RNDC
MicroStrategy Supplier Web Troubleshooting Guide

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To Access MicroStrategy from www.rndc-usa.com

1. Select the Account Services Link from the home page. Google Chrome is the recommended browser for use with MicroStrategy.

2. Click on the Sign In button in the Supplier Login area.

3. You will receive an authentication popup box. Type in the username you received. Be sure to include the “FS1”; this is the domain and is required to log in successfully.

4. There is also a link to assist with any login issues.

5. 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 may not work if you copy and paste them. Please type them in.
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Common Login Tips

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 attempting to log into MicroStrategy correctly. Also note that Google Chrome is the recommended web browser for use with MicroStrategy.

2. **Am I entering my username and password correctly?**
   - The username and password must be typed in, they may not work if they are copied and pasted.
   - The domain portion of the username must be included and uses a back-slash not a forward-slash. Verify that you are typing in “FS1\”
   - The username is not case sensitive, however the password must be in lower case.

3. **Is the domain listed correctly?**
   - If the domain (FS1) does not appear correctly, you can select the option to use another account and then 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 access to the Supplier Web Reporting project is removed while the data is updated. Please verify that you are not attempting to log in during this nightly update timeframe.

5. **Does my company have a security setting in place that is preventing me from being able to access the MicroStrategy site?**
   - In some instances the firewall settings your company has in place on your network may block you from being able to access MicroStrategy. If you go through the other troubleshooting steps in this guide to verify that you are logging in correctly but are still receiving an error message, please contact your company’s IT support staff to check the network firewall settings.
How to Add MicroStrategy to your Trusted Sites

It can be helpful to add the MicroStrategy URL to your list of Trusted Sites in your web browser. Below are the steps for both Google Chrome and Internet Explorer.

**Google Chrome:**
Go to the **three dots** in the upper right corner to open the menu.
Go to **Settings.**

**Internet Explorer:**
Go to the **Tools** dropdown menu and select **Internet Options.**

These steps are the same for either Chrome or Internet Explorer:
Click on the **Security** tab.
Select the **Trusted sites** icon.
Click the **Sites** button.

Add the MSTR site by entering the address in the text box: http://mstr.rndcusa.com/Microstrategy/asp/Main.aspx.
Make sure the box at the bottom for server verification (https:) is unchecked and then click **Add.**
Close the window.

Scroll down and click on **Advanced.**
Scroll down and click on “Open your computer’s proxy settings” under the System area.
Clearing Cache in Google Chrome

Many login issues can be addressed by clearing the browser cache. Follow these steps to clear the cache in Google Chrome.

1. Go to the **three dots** in the upper right corner to open the menu.
2. Go to **More Tools** and then select **Clear browsing data**.

On the **Advanced** tab change the time range dropdown to **“All time.”**
Check the **first 4 boxes** for history, cookies, and cached files, and uncheck any other boxes.
Click **“Clear data”** and wait until it’s done.
Close out of this window, close all of your open browser windows, and then attempt to log in to MSTR again from the RNDC or NDC website.

*If you have a shortcut on your desktop or a saved favorite link in your web browser for MicroStrategy, it may also be helpful to delete it and then add it back again once you’ve successfully accessed MicroStrategy.*
Clearing Cache – Internet Explorer

Clearing Cache in Internet Explorer

Many login issues can be addressed by clearing the browser cache. Follow these steps to clear the cache in Internet Explorer.

Choose the Cog to open the Tools menu, then select Internet Options.

On the General tab click the Delete button in the Browsing history area.

Check the 4 boxes shown here for temporary files, cookies, and history and uncheck the other boxes.
Click Delete.
Select “Yes” to confirm.
Close out of this window, close all of your open browser windows, and then attempt to log in to MSTR again from the RNDC or NDC website.

*If you have a shortcut on your desktop or a saved favorite link in your web browser for MicroStrategy, it may also be helpful to delete it and then add it back again once you’ve successfully accessed MicroStrategy.
Do I need to force my web browser to prompt for a username and password?

- You should receive a security pop up box similar to the one below to enter your username and password when attempting to log in. If you are not seeing the authentication pop up box and are being taken directly to a MicroStrategy login page instead, you will not be able to log in and will need to follow the steps on the following page to force your browser to prompt for a username and password.

You will not be able to log in here

Your login information must be entered here
Follow these steps to force your browser to prompt for a username and password. Note that Google Chrome follows the same settings that are defined within Internet Explorer, so you will need to adjust the authentication options directly in Internet Explorer even if you are using Chrome (which is preferred).

In Internet Explorer go to the **Tools** dropdown menu and select **Internet Options**.

Select the **Security** tab. If you have saved the MSTR website to your Trusted Sites, select the **Trusted Sites** icon, otherwise select the **Internet** icon. Select **Custom Level**.

Scroll all the way down to the bottom to the **User Authentication** section. Change the radio button to "Prompt for username and password." Click **OK**.

Select "Yes" to verify the change. Close the **Internet Options** window. Close all open internet browser windows. Use Google Chrome (preferred) to attempt to log in to MSTR again from the RNDC or NDC website.
If you are encountering unexpected errors use this guide as a reference for web browsers and 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 browsers to access MicroStrategy.

**Attention MAC users:**

MAC operating systems are compatible with MicroStrategy, however RNDC is not able to provide support for MAC users.

### Export Applications

<table>
<thead>
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<th>Product</th>
<th>Version</th>
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<td>Adobe Acrobat Reader</td>
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<td>OpenOffice.org Calc</td>
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### Web Browsers

⚠️ The following certifications refer to desktop web browsers only. Connecting to MicroStrategy Web with any mobile browser is not certified or supported in any configuration. To access projects on a mobile device use the MicroStrategy Mobile app for your specific version of MicroStrategy.

MicroStrategy certifies the latest versions (at the time of release) for the following web browsers:

- Apple Safari
- Google Chrome (Windows and Mac OS)
- Microsoft Edge
- Microsoft Internet Explorer (Versions 9 and 10 are supported, but are not certified)
- Mozilla Firefox
MicroStrategy Supplier Training Resources

Within MicroStrategy Supplier Web there is a reporting basics document located at [Shared Reports > 01] MicroStrategy Supplier Web Help. Here users can access a library of self-paced training videos as well as a written user guide and helpful documentation on some of the key reporting concepts. There is also a link at the bottom that provides a listing of our MicroStrategy Power Users in each location who can provide reporting assistance if needed.
Who should I contact for MicroStrategy support?

Each market has one or more designated MicroStrategy Power Users who are experts on the system and 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 refer to [Shared Reports > 01] MicroStrategy Supplier Web Help > Power User Contact Information. This will provide you with the email address of the Power User(s) in your area you can contact for assistance.
# Power User Contact Information by State

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<th>State</th>
<th>City</th>
<th>Name</th>
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<tr>
<td>Georgia</td>
<td>Atlanta</td>
<td>Terri Vollrath</td>
<td><a href="mailto:Terri.Vollrath@rndc-usa.com">Terri.Vollrath@rndc-usa.com</a></td>
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<td>Kentucky</td>
<td>Louisville</td>
<td>Diana Baker</td>
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<td>Louisiana</td>
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<td></td>
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<td><a href="mailto:Linda.Dieatrick@rndc-usa.com">Linda.Dieatrick@rndc-usa.com</a></td>
</tr>
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<td></td>
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<td>New Mexico</td>
<td>Albuquerque</td>
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<td><a href="mailto:Melissa.Hogue@natdistco.com">Melissa.Hogue@natdistco.com</a></td>
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<tr>
<td>Oklahoma</td>
<td>Oklahoma City</td>
<td>Devin Henson</td>
<td><a href="mailto:Devin.Henson@RNDC-USA.COM">Devin.Henson@RNDC-USA.COM</a></td>
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