



RNDC / NDC

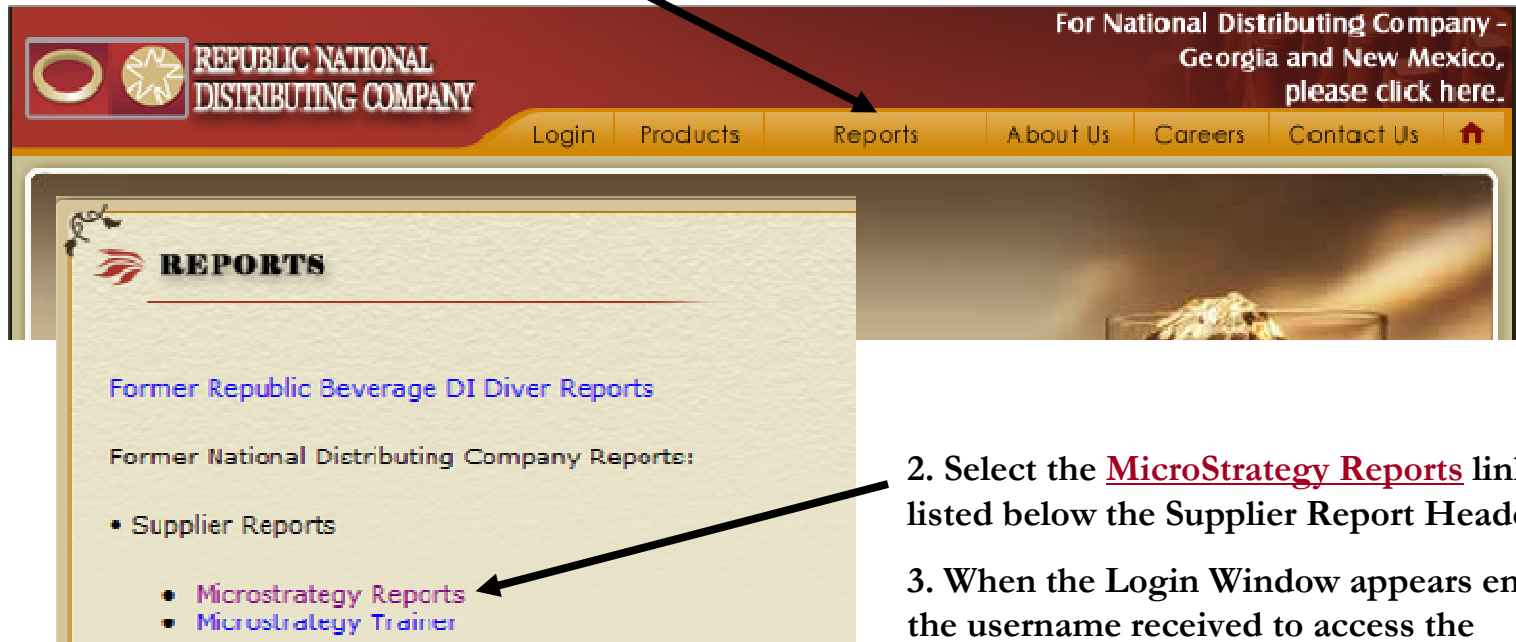
MicroStrategy Supplier Web Troubleshooting Guide

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RNDC Market Access to MicroStrategy go to www.rndc-usa.com

1. Select the Reports Link from the home page



2. Select the MicroStrategy Reports link listed below the Supplier Report Header

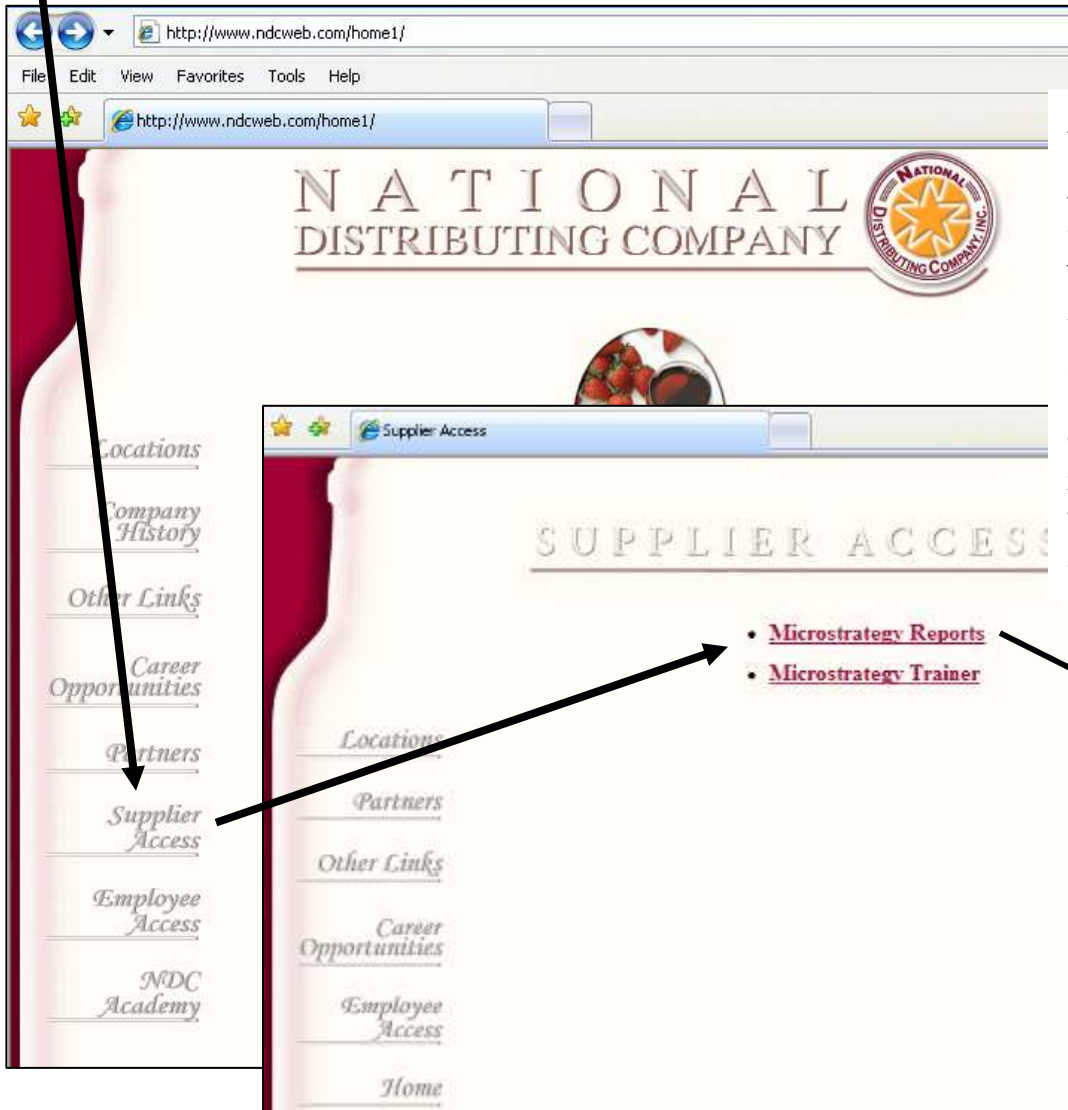
3. When the Login Window appears enter the username received to access the Supplier Web Project. Enter "FS1\" before the username, this is the domain and in many cases necessary to access the website.

4. Enter the password you received and remember your password is case sensitive so be sure your caps lock is off when you enter the password.



NDC Market Access to MicroStrategy go to www.ndcweb.com

1. Select the Supplier Access Link from the home page



2. Select [MicroStrategy Reports](#).

3. When the Login Window appears enter the username received to access the Supplier Web Project. Enter "FS1\" before the username, this is the domain and in many cases necessary to access the website.

4. Enter the password you received and remember your password is case sensitive so be sure your caps lock is off when you enter the password.



Certified for use with MicroStrategy 8.1.2

If you are encountering unexpected errors use this guide as a reference for applications that have been certified to work with the current version of MicroStrategy. Please contact your internal IT department for support if you are not currently using one of these web browser applications to access MicroStrategy.

Attention MAC users:

MicroStrategy does not support MAC users

Web browser (Windows client)

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 7.0
	Microsoft Internet Explorer 6.0 SP2
	Microsoft Internet Explorer 6.0 SP1
Mozilla Firefox	Mozilla Firefox 2.0

Export application

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 6
	Adobe Acrobat Reader 7
	Adobe Acrobat Reader 8 or 8.1
Microsoft Office	Microsoft Office 2007 SP1
	Microsoft Office 2003 SP3
	Microsoft Office 2002 (XP) SP3
	Microsoft Office 2000 SP3

Adobe Flash Player

Certified Adobe Flash Player
Adobe Flash Player 9.0 and higher

RNDC/NDC Supported Web Browser

Microsoft Internet Explorer 7

If Internet Explorer 8 is installed on your PC. Please read:

Below is the tech note from Microsoft's knowledge base on how to uninstall IE 8:

<http://support.microsoft.com/kb/957700>

In addition, below is the link for Internet Explorer 7 installation. Internet Explorer was release in March 2009, therefore Internet Explorer 7 should be available to download from Microsoft until at least March 2010. Microsoft usually keeps old versions of their software available to download for 18 months after the release of a new version.

<http://www.microsoft.com/windows/downloads/details.aspx?FamilyID=9ae91ebe-3385-447c-8a30-081805b2f90b>

Java Script Errors

MicroStrategy uses Java technology. In order to use the system properly, you will need to have Java both enabled and up to date.

Go to the Java Version page.

<http://www.javatester.org/version.html>

•If Java is working, you will see a pink box that contains your Java version. Make sure that it is the most recent version under the “RECENT JAVA VERSIONS” list below.



2. If you cannot see the pink box, using the links down the left side of the page go to the Java Enabled? page. This will tell you if your computer can or cannot see Java Scripts.



3. If your Java is not installed or is not up to date, use the Installing Java page to locate and install the latest version. If you need help or aren't comfortable making this update, please contact your company's IT department for assistance.



Power User Contact Information by Market



Power User Contact Information

Owner: Jody Beaver (Admin)

Modified: 7/2/09 11:50:52 AM

[Edit](#) [Subscriptions](#) [Export](#) [PDF](#)

Once you have successfully logged into the system please use the report above from the Share Reports Folder to locate the local power user in your market. This report will provide you with the email address of the power user you need to contact for your report development support needs.

Power User Contact Information. MicroStrategy 8

Shared Reports My Reports Create Document My Subscriptions History List Preferences Search

Supplier Web Reporting > Shared Reports > Power User Contact Information

File View Data

Power Users Contact Information by State

Arizona

Phoenix

Jennifer Racine	Jennifer.Racine@rncd-usa.com
Corinne O'Donnell	Corinne.ODonnell@rncd-usa.com
Julia Sayre	Julia.Sayre@rncd-usa.com

Colorado

Denver

Theresa DePaul	Theresa.DePaul@rncd-usa.com
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