



RNDC / NDC

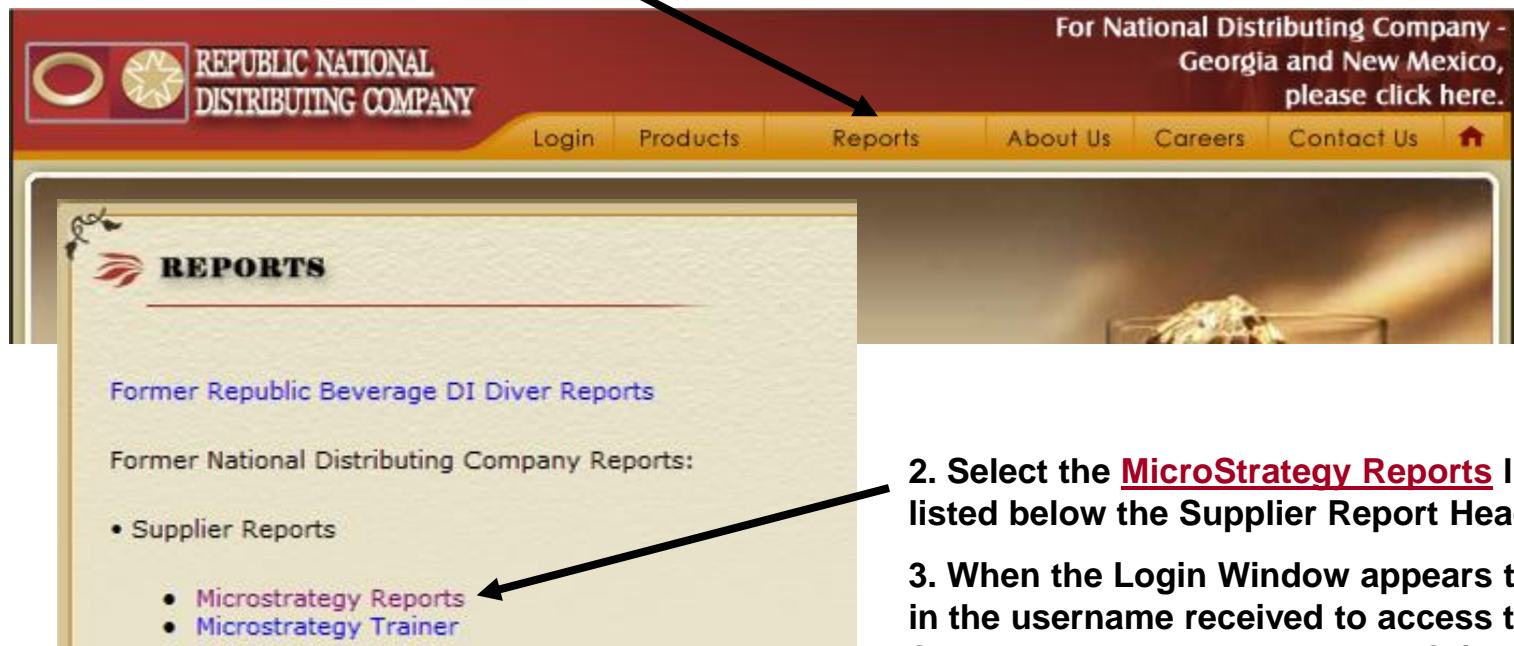
MicroStrategy Supplier Web Troubleshooting Guide

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For 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 type in the username received to access the Supplier Web Project. Enter "FS1\" before the username, this is the domain and is required to log in successfully.

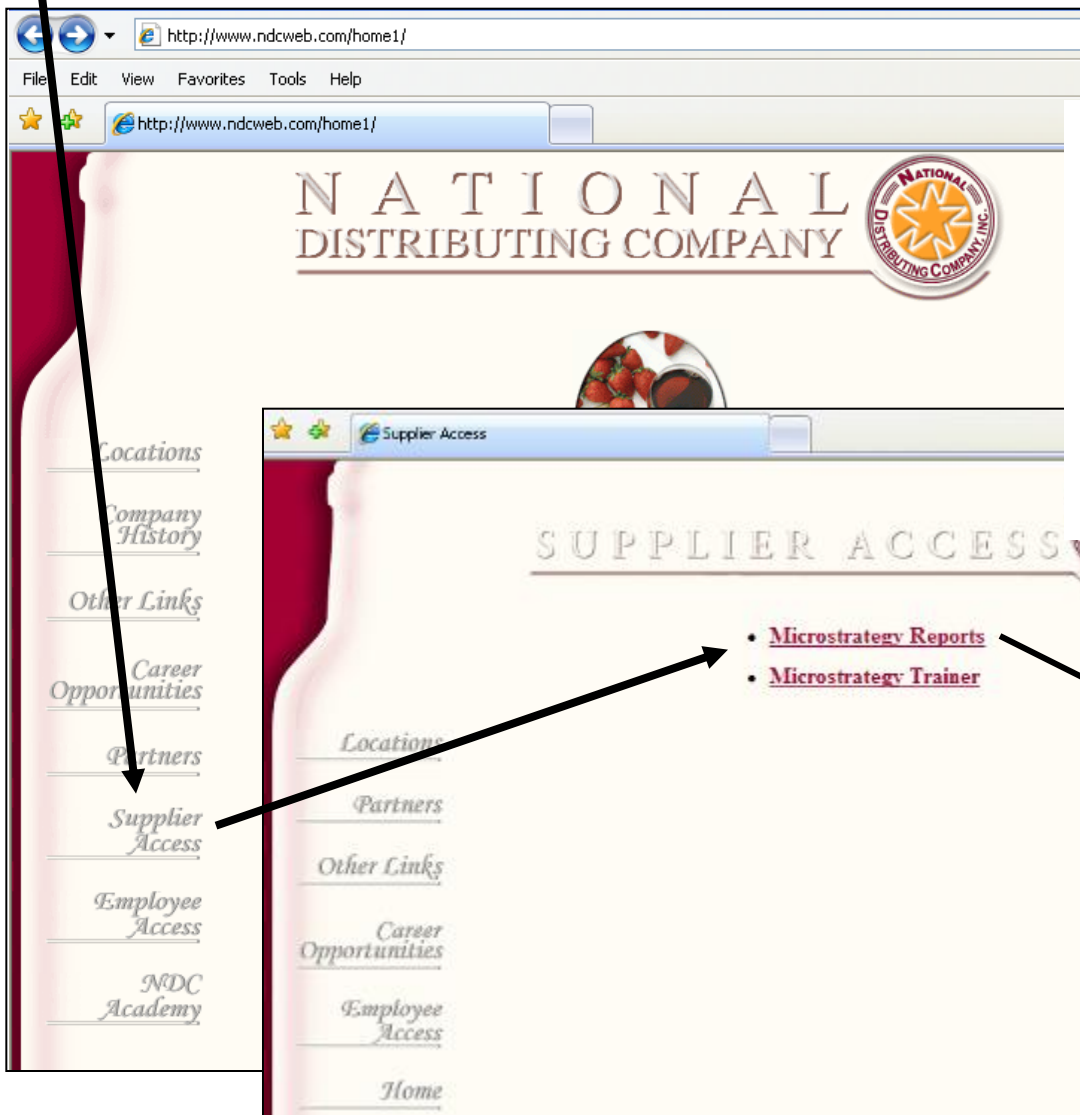
4. Type in the password you received. Remember that the password is case sensitive so be sure your caps lock is off.



** Your username and password will not work if you copy and paste them in. They must be typed in.*

For 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 type in the username received to access the Supplier Web Project. Enter "FS1\" before the username, this is the domain and is required to access the website.

4. Type in the password you received. Remember that the password is case sensitive so be sure your caps lock is off.



** Your username and password will not work if you copy and paste them in. They must be typed in.*

Why Can't I Log In?

If you're having trouble getting logged into MicroStrategy, ask yourself these questions:

1. Am I accessing MicroStrategy from the appropriate area on the company website?

- Refer to pages 2 and 3 to confirm that you are logging in at the appropriate section of the website.

2. Am I entering my username and password correctly?

- The username and password must be typed in, they will not work if they are copied and pasted.
- The domain portion of the username uses a back-slash not a forward-slash. Verify that you are typing in "FS1\"

3. Do I need to log in as a different user?

- If your log in screen allows you to log in as a different user, choose this option and type in your username and password.

4. Am I attempting to access the system while it is unavailable?

- MicroStrategy processes from 10:00PM Eastern until approximately 6:00AM Eastern, and during this time all accounts are disabled while the data is updated.

Certified for use with MicroStrategy 9.0.2

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:

RNDC does not support MicroStrategy for MAC users

Web browser (Windows client)

Be aware that MicroStrategy certifies and supports 32-bit web browsers only.

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 7.0
	Microsoft Internet Explorer 8.0
Firefox	Firefox 3.0
	Firefox 3.5
	Firefox 3.6

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 9.3
	Adobe Acrobat Reader 8.2
Microsoft Office	Microsoft Office 2010
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3
	Microsoft Office 2002 (XP) SP3

Adobe Flash Player

Certified Adobe Flash Player
Adobe Flash Player 10.1

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.

1. 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 to 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.



Who should I contact for MicroStrategy support?

Each market has one or more designated MicroStrategy power users who will be able to assist you with any questions, issues, or report requests related to MicroStrategy. Once you have successfully logged into the system, please use the Power User Contact Information report located in the Shared Reports folder in Supplier Web Reporting. This will provide you with the email address of the power user(s) you will need to contact for assistance.



Power User Contact Information

Owner: Administrator (Admin)
Modified: 3/19/11 7:38:30 AM
Power User Contact Information
[Edit](#) [Subscriptions](#) [Export](#) [PDF](#)

Power User Contact Information by State		
Arizona		
<u>Phoenix</u>		
Jennifer Racine		Jennifer.Racine@rncd-usa.com
Colorado		
<u>Denver</u>		
Jessica Ayala		Jessica.Ayala@rncd-usa.com
Theresa DePaul		Theresa.DePaul@rncd-usa.com
Sandy Duncan		Sandy.Duncan@rncd-usa.com
Tim Hall		Tim.Hall@rncd-usa.com
DC		
<u>DC</u>		
Craig Bevans		Craig.Bevans@rncd-usa.com