

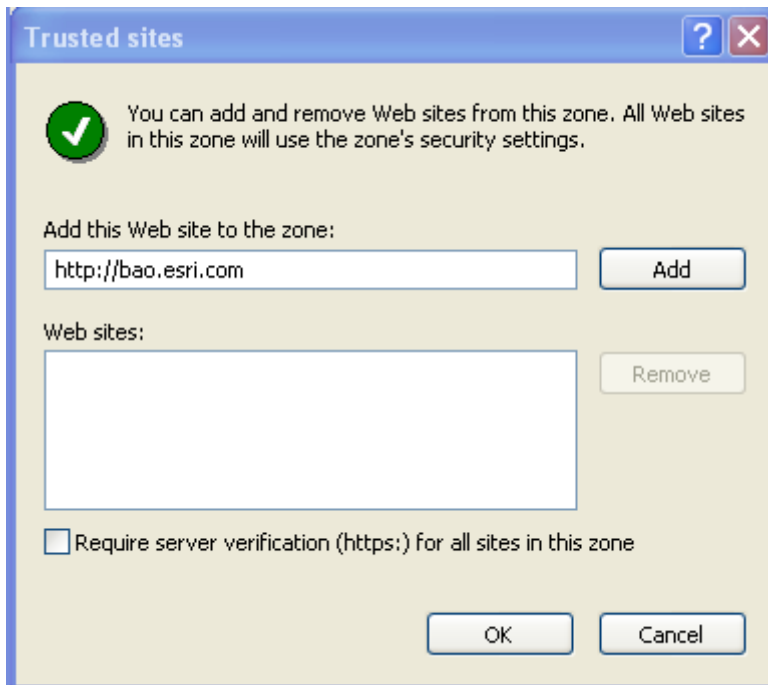
Troubleshooting FAQs:

Question: Should I subscribe or order as a Guest?

As a Subscriber, you have *unlimited* use of key reports for the duration of your subscription. Click on this link, and then click on the ‘Subscribe’ link to learn more: <http://bao.esri.com/esribis> As a Guest user, you must pay for each report or map you order by using a credit card. Typically, if you order 20 or more reports per year, a subscription will pay for itself.

Question: Why do I get an error message that says, ‘The username/password combination does not exist?’

1. You may be incorrectly entering your username or password. Try it again. Is the Caps Lock on?
2. If you have forgotten your password, click on the “Forgot your password?” link at <http://bao.esri.com> and follow the directions to reset it.
3. Is it possible that another user with access to this account has changed the password? Please contact us if you think this is the case.
4. If you continue to have problems logging in, try adding Business Analyst Online as a trusted site. To do this, open Internet Explorer and go to Tools and Internet Options. Click on the Sites link in the Options box. First make sure that the box for ‘Require server verification (https:) for all sites in this zone’ is unchecked. Then type <http://bao.esri.com> into the box for ‘Add this website to the zone:’ Click on Add and OK. See illustration below.



Question: Why is my internet browser unresponsive after typing in my username/password?

1. Your browser may not be responding in general. Try closing any open instances of Internet Explorer. Then open a new instance of your browser and try to log back in as a Guest or Subscriber.
2. Check another web site to make sure you have general Internet access.
3. You may have a hung program running in the background. Try rebooting your machine. After rebooting, open a new instance of Internet Explorer and try to log in to your account again.

Question: Why do I get a message saying 'Your Session has expired'?

1. The Block Cookies setting may be set too restrictively – See section on setting privacy standards under Cleaning out your cache.
2. A Pop-up blocker may be interfering with your browser's functionality – See section on Pop-up blockers.
3. A Firewall may be interfering with your browser's functionality – See section on Firewalls.
4. There may be a stale cookie in your cache – See section on Cleaning out your cache.

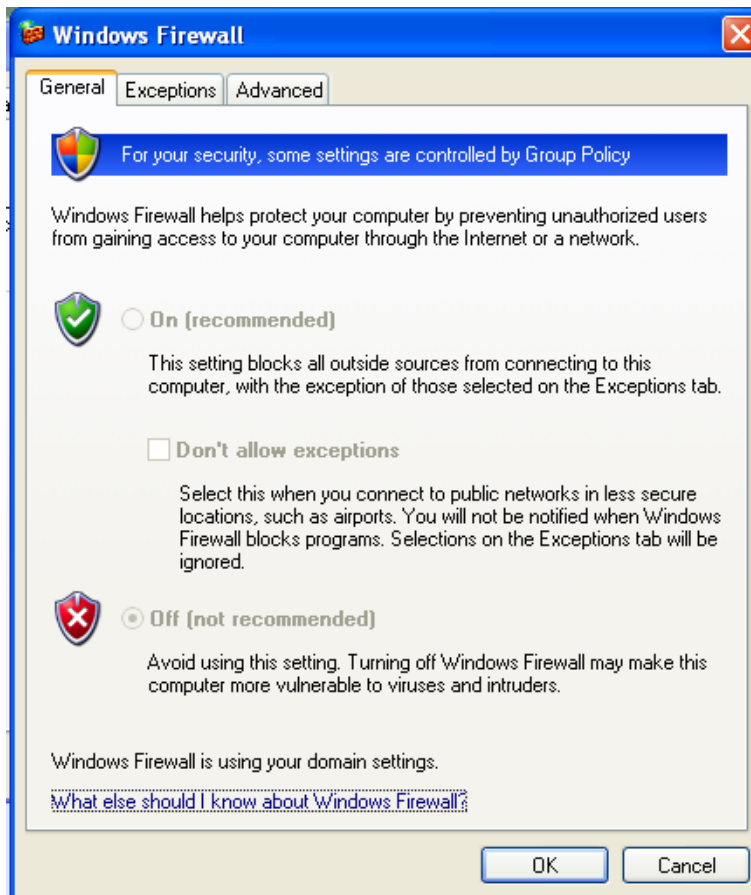
Question: Why do I get bounced back to the log in page during my order?

1. There may be a stale cookie in your cache – See section on Cleaning out your cache.

Firewalls

Your company likely has rules against arbitrarily disabling any firewalls that are in place. If you suspect that a firewall is preventing you from being able to log on, we recommend that you enlist your network administrator's help before proceeding.

To see if your Windows firewall is on, go to Start, Control Panel, Network Connections, right click on your network connector and go to Properties. Click on the Advanced tab and click on Settings.



If your settings indicate that your firewall is turned off, then we can eliminate the Windows firewall as a possible reason for you not being able to log on.

If your settings indicate that your firewall is turned on, enlist your network administrator's help to temporarily turn off the firewall and see if you can then log in.

Your network server and router may have additional firewall set up further down the line in your Internet connection. Enlist your network administrator's help to see if these are causing browser interference.

In addition to any after-market firewalls your system came with, if you have Windows XP with SP2, you have a firewall that you may not even be aware of. You can learn more about this at the following Microsoft link:

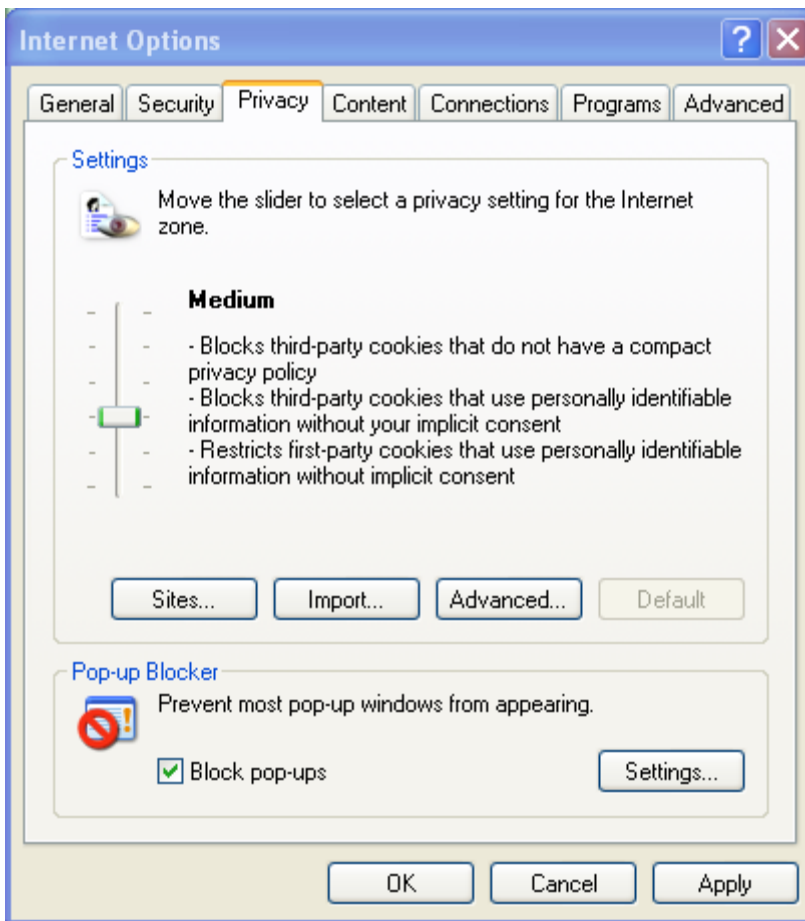
http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.mspx.

How to clean out your cookies

PLEASE NOTE: Deleting your system cookies will likely delete any passwords you have currently stored, e.g. banking and email passwords. If you don't have these passwords/usernames written down, you may want to document them before proceeding.

Setting privacy standards

Your company may have clear standards on which cookies they do or don't allow. Before proceeding, you should check with your network administrator to see what your company's policies are.

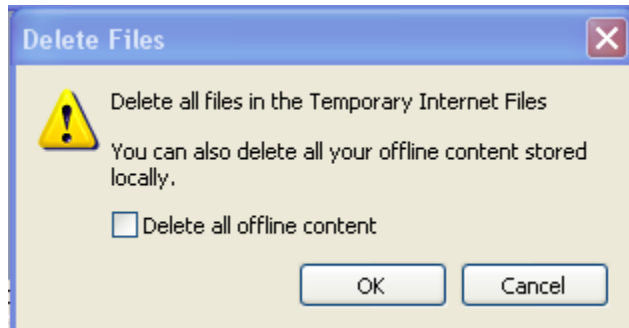


First, open Internet Explorer and go to Tools, Internet Options and the Privacy tab.

← Set to Medium or lower

Then open Internet Explorer and go to Tools and Internet Options. From the General tab, click on Delete Files... This will bring up another dialog box as shown below. Check the box for 'Delete all offline content' and choose 'OK'.

→ Check the box for 'Delete all offline content' and choose 'OK'.



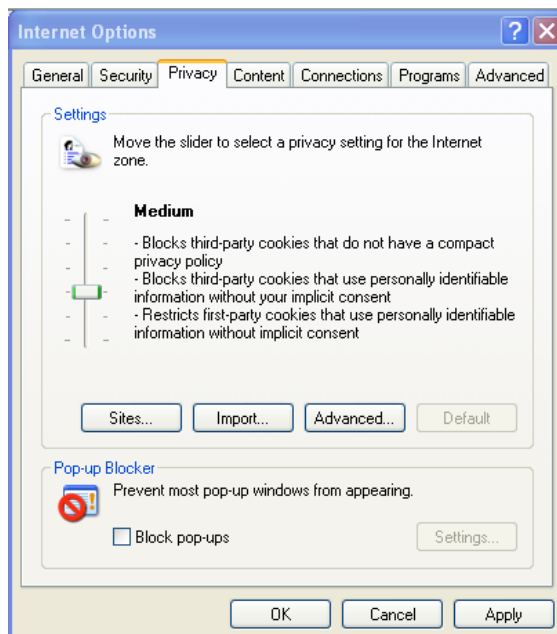
You should get an hourglass indicating that your cookies are being deleted. If the hourglass runs for more than a few seconds your system likely has a build-up of cookies. This process of cleaning out your cookies should be done regularly to ensure efficient browser functionality.

Pop-up blockers

For some browsers, entering their Username/Password launches another browser window. And to some pop-up blockers, this is seen as a pop-up that must be blocked. Therefore, you may enter in your username/password and find that nothing happens. This is because your pop-up blocking software has blocked the new window.

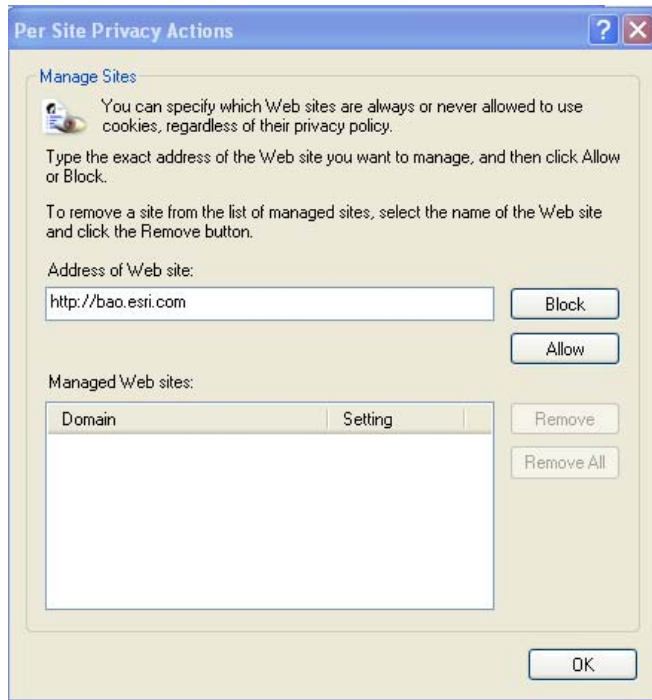
There are many different 3rd party vendors of pop-up blocking software, each with their own steps for temporarily overriding pop-ups. Therefore, the following instructions are general suggestions on bypassing pop-up blocking programs.

1. Manually bypass the pop-up blocker for individual links: Enter your Username/password, and hold the 'Ctrl' key down, while simultaneously clicking on the Enter button. This often overrides any pop-up blocker – but for just that link. You may have to do this a number of times throughout the ordering process.
2. Turn off the Internet Explorer pop-up blocker: Go to Tools, Internet Options and the Privacy tab. At the bottom of this screen, make sure the box for 'Block pop-ups' is unchecked. Choose Apply and OK.



← Turn off Block pop ups.

3. Manually add our URL to the Internet Explorer pop-up blocker as a site for which pop-ups are always allowed. To do this, leave the box for 'Block pop-ups' checked and go to Tools, Internet Options, and the Privacy tab. Click on the 'Settings' button and type in <http://esribis.com>, choose 'Add' and then Close. See below.



← Type in the address exactly as shown here and click on 'Allow' and 'OK'.

Computer Resolution

Open Internet Explorer and go to the site. Once it is loaded, go to the top menu on IE and click "View" and then "Text Size". The text size is most likely largest. It should be set to Medium or lower.

The site was designed to be optimal at 1024x768. Right click on his desktop and choose properties a window should pop up. Go to settings and up the screen resolution to at least 1024. After that, you can re-open the site and it should be much better.