

Morningstar.com® Library Edition: Troubleshooting Tips & Tricks

Morningstar prides itself on the ease of use of its library database. However, as with any database, there are times when our clients and their end users will experience technical difficulties. Here are the most-common technical difficulties that clients experience and the resolution to each issue.

Issue: Receiving error message: "Access denied. Your library does not subscribe to Morningstar.com Library Edition."

Resolution: Call Morningstar Library Services at 866-215-2509 for a free trial.

Issue: Receiving error message: "Access denied. There are not enough licenses available for the number of users trying to access Morningstar.com Library Edition from your library at this time. Please try again later."

Resolution: Try again later when a user has logged off and a license is available.

Issue: Receiving error message: "Access Denied. Morningstar.com Library Edition does not recognize your IP address" (for users in the library only).

Resolution: Call Morningstar Library Services at 866-215-2509.

Issue: When a patron chooses a Screen parameter, Formatted Report, or Investing Classroom Course, nothing happens.

Resolution: Remove any pop-up blocker software.

Issue: Receiving error message: "Access Denied. Your security settings may need to be re-adjusted to view Morningstar.com Library Edition. Please follow the troubleshooting tips below. At the top of your browser,

- ▶ Go to 'Tools'
- ▶ Select 'Internet Options'
- ▶ Select the 'Privacy' tab
- ▶ Uncheck the box 'Block Pop-Ups'
- ▶ Move the slider to 'Low'
- ▶ Close the tool box and refresh this page

If you still can't connect please contact your library."

Resolution: If reducing the firewall and allowing pop-ups don't work:

- ▶ Go to "Tools"
- ▶ Select "Internet Options"
- ▶ Select the "Privacy" tab
- ▶ Click on the "Sites" button
- ▶ In the field at the top area of the page, type in the following Web address: library.morningstar.com
- ▶ Click on the "Allow" button. (Notice in the field below, the Morningstar.com Library Edition Web address appears with the phrase "always allow.")
- ▶ Click the "Ok" button.
- ▶ Click the next "Ok" button.
- ▶ Click "Refresh" and attempt to log in again.