

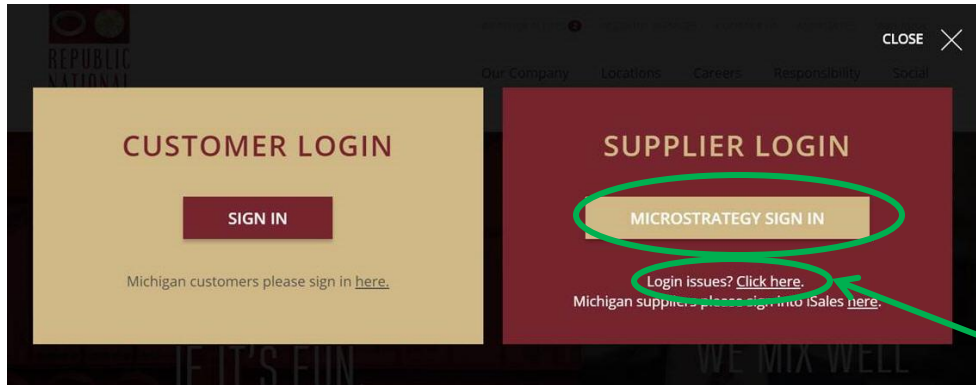
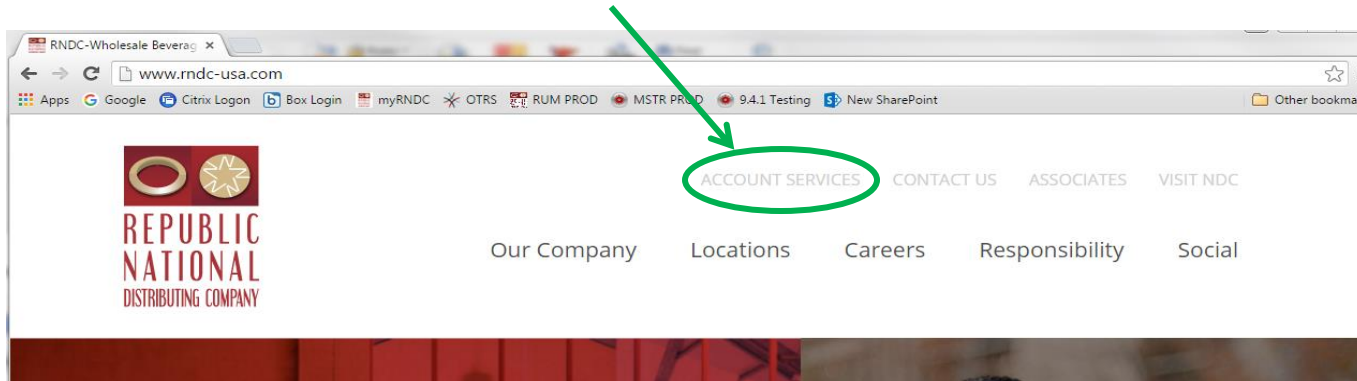
RNDC / NDC

MicroStrategy Supplier Web Troubleshooting Guide

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For RND C Market Access to MicroStrategy go to www.rndc-usa.com

1. Select the Account Services Link from the home page



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.

Authentication Required

The server <http://mstr.rndc-usa.com:80> requires a username and password.

User Name:

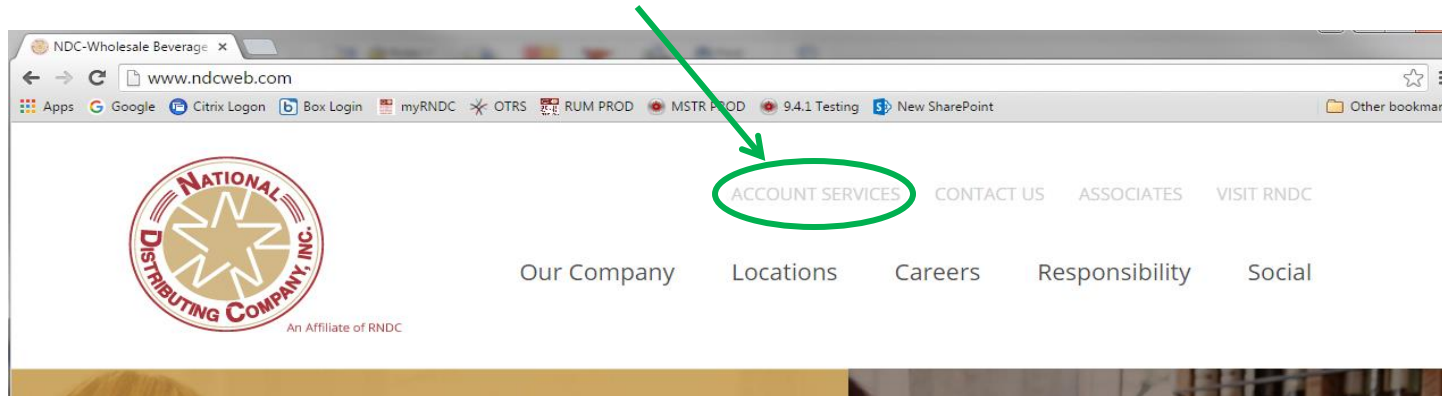
Password:

Log In Cancel

**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 Account Services Link from the home page



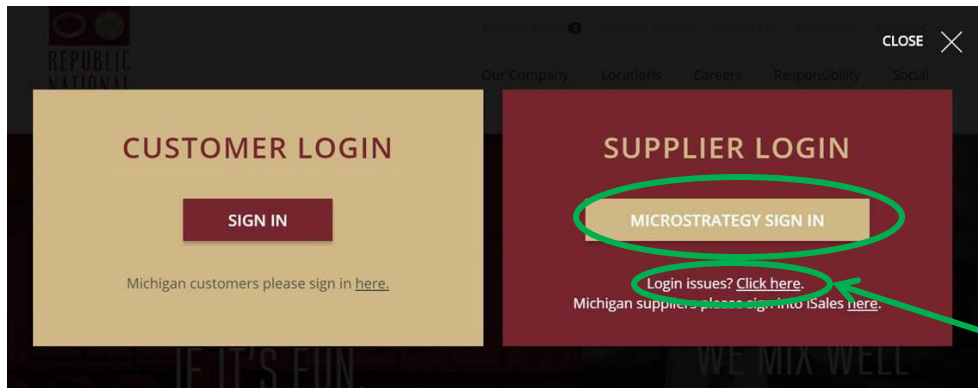
2. Click on the Sign In button in the Supplier Login area.

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



Authentication Required

The server <http://mstr.rndc-usa.com:80> requires a username and password.

User Name:

Password:

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 attempting to log into MicroStrategy correctly.

- 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 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.

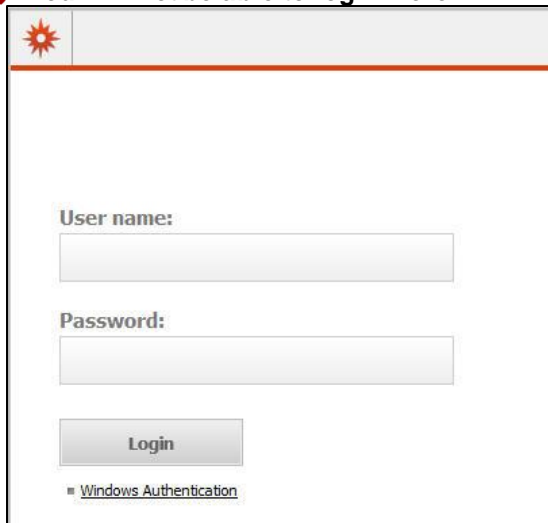
- 3. Am I attempting to access the system while it is unavailable?**
 - MicroStrategy processes from 10:00PM Eastern until approximately 6:00AM Eastern, and during this time all accounts are disabled while the data is updated. If you receive an error message that your account has been disabled, you will need to log in during normal business hours.

Why Can't I Log In?

4. Do I need to clear my cache?

- If you are not receiving an authentication popup box to enter your username and password when attempting to log in, and are being taken directly to a MicroStrategy login page instead (please see below), you will not be able to log in and will need to clear out the cache your computer has stored for the MicroStrategy site. To do that follow these steps:
 - If you have a shortcut on your desktop or a saved favorite link in your web browser for MicroStrategy, delete it, close any open internet windows, and then try to log in again by going back to the company website.
 - If the above doesn't work, open your browser, click on the *Tools* dropdown menu, and select *Delete Browsing History*. The only two boxes that should be checked are *Temporary Internet Files* and *Cookies*. Click *Delete*, and then close any open internet windows and try to log in again through our website.
 - If you still aren't being prompted for a username and password in a popup security box, open the web browser, click on the *Tools* dropdown menu, and select *Internet Options*. Click on the *Security* tab and then on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. You should then be able to click *OK*, close all open internet windows, and then attempt to log in again through our website.

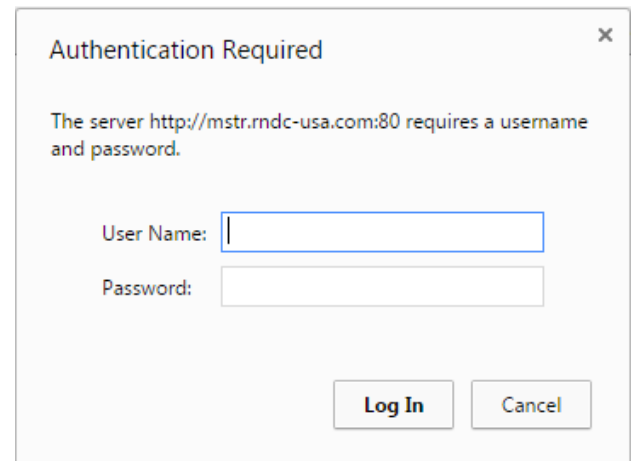
✘ You will not be able to log in here



The screenshot shows a web browser window with a red error icon in the top left corner. The page contains a login form with the following elements:

- User name:** A text input field.
- Password:** A text input field.
- Login** button.
- At the bottom, there is a small icon and the text "Windows Authentication".

✔ Your login information must be entered here



The screenshot shows a dialog box titled "Authentication Required" with a close button (X) in the top right corner. The text inside the dialog box reads: "The server http://mstr.rndc-usa.com:80 requires a username and password." Below the text are two input fields:

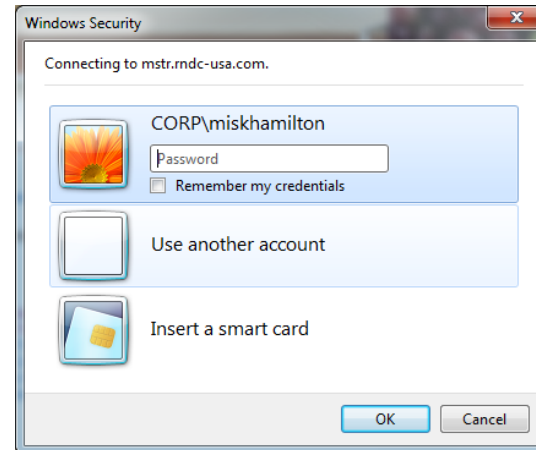
- User Name:** A text input field.
- Password:** A text input field.

At the bottom of the dialog box, there are two buttons: "Log In" and "Cancel".

Why Can't I Log In?

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

- If the domain (FS1) does not appear correctly or if you have access to both RNDC and NDC and need to switch between the two, you can select the option to use another account, and type in your username and password.



6. 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've gone through the other troubleshooting steps 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.

Why Can't I Log In?

7. I have two separate accounts for accessing RNDC and NDC information. When I'm trying to log in to my NDC account I'm seeing RNDC data, or vice versa. Why is this happening and how can I correct it?

- Supplier users who have access to MSTR for both RNDC and NDC have two separate accounts. In order to have the ability to log in using the two different sets of credentials, it is important that the internet browser is not set to remember login information. Many web browsers will save the most recent login credentials if the 'remember me' option is selected. If that happens, you will no longer receive the popup to enter your username and password and will be unable to switch between your RNDC and NDC accounts. If you run into this issue please follow the steps below to force your internet browser to prompt for a username and password.

Internet Explorer Directions


- Go to the *Tools* dropdown menu and select *Internet Options*. Click on the *Security* tab and then *Trusted sites*. If the MSTR site is not already listed, add it to the trusted sites by entering the address in the text box. For RNDC Markets enter www.rndc-usa.com and for NDC markets enter www.ndcweb.com. **Make sure the box at the bottom for server verification (https:) is unchecked and then click Add.**
- Close the trusted sites window and you should still see the security tab. Click on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. Click OK, click Yes to verify the change, and then close the internet options window.
- Close all open internet windows and then attempt to log into MSTR again through our website. You should then see a Windows authentication popup box where you can type in either your NDC or RNDC login information.

Google Chrome directions provided on next page...

Why Can't I Log In?

Continued...

Chrome Directions

- Go to the *Settings* icon in the top right corner  and select *Settings*. Click on the *Show Advanced settings* link at the very bottom of the page. Under the *Privacy* section click on the button to *Clear browsing data* which will open a pop-up window. Check the boxes for *Cookies and other site and plugin data*, *Cached images and files*, and *Passwords*. With those boxes selected click on the *Clear browsing data* button to close the window.
- If the MSTR site is not already set to be a trusted site, add it to the trusted sites by scrolling down to the *Network* section and clicking the button to *Change proxy settings* which will open a pop-up window. Click on the *Security* tab, select the *Trusted sites* checkmark icon, and then click on the *Sites* button to enter in the MSTR site address. For RNDC Markets enter `www.rndc-usa.com` and for NDC markets enter `www.ndcweb.com`. **Make sure the box at the bottom for server verification (https:) is unchecked and then click Add.**
- Close the trusted sites window and you should still see the security tab. Click on the *Custom Level* button. You'll need to scroll all the way down to the bottom of the list to the *User Authentication* section, and change the radio button to *Prompt for user name and password*. Click OK, click Yes to verify the change, and then close the internet options window
- Close all Chrome windows and then attempt to log into MSTR again through our website. You should then see a Windows authentication popup box where you can type in either your NDC or RNDC login information.

Certified for use with MicroStrategy 9.4.1

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.

Web Browser	Certified
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 9.x Standards mode only, certification testing is not performed for compatibility view mode.
	Microsoft Internet Explorer 10.x Standards mode only, certification testing is not performed for compatibility view mode.
Firefox	Firefox 14.x
	Firefox 15.x
	Firefox 16.x
	Firefox 17.x
	Firefox 18.x
	Firefox 19.x
Google Chrome	Google Chrome 20.x
	Google Chrome 21.x
	Google Chrome 22.x
	Google Chrome 23.x
	Google Chrome 24.x
	Google Chrome 25.x
Web Browser	Supported
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 11.x
	Adobe Acrobat Reader 10.x
	Adobe Acrobat Reader 9.x
Microsoft Office	Microsoft Office 2013
	Microsoft Office for Mac 2011 SP2
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3

Supplier Training Component in MicroStrategy



MicroStrategy Supplier Web Reporting Basics

Welcome to our reporting basics guide for MicroStrategy Supplier Web users. Please click on any of the links below to open a PDF document containing helpful information on each topic.

MicroStrategy Supplier Web User Guide

This document provides an overview of the MicroStrategy Web program with details and screenshots of the most common functions such as basic navigation, sorting, subtotaling, saving, and exporting.

[OPEN \(ENGLISH\)](#)

[OPEN \(SPANISH\)](#)

Reporting on Distribution/Placements

This document provides details on how to view distribution information in MicroStrategy (also known as placements or accounts sold).

[OPEN](#)

Product Hierarchy & Reporting on Case Sales

This document defines the product hierarchy, describes the various case types available for reporting case sales, and provides information on supplier case conversions.

[OPEN](#)

Reporting on Inventory Depletions

This document describes the difference between case sales and depletions, and explains how to report depletions in MicroStrategy.

[OPEN](#)

Calendar vs. Fiscal Reporting

This document explains the difference between standard calendar year and fiscal year reporting in MicroStrategy.

[OPEN](#)

Ad Hoc Reporting

This document explains how to use ad-hoc reporting in MicroStrategy, which allows users to create their own reports by choosing the attributes and metrics they want to display.


[OPEN](#)

Thank you for taking the time to learn about the MicroStrategy system. Please remember that we have individuals in each of our markets called Power Users who can assist you with anything related to MicroStrategy. Please click this link for a list of our Power Users in each location.

[POWER USER CONTACT LIST](#)

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 folder 01) MicroStrategy Supplier Web Help folder for a *Power User Contact Information* document. 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: 8/25/15 9:40:43 AM
In each market we have MicroStrategy Power Users who provide support to our internal and supplier users. This document contains a listing of those individuals in each state. They are the point of contact for access requests, issues, questions,

Power User Contact Information by State

In each of our markets we have individuals called MicroStrategy Power Users who are experts on the system and provide support to our internal and supplier users. They are your point of contact for anything related to MicroStrategy, whether it is access requests, troubleshooting, training, custom report development, or general questions. This document contains the name and email address of the Power Users in each location.

Colorado

Denver

Tim Hall	Tim.Hall@mdc-usa.com
Cheri Hardin	Cheri.Hardin@mdc-usa.com
Brittany Marcum	Brittany.Marcum@grandvin.com
Whitney Smith	Whitney.Smith@mdc-usa.com

DC

DC

Craig Bevans	Craig.Bevans@mdc-usa.com
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Power User Contact Information by State

Colorado

Denver

Tim Hall	Tim.Hall@rmdc-usa.com
Cheri Hardin	Cheri.Hardin@rmdc-usa.com
Brittany Marcum	Brittany.Marcum@grandvin.com
Whitney Smith	Whitney.Smith@rmdc-usa.com

DC

DC

Craig Bevans	Craig.Bevans@rmdc-usa.com
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Florida

Deerfield Beach

Valencia Duhart	Valencia.Duhart@rmdc-usa.com
Nayr Espinosa	Nayr.Espinosa@rmdc-usa.com
Elena Montesano	Elena.Montesano@rmdc-usa.com

Jacksonville

Diana McLaughlin	Diana.McLaughlin@rmdc-usa.com
Lisa Scarpinati	Lisa.Scarpinati@rmdc-usa.com

Pensacola

Karen Green	KarenMarie.Green@rmdc-usa.com
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Tampa

Annemarie Barnes	Annemarie.Barnes@rmdc-usa.com
Maria Roman	Maria.Roman@rmdc-usa.com
Brenda Smith	Brenda.Smith@rmdc-usa.com
Kelly DeStrooper	Kelly.DeStrooper@rmdc-usa.com

Georgia (NDC Only)

Atlanta

Terri Vollrath	Terri.Vollrath@rmdc-usa.com
Nigel King	Nigel.King@NATDISTCO.COM
Blesson Thomas	Blesson.Thomas@rmdc-usa.com

Savannah

TBD	TBD
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Indiana

Indianapolis

Chris Donlan	Chris.Donlan@rmdc-usa.com
Dustin Gunter	Dustin.Gunter@rmdc-usa.com
Scott Montgomery	Scott.Montgomery@rmdc-usa.com
Mary LaRosa	Mary.LaRosa@rmdc-usa.com

Kentucky

Louisville

Diana Baker	Diana.Baker@rmdc-usa.com
Alex Kerman	Alex.Kerman@rmdc-usa.com

Louisiana

Lafayette

Lori Granger	Lori.Granger@rmdc-usa.com
Cat Viers	Catherine.Viers@rmdc-usa.com

New Orleans

Karin Gaidamovics	Karin.Gaidamovics@rmdc-usa.com
Christine Penter	Christine.Penter@rmdc-usa.com
Kelly Ward	Kelly.Ward@rmdc-usa.com

Maryland**Jessup**

Amy Shugar	Amy.Shugar@rmdc-usa.com
Lydia Seidler	Lydia.Seidler@rmdc-usa.com
Nancy DeCesare	Nancy.DeCesare@rmdc-usa.com

Michigan**Brownstown**

Nancy Metry	Nancy.Metry@rmdc-usa.com
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Nebraska**Omaha**

Linda Dieatrick	Linda.Dieatrick@rmdc-usa.com
Lynn Oathout	Lynn.Oathout@rmdc-usa.com

New Mexico (NDC Only)**Albuquerque**

Leslie Dalton	Leslie.Dalton@NATDISTCO.COM
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North Dakota**Fargo**

Lynn Oathout	Lynn.Oathout@rmdc-usa.com
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This power user is based in Nebraska but also supports North Dakota

Oklahoma**Oklahoma City**

Devin Henson	Devin.Henson@RNDC-USA.COM
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South Carolina**West Columbia**

Jessica Jones	Jessica.Jones@rmdc-usa.com
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South Dakota**Sioux Falls**

Lynn Oathout	Lynn.Oathout@rmdc-usa.com
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This power user is based in Nebraska but also supports South Dakota

Texas**All Markets**

Texas Power Users	MSTRTexas@rmdc-usa.com
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Virginia**Ashland**

Darrell Wilder	Darrell.Wilder@rmdc-usa.com
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