Oracle Financials

XL Connect and Dashboard Troubleshooting
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2. Description

This document is designed to be a depository for all information relating to XL Connect issues. This document should be used as a first ‘port-of-call’ when investigating an XL Connect issue to enable a prompt solution. Some of the solutions can be resolved directly by the user in question, others may require the help of local IT support.

Should an issue arise and can’t be solved with reference to this document, please contact FSSC (financials@admin.ox.ac.uk) with details of the issue and a copy of your XL Connect workbook. FSSC will endeavour to resolve the issue and update this document accordingly.

3. Error: "The Ribbon/COM Add-in helper required [...]"

3.1. Issue

User sees a pop-up with the error:

![Error Pop-up](image.png)

3.2. Cause

XL Connect was force-quit.
3.3. **Solution**

- Go to Excel, File/Options/Add-Ins select Disabled Items from the dropdown (middle-bottom of the screen) click Go, in the popup window select the XL Connect option and click Enable.
- Go back to Options/Add-Ins select Excel Add-ins from the dropdown (middle-bottom of the screen) click Go, in the popup window select the XL Connect option and click Go.

---

4. **Error: "This setup requires the .NET Framework version 4.0 [...]"

4.1. **Issue**

User sees a pop-up with the error:

![Error Pop-up](image)

4.2. **Cause**

XL Connect requires .Net Framework when installing software.

4.3. **Solution**


---

5. **Error: “Unhandled exception has occurred [...]”

5.1. **Issue**

User sees the error:
5.2. Cause

The user had ran a report, but no sheet is open in Excel to receive the output.

5.3. Solution

The user should force quit Excel (this may cause the error "The Ribbon/COM Add-in helper required [...]"), open a new worksheet then run the report again.

6. Error: “You no longer have access to submit this report [...]”

6.1. Issue

User sees the following error message when submitting a report:

6.2. Cause 1

User trying to submit a report with an incorrect responsibility.
6.3. Solution 1

User to select a correct responsibility (guidance available on the Reports Library pages).

6.4. Cause 2

User is refreshing an XL Connect worksheet shared from another user (i.e. could be using the Month-End Dashboard).

6.5. Solution 2

Get the user to complete “Appendix A – Clear Temp Folder”.

7. Error: “You are not a valid XL Connect user.”

7.1. Issue

User sees the following error message when logging in to the XL Connect add-in:

![XL Connect Error Message]

7.2. Cause

User has not been granted access to use the add-in.

7.3. Solution

User to initiate a User Change form to formally request access to XL Connect.

- XL Connect is available on a “training before access” basis.
- The XL Connect training is an online course.
8. Error: “Invalid Request”

8.1. Issue
User sees the following error message when logging in to the XL Connect add-in:

![Invalid Request Error Message]

8.2. Cause
URL entered incorrectly at setup.

8.3. Solution
User to enter https://r12fin.uas.ox.ac.uk in the “Edit Config” screen.

9. Error: “Index was out of range [...]”

9.1. Issue
User sees the following error message when logging in to the XL Connect add-in:
9.2. **Cause**

User selected Authentication: Single Sign-On (SSO).

9.3. **Solution**

User to select Authentication: Local Logon.

10. **Error: “This command requires at least two rows [...]”**

10.1. **Issue**

User sees error:
10.2. **Cause**

This arises when an action (filtering, pivoting) is attempted on an XL Connect output worksheet with no data.

10.3. **Solution**

Simply click OK. The error message goes away and you can continue working. No data will have been filtered/pivoted as there is no data on which to take action.

---

11. **Error: “[…] Application Data\Microsoft\Addins\EiSXLC{onnect803.xll’ could not be found […]]”**

11.1. **Issue**

User sees error:
11.2. **Cause**

The error appears when the user has installed the add-in, and then has logged into Excel.

11.3. **Solution**

Follow steps in Appendix B to uninstall and reinstall XL Connect.

12. **Error: The file you are trying to open, ‘EiSXLConnect804.xll’ [...]**

12.1. **Issue**

User sees the following message when updating XL Connect to the latest version:

Clicking “Yes” produces:
12.2. **Cause**
User installing 64-bit version of XL Connect on to a 32-bit version of Excel, or vice versa.

12.3. **Solution**
User to check their version of Excel by going to Excel/File/Account/About Excel (the version is on the right hand side), then install the corresponding add-in file from the XL Connect SharePoint site.

---

13. **Cannot Close the Run Screen**

13.1. **Issue**
User cannot close the Run screen and sees:

![Error Message](image)

13.2. **Cause**
The Run screen cannot be closed whilst the report status is Submitting.

13.3. **Solution**
User needs to wait until the report status is Pending, then click the close button.

---

14. **No Reports in Refresh Screen**

14.1. **Issue**
The user previously submitted one or more reports via XL Connect, exited Excel, then came back to Excel and cannot see the reports in the Refresh screen.
14.2. **Cause**

Either:
- User didn’t save the workbook the reports were submitted from.
- The User isn’t in the workbook the reports were submitted from.

14.3. **Solution**

Either:
- Resubmit the reports and save the workbook.
- Open the previously saved workbook.

---

15. **No Reports List Showing in Run Screen**

15.1. **Issue**

User cannot see a list of reports in the Run screen.

15.2. **Cause**

When the user first logs in during setup, sometimes the list isn’t populated, or takes a while to populate.

15.3. **Solution**

User to click Refresh List button or to log out and log in again to refresh the list.

---

16. **No Pivot Table Created**

16.1. **Issue**

No pivot created even though the pivot table option was selected in the Run screen when the report was submitted.

16.2. **Cause**

Pivots cannot be produced unless the report in the reporting module has a pivot option, or one has been created in the Modify button of the Run screen.
16.3. Solution

User to either:
- Create a pivot by using the Modify button.
- Unselect the pivot table output.

---

17. Scheduled Reports Downloading to a New Sheet

17.1. Issue

Scheduled report outputs are downloading to a new sheet in the workbook rather than overwriting the previous output.

17.2. Cause

This is a known bug and our suppliers are working to provide an update.

17.3. Solution

Until a fix is provided advise users not to use this function.

---

18. Buttons Not Responsive

18.1. Issue

Clicking a button does nothing when clicked, including Login button.

18.2. Cause

Incomplete or partial installation.

18.3. Solution

- [Uninstall] XL Connect.
- Delete the XL Connect temp file: C:\Users\[User SSO]\Appdata\Local\Temp\XLConnect.
- [Install] XL Connect.

19.1. Issue

The report submitted and completed successfully, but the worksheet did not populate.

19.2. Cause

- Large size of output.
- User closed Refresh or Run screen between submission and completion.

19.3. Solution

Report should be showing as “completed” as opposed to “downloaded” in the Refresh screen. User to download output by clicking the output icon:
20. How Do I Produce a Hardcoded “Snapshot”?

20.1. Issue

User would like to create a fixed/hardcoded snapshot of an XL Connect workbook to email for review by other non-XL Connect users.

20.2. Cause

Various.

20.3. Solution

The file is a normal Excel workbook so the data is static. The file can be emailed as you would a normal workbook, and can only be “refreshed” by other XL Connect users.

21. Output Truncated To 160,000 rows

21.1. Issue

When the user downloads the completed output, only the first 160,000 rows appear in the Excel sheet.

21.2. Cause

Outputs were previously limited to 160,000 rows by the system.

21.3. Solution

This was fixed in the 803 patch installed on 18.01.2016. Please inform the FSSC Reporting Team if this reoccurs.

22. Mailing List

22.1. Issue

User is not receiving emails via the XL Connect mailing list.
22.2. **Cause**

The user is not on the XL Connect mailing list.

22.3. **Solution**

Check that the user should have access to XL Connect:

a. If they should, add the user to the XL Connect mailing list.

b. If they should not, user to initiate a [Change User](#) form to formally request access to XL Connect.

**Note:** There is a separate mailing list for the Month-End Dashboard, but all people on the dashboard mailing list will need to be on the XL Connect mailing list held by the FSSC Reporting Team.

---

23. **General Uninstall / Re-install XL Connect**

23.1. **Issue**

User needs to uninstall or re-install XL Connect.

23.2. **Cause**

- New issue previously not documented.
- User moving to a new machine.

23.3. **Solution**

To uninstall user to complete the following steps:

1. Close down all instances of Excel.
2. Click on the “Start” button and select “Control Panel”.
3. Click on “Programs and Features”.
4. Select “EiS XL Connect 8.0.3” then click on the “Uninstall” button.

To install user to navigate to the XL Connect [SharePoint](#) site and follow the installation document.

**Note:** If this has fixed a previously undocumented issue, please update this document.
24. User moving to a new machine

24.1. Issue
XL Connect is not installed

24.2. Cause
User has moved to a new machine

24.3. Solution
Uninstall XL Connect from old machine, and install on the new one.

Note: Failure to uninstall XL Connect from the old machine may prevent installation on the new machine due to a conflict in the user’s CONNECT profile.

25. Upgrade to a New Version of XL Connect

25.1. Issue
User not running the latest version of XL Connect.

25.2. Cause
Recent system update.

25.3. Solution
User to navigate to the XL Connect SharePoint site and follow the installation document.

26. Dashboard: Resubmit Error

26.1. Issue
User sees error message:
26.2. **Cause**

User does not have all of the responsibilities to refresh the Dashboard

26.3. **Solution**

- User to refresh the reports they have access to, and another user refreshes the other reports before review of the Dashboard
- User fills in a Change User form and requests the required responsibilities
- Responsibilities required are:

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Report</th>
<th>Key Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month-End</td>
<td>UO Purchase to Pay Audit Report</td>
<td>UO User Access Reports</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Open PO Report</td>
<td>UO Purchase Order Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Invoices On Hold Require Approval Report</td>
<td>UO Payables Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Journal Activity Report</td>
<td>UO Projects Departmental Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Transfer Activity</td>
<td>UO Projects Departmental Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>Requisition Details</td>
<td>UO Purchase Order Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO AR Aged Debtors Report</td>
<td>XX Receivables</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Trial Balance - Detailed New</td>
<td>XX General Ledger Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Incomplete Invoices Listing</td>
<td>XX Receivables</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Project Portfolio with Spend – NEW</td>
<td>UO Projects Departmental Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO New Supplier Requests</td>
<td>UO Purchase Order Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO AP Metrics Overview</td>
<td>UO Payables Enquiry</td>
</tr>
<tr>
<td>Month-End</td>
<td>UO Retrospective Purchase Orders</td>
<td>UO Purchase Order Enquiry</td>
</tr>
<tr>
<td>User Access</td>
<td>UO General Ledger User Access</td>
<td>UO User Access Reports</td>
</tr>
<tr>
<td>User Access</td>
<td>UO PO Hierarchy Report</td>
<td>UO User Access Reports</td>
</tr>
<tr>
<td>User Access</td>
<td>UO Department P2P Segregation of Duties</td>
<td>UO User Access Reports</td>
</tr>
</tbody>
</table>

(Up to date responsibilities can be found on the Reports Library pages)
27. Dashboard: No Data Found

27.1. Issue

When refreshing the UO Trial Balance – Detailed New report a message “No Data Found” is returned when clicking on the Torch icon against the GLCC#Cost_Centre parameter.

27.2. Cause

This parameter already has values selected.

27.3. Solution

Clear all of the existing values in the parameter before clicking on the Torch icon.

28. Responsibility not available

28.1. Issue

When selecting a (valid) responsibility to run a report against, the desired responsibility is not visible.

28.2. Cause

Access to the responsibility has recently been applied.

28.3. Solution

Click on the “Reload List” icon in the XL Connect banner:
29. FSG Reports

29.1. Issue
FSG reports are not compatible with XL Connect.

29.2. Cause
FSG reports which are based on a different technology and are not compatible with XL Connect.

29.3. Solution
Run FSG reports through the reporting module as normal.

30. Oracle Only Reports

30.1. Issue
Oracle only reports are not compatible with XL Connect.

30.2. Cause
These tend to be used for system integrity and are only used in a limited way by users and are gradually to be replaced by EiS reports.

30.3. Solution
Run Oracle only reports through the reporting module as normal.
31. Never-ending Processing Reports

31.1. Issue

In XL Connect on the Refresh screen when a report is left as “Processing” but stays like this for far too long. And, when the User attempts to terminate the process a message informing that “One of more Report(S) can’t be terminated.” is displayed.

31.2. Cause

Currently unknown

31.3. Solution

Currently unknown

32. The feature you are trying to use is on a network resource that is unavailable

32.1. Issue

When attempting to install GL Connect, the user is greeted with the following error message:
32.2.  Cause

Not sure. Possibly related to renamed network resources?

32.3.  Solution

On the error message above, click Cancel. The following message appears:

EIS GL Connect 8.0.4 has been successfully installed.
Click "Close" to exit

Please use Windows Update to check for any critical updates to the .NET Framework.

Open Excel, the following message appears:

GL Connect will appear to be installed, but does not appear in the ribbon. Follow these steps exactly to enable GL Connect:

1) Make a note of the folder location stated in the most recent error message from Excel
2) In Excel, click OK to clear the above error message
3) In Excel, click File > Options > Add-ins
4) Next to Manage: Excel Add-ins, click Go
5) Untick EiS GL Connect. You will get an error message, respond to remove this item from the list.
6) Close Excel completely
7) Open Excel again
8) In Excel, click File > Options > Add-ins
9) Next to Manage: Excel Add-ins, click Go
10) Click Browse
11) Find the folder location from step 1 above
12) Click on the EiSGLConnect804.xll file, and click Open
13) Click OK to close the Add-ins window
14) GL Connect should now appear in the ribbon
15) Close Excel completely
16) Open Excel again
17) GL Connect should still appear in the ribbon

33. Dashboard – how to run a single report

33.1. Issue

User needs to update just one report on their dashboard

33.2. Cause

All reports ran okay except for one which needs to be re-submitted

33.3. Solution

- Press the “Prepare” button in Finance Division ribbon to clear all data and set calculation to manual
- Select “Refresh” in the XL Connect ribbon
- Uncheck those reports which have been successful
- Review/edit the parameters of the report which failed and save any changes
- Press “Resubmit” to run the report again – if this completes it will close the Refresh window
- Reopen the XLC Refresh window by selecting “Refresh” in the XL Connect ribbon
- Ensure all reports selected and press “Download” button to download all reports

34. Dashboard – copy charts data when moving to a fresh download

34.1. Issue

User needs to copy historic chart data from old copy of dashboard to a freshly downloaded copy of the dashboard
34.2. **Cause**

Something went wrong with the old copy of the dashboard and the advice was to download a fresh copy. This fresh copy doesn’t yet have historic data for the charts.

34.3. **Solution**

This can only be done in FSSC, as they have access to the relevant password. Send both the old copy and the new copy of the dashboard to `financials@admin.ox.ac.uk`, requesting that they copy the data across. FSSC will then:

- In the new copy of the dashboard, unprotect the Charts Data worksheet (password in KeePass)
- In the old copy of the dashboard, go to the Charts Data worksheet and copy cells A1 to N53
- In the new copy of the dashboard, paste the data into cells A1 to N53
- In the new copy of the dashboard, protect the Charts Data worksheet (password in KeePass)
- Save the new copy of the dashboard.

35. **Appendix A – Clear Temp Folder**

1. Close down all instances of Excel.
2. Click on the Start button and enter “%temp%” in the search box:

```
Temp
```

3. A single folder should be left, click on this.
4. Delete the folder called “XLConnect”.

**NOTE:** When the User next opens Excel and attempts to log into XLC, the default login details will have disappeared. They can click on the drop-down button to reveal the stored login details.

36. **Appendix B – Uninstall / Re-install XLC**

Get the User to complete the following steps:
1. Close down all instances of Excel.
2. Click on the Start button and select “Control Panel”.
3. Click on “Programs and Features”.
4. Select “EiS XL Connect 8.0.3” then click on the “Uninstall” button:

Navigate to the SharePoint link for [XL Connect installation](#) and re-install XLC.