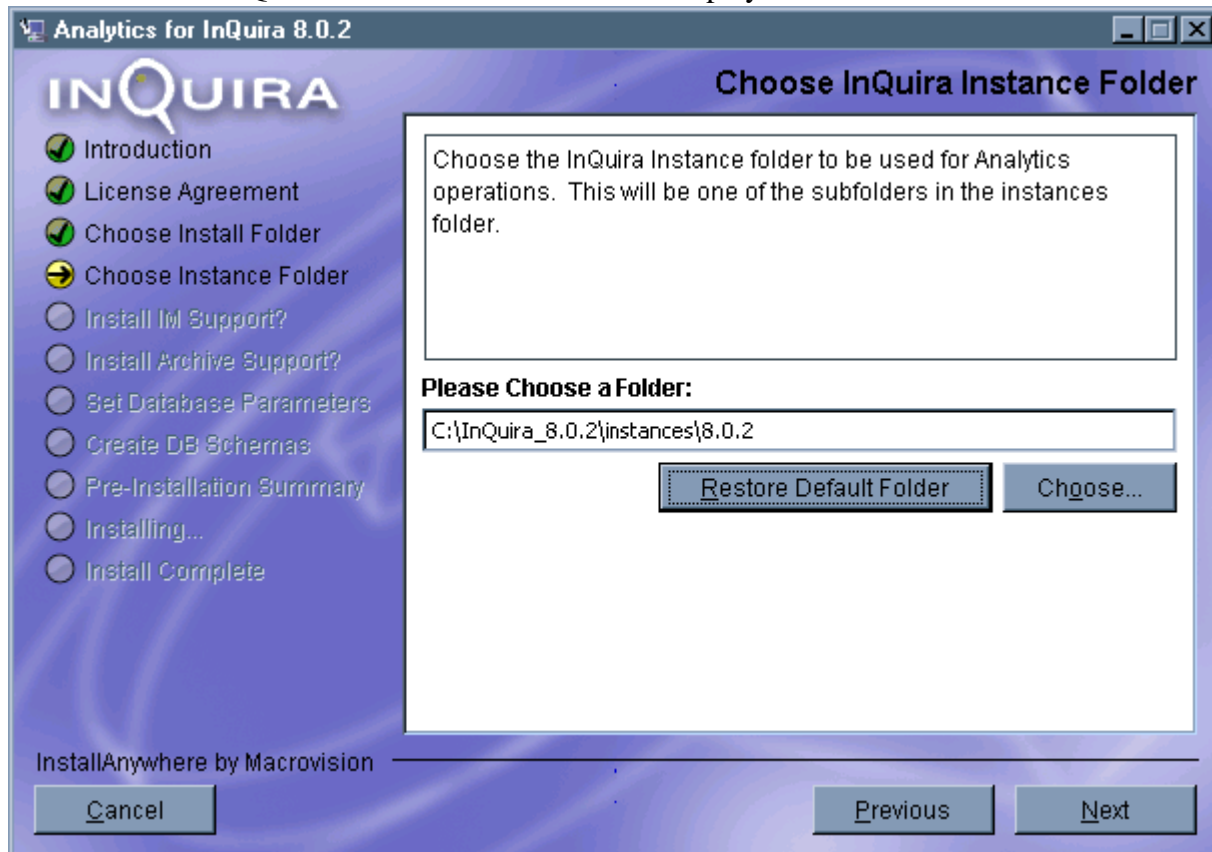
- Select the location of the InQuira 8.1 installation into which you want to install InQuira Analytics. The installation program selects a default location:
C:\InQuira_8.1 in Windows environments or <user_home>/InQuira_8.1 in Solaris and Linux environments
You can use the **Choose...** button to open a file explorer and select an alternate location.
Use the **Restore Default Folder** button to reset the default installation directory, if necessary.
- Select **Next**.

NOTE: The installation program checks to see that an InQuira 8.1 instance has been properly installed. If it does not find the folders and files it is expecting, an error message is displayed.

The installation program displays the *instance location selection screen*, see [Selecting the Instance Folder on page 26](#).

Selecting the Instance Folder

The Choose InQira 8.1 Instance Folder screen displays.



- Select the location of the InQira 8.1 instance folder to be used for InQira Analytics. The location needs to be one of the subfolders in the instances folder. The installation program selects a default location:

C:\InQira_8.1\instances\ in Windows environments or <user_home>/InQira_8.1\instances in Solaris and Linux environments.

You can use the **Choose...** button to open a file explorer and select an alternate location.

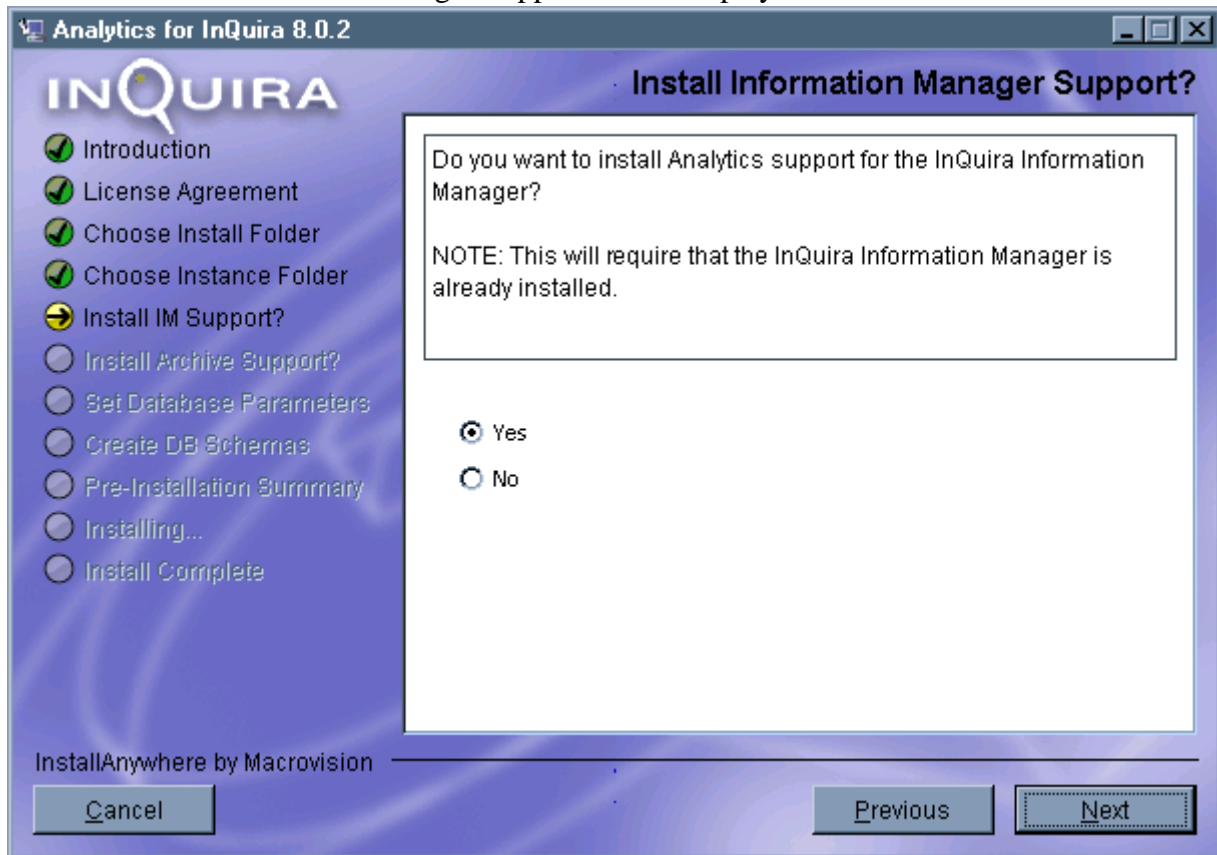
Use the **Restore Default Folder** button to reset the default installation directory, if necessary.

- Select **Next**.

The installation program displays the *Information Manager support installation screen* see [Installing Information Manager Support on page 27](#).

Installing Information Manager Support

The Install Information Manager Support screen displays.

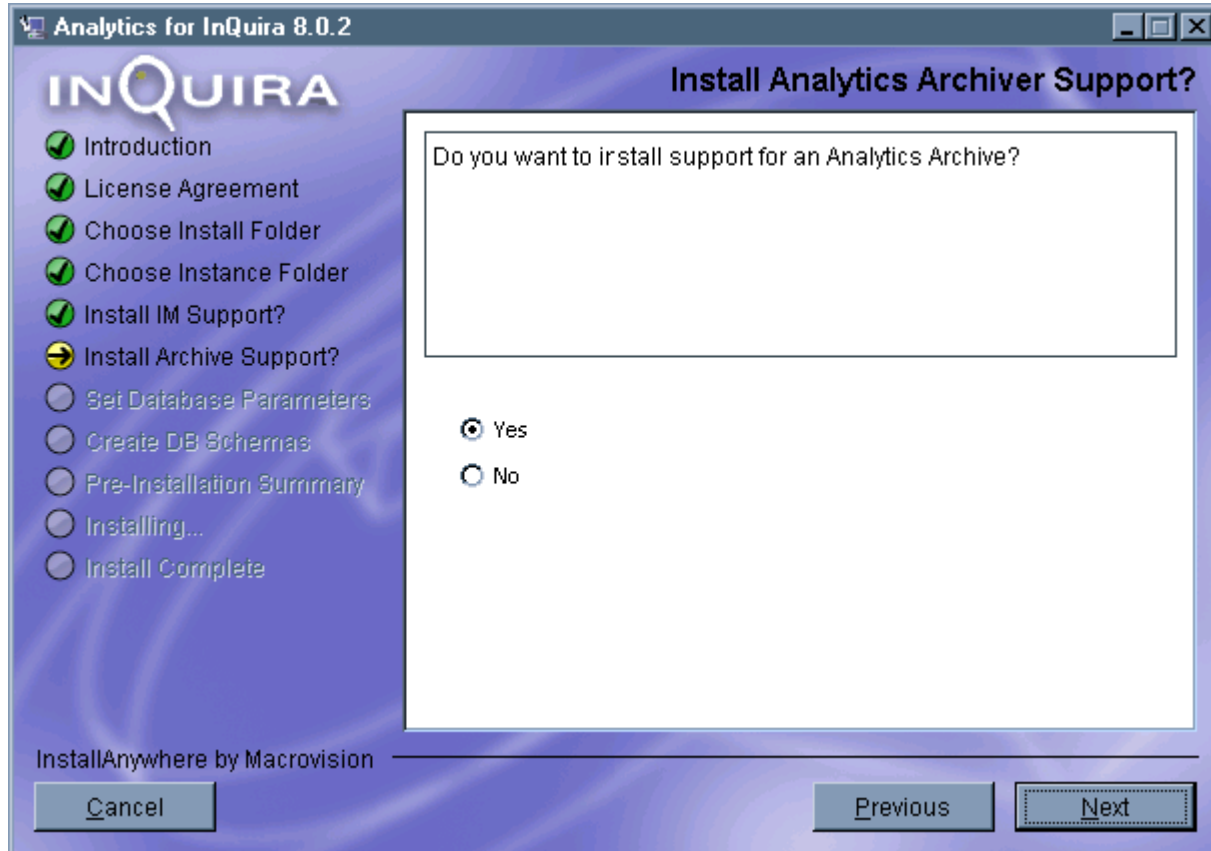


- Select **Yes** or **No**.
If you select Yes, Information Manager Analytics will be installed. You must have InQuira Information Manager already installed before selecting yes.
- Select **Next**.

The *Analytics Archiver Support* see [Installing InQuira Analytics Archiver Support on page 28](#).

Installing InQuira Analytics Archiver Support

The Install Analytics Archiver Support screen displays.

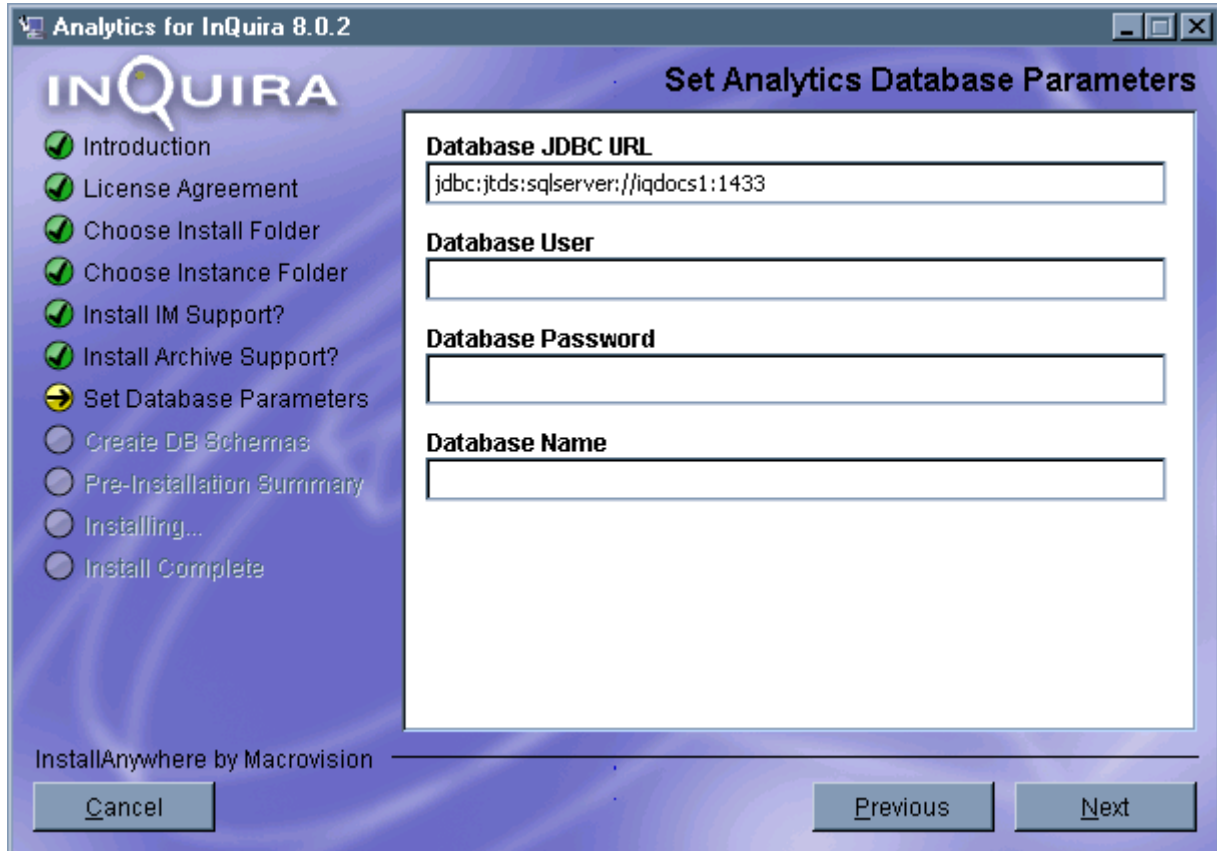


- Select **Yes** or **No**.
Selecting Yes will install an Analytics Archive.
- Select **Next**.

The *select database type* see [Setting InQuira Analytics Database Parameters](#) on page 29.

Setting InQuira Analytics Database Parameters

The Set Analytics Database Parameters screen displays.



- Set the database parameters for the Analytics Database.

NOTE: The database for Analytics and the database for the Analytics Archive must be separate

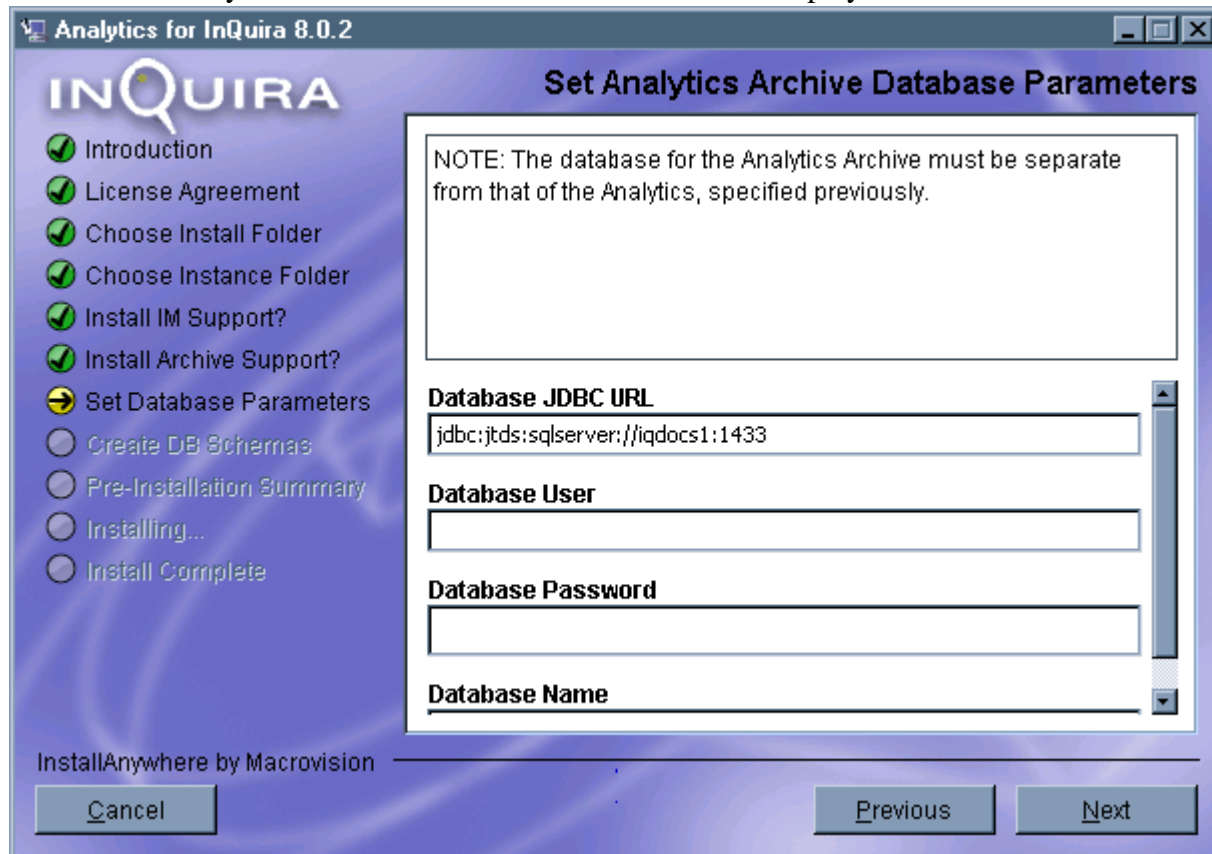
- Select **Next**.

If you selected Yes on the Install Analytics Archive Support screen the *Set Analytics Archive Database Parameters* see [Setting InQuira Analytics Database Parameters on page 29](#) screen displays.

If you selected No on the Install Analytics Archive Support screen the *Create DB Schemas screen* see [Creating InQuira Analytics Databases on page 31](#) display.

Setting InQira Analytics Archive Database Parameters

The Set Analytics Archive Database Parameters screen displays.



- Set the database parameters for the Analytics Archive Database.

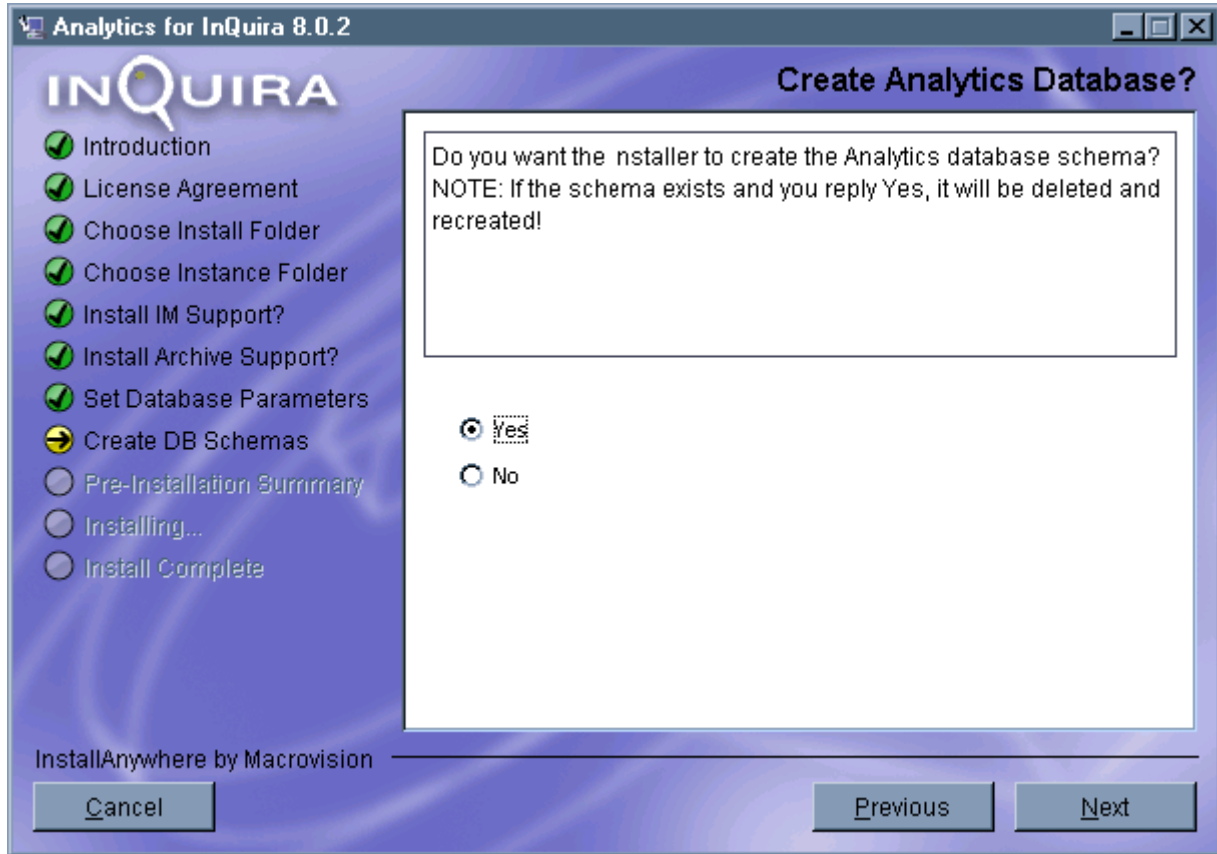
NOTE: The database for Analytics and the database for the Analytics Archive must be separate

- Select **Next**.

The *Create Analytics Database* see [Creating InQira Analytics Databases on page 31](#) on screen appears.

Creating InQuira Analytics Databases

The Create Analytics Database screen displays.



- Select **Yes** or **No**.

NOTE: If you select yes, and the schema already exists it will be deleted and recreated.

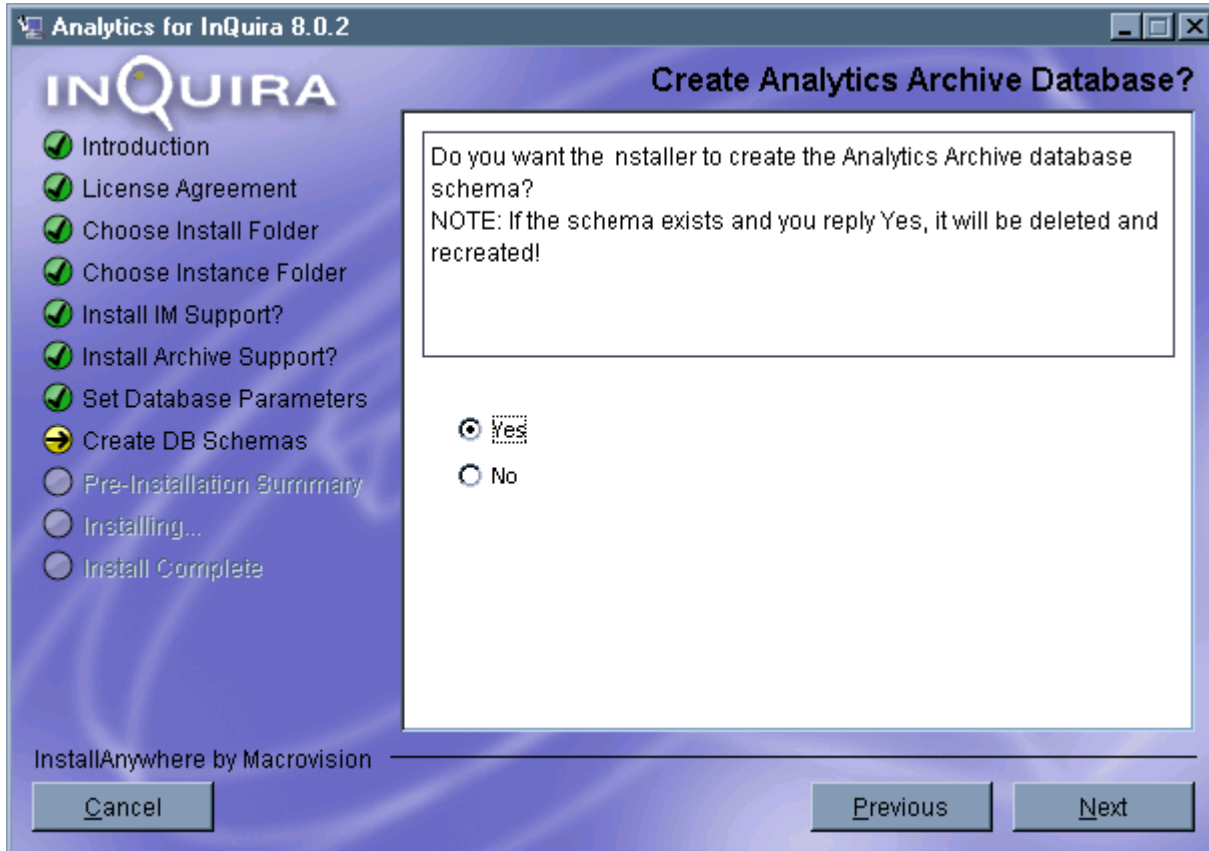
- Select **Next**.

If you selected Yes on the Install Analytics Archive Support screen the *Create Analytics Archive Database* see [Create InQuira Analytics Archive Database on page 32](#) screen displays.

If you selected No on the Install Analytics Archive Support screen the *Pre-Installation Summary* see [The Pre-Installation Summary on page 33](#) screen displays.

Create InQira Analytics Archive Database

The Create Analytics Archive Database screen displays.

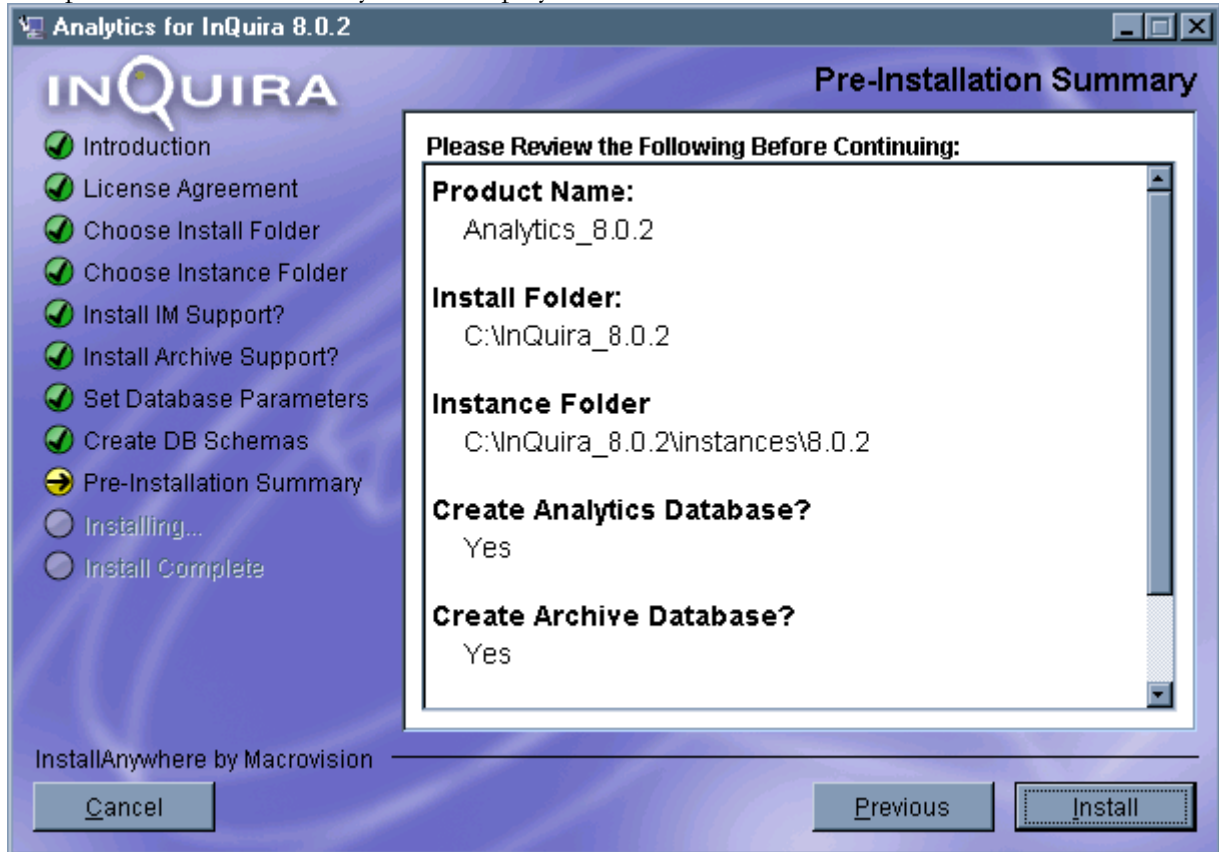


- Select **Yes** or **No**.
If you select **Yes**, and a schema already exists it will be deleted and recreated.
- Select **Next**.

The *Pre-Installation Summary* see [The Pre-Installation Summary on page 33](#) screen displays.

The Pre-Installation Summary

The pre-installation summary screen displays.

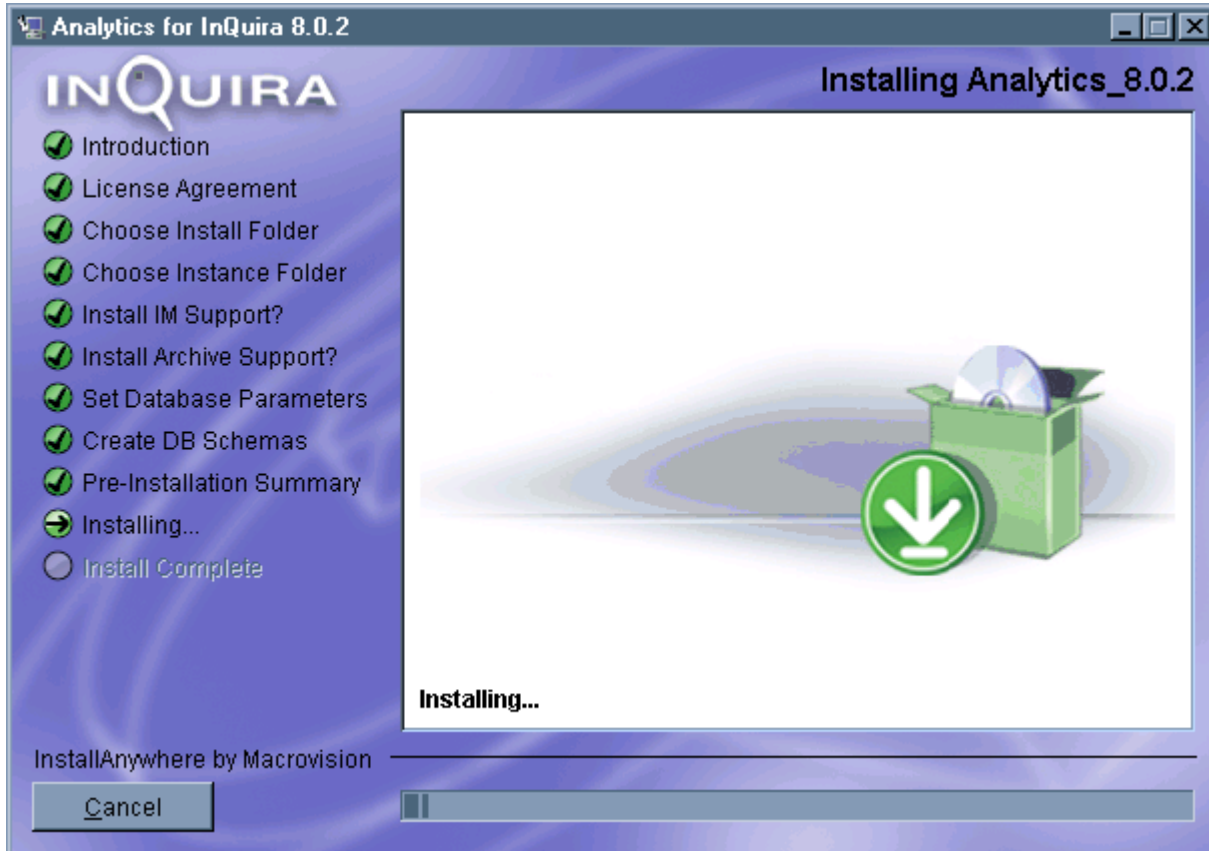


- Review your selections.
- Use the **Previous** button to make any corrections.
- Select **Install** to continue.

The installation program begins installing InQuira Analytics in the specified location.

Installing the Product Files

The installation program displays a progress screen during installation:

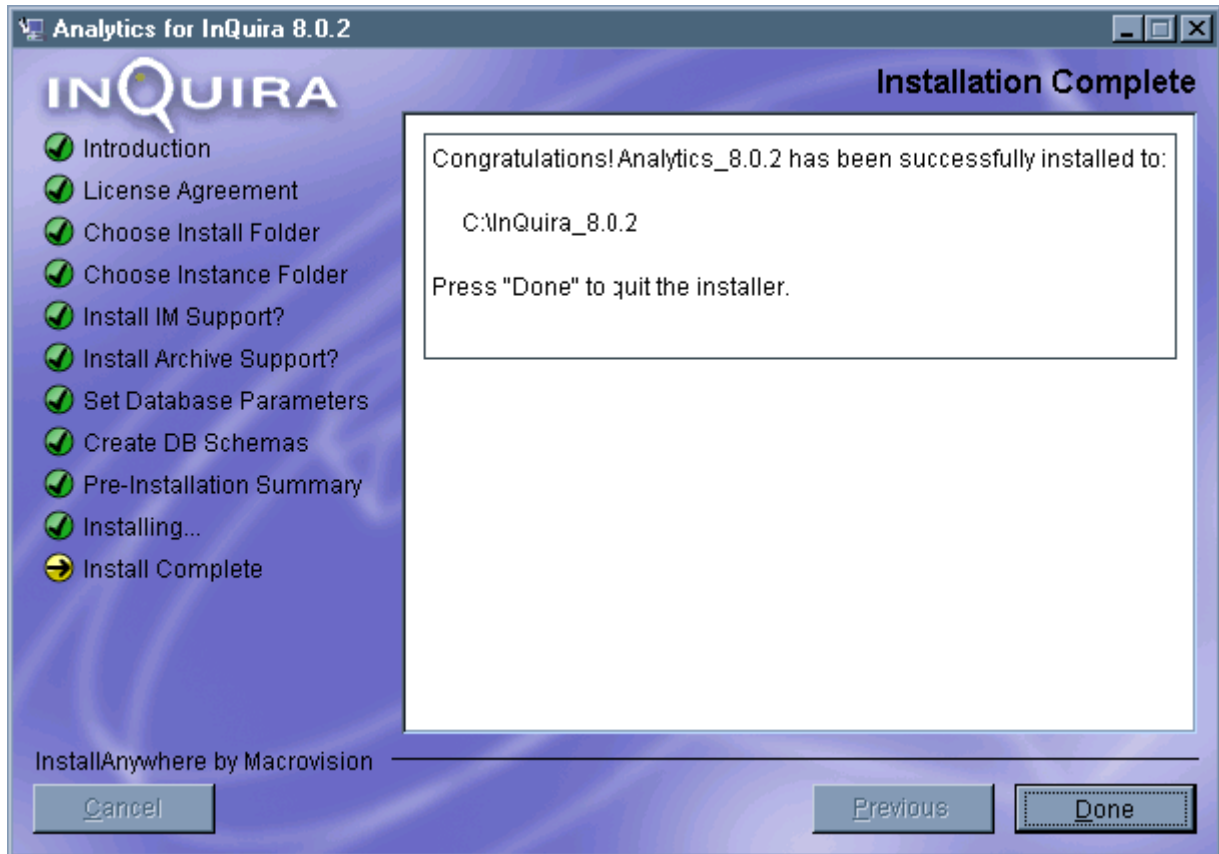


When installation is complete, the installation program displays the *Installation Complete* see [Completing the Installation on page 35](#) screen.

Completing the Installation

The completion screen summarizes the installation process.

The InQuira Analytics component directories and files are now installed in the specified location.



- Select **Done** to exit the installation program.

The installation program executes its cleanup routines and terminates.

Chapter 3 Creating the ODBC DSN

After the installation program completes, you must create three separate ODBC DSNs.

Create data sources for each of the following:

- InQira 8.1 Analytics Database
- InQira 8.1 IM OLTP Database
- InQira 8.1 Search Archive Database

Creating an ODBC DSN

To create an ODBC DSN for the necessary InQira Analytics databases (three in total):

- Select **Data Sources (ODBC)** from the Start menu (Start > Programs > Administrative Tools > Data Sources)

The ODBC Data Source Administrator displays.

- Select the **System DSN** tab, and select **Add**

The Create New Data Source window prompts you to select a driver from the list.

- Select **SQL/Oracle Server** and select **Finish**
- If using Linux, select **MicroStrategy ODBC Driver for Oracle Wire Protocol** and select **Finish**

The Create New Data Source to SQL/Oracle Server prompts you to specify:

- Name
- Description
- Server

Naming the data sources

Create separate data sources for each of the following:

- InQuira 8.1 Analytics Database
- InQuira 8.1 IM OLTP Database
- InQuira 8.1 Search Archive Database

Chapter 4 Creating the InQuira Analytics Metadata Database

After you complete the InQuira Analytics installation you must open the Installation Configuration Environment and run the following script to create a metadata database.

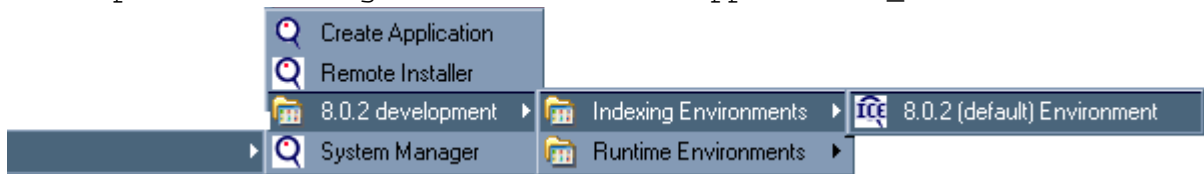
This metadata database schema is used to store information about report definitions and security.

Opening the Installation Configuration Environment

To start the Installation Configuration Environment:

- Select the Installation Configuration Environment item for the desired instance:

```
Start => Programs => InQuira 8.1 => <application_name>  
development=>Indexing Environments => <application_name> Environment
```



The Installation Configuration Environment screen displays.

```
C:\ 8.0.2 (default) Environment
APROOT      = [C:\InQuira_8.0.2\instances\8.0.2]
JAVA_HOME   = [C:\InQuira_8.0.2\jre]

-----
Setting CLASSPATH:
-----
Prepending InQuira Libraries:
-----
Prepending Professional Services Libraries:
-----
C:\InQuira_8.0.2\lib\ice.jar
C:\InQuira_8.0.2\lib\wrapper.jar
-----
Prepending Patches:
-----
No Patches Found

-XX:+ManagementServer -XX:MaxHeapSize=1468006400 -XX:+PrintCommandLineFlags -XX:
+PrintGC -XX:+TraceClassUnloading
You are using: InQuira 8.0 (T3) Build 8
in this development environment.

InQuira C:\InQuira_8.0.2\instances\8.0.2->
```

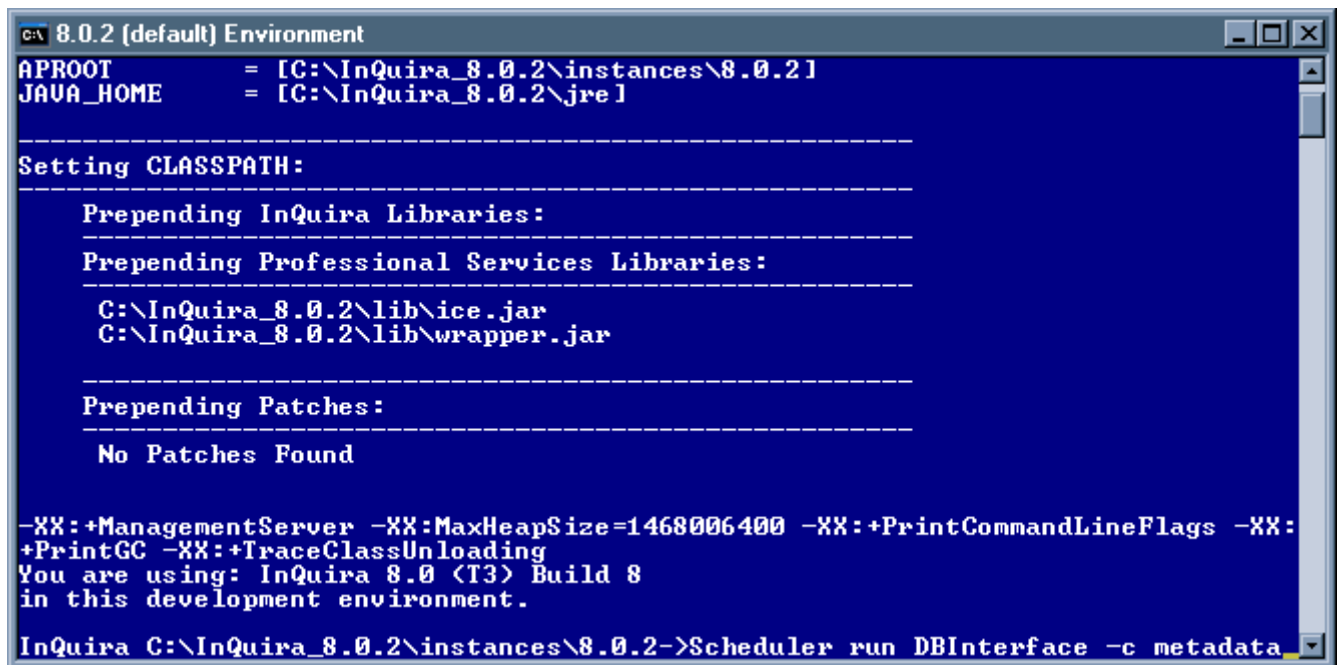
Running the Create Metadata Script

- In a Windows environments, execute the following command in the Installation Configuration Environment on the InQira Analytics server:

scheduler run DBInterface -c metadata

- In Solaris environments, execute the following command in the Installation Configuration Environment on the InQira Analytics server:

scheduler.sh run DBInterface -c metadata



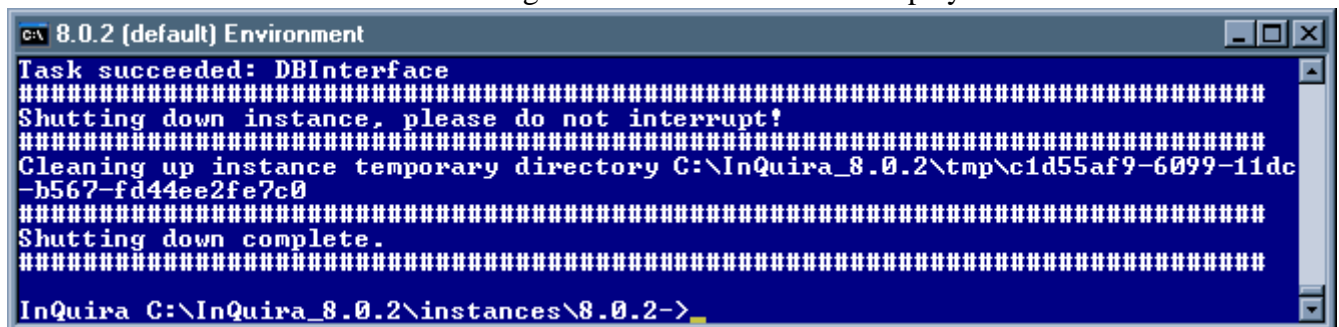
```
C:\ 8.0.2 (default) Environment
APROOT      = [C:\InQira_8.0.2\instances\8.0.2]
JAVA_HOME   = [C:\InQira_8.0.2\jre]

-----
Setting CLASSPATH:
-----
Prepending InQira Libraries:
-----
Prepending Professional Services Libraries:
-----
C:\InQira_8.0.2\lib\nice.jar
C:\InQira_8.0.2\lib\wrapper.jar
-----
Prepending Patches:
-----
No Patches Found

-XX:+ManagementServer -XX:MaxHeapSize=1468006400 -XX:+PrintCommandLineFlags -XX:
+PrintGC -XX:+TraceClassUnloading
You are using: InQira 8.0 (T3) Build 8
in this development environment.

InQira C:\InQira_8.0.2\instances\8.0.2->Scheduler run DBInterface -c metadata
```

When finished the Installation Configuration Environment will display:



```
C:\ 8.0.2 (default) Environment
Task succeeded: DBInterface
#####
Shutting down instance, please do not interrupt!
#####
Cleaning up instance temporary directory C:\InQira_8.0.2\tmp\c1d55af9-6099-11dc-
b567-fd44ee2fe7c0
#####
Shutting down complete.
#####
InQira C:\InQira_8.0.2\instances\8.0.2->
```


Chapter 5 Installing and Configuring the InQuira Analytics Report Server

This section provides an overview of the MicroStrategy installation and configuration process to install and configure the MicroStrategy software that supports InQuira Analytics report creation and presentation.

Please consult the MicroStrategy installation and configuration documentation for more detailed information.

Installing the MicroStrategy Components

To install the MicroStrategy components:

- Navigate to the InQuira Analytics installation location, and locate the MicroStrategy folder
- Execute the Setup program

After successful installation and reboot, MicroStrategy will automatically start the configuration process.

NOTE: If the configuration process does not start automatically, start it manually as described in [Configuring the MicroStrategy Components on page 48](#).

The MicroStrategy installation page displays.

- Select **Install Software** from the installation page options

The MicroStrategy product selection page displays.

Selecting the Language for the Installation

The installation language selection dialog prompts you to select a language for the installation process. The default is English.

- Select the desired language

The *product installation program* see [Installing the Selected Products on page 44](#) starts.

Installing the Selected Products

The product installation program informs you of the selected product. Verify that you are installing MicroStrategy 8.0.2.

- Select **Next**.

The *MicroStrategy license agreement* see [Accepting the MicroStrategy License Agreement on page 44](#) displays.

Accepting the MicroStrategy License Agreement

The MicroStrategy license agreement specifies the legal terms of use. You must agree to these terms to install and use the software.

The installation program sets the license agreement to non-acceptance by default. To accept the license agreement and continue the installation:

- Select the accept option

The **Next >** button is now available.

- Select **Next >** to continue

The *Customer Information* see [Specifying Customer Information on page 44](#) screen displays.

Specifying Customer Information

The Customer Information screen prompts you for the user information and a license key.

NOTE: Contact InQuira Customer Support for license key information.

- Enter the appropriate user and license information
- Select **Next**

The *installation type selection* see [Selecting the Installation Type on page 45](#) screen displays.

Selecting the Installation Type

The installation type selection screen prompts you to select an installation. Typical is the default.

- Select **Typical**,
- Select **Next**

The *installation location selection* see [Selecting the Installation Location on page 45](#) screen displays.

Selecting the Installation Location

The installation location selection screen prompts you to select an installation folder. The default is C:\Program Files\MicroStrategy.

- Select the appropriate folder
- Select **Next**.

The *component selection* see [Selecting the Components to Install on page 45](#) screen displays.

Selecting the Components to Install

The component selection screen displays the available MicroStrategy products for installation.

- In order to use InQuira Analytics, you must install the following products:
 - MicroStrategy Desktop (Desktop Designer, MicroStrategy Server Administration)
 - Intelligence Server
 - Web (Web Professional)
- Select **Next**.

The *stop web server message* see [Stopping Your Web Server on page 46](#) displays.

Stopping Your Web Server

The installation program displays a message stating that it will stop and re-start the web server as required for the installation.

- Select **Yes** to have the installation program stop and re-start the web server
or
- Manually stop the web server
- Select **Next >** to continue

The *MicroStrategy Web (ASP.Net) Setting* on [MicroStrategy Web \(ASP.Net\) Setting on page 46](#) screen displays.

MicroStrategy Web (ASP.Net) Setting

The MicroStrategy Web (ASP.net) setting screen displays.

- Specify the name of the virtual directory that will be used by MicroStrategy. This name will be a part of the URL used to access analytics reports through the web.
- Select **Next**.

The *Selecting the Program Folder* on [Selecting the Program Folder on page 46](#) screen displays.

Selecting the Program Folder

The program folder selection screen prompts you to select the program folder. The default is MicroStrategy.

- Select an appropriate program folder
- Select **Next**.

The *MicroStrategy Intelligence Server Setting* on [MicroStrategy Intelligence Server setting on page 46](#) screen displays.

MicroStrategy Intelligence Server setting

The MicroStrategy Intelligence Server setting screen displays.

- Fill in the Login and Password used to access the Windows account that MicroStrategy will use to log onto the system

- Select **Next**.

The Start *Copying the Select Component Files* see [Copying the Selected Component Files on page 47](#) summary screen displays.

Copying the Selected Component Files

The installation program provides a summary of your installation selections prior to copying the program files.

- Review your selections
- Select **Install**.

The installation program copies the selected program files to the specified location.

Installing MicroStrategy Files

The installation program displays the status of the installation process.

After the installation process is complete, you will be asked to *activate MicroStrategy* see [Installing MicroStrategy Files on page 47](#)

Activating MicroStrategy

After the installation process is complete, you will need to activate MicroStrategy.

The Server Activation screen displays.

- Fill out the required information
- Select **Next**.

The Installer's Information screen displays.

- Fill out required information.
- Select **Next**.

The Request Activation Code screen displays.

- Select to have activation code sent now, or later.
- Select Next.

When the installation is complete, the program prompts you to open the ReadMe file

- Select either option as desired

The *installation program completes* see [Completing the Installation Process on page 48](#).

Completing the Installation Process

The installation program prompts you to restart the computer prior to performing the configuration process.

- Remove any disks from their drives.
- Select **Finish** to complete the installation process.

NOTE: The MicroStrategy configuration process will start automatically when the computer re-starts. Follow the configuration steps as described in [Configuring the MicroStrategy Components on page 48](#).

Configuring the MicroStrategy Components

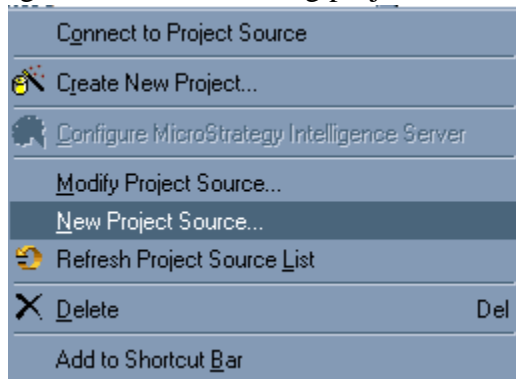
After Microstrategy is installed you must configure a new project source that will be used to access all InQuira Analytics reports stored in the databases configured in [Chapter 3, Creating the ODBC DSN](#).

Creating a New Project Source

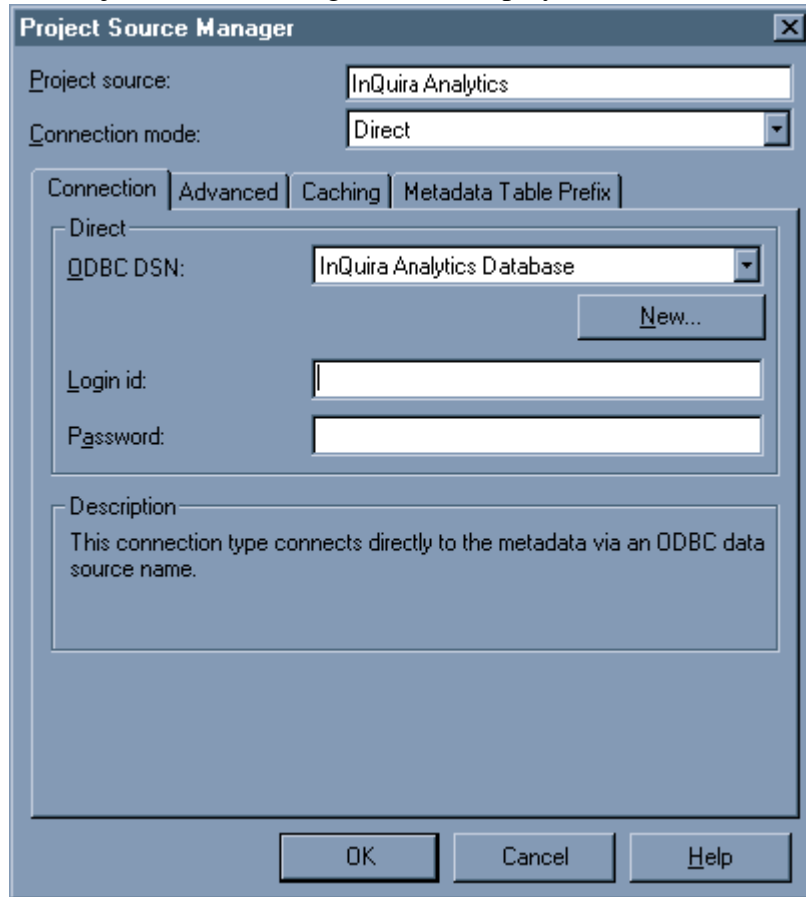
NOTE: The Configuration Wizard opens automatically upon restarting. Exit this program.

To create a new project source you:

- Open Microstrategy Desktop
(the default login is Administrator with no password)
- Right-click on an existing project and select **New Project Source...**



The Project Source Manager screen displays.



- Enter a new project source name in the Project Source field.
- Select **Direct** Connection mode.
- Select InQira Analytics Database as the ODBC DSN.
- Enter the Login id and password.
- Select **OK**.

The newly created project source will appear on the Microstrategy Desktop screen.

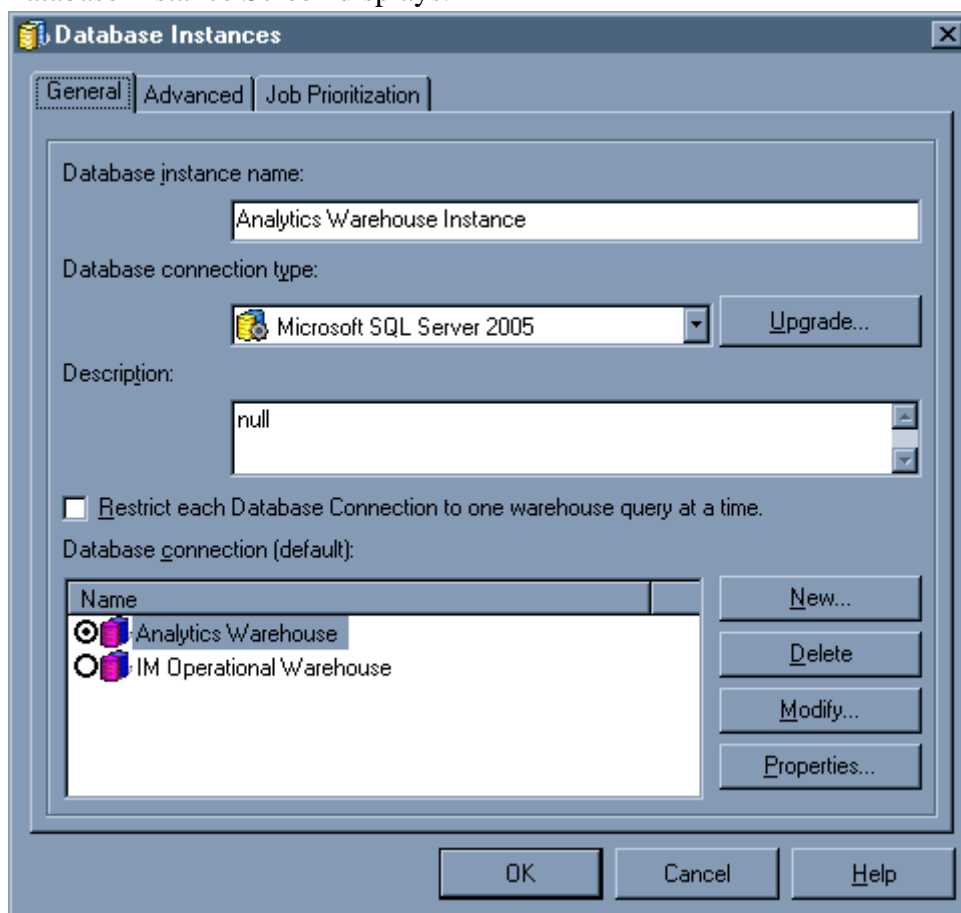
Configuring the Analytics Warehouse Instance

After creating a new project source you must configure the Intelligent Search Analytics ODS datasource.

- Open the newly created Project source.
- Open Administration.
- Open the Database Instance Manager.

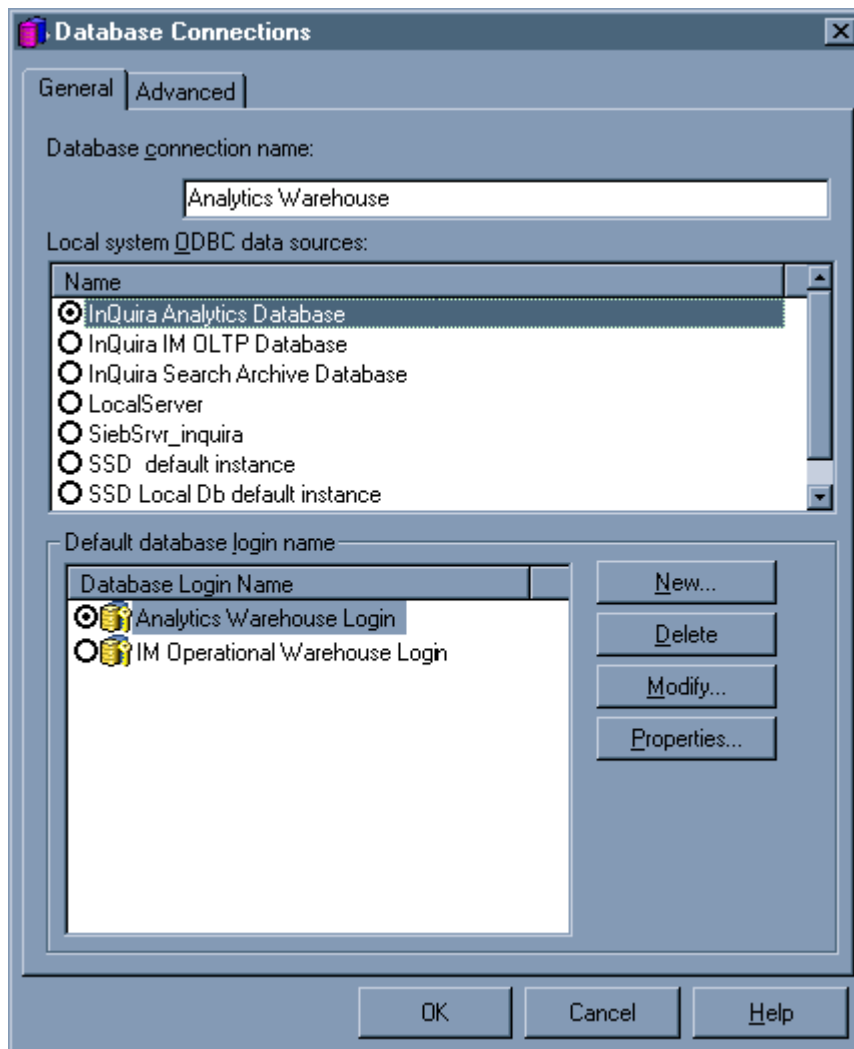
- Select IM Operational Warehouse Instance

The Database Instance Screen displays.



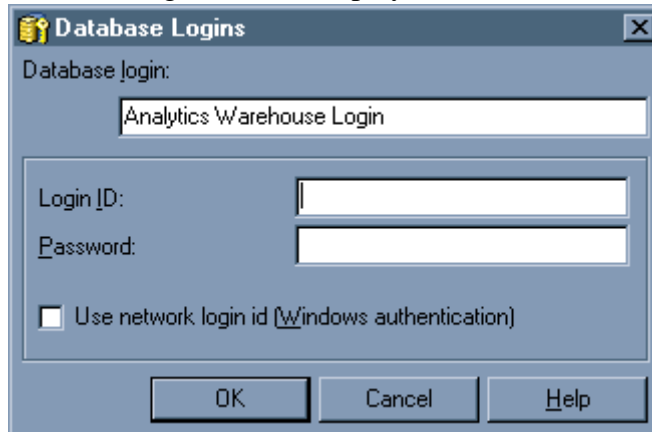
- Select Analytics Warehouse Instance.
- Select Modify

The Database Connection screen displays.



- Select Analytics Warehouse Instance
- Confirm the local system ODBC data source selected is the database created for InQira Analytics Database
- Select Modify.

The Database Logins screen displays.



- Fill in the Login ID and password created for the InQira IM OLTP Database.
- Select OK.
- Select OK.
- Select OK.

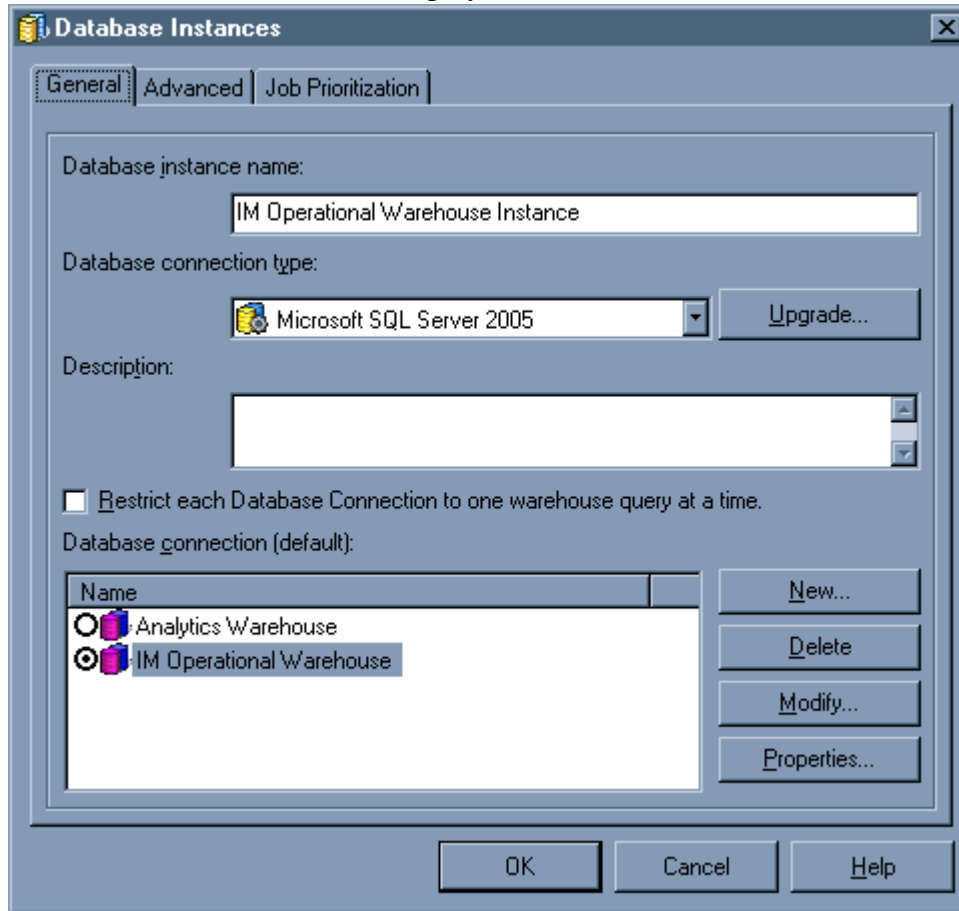
Repeat these steps to *configure the IM Operational Warehouse* see [Configuring the IM Operational Warehouse Instance](#) on page 53.

Configuring the IM Operational Warehouse Instance

After creating a new project source you must configure the Intelligent Search Analytics ODS datasource.

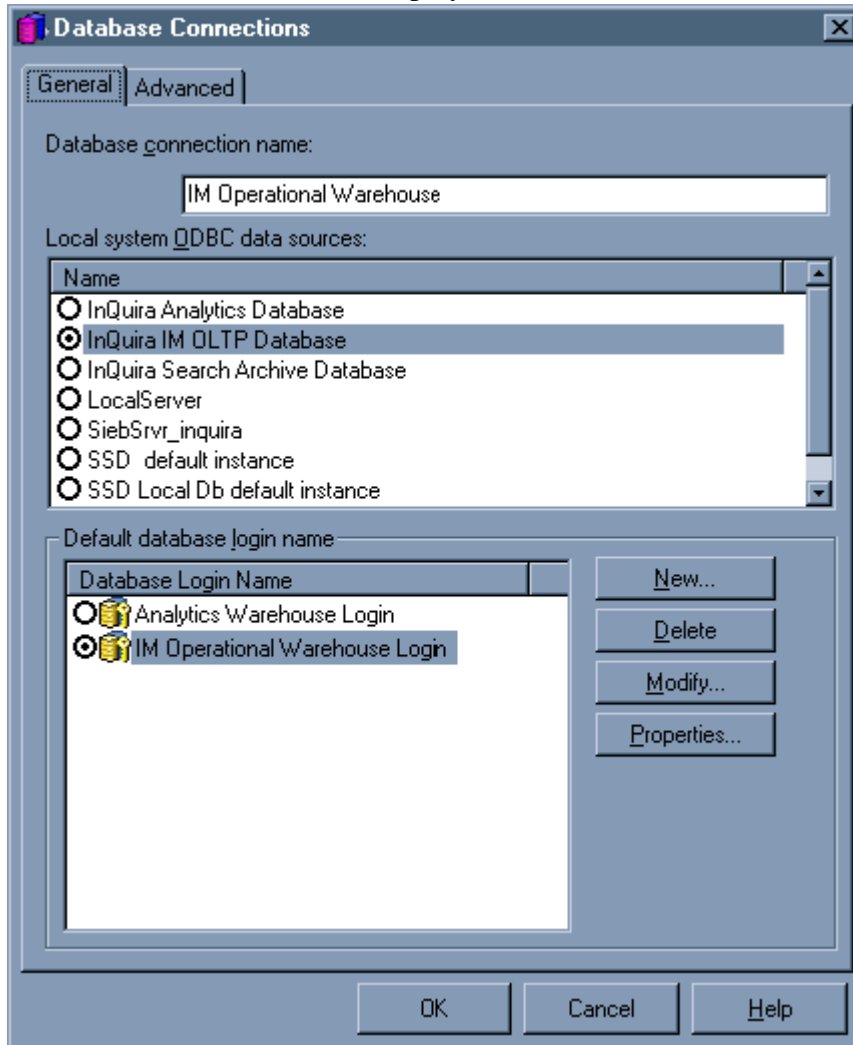
- Open the newly created Project source.
- Open Administration.
- Open the Database Instance Manager.
- Select IM Operational Warehouse Instance

The Database Instance Screen displays.



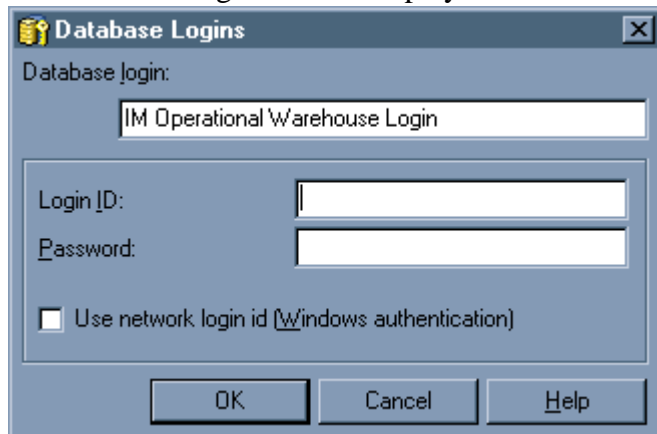
- Select IM Operational Warehouse Instance.
- Select Modify

The Database Connection screen displays.



- Select IM Operational Warehouse Instance
- Confirm the local system ODBC data source selected is the database created for InQira IM OLTP Database
- Select Modify.

The Database Logins screen displays.



- Fill in the Login ID and password created for the InQira IM OLTP Database.
- Select OK.
- Select OK.
- Select OK.

The configuration of the new project source is now completed.

Configuring the Web-based InQira Analytics User Interface

Execute the following to configure the web-based InQira Analytics user interface:

- Open the following directory: <Instance_Name>\analytics\common\MSTR_UI\Dotnet
- Execute InQiraBrand.bat.

NOTE: <IQNOTE>If you installed InQira Analytics on a Linux server you may need to refer to your Customer Support. (s2060)

Deploying the Project to the Web

The following steps will enable you to view InQuira Analytics reports from the web at <http://localhost/MicroStrategy/asp> .

Starting the MicroStrategy Configuration Wizard

To start the configuration process:

- Open MicroStrategy Configuration Wizard.
- Select **Set up MicroStrategy Intelligence Server**.
- Select **Next**.

Specifying the Data Source for the Metadata Repository

The Connect to Metadata Repository screen displays.

The screenshot shows the 'Connect to Metadata Repository' screen of the MicroStrategy Configuration Wizard. The title bar reads 'Configuration Wizard - MicroStrategy Intelligence Server Configuration'. The main heading is 'Connect to Metadata Repository' with the MicroStrategy 8 logo on the right. Below the heading, there is a text box: 'Select the ODBC Data Source Name that you will use to connect to the metadata repository. If you want to create another data source name, click New.' The form contains several fields and buttons: 'ODBC Data Source Name:' with a dropdown menu showing 'InQuira Analytics Database (Microsoft SQL Server)' and a 'New...' button; 'User Name:' with a text input field and an 'MD Prefix...' button; 'Password:' with a text input field and a 'Temp Table Prefix...' button; and 'ODBC Driver Execution Mode' with two radio button options: 'Use driver in multiprocess mode.' (selected) and 'Use driver in multithreaded mode.'. At the bottom, there are five buttons: 'Help', 'Cancel', '< Back', 'Next >', and 'Finish'.

- Specify the configured ODBC Data Source Name from the drop list.
- Enter the User Name and Password as assigned in ODBC LINK

- Select **Next**.

The Database Driver Certification Message

The Driver Certification Status for InQuira Analytics Database screen appears.

- Select **Close**.

Specifying User Information for the Metadata Repository

The User Authentication screen displays.

- Enter the MicroStrategy administrator name.

The InQuira Analytics recommended default is **Administrator**, with no password.

- Select **Next**.

Specifying the Server Definition

The create, link, or delete a server definition screen displays.

- Select the **Create a New Server Definition**.

- Enter a Server Definition Name

OR

- Select the **Use Selected Server Definition**.

- Select a server from the Existing Server Definition.

- Select **Next**.

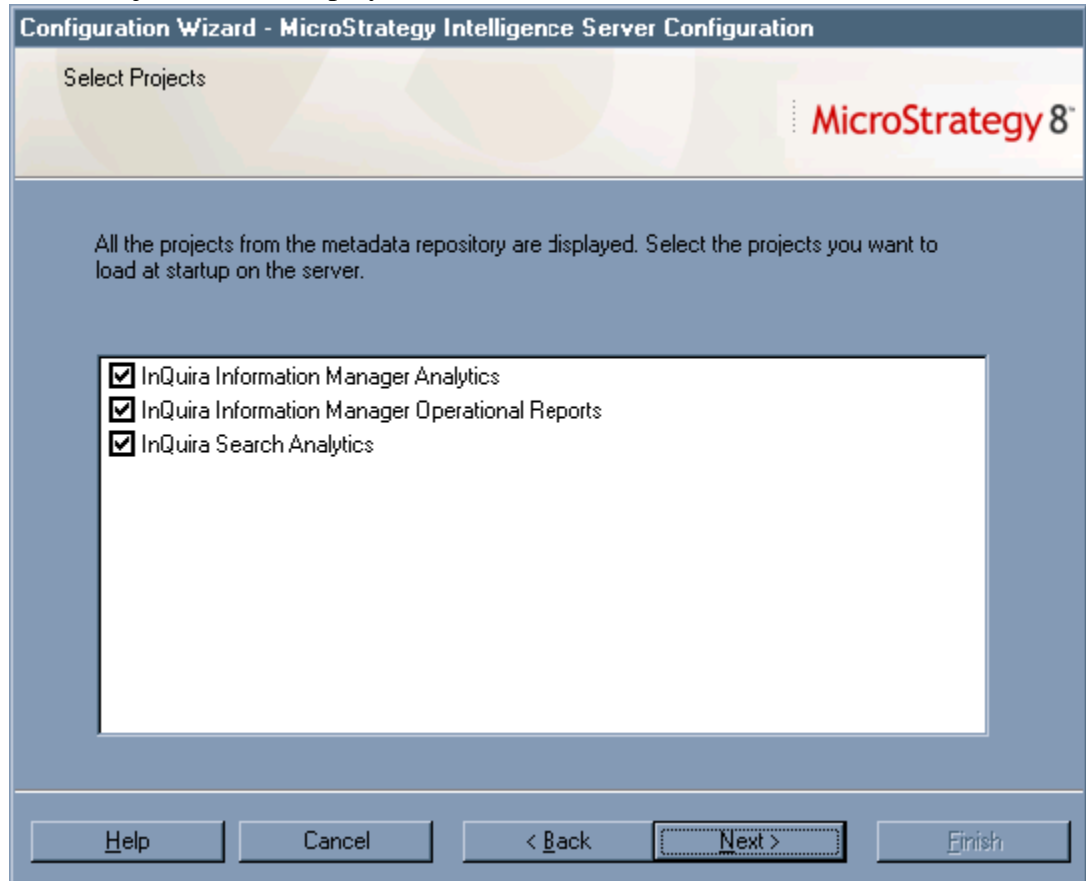
Specifying the Port Number

The Port Number screen displays.

- Enter a port number to be used by MicroStrategy Intelligence Server.
- Select **Next**.

Registering the InQira Analytics Project

The Select Projects screen displays.



- Select all three analytics projects.
- Select **Next**.

Completing the Server Definition Process

The summary screen displays information about the server configuration.

- Select **Finish**.
- Select **Exit**.

You have now completed the MicroStrategy Configuration Process. In order to see the changes the Intelligence Server must restart.

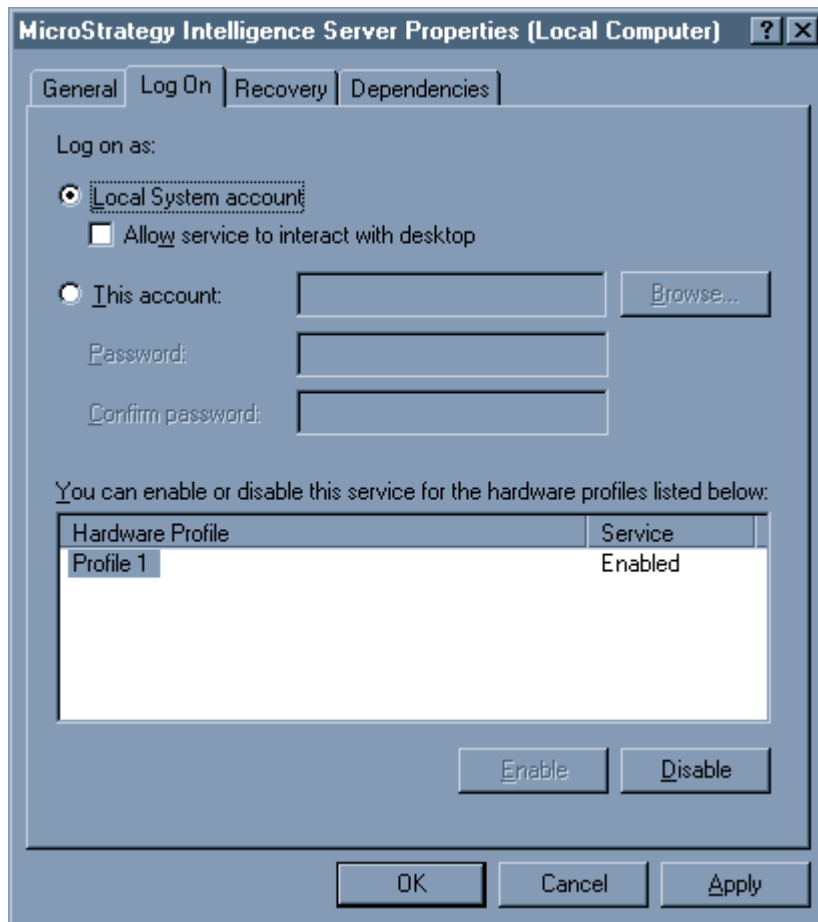
Restarting the MicroStrategy Intelligence Server

In order for the configuration changes to take effect you must restart the MicroStrategy Intelligence Server.

You may choose to do this automatically or through Administrative Tools>Services.

If the MicroStrategy Intelligence Server returns an error and is unable to restart:

- In Administrative Tools>Services double click on MicroStrategy Intelligence Server.
- Select the Log on Tab.



- Select to log on as **Local System account**.
- Select **OK**.
- Start the Service.

Chapter 6 Configuring Report Generation

After you have finished installing InQuira Analytics and configuring MicroStrategy you may access InQuira Analytics reports:

From the sever's Start menu:

Start->Programs->Microstrategy->Web

or direct a browser to:

`http://<servername>/Microstrategy/asp`

- Select the **Go to the Administrator Page** link
- Enter the name of server and select **Add**
- Select **Save** in the page that displays
- Select **Connect** next to the server name
- Select **Return to Microstrategy Home**
- Select **InQuira Analytics**
- Login as Administrator (the default password is blank)

You should see three folder names. Select one of the folders, then select a report. The report should run with no errors (the no data message is acceptable).

For more information on configuring and using InQuira Analytics see InQuira Analytics Configuration and User's Guide.

