

Chapter 8: Response Analyzer Installation

This chapter describes the steps you must perform to install the Response Analyzer component of VALEX on a Windows platform.

Response Analyzer is a module that allows VALEX users to view the data they collect with Response Manager and analyze it accordingly. Response Analyzer utilizes MicroStrategy's Decision Support System (DSS) applications. Response Analyzer uses the following applications from MicroStrategy:

- MicroStrategy Architect 6.0
- MicroStrategy DSS Web 5.5
- MicroStrategy DSS Server 5.6

Pre-Installation Tasks

Before you install Response Analyzer (RA), you must identify the following information:

- The owner of the MicroStrategy Architect metadata.
The metadata is delivered to the customer in a Microsoft Access database that resides in the VALEX\INSTALL directory on the machine on which the VALEX Response Analyzer component is installed. The data stored here must be moved into a MicroStrategy Architect metadata on the customer's database.
- The owner of the RA tables. These tables are VXSI tables and should be owned by the same owner of the VXSI tables. The data in these tables come from VXSI and the Response Tables which are built with the VALEX Response Manager.

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The owner of the RA tables *must* be the owner of the VXSI tables.

- The name of the machine on which DSS Server resides.

For more information on the Response Tables, see the *VALEX User Guide*.

In addition, you *must*:

- Ensure that names of the data sources and connect strings on the machines that contain DSS Architect and DSS Web match (have the same name). This is a recommendation for ease of use and is not a strict requirement.

DSS Installation Process

Overview

The environment you need to use Response Analyzer includes the following components:

- A metadata and customer database
- A web server
- A web browser
- MicroStrategy DSS Web server
- MicroStrategy DSS Server, along with MicroStrategy DSS Controls (32-bit)
- MicroStrategy Architect, along with MicroStrategy Controls (16-bit).

You can set up the MicroStrategy software in either a multi-tiered or single-tiered environment:

- A *single-tiered* environment is composed of a single machine that houses all the components.
- A *multi-tiered* environment allows one or more of the components to be housed in a separate machine.

You can set up the environment on four separate machines. More information on setup later.

IMPORTANT

Do not use Microsoft's Internet Explorer 5.0 with MicroStrategy DSS Web. As of this writing, Internet Explorer 5.0 is not a MicroStrategy DSS-certified web browser.

Please see MicroStrategy DSS documentation for:

- Specific details concerning MicroStrategy DSS installation
- MicroStrategy DSS-certified web browsers and web servers.

Please read the MicroStrategy DSS documentation for specifics on installing MicroStrategy's DSS applications.

After you install MicroStrategy Architect and VALEX Response Analyzer, you will duplicate a pre-defined project provided by Exchange Applications into the new MicroStrategy Architect metadata.

During that process, you will specify a data source name and other information that MicroStrategy Architect will use to create an ODBC connect string. MicroStrategy Architect will write this information to a **.dss** file.

If you choose to install MicroStrategy DSS Web on a different machine than MicroStrategy Architect, you have to copy or move the **.dss** file to the MicroStrategy DSS Web machine (see Figure 8-1). The data source name must still be valid on the new machine.



Figure 8-1: Moving **.dss** files in a 3-tier environment

DSS Installation

Perform the following steps to install the MicroStrategy DSS components on your environment:

1. Insert the MicroStrategy DSS CD-ROM in the CD-ROM drive of the system from which you will install the MicroStrategy DSS components.

Note

These instructions indicate the D: drive as your CD-ROM drive. If your CD-ROM drive or a drive over your network corresponds to something other than the D: drive, substitute the appropriate drive letter in the instructions that follow.

2. Wait for the auto setup to start.
3. If setup does not start, browse the CD and launch setup from the following directory **d:\Install\Setup.exe** and select *Ok*.
4. Select the appropriate MicroStrategy DSS components for each machine in which you install the MicroStrategy Software.

The MicroStrategy DSS components for each type of machine are listed in Figure 8-3.

Table 8-1: Components required to use DSS

Machine Type	Components
Windows NT Server	<p>On the same machine:</p> <ul style="list-style-type: none"> • MicroStrategy DSS Control Version 5.5 32-bit • MicroStrategy DSS Server Version 5.6 (service pack 2) <p>On a separate machine or on the same machine as the components listed above:</p> <ul style="list-style-type: none"> • MicroStrategy certified web server* • MicroStrategy DSS Web Server Version 5.5 (service pack 2) • MicroStrategy Architect Version 6.0 (or below)
Administrator	<p>On the same machine:</p> <ul style="list-style-type: none"> • A MicroStrategy DSS-certified web browser * • MicroStrategy Architect Version 6.0
Client	<ul style="list-style-type: none"> • MicroStrategy certified web browser *

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* See the *MicroStrategy DSS Web System Guide* for a list of certified web servers and browsers. Web servers and browsers are not included in the VALEX or MicroStrategy CD-ROMs.

5. Create data sources on the client and server machines.

IMPORTANT

The data sources used to duplicate the project for MicroStrategy Architect *must* have the same names and point to the same databases as those used for MicroStrategy DSS Web in a multi-tiered environment.

The data sources and database client connection information stored in the **.dss** file must work for both MicroStrategy Architect and MicroStrategy DSS Web.

Note

MicroStrategy Architect use a 16-bit ODBC driver and database client where possible. MicroStrategy DSS Web and MicroStrategy DSS Server use a 32-bit ODBC driver and database client. You must install the appropriate driver and client with each application. See the MicroStrategy DSS documentation and read me files for more information.

6. Create MicroStrategy Architect metadata.
For more information, see the MicroStrategy Architect documentation.
7. Set up 16-bit ODBC data sources for MicroStrategy Architect that point to the MicroStrategy metadata and Data Warehouse (the RA tables).
8. Verify that database connection information is accurate for your database. (For example, `tnsnames.ora` entries for Oracle, Client Configuration information for DB2, etc.)
9. Set up 32-bit ODBC data sources on the MicroStrategy DSS Web and MicroStrategy DSS Server machines, using the MicroStrategy Certified Drivers.