IBM InfoSphere Information Server
Version 9 Release 1

Importing Metadata by Using the MicroStrategy Bridge
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IBM
Note

Before using this information and the product that it supports, read the information in “Notices and trademarks” on page [insert page number].
Chapter 1. Importing metadata from business intelligence tools

You can use bridges to import business intelligence (BI) metadata into the metadata repository of IBM® InfoSphere® Information Server. The imported metadata includes BI reports, BI models, and related implemented data resources such as database tables.

Business intelligence metadata

When you import BI metadata into the metadata repository, you can study the components of BI reports and BI models and how they are related. You can track database tables and columns that the BI reports reference, and the jobs that use the columns.

Business intelligence reporting is the means of publishing, distributing, and reviewing data results and information. Analysts must be able to understand the meaning and authenticity of BI reports, which are generated against data sources such as marts or warehouses. You might need to know when the content that feeds a BI report was last updated, and which InfoSphere DataStage® and QualityStage® jobs or other other processes were sequenced during the update. Lineage and analysis reports in InfoSphere Metadata Workbench can display the complete data flows that transform and populate the source data that underlies the BI reports, thus satisfying requirements for data governance and data trust.

For a full list of supported BI bridges, see the technote List of supported bridges for InfoSphere Information Server Version 9.1: [http://www.ibm.com/support/docview.wss?&uid=swg27025125](http://www.ibm.com/support/docview.wss?&uid=swg27025125) Not all BI bridges import BI reports.

BI reports are the report templates that are created within BI reporting tools such as the following:

- IBM Cognos® Report Studio or Query Studio
- SAP BusinessObjects Desktop Intelligence, Web Intelligence, or Crystal Reports
- Oracle Business Intelligence Report Publisher
- MicroStrategy

BI reports include BI report fields. Some report fields are non-data fields, including page numbers and section headers. Other report fields are data fields, which retrieve or calculate data from a data source. BI reports also include BI queries and query members, which source and aggregate the information to display from BI models. BI models are created within modeling tools such as Cognos Framework Manager and BusinessObjects Designer.

You can assign stewards and glossary terms to business intelligence reports in InfoSphere Business Glossary and InfoSphere Metadata Workbench. You can edit their descriptions and business names in the metadata workbench.

For best results when you import BI metadata, familiarize yourself with the following concepts and functionality:
<table>
<thead>
<tr>
<th>To answer this question</th>
<th>Read this</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I ensure that my imports are efficient and successful?</td>
<td><a href="http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.mmi.doc/topics/ct_imam_top-level.html">Importing and managing assets by using InfoSphere Metadata Asset Manager</a></td>
</tr>
<tr>
<td>Which assets are imported and used by suite tools, and how are they organized?</td>
<td><a href="http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.metadata.common.doc/topics/ct_common_metadata_assets.html">Common metadata assets</a></td>
</tr>
<tr>
<td>Which BI assets are imported and used?</td>
<td><a href="http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.metadata.common.doc/topics/c_BI_assets.html">Business intelligence assets</a></td>
</tr>
<tr>
<td>How do I view and report on the relationships between the imported BI metadata and the InfoSphere DataStage and QualityStage jobs that use the database tables and columns that reports are based on?.</td>
<td><a href="http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.mdwb.doc/topics/ct_analyzingMetadataRelationships.html">Creating data lineage, business lineage and impact analysis reports in InfoSphere Metadata Workbench</a></td>
</tr>
</tbody>
</table>
Chapter 2. Importing metadata by using InfoSphere Metadata Asset Manager

You can import by using a bridge or connector that is on any computer that is designated as a metadata interchange server. You specify connection information and information about the source metadata, and choose to run either an express import or a managed import.

**Before you begin**

You must have the role of Common Metadata Importer or Common Metadata Administrator.

Ensure that you meet all prerequisites for importing metadata:

- Installing InfoSphere Metadata Asset Manager and bridges
- Preparing to use InfoSphere Metadata Asset Manager
- Prerequisites for using the MicroStrategy bridge

**About this task**

You create an import area by running an import. The import area is created whether you run an express import or a managed import.

When you run a managed import, you can closely study the metadata assets in the import. You can preview the effects that the import might have on the repository. You can take time to fix problems in the source metadata, or reimport with other parameters.

An express import saves time when you have high confidence in the contents of your import source. By default, an express import requires that you preview the result of sharing to the metadata repository if repository assets will be deleted as a result of the import. Your administrator can change the defaults to allow automatic sharing in all cases or to require previews in all cases.

**Procedure**

1. Log in to InfoSphere Metadata Asset Manager by clicking the desktop icon or entering the URL for the services tier computer in your browser. The URL is `https_or_http://server:port/ibm/imam/console`. The default port number is 9443 for HTTP or 9080 for HTTP.
2. On the **Import** tab, click **New Import Area**.
3. In the **New Import Area** window, take the following steps:
   a. Specify a unique name and a description for the import area.
   b. Select the metadata interchange server from which you want to run the import.
   c. From the list of bridges and connectors, select **MicroStrategy**.
d. Click **Next**.

4. For connector imports, select or create a data connection. You can edit the properties of a selected data connection.

5. **Specify import parameters for the MicroStrategy bridge** Help for each parameter is displayed when you hover over the value field.
   a. Optional: After you enter connection information for an import from a server, click **Test Connection**.
   b. For imports from databases and repositories, browse to select the specific assets that you want to import.
   c. Click **Next**.

6. If required, on the Identity Parameters screen, **specify identity parameters** for database assets or data models that you are importing. Consult the help for each selected parameter. Click **Next**.

7. Type a description for the import event and specify whether to run an express import or a managed import.

8. Click **Import**. The import area is created. The import runs and status messages are displayed.
   Leave the import window open to avoid the possibility that long imports time out.

**Results**

When the import completes, if you ran a managed import, analyze the imported assets in the **Staged Imports** tab of the import area.

If you ran an express import, take one of the actions that are listed in the following table.

**Table 1. Choices after an express import**

<table>
<thead>
<tr>
<th>In this case</th>
<th>Take this action</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the analysis shows problems that you must fix</td>
<td>The <strong>Staged Imports</strong> tab is displayed. Review the analysis results. If necessary, reimport the staged event.</td>
</tr>
<tr>
<td>If your administration settings require a preview</td>
<td>The <strong>View Share Preview</strong> screen is displayed. Preview the result of sharing the import.</td>
</tr>
<tr>
<td>If your administration settings do not require a preview</td>
<td>The assets are shared to the metadata repository. The <strong>Shared Imports</strong> tab is displayed. You can browse the assets on the <strong>Repository Management</strong> tab and work with them in other suite tools.</td>
</tr>
</tbody>
</table>
Chapter 3. MicroStrategy bridge reference

Prerequisites, troubleshooting, and parameter information for the MicroStrategy import bridge.

About this bridge

The MicroStrategy bridge imports business intelligence (BI) models, BI reports, and related implemented data resources such as database tables from MicroStrategy Intelligence Server, versions 7 to 9.

The bridge imports the contents of a single project. The bridge does not import information about database connections or users. The bridge imports MicroStrategy logical tables as BI collections. Derived elements are not supported.

The bridge does not capture the following relationships:
- Between HTML documents and the reports they embed
- Between reports and the intelligent cube they use
- Between reports and direct SQL sources, such as freeform SQL reports

Prerequisites


Ensure that you meet the following prerequisites before you run the bridge:
- You must install a supported version of MicroStrategy on the same computer that the bridge is installed on. This version of MicroStrategy must be able to open the metadata to be imported.
- MicroStrategy database corruption can prevent the bridge from working correctly. Such corruption is reported in the MicroStrategy log file: C:\Program Files\Common Files\MicroStrategy\Log\DSSErrors.log. MicroStrategy support is aware of this issue and provides a ScanMD program that you can use to clean up these errors. Always run the ScanMD program before using this bridge.
- MicroStrategy automatically creates reports whenever you create a project. The bridge does not differentiate between these reports and the reports that users create. To import only the reports that users create, delete the automatically generated reports from the MicroStrategy project before you run the bridge.

Troubleshooting

To provide information to help the support team reproduce an issue, create a backup of the relational database that MicroStrategy uses to store project metadata:

1. Run the Microsoft ScanMD program.
2. Use the relational database management system utilities to create a database backup.
3. Give the support team the database backup file and the MicroStrategy user name and password for logging in.

**Import parameters**

The MicroStrategy bridge uses the following import configuration parameters.

**Version**

Required. Select the version of MicroStrategy that you want to connect to. The default selection, **Auto-detect**, is the version that is installed.

**Options**

- Auto-detect
- 9
- 8.0.0 to 8.1.2
- 7.5.2
- 7.5.0
- 7.0

**Project source**

Required. Browse to select the name of the MicroStrategy project source to connect to, or type the name.

A project source is a connection to a repository that is located on a local or remote Intelligence Server. The server holds connectivity to a data warehouse and contains a number of metadata projects that operate on this data warehouse. The list of project sources that are accessible from this computer is stored in the Windows registry.

To connect to a remote Intelligence Server that is not registered on the local computer, create a project source in MicroStrategy that points to the Intelligence Server.

**Projects**

Required. Browse to select the names of one or more projects that you want to connect to in the selected project source, or type the names.

**Login user**

Required. Type the user name to connect to the project source. This import bridge is read-only and never affects the contents of the MicroStrategy repository. It is therefore safe to attempt the initial metadata import as Administrator to ensure that the entire repository content is imported without access permission issues. Eventually, the administrator can set up a read-only user. For more details, see the MicroStrategy documentation on permissions and security.

**Login password**

Type the password to connect to the project source.

**Default Language**

If you use MicroStrategy version 9, specify the language that you would like to use. Only MicroStrategy version 9 supports multiple languages. English is the default.

**Import schema only**

Leave this option unselected to import both database and BI report metadata. Both types of metadata are necessary for data lineage.

**Table design level**
Specify whether you want the bridge to create logical entities from the physical tables.

If you select **Logical and physical**, logical entities and a logical data model are created and imported with the physical tables that implement them. If you accept the default **Physical**, no logical entities are created.

**Incremental import**

Keep this parameter selected. When you reimport from the same source, the bridge uses cached information to determine which objects did not change since the previous import. Only changed objects are reimported. Using the cached information can increase performance for large imports.

For new imports, or when the cache is deleted or corrupted, the bridge imports all objects from the source regardless of the selection that is specified.

**Import joins**

You can import joins that are defined in the BI model. By default, joins are not imported.

**Import levels**

You can import levels and hierarchies. When the option is selected, levels and hierarchies that are defined in the BI model are imported. By default, they are not imported.

**Metadata consistency check**

Perform a consistency check on the selected metadata before it is imported into the metadata repository. It is possible to save metadata in source tools in ways that cause problems when the assets are imported into the metadata repository or used in other tools. For example, a foreign key might have no connection to a primary key or to an alternate key. In some cases, the metadata might be so semantically inconsistent that the bridge cannot import it.

The metadata consistency check returns warnings and errors in the log file.

**Basic check**

The default. Performs the minimum consistency checks necessary to validate the metadata, including checking for missing relationships and foreign keys that are not connected to primary or alternate keys.

In some cases, the basic check might be more rigorous than necessary and you can ignore certain errors or warnings.

**Detailed check**

Performs the basic check plus more advanced semantic checks specific to the type of metadata that is imported. This level can be used when the source tool does not have the ability to validate the metadata.

**No check**

Use with extreme caution. Selecting this option could result in the import of duplicates or invalid identities and might cause serious problems with your use of suite tools and the metadata repository.
Upgrade requirements for users of MicroStrategy bridge

Users who upgrade to InfoSphere Information Server, Version 9.1, must be aware of the following requirements for importing metadata.

Sharing and reimporting staged imports

The method of identifying and reconciling business intelligence assets changed at InfoSphere Information Server, Version 9.1. If you reimport metadata that was shared you might create duplicate assets or delete existing assets.

To protect the integrity of your imported metadata, the following requirements are enforced at the import area level in InfoSphere Metadata Asset Manager:

- You cannot share staged imports that were created before the upgrade to version 9.1.
- You cannot reimport into the same import area.
- You can create a new import area by copying the settings of the existing area, as described in [Creating an import area from an existing staged import](http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.mmi.doc/topics/t_copying_staged_import.html).

**Important:** Before you create a new import area, see the technote [Upgrading BI bridge imports at InfoSphere Information Server, Version 9.1](http://publib.boulder.ibm.com/infocenter/iisinfsv/v9r1/topic/com.ibm.swg.im.iis.mmi.doc/topics/t_upgrading_bridge.html). This technote can help you avoid creating duplicate assets or deleting existing assets.

Specifying a value for the Import Levels parameter

In previous versions of the bridge, levels and hierarchies were imported by default. To import levels and hierarchies in version 9.1, you must select **Import levels** on the **Parameters** screen of the import wizard in InfoSphere Metadata Asset Manager.
Chapter 4. Identity parameters for imported assets

You specify values for identity parameters when you import database assets, logical data models, or physical data models. Specifying identity values helps prevent duplicate assets in the metadata repository and ensures that you do not overwrite assets by mistake.

When you use consistent values for identity parameters, suite users can readily identify which assets to use for such tasks as creating jobs, designating stewards, or assigning to terms.

You specify values on the Identity Parameters screen when you import database assets, logical data models, or physical data models by using InfoSphere Metadata Asset Manager.

Database assets

The bridges and connectors that import metadata from remote databases and repositories occasionally provide incomplete or inconsistent information about the host systems and databases that contain the assets that you are importing.

The identity of a database table has the following components:

- Host system name
- Database identity, consisting of database name, DBMS name, and DBMS server instance name
- Database schema name
- Database table name

Thus, host name, database name, database management system (DBMS) name, and DBMS server instance name are critical parts of the identity of the tables and schemas that they contain. If you were to import the same database assets by two different methods, and each method produced a different DBMS name, you could create duplicate assets in the metadata repository. Assets that have technically different identities but have identical content or contain the same child assets are potential duplicates.

To avoid duplicates and to ensure that your database assets are correctly identified, you specify values for identity parameters during the import process. Identity parameters are also valuable when you want the imported assets to be associated with a different host system, database, or DBMS than you imported them from. For example, you might want the assets to be identified with the host system and database that you use for test and production. For the host system, database, and schema parameters you can either type a name or select a host, database, or schema that is already in the metadata repository to associate the imported assets with.

Depending on the bridge or connector that you choose for import, you can specify values for the following identity parameters for database assets:

**Host system name**

The name of the computer that hosts the database. If you are importing from a database, you can specify a different name than the name of the
source computer. For example, you might specify the computer that will host this database during development or production.

**Database name**
The name of the database that contains the imported schemas and tables. You can specify a different name than the name of the source database.

**DBMS name**
The name of the DBMS that hosts the database. The DBMS name is part of the identity of the target database. You can specify a different DBMS than the one that hosts the source database. The DBMS name should be appropriate for the value that you enter for database name.

**DBMS server instance name**
The name of the DBMS server instance, if it exists. Some database management systems do not have the concept of DBMS server instance. DBMS server instance name is part of the identity of the target database. You can specify a different DBMS server instance name than the one that hosts the source database. The DBMS server instance name should be appropriate for the value that you enter for database name.

**Schema name**
The name of the schema that the imported tables belong to.

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**Logical data model and physical data model assets**

If you import a physical data model from a design tool, you can choose to create a database schema and database tables from the physical data model. You can create table definitions from these shared tables for use in InfoSphere DataStage and QualityStage jobs. You specify identity parameters for host system, database, and optionally DBMS to create a valid identity for the database schema. Both the physical data model and the database schema are stored in the metadata repository on import. To create a database schema from a physical data model, you must install prerequisite software that is listed in this technote: [http://www.ibm.com/support/docview.wss?uid=swg27038230](http://www.ibm.com/support/docview.wss?uid=swg27038230).

In the metadata repository, the identity of a logical data model or physical data model is a combination of the name of the model and a namespace value. You specify the value for the `Model namespace` parameter on the Identity Parameters screen when you import the model.

You can specify whatever value you want. The value does not have to correspond to an actual namespace structure. You can type a namespace value or browse to use an existing namespace value that is in the metadata repository.

By specifying a unique namespace value, you can distinguish between two different logical or physical models that have the same name. If you are importing logical and physical data models at the same time, the namespace value that you specify is used for each of them.

**Important:** In imports created by using this bridge in version 8.7 of InfoSphere Information Server, the identity of an imported logical or physical data model includes a namespace value that contains the path of the model file. If you imported the same data model with version 8.7, take either of the following actions:

- To merge the current data model with the previously imported data model, use the same value for `Model namespace` that was provided for you in the original
import. You can copy this namespace value by browsing to the previously imported logical or physical data model and displaying the model on the Repository Management tab.

- To create a different identity for the current data model, specify a value for Model namespace that is different from the namespace value of the previously imported data model. The current data model is imported as a unique asset, while the previously imported model remains in the metadata repository. If desired, a Common Metadata Administrator can delete the previously imported data model on the Repository Management tab.
Chapter 5. Business intelligence assets

Business intelligence (BI) assets are used by BI tools to organize reports and models that provide a business view of data. These assets include BI reports, BI models, BI collections, and cubes.

You can use bridges to import BI assets from tools such as IBM Cognos and SAP BusinessObjects.

It is good practice when importing BI assets to simultaneously import the database tables that BI reports are based on. You can then use InfoSphere Metadata Workbench to create data lineage reports that show the relationship between the database tables, the jobs that use the database tables, and the BI reports that are based on the tables.

You can use InfoSphere Metadata Asset Manager to browse and delete BI assets and manage duplicate BI assets.

Asset types

The following table lists and defines the types of BI assets that are stored in the metadata repository of InfoSphere Information Server.

<table>
<thead>
<tr>
<th>Asset type</th>
<th>Definition</th>
<th>Components of the identity of the asset</th>
<th>Contained asset types</th>
</tr>
</thead>
<tbody>
<tr>
<td>BI server</td>
<td>When a BI tool supports multiple servers on a single host computer, the BI server value is the name of the source tool server. When a BI tool supports a single server per host computer, the BI server value is the name or IP address of the host system. BI servers are displayed in InfoSphere Metadata Workbench and on the Import tab of InfoSphere Metadata Asset Manager.</td>
<td>• BI server name</td>
<td>BI folder</td>
</tr>
<tr>
<td>Asset type</td>
<td>Definition</td>
<td>Components of the identity of the asset</td>
<td>Contained asset types</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>----------------------------------------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| BI folder  | The folder structure that contains BI models, or BI reports, or both in the source tool. BI folders can also contain other BI folders. BI folders are displayed in InfoSphere Metadata Workbench and on the Import tab of InfoSphere Metadata Asset Manager. | • BI folder name  
• Identity of the BI server, or, for subfolders, the identity of the containing BI folder | BI folder, BI model, and BI report |
| BI model   | A grouping of BI data collection views that are relevant to a BI application. | • BI model name  
• Identity of BI folder | Cube, BI collection, BI join, BI hierarchy, and BI filter |
| BI collection | A data structure that provides a view of data that is stored in databases and files. In dimensional modeling, these structures are known as dimensions and fact tables. BI collections are the data sources of BI reports. | • BI collection name  
• BI collection namespace  
• Identity of the BI model that contains the collection, or, for subcollections, the identity of the BI collection that contains the subcollection | BI collection member, BI level, BI hierarchy, and BI filter. BI collections can contain other BI collections. |
| BI collection member | The basic abstraction of a data value that is projected from a database column. BI collection members define the structure of the collection that owns them. There are two types of members: regular and measure. Regular members are dimension attributes that describe the characteristics and semantics of the owner collection. Measures represent analytic values that define a measurement entity in a fact collection. | • BI collection member name  
• Identity of the BI collection | |
### Table 2. BI assets (continued)

<table>
<thead>
<tr>
<th>Asset type</th>
<th>Definition</th>
<th>Components of the identity of the asset</th>
<th>Contained asset types</th>
</tr>
</thead>
</table>
| **BI level** | An asset that defines a logical step in the order of a BI hierarchy. A BI level consists of one or more BI collection members of the same BI collection that are related and function as a logical unit. | • BI level name  
• Identity of the BI collection | BI level element |
| **BI level element** | An associative class that assigns a BI collection member to a specific level within the collection. | • Identity of the BI collection member  
• Identity of the BI level | |
| **Cube** | A subset of a BI model that consists of a set of related analytic values that share the same dimensionality. | • Cube name  
• Cube namespace  
• Identity of the BI model | Cube dimension and cube measure |
| **Cube dimension** | An associative class that connects a cube to dimensions in the BI collection that are relevant to the analytic values of the cube. A cube dimension references the BI collection from which the dimension is derived and the relevant dimension hierarchy of the cube. | • Identity of the cube  
• Identity of the BI collection | |
| **Cube measure** | An associative class that connects a cube to BI collection members that are measures. | • Identity of the cube  
• Identity of the BI collection member | |
| **BI filter** | A filtering constraint on the source data that is viewed through a BI collection. Filters are either local or global. A local filter is owned by a single BI collection. A global filter is owned by the BI model and by one or more collections. | • BI filter name  
• BI filter namespace  
• Either the identity of the containing BI model or the containing BI collection | |
<table>
<thead>
<tr>
<th>Asset type</th>
<th>Definition</th>
<th>Components of the identity of the asset</th>
<th>Contained asset types</th>
</tr>
</thead>
</table>
| BI hierarchy     | An organizational structure that defines an ordering or relationship of data within a BI collection. | • BI hierarchy name  
• BI hierarchy namespace  
• Either the identity of the containing BI model or the containing BI collection | BI hierarchy member                 |
| BI hierarchy member | An asset that orders BI levels within a hierarchy structure. | • Identity of the BI hierarchy  
• Identity of the BI level |                                |
| BI join          | An asset that joins two database tables (a physical join) or two BI collections (a logical join). The physical join defines the data source of a BI collection and the logical join is used in a star schema between fact and dimension collections. | • BI join name  
• BI join condition  
• Identity of the BI model | BI report section, BI report field, and BI report query |
| BI report        | A business intelligence report that is based on information in a database or a BI model. | • BI report name  
• Identity of the BI folder | BI report section and BI report query |
| BI report section | An asset that defines the presentation of a section of a BI report. A BI report section is a grouping of BI report fields. | • BI report section name  
• Either the identity to the BI report or the identity of the containing BI report section | BI report field. BI report sections can contain other BI report sections. |
<table>
<thead>
<tr>
<th>Asset type</th>
<th>Definition</th>
<th>Components of the identity of the asset</th>
<th>Contained asset types</th>
</tr>
</thead>
</table>
| BI report field     | A field in a BI report that is typically based on a database column. Some BI report fields, including page numbers and section headers, are not data fields. Some BI report fields contain links, known as report drill-through, to child BI reports. In the Repository Management tab of IBM InfoSphere Metadata Asset Manager you can drill through a BI report field to see the child BI report. | • BI report field name  
• Identity of the BI report section |                       |
| BI report query     | A query on a database or a BI model whose result set populates a BI report section.             | • BI report query name  
• BI report query namespace  
• Identity of the BI report | BI report query item    |
| BI report query item| An asset that defines the data values that are associated with a BI report field by defining a column in a BI report query. | • BI report query item name  
• Identity of the BI report query |                       |
Appendix A. Product accessibility

You can get information about the accessibility status of IBM products.

The IBM InfoSphere Information Server product modules and user interfaces are not fully accessible. The installation program installs the following product modules and components:

- IBM InfoSphere Blueprint Director
- IBM InfoSphere Discovery
- IBM InfoSphere Metadata Workbench
- IBM InfoSphere Business Glossary
- IBM InfoSphere Business Glossary Anywhere
- IBM InfoSphere Information Analyzer
- IBM InfoSphere QualityStage
- IBM InfoSphere Information Services Director
- IBM InfoSphere DataStage
- IBM InfoSphere DataStage and QualityStage Designer
- IBM InfoSphere Data Click
- IBM InfoSphere FastTrack
- IBM InfoSphere Data Replication

For information about the accessibility status of IBM products, see the IBM product accessibility information at [http://www.ibm.com/able/product_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html).

Accessible documentation

Accessible documentation for InfoSphere Information Server products is provided in an information center. The information center presents the documentation in XHTML 1.0 format, which is viewable in most web browsers. Because the information center uses XHTML, you can set display preferences in your browser. This also allows you to use screen readers and other assistive technologies to access the documentation.

The documentation that is in the information center is also provided in PDF files, which are not fully accessible.

IBM and accessibility

See the [IBM Human Ability and Accessibility Center](http://www.ibm.com/able) for more information about the commitment that IBM has to accessibility.
Appendix B. Contacting IBM

You can contact IBM for customer support, software services, product information, and general information. You also can provide feedback to IBM about products and documentation.

The following table lists resources for customer support, software services, training, and product and solutions information.

Table 3. IBM resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description and location</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Support Portal</td>
<td>You can customize support information by choosing the products and the topics that interest you at <a href="http://www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Infolation_Server">www.ibm.com/support/entry/portal/Software/Information_Management/InfoSphere_Infolation_Server</a></td>
</tr>
<tr>
<td>Software services</td>
<td>You can find information about software, IT, and business consulting services, on the solutions site at <a href="http://www.ibm.com/businesssolutions/">www.ibm.com/businesssolutions/</a></td>
</tr>
<tr>
<td>My IBM</td>
<td>You can manage links to IBM Web sites and information that meet your specific technical support needs by creating an account on the My IBM site at <a href="http://www.ibm.com/account/">www.ibm.com/account/</a></td>
</tr>
<tr>
<td>Training and certification</td>
<td>You can learn about technical training and education services designed for individuals, companies, and public organizations to acquire, maintain, and optimize their IT skills at <a href="http://www.ibm.com/training">http://www.ibm.com/training</a></td>
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</table>
Appendix C. Accessing and providing feedback on the product documentation

Documentation is provided in a variety of locations and formats, including in help that is opened directly from the product client interfaces, in a suite-wide information center, and in PDF file books.

The information center is installed as a common service with InfoSphere Information Server information center. The information center contains help for most of the product interfaces, as well as complete documentation for all the product modules in the suite. You can open the information center from the installed product or from a web browser.

**Accessing the information center**

You can use the following methods to open the installed information center.

- Click the **Help** link in the upper right of the client interface.

  **Note:** From IBM InfoSphere FastTrack and IBM InfoSphere Information Server Manager, the main Help menu item opens a local help system. Choose **Help > Open Info Center** to open the full InfoSphere Information Server information center.

- Press the F1 key. The F1 key typically opens the topic that describes the current context of the client interface.

  **Note:** The F1 key does not work in web clients.

- Use a web browser to access the installed information center even when you are not logged in to the product. Enter the following address in a web browser:
  
  ```
  http://host_name:port_number/infocenter/topic/com.ibm.swg.im.iis.productization.iisinfsv.home.doc/topics/ic_homepage_IS.html
  ```

  where *host_name* is the name of the services tier computer where the information center is installed, and *port_number* is the port number for InfoSphere Information Server. The default port number is 9080. For example, on a Microsoft® Windows® Server computer named server1, that uses the default port, the web address is in the following format:

  ```
  ```

A subset of the information center is also available on the IBM website and periodically refreshed at [http://pic.dhe.ibm.com/infocenter/iisinfsv/v9r1/index.jsp](http://pic.dhe.ibm.com/infocenter/iisinfsv/v9r1/index.jsp). This information center is the most up-to-date version and might include corrections, provided as comments.

**Obtaining PDF and hardcopy documentation**

- The PDF file books are available online and can be accessed from this support document: [https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1](https://www.ibm.com/support/docview.wss?uid=swg27008803&wv=1)
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**Providing comments on the documentation**

Your feedback helps IBM to provide quality information. You can use any of the following methods to provide comments:

- To provide a comment about the information center that is hosted on the IBM website, sign in and add a comment. Comments submitted this way are viewable by the public. See [here](http://www.ibm.com/software/awdtools/rcf/) for more information.

- To send a comment about the information to IBM that is not viewable by anyone else, click the **Feedback** link on the top right side of any topic in the information center. You can do this from an information center that is installed with InfoSphere Information Server or from the information center that is available on the IBM website.

- **Send your comments by using the online readers’ comment form at** [www.ibm.com/software/awdtools/rcf/](http://www.ibm.com/software/awdtools/rcf/)

- Send your comments by e-mail to comments@us.ibm.com. Include the name of the product, the version number of the product, and the name and part number of the information (if applicable). If you are commenting on specific text, include the location of the text (for example, a title, a table number, or a page number).
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Table 4. Use of cookies by InfoSphere Information Server products and components

<table>
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<tr>
<th>Product module</th>
<th>Component or feature</th>
<th>Type of cookie that is used</th>
<th>Collect this data</th>
<th>Purpose of data</th>
<th>Disabling the cookies</th>
</tr>
</thead>
</table>
| Any (part of InfoSphere Information Server installation) | InfoSphere Information Server web console | • Session  
• Persistent | User name | • Session management  
• Authentication | Cannot be disabled |
| Any (part of InfoSphere Information Server installation) | InfoSphere Metadata Asset Manager | • Session  
• Persistent | No personally identifiable information | • Session management  
• Authentication  
• Enhanced user usability  
• Single sign-on configuration | Cannot be disabled |
| InfoSphere DataStage | Big Data File stage | • Session  
• Persistent | User name  
• Digital signature  
• Session ID | • Session management  
• Authentication  
• Single sign-on configuration | Cannot be disabled |
### Table 4. Use of cookies by InfoSphere Information Server products and components (continued)

<table>
<thead>
<tr>
<th>Product module</th>
<th>Component or feature</th>
<th>Type of cookie that is used</th>
<th>Collect this data</th>
<th>Purpose of data</th>
<th>Disabling the cookies</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoSphere DataStage</td>
<td>XML stage</td>
<td>Session</td>
<td>Internal identifiers</td>
<td>• Session management</td>
<td>Cannot be disabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Authentication</td>
<td></td>
</tr>
<tr>
<td>InfoSphere DataStage</td>
<td>IBM InfoSphere DataStage and QualityStage Operations Console</td>
<td>Session</td>
<td>No personally identifiable information</td>
<td>• Session management</td>
<td>Cannot be disabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Authentication</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Enhanced user usability</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Single sign-on configuration</td>
<td></td>
</tr>
<tr>
<td>InfoSphere Data Quality Console</td>
<td>Session</td>
<td>No personally identifiable information</td>
<td>• Session management</td>
<td>Cannot be disabled</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Authentication</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Single sign-on configuration</td>
<td></td>
</tr>
<tr>
<td>Information Governance Catalog</td>
<td>InfoSphere Blueprint Director, InfoSphere Business Glossary, InfoSphere Metadata Workbench</td>
<td>• Session, Persistent</td>
<td>• Internal identifiers • State of the tree</td>
<td>• Session management</td>
<td>Cannot be disabled</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Authentication</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Single sign-on configuration</td>
<td></td>
</tr>
<tr>
<td>InfoSphere Information Analyzer</td>
<td>Data Rules stage in the InfoSphere DataStage and QualityStage Designer client</td>
<td>Session</td>
<td>Session ID</td>
<td>Session management</td>
<td>Cannot be disabled</td>
</tr>
</tbody>
</table>

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