

Nielsen Spectra System Support - FAQ

I am having trouble logging in

If you are having problems logging into www.spectrainfinet.com, please go to <https://www.spectrainfinet.com/login/pr/passwordreset.jsp> to use the "Forgot your Password" utility. You will be prompted for your company name, user name, and your email address. After submitting this information, an email will be sent to you with a link to allow you to reset your password.

A created Target is not available to run in my report

If you created and saved a Target, then tried to select it in any of the following reports: Targeting National Behaviors, Targeting Local Market Behaviors, Best Products by Target, FSI by Target, or Target Snapshot, and could not find the Target, it may be that you chose Spectra systems CAM Segmentation in step 3 when building the Target. Since Spectra systems CAM Segmentation produces a demographic-based target, it will not work in these reports because they require a framework-based target. Running a Demand Ranking, Report Builder, or a Target Ranking report would allow you to select the Target.

If you build the Target using Spectra systems Segmentation in step 3 when creating the Target, you will then be able to select the Target in the above-mentioned reports.

Internet Explorer cannot download

When trying to open a report you receive a message "Internet Explorer cannot download ~file name varies~ from www.spectrainfinet.com. Internet Explorer was not able to open this internet site. The requested site is either unavailable or cannot be found. Please try again later.

To resolve this issue, open Internet Explorer and along the top click on Tools/Internet Options. When the box opens, click on the Advanced tab and scroll all the way down to the bottom until you reach the "Security" section. If there is a checkmark next to "Do not save encrypted pages to disk", remove the checkmark, close out of Internet Explorer and then reopen it and try accessing the report again.