

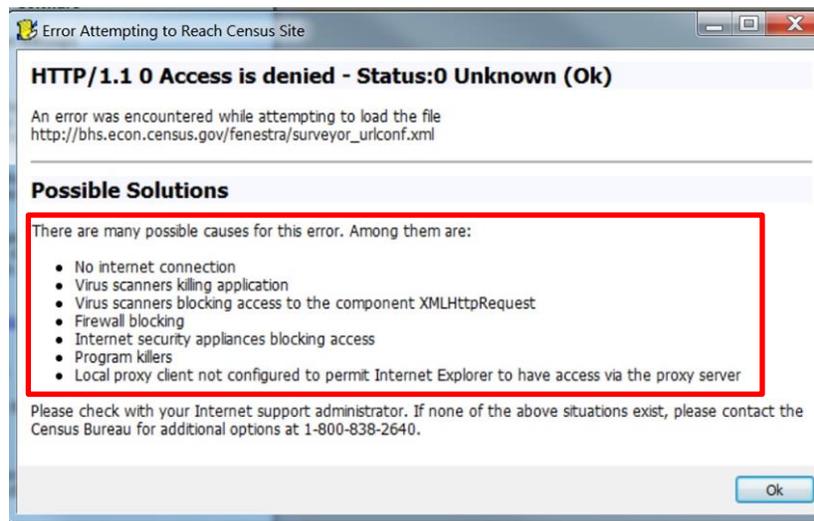
Technical Help for Census Surveyor

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Connectivity Problems: Error attempting to reach Census site

An error message similar to the one below may appear when attempting to retrieve new survey data or when submitting a completed survey.



If an error message similar to the one above appears, it can usually be resolved by adding the following U.S. Census Bureau URLs to your company's firewall whitelist (or safe list). You may need to contact your company's IT administrator to do this.

<https://bhs.econ.census.gov/fenestra/cos1/>

<https://bhs.econ.census.gov/fenestra/cos2/>

<https://bhs.econ.census.gov/secure-bin/survey/censustaker.cgi>

[https://bhs.econ.census.gov/fenestra/help/2014/index_csh.htm#topicnumber=%\\$context-id%,withnavpane=true](https://bhs.econ.census.gov/fenestra/help/2014/index_csh.htm#topicnumber=%$context-id%,withnavpane=true)

Users who still experience connectivity issues after adding these URLs may need to update their security settings. Please see the section on [enabling TLS 1.1 and 1.2](#) for more information.

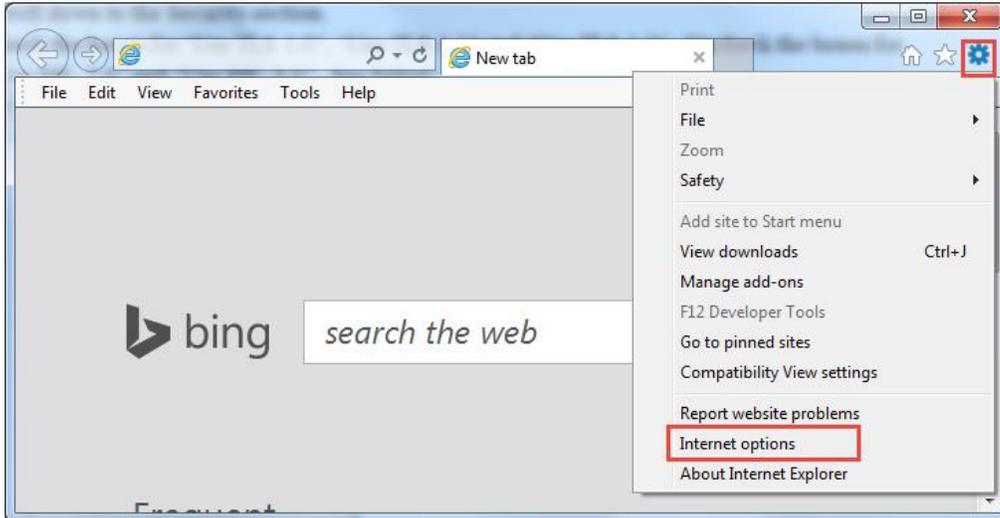
Enabling TLS 1.1 and 1.2

TLS 1.1 and 1.2 must be enabled for Census Surveyor to retrieve and submit survey data.

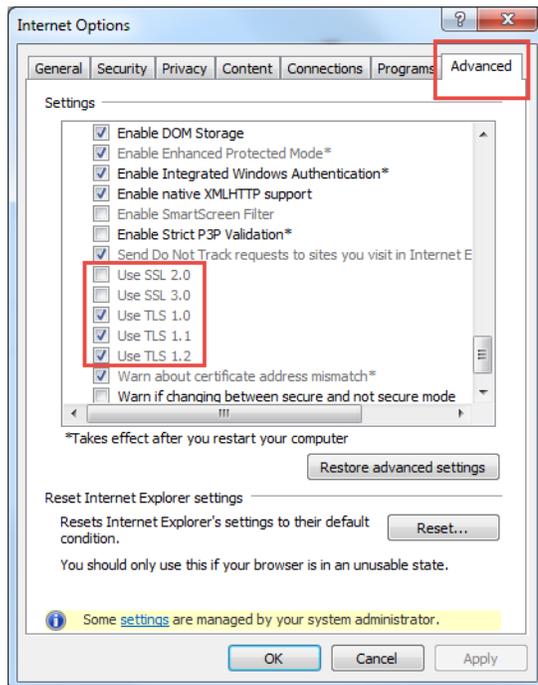
Note: These settings may be locked if the user's account does not have administrative privileges. An IT administrator may be required to enable TLS 1.1 and 1.2.

Internet Explorer

1. Go to the Tools menu in Internet Explorer and select Internet Options.



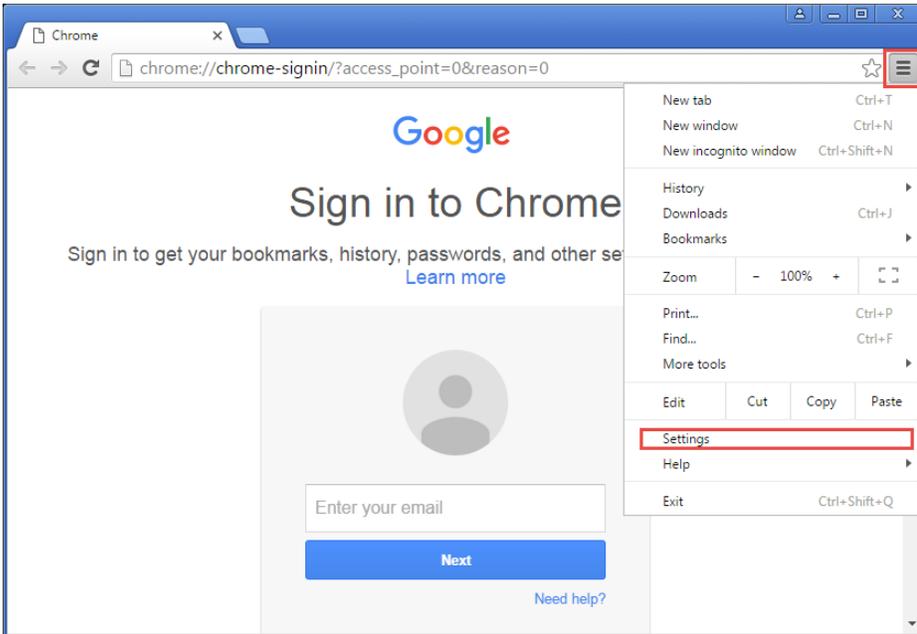
2. Select the "Advanced" tab from the Internet Options window.
3. Scroll down to the Security section.
4. Check the boxes for "Use TLS 1.0", "Use TLS 1.1" and "Use TLS 1.2". Uncheck the boxes for "Use SSL 2.0" and "Use SSL 3.0". See below:



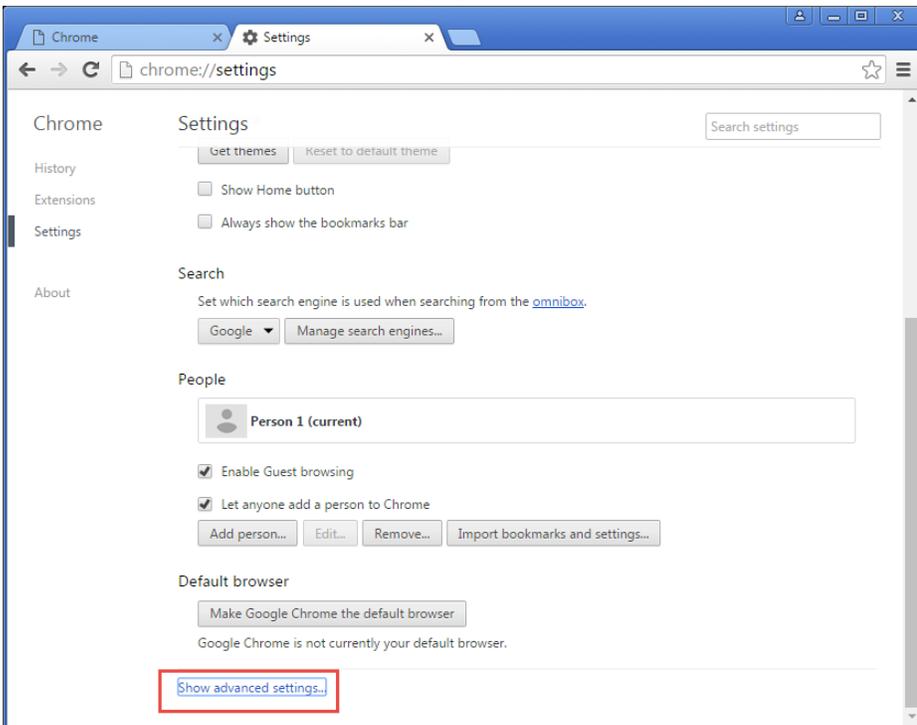
5. Click the "Apply" button.

Google Chrome

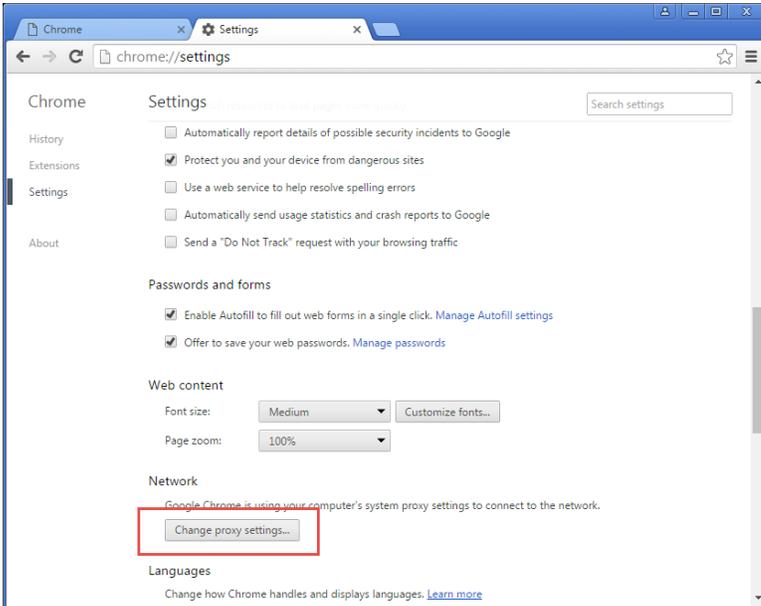
1. Click on the icon next to the search bar and select “Settings” from the menu.



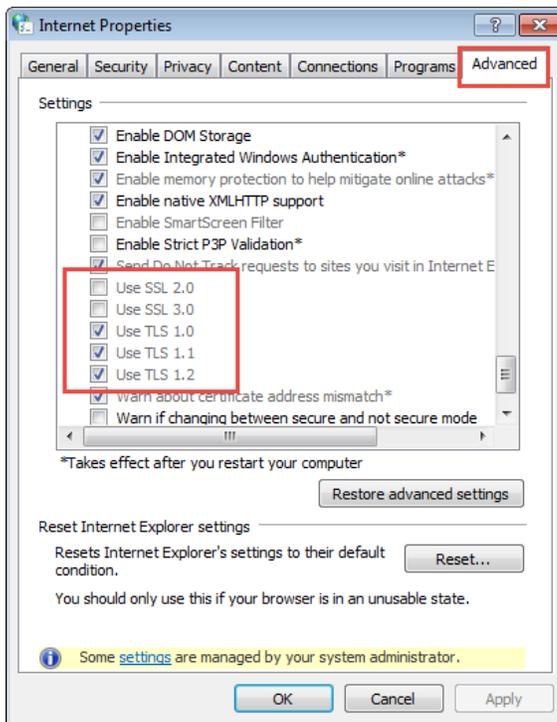
2. Scroll to the bottom of the Settings page and select the “Show advanced settings...” button.



3. Scroll down to Network and click on the “Change proxy settings...” button.

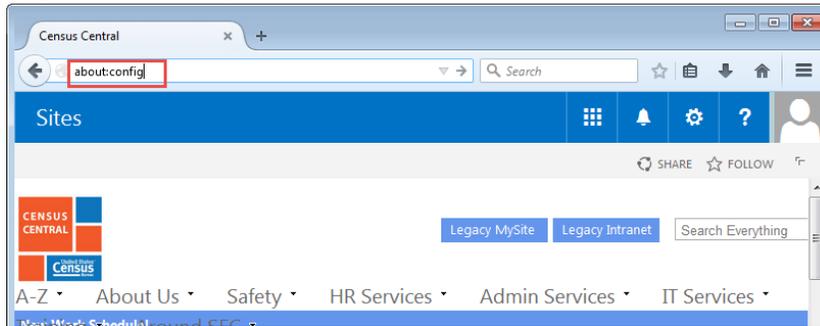


4. On the Internet Properties screen, click on the “Advanced” tab and scroll down to the Security section.
5. Check the boxes for “Use TLS 1.0”, “Use TLS 1.1” and “Use TLS 1.2”. Uncheck the boxes for “Use SSL 2.0” and “Use SSL 3.0”. See below:

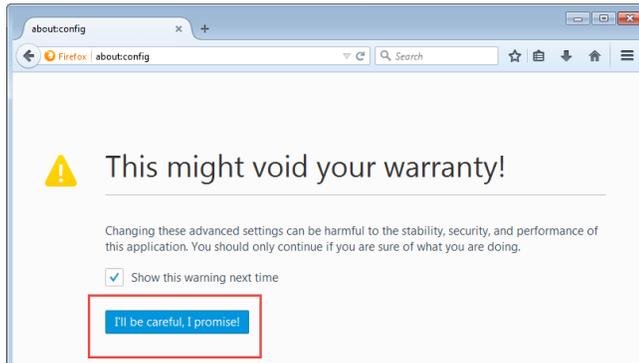


Mozilla Firefox

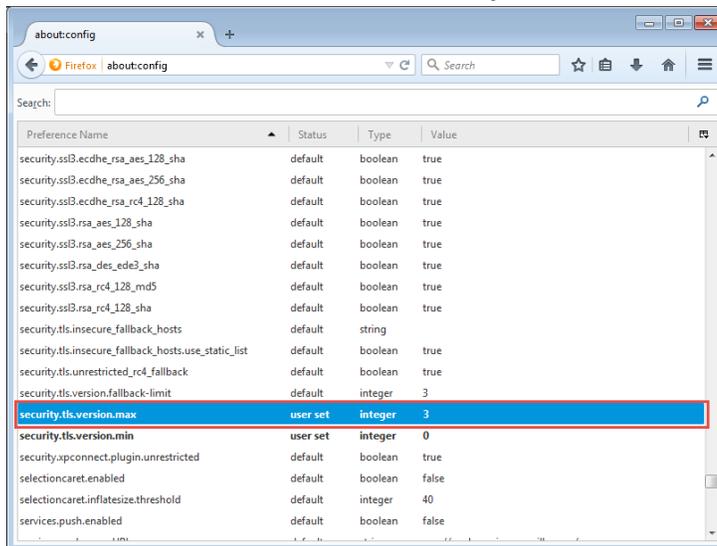
1. Type “about:config” into the search bar and hit Enter.



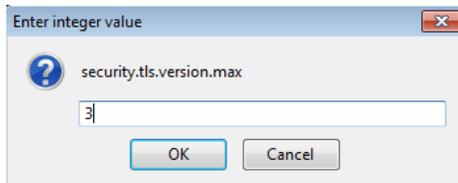
2. Click on the “I’ll be careful, I promise!” button.



3. Scroll down to the line that reads “security.tls.version.max” and double click on it.



4. Enter a value of “3” on the window that appears and click OK.

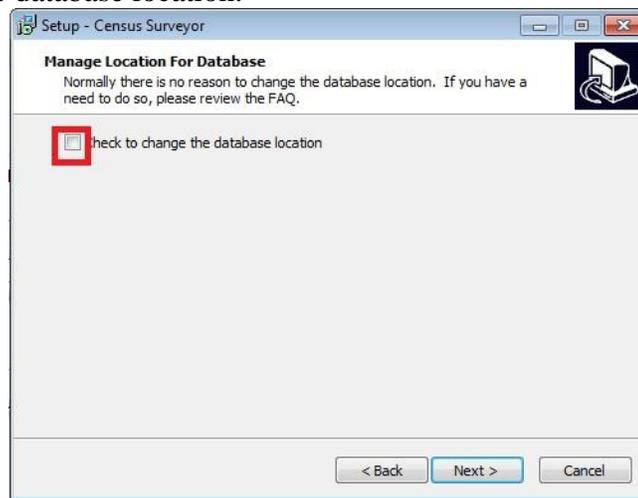


Installation instructions for computers with network drives

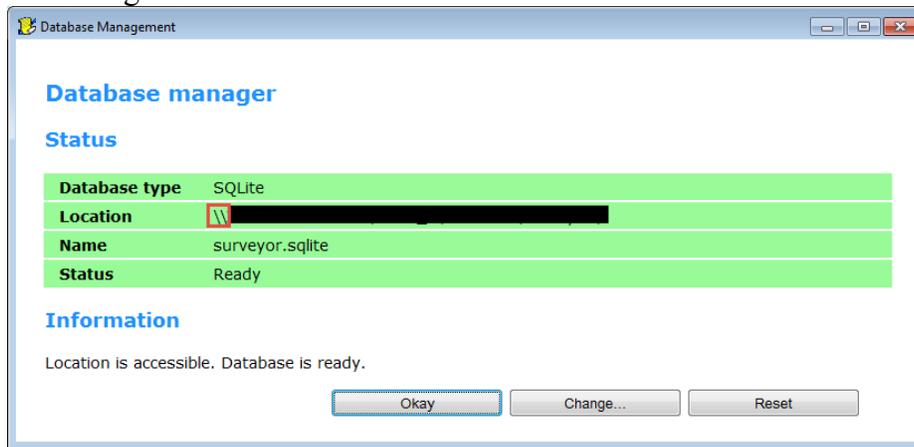
Respondents whose computer systems contain network drives may run across complications while installing Census Surveyor. Problems may also arise after successfully installing and using Census Surveyor. These problems are usually caused by the database location being placed in a restricted location during installation (or later became restricted). The modified instructions for installing Census Surveyor shown below will install the database location to a different location and reduce the likelihood of encountering these complications.

Note: Respondents who have already installed Census Surveyor and started their survey should refer to [method 2](#) in the section titled [Changing the location of the database](#).

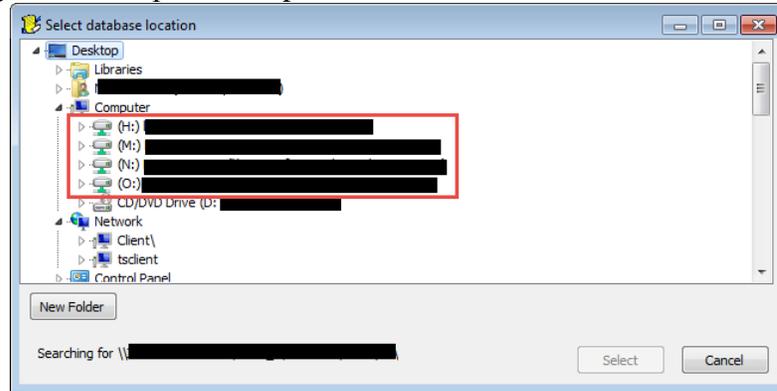
1. Find a location on a computer drive where the respondent has full access rights. On systems with network drives, this is usually the user's personal drive. This location will be used to store any data that is entered into Census Surveyor and should be kept where it will not be inadvertently deleted. Create a new folder at this location named "Surveyor."
2. Run the executable file to install Census Surveyor. It can be downloaded from the link found on letter from the Census Bureau that contains the respondent's login information.
3. On the third screen of the setup wizard, you should see the following screen. Check the box to change the database location.



4. Click the "Change" button.



5. Navigate to the folder that you created in step 1. Please navigate to the directory by going through the “Computer” dropdown shown below.



6. Finish the installation process using the setup wizard. Census Surveyor is ready to use.

Changing the location of the database

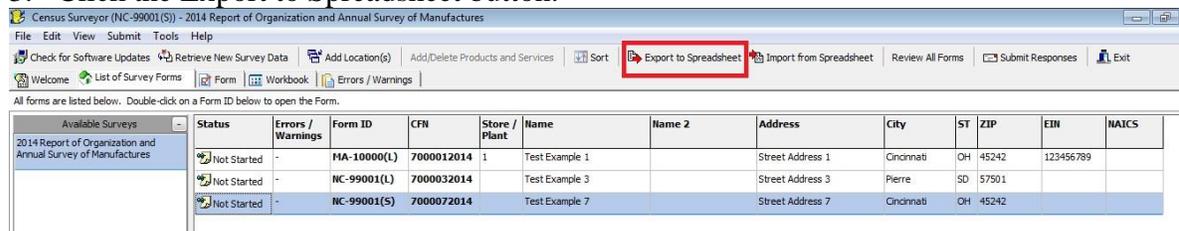
The database folder is the location where data entered into Census Surveyor is stored. While using Census Surveyor, you may need to change the location of the database. There are two methods to change your database location and keep your survey data.

Note: [Method 2](#) will solve many problems that network drive users encounter.

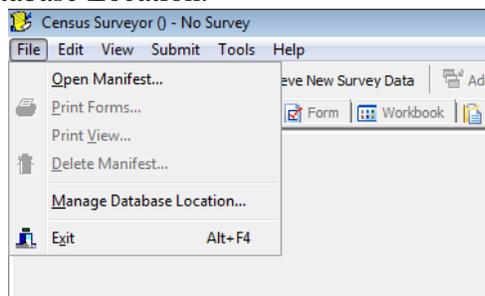
Method 1

This method of changing the database location for Census Surveyor involves backing up all previously entered data to a spreadsheet prior to changing your database location. The data will be imported back into Census Surveyor after changing your database location.

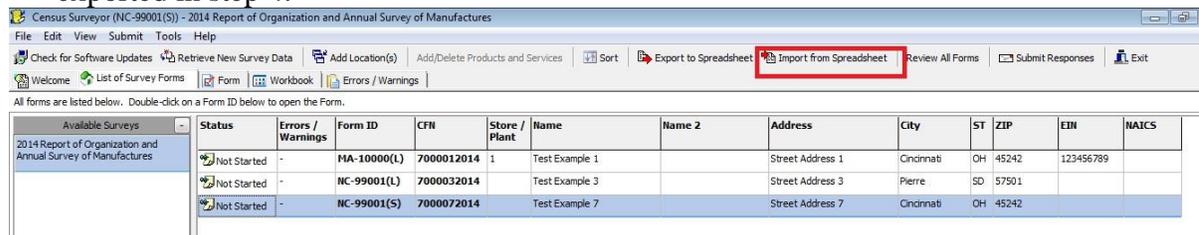
1. Find a location where you want to store the database and create a folder called “Surveyor.”
2. Open Census Surveyor, and go to the “List of Survey Forms” or “Workbook” tab.
3. Click the Export to Spreadsheet button.



4. The export wizard will appear. Export spreadsheets for any survey forms that you have started. The spreadsheet(s) created during this step will contain all data that have been entered.
5. Go to File | Manage Database Location.



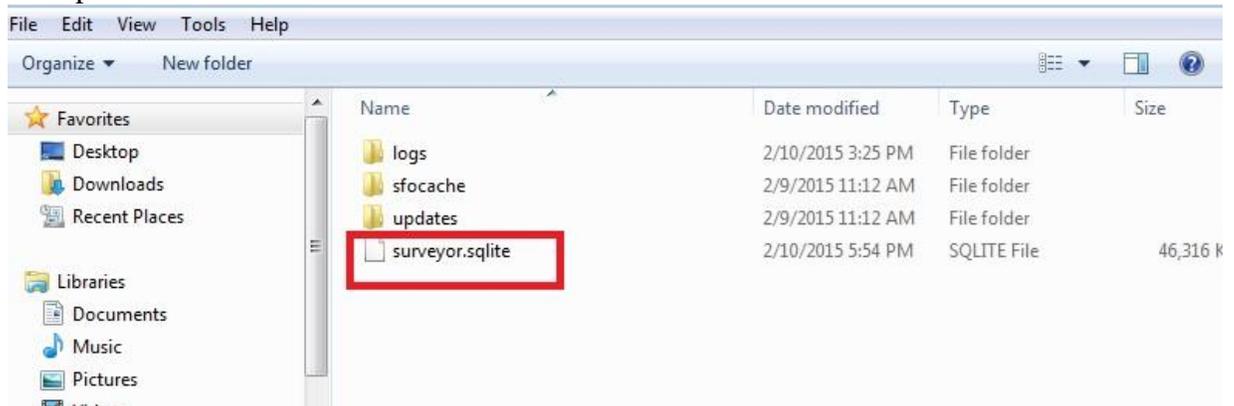
6. Click the “Change” button. On the window that appears, navigate to the folder that was created in step 1. Click the “Apply” button after selecting the folder. Census Surveyor will close for the changes to take place.
7. Open Census Surveyor. Enter your login information when prompted.
8. Once your forms have loaded, go to the “List of Survey Forms” or “Workbook” tab.
9. Click the “Import from Spreadsheet” button to open the Import wizard. Select the file(s) exported in step 4.



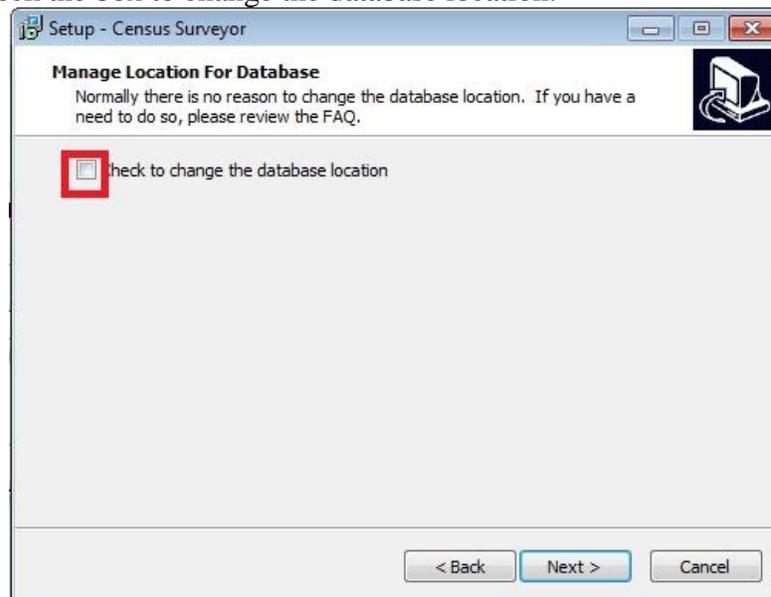
Method 2

This method is best for respondents who have encountered a problem that prevents Census Surveyor from opening. This method will preserve previously entered survey data and can resolve issues encountered by respondents whose computer system contains network drives.

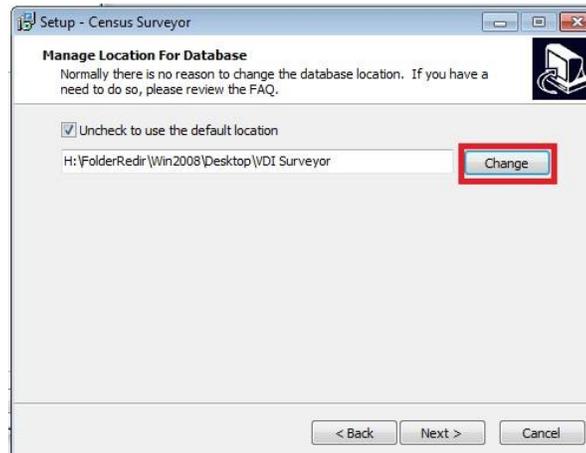
1. Find a location where you want to store the database and create a folder called “Surveyor.” This location should be one in which the respondent have full access rights. On systems with network drives, it is usually the respondent’s private drive.
2. Go to the location where your database is currently stored. It is usually in the Documents folder in the C drive. Within this directory, there is a folder called “Surveyor.” Open the folder and find the file named “surveyor.sqlite.” Move this file to the folder you created in step 1.



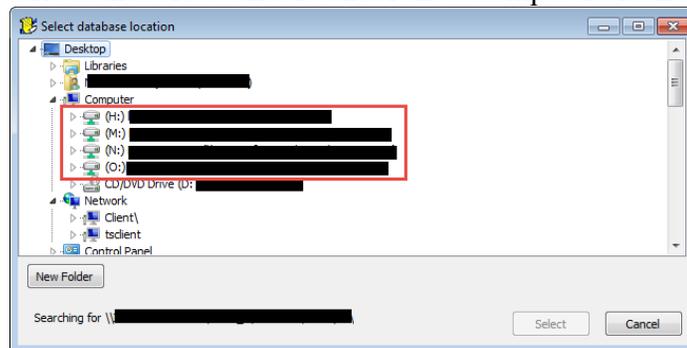
3. Find the executable file you downloaded to install Census Surveyor (usually in the Downloads folder). Run the executable file to reinstall Census Surveyor.
4. The location of the database can be managed on the third screen of the installation wizard. Check the box to change the database location.



5. Click the “Change” button.



6. Navigate to the folder that you created in step 1. Please navigate to the directory by going through the drives that are available under the “Computer” icon as shown below.

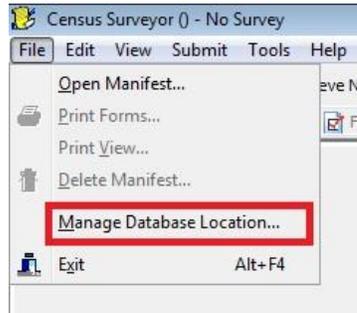


7. Finish the installation process using the setup wizard. Upon restarting Census Surveyor, your previously entered data should be loaded.

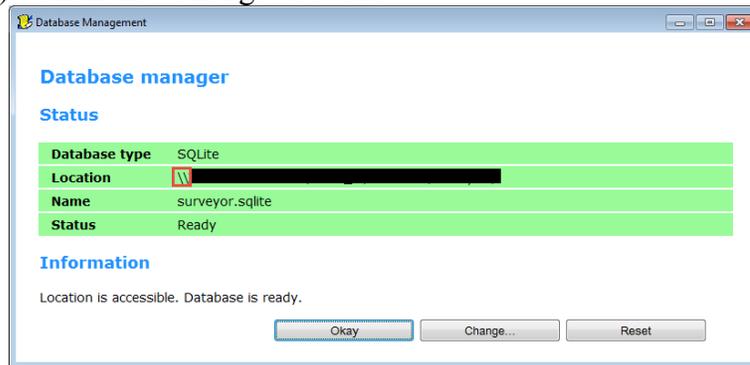
Error encountered when exporting to a spreadsheet

When using a computer with network drives, it is possible to encounter an error when exporting a spreadsheet from Census Surveyor. This can occur after you have successfully exported a spreadsheet in the past. The problem is due to drives that are not mapped (or have become unmapped) on your operating system. The following steps can be used within Census Surveyor to map your network drives.

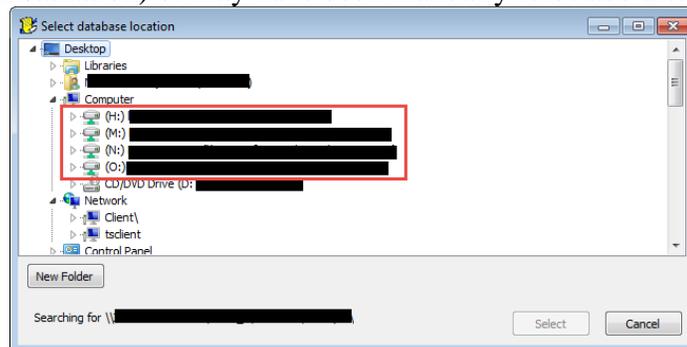
1. Go to File | Manage Database Location.



2. If the database folder is on a network drive, its directory path will start with two backslashes (\\). Click the “Change” button.



3. A window will appear for you to select the database location. Scroll to the main Computer directory (shown below) and find your database folder. By default, it is stored in C:\Documents\Surveyor\. However, the database may be stored in another location (changed during installation) or may have been manually relocated after installation.



4. Once the correct folder is selected, click the “Apply” button. Census Surveyor must close after this change. Reopen Census Surveyor, and go to File | Manage Database Location. The directory that is shown as the current database location should start with a letter. This indicates that your network drives have been mapped.
Note: If you are prompted to provide login information when Census Surveyor starts, the folder selected in step 3 was not the correct database folder. Please locate your database folder and repeat steps 1-3.