



Oracle Financials

XL Connect and Dashboard Troubleshooting





1. Table of Contents

ORACLE FINANCIALS 1

1. TABLE OF CONTENTS 3

2. DESCRIPTION 7

3. ERROR: "THE RIBBON/COM ADD-IN HELPER REQUIRED [...]" 7

3.1. ISSUE.....7

3.2. CAUSE7

3.3. SOLUTION8

4. ERROR: "THIS SETUP REQUIRES THE .NET FRAMEWORK VERSION 4.0 [...]" 8

4.1. ISSUE.....8

4.2. CAUSE8

4.3. SOLUTION8

5. ERROR: "UNHANDLED EXCEPTION HAS OCCURRED [...]" 8

5.1. ISSUE.....8

5.2. CAUSE9

5.3. SOLUTION9

6. ERROR: "YOU NO LONGER HAVE ACCESS TO SUBMIT THIS REPORT [...]" 9

6.1. ISSUE.....9

6.2. CAUSE 19

6.3. SOLUTION 1.....10

6.4. CAUSE 210

6.5. SOLUTION 2.....10

7. ERROR: "YOU ARE NOT A VALID XL CONNECT USER." 10

7.1. ISSUE.....10

7.2. CAUSE10

7.3. SOLUTION10

8. ERROR: "INVALID REQUEST" 11

8.1. ISSUE.....11

8.2. CAUSE11

8.3. SOLUTION11

9. ERROR: "INDEX WAS OUT OF RANGE [...]" 11

9.1. ISSUE.....11

9.2. CAUSE12

9.3. SOLUTION12

10. ERROR: "THIS COMMAND REQUIRES AT LEAST TWO ROWS [...]" 12



10.1.	ISSUE.....	12
10.2.	CAUSE	13
10.3.	SOLUTION	13
11.	ERROR: “[...] APPLICATION DATA\MICROSOFT\ADDINS\EISXLCONNECT803.XLL’ COULD NOT BE FOUND [...]”	13
11.1.	ISSUE.....	13
11.2.	CAUSE	14
11.3.	SOLUTION	14
12.	ERROR: THE FILE YOU ARE TRYING TO OPEN, ‘EISXLCONNECT804.XLL’ [...]	14
12.1.	ISSUE.....	14
12.2.	CAUSE	15
12.3.	SOLUTION	15
13.	CANNOT CLOSE THE RUN SCREEN	15
13.1.	ISSUE.....	15
13.2.	CAUSE	15
13.3.	SOLUTION	15
14.	NO REPORTS IN REFRESH SCREEN	15
14.1.	ISSUE.....	15
14.2.	CAUSE	16
14.3.	SOLUTION	16
15.	NO REPORTS LIST SHOWING IN RUN SCREEN	16
15.1.	ISSUE.....	16
15.2.	CAUSE	16
15.3.	SOLUTION	16
16.	NO PIVOT TABLE CREATED	16
16.1.	ISSUE.....	16
16.2.	CAUSE	16
16.3.	SOLUTION	17
17.	SCHEDULED REPORTS DOWNLOADING TO A NEW SHEET.....	17
17.1.	ISSUE.....	17
17.2.	CAUSE	17
17.3.	SOLUTION	17
18.	BUTTONS NOT RESPONSIVE	17
18.1.	ISSUE.....	17
18.2.	CAUSE	17
18.3.	SOLUTION	17
19.	BLANK WORKSHEET PRODUCED.....	18
19.1.	ISSUE.....	18
19.2.	CAUSE	18
19.3.	SOLUTION	18



20.	HOW DO I PRODUCE A HARDCODED “SNAPSHOT”?	19
20.1.	ISSUE	19
20.2.	CAUSE	19
20.3.	SOLUTION	19
21.	OUTPUT TRUNCATED TO 160,000 ROWS	19
21.1.	ISSUE	19
21.2.	CAUSE	19
21.3.	SOLUTION	19
22.	MAILING LIST	19
22.1.	ISSUE	19
22.2.	CAUSE	20
22.3.	SOLUTION	20
23.	GENERAL UNINSTALL / RE-INSTALL XL CONNECT	20
23.1.	ISSUE	20
23.2.	CAUSE	20
23.3.	SOLUTION	20
24.	USER MOVING TO A NEW MACHINE	21
24.1.	ISSUE	21
24.2.	CAUSE	21
24.3.	SOLUTION	21
25.	UPGRADE TO A NEW VERSION OF XL CONNECT	21
25.1.	ISSUE	21
25.2.	CAUSE	21
25.3.	SOLUTION	21
26.	DASHBOARD: RESUBMIT ERROR	21
26.1.	ISSUE	21
26.2.	CAUSE	22
26.3.	SOLUTION	22
27.	DASHBOARD: NO DATA FOUND	23
27.1.	ISSUE	23
27.2.	CAUSE	23
27.3.	SOLUTION	23
28.	RESPONSIBILITY NOT AVAILABLE	23
28.1.	ISSUE	23
28.2.	CAUSE	23
28.3.	SOLUTION	23
29.	FSG REPORTS	24
29.1.	ISSUE	24
29.2.	CAUSE	24
29.3.	SOLUTION	24



30.	ORACLE ONLY REPORTS.....	24
30.1.	ISSUE.....	24
30.2.	CAUSE	24
30.3.	SOLUTION	24
31.	NEVER-ENDING PROCESSING REPORTS	25
31.1.	ISSUE.....	25
31.2.	CAUSE	25
31.3.	SOLUTION	25
32.	THE FEATURE YOU ARE TRYING TO USE IS ON A NETWORK RESOURCE THAT IS UNAVAILABLE	25
32.1.	ISSUE.....	25
32.2.	CAUSE	25
32.3.	SOLUTION	25
33.	DASHBOARD – HOW TO RUN A SINGLE REPORT.....	27
33.1.	ISSUE.....	27
33.2.	CAUSE	27
33.3.	SOLUTION	27
34.	DASHBOARD – COPY CHARTS DATA WHEN MOVING TO A FRESH DOWNLOAD	27
34.1.	ISSUE.....	27
34.2.	CAUSE	28
34.3.	SOLUTION	28
35.	APPENDIX A – CLEAR TEMP FOLDER	28
36.	APPENDIX B – UNINSTALL / RE-INSTALL XLC.....	28



2. Description

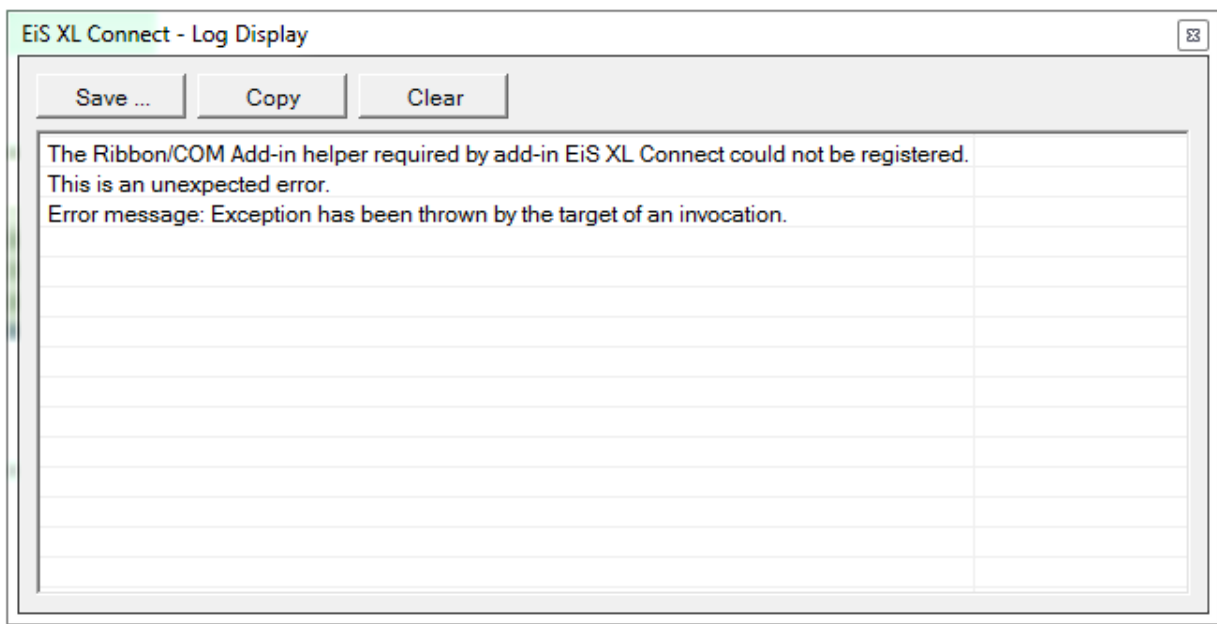
This document is designed to be a depository for all information relating to XL Connect issues. This document should be used as a first 'port-of-call' when investigating an XL Connect issue to enable a prompt solution. Some of the solutions can be resolved directly by the user in question, others may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



3.2. Cause

XL Connect was force-quit.



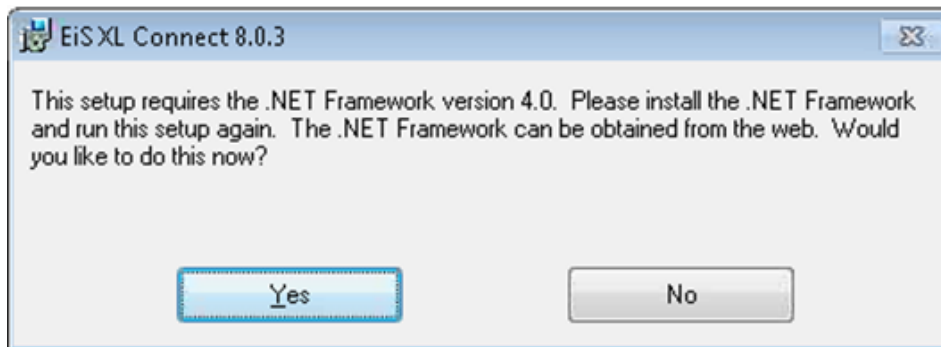
3.3. Solution

- 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:



4.2. Cause

XL Connect requires .Net Framework when installing software.

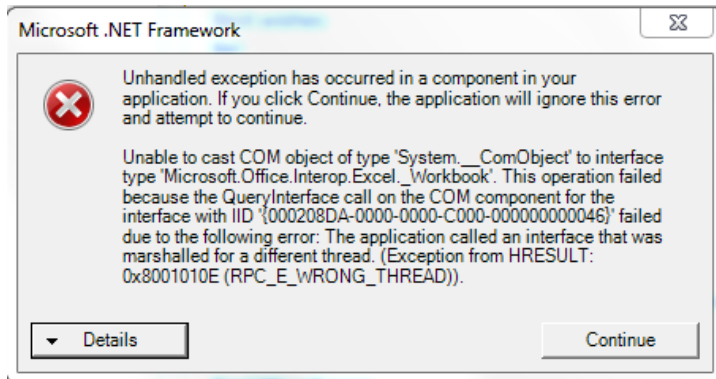
4.3. Solution

Install Microsoft .Net Framework 4.5.

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.

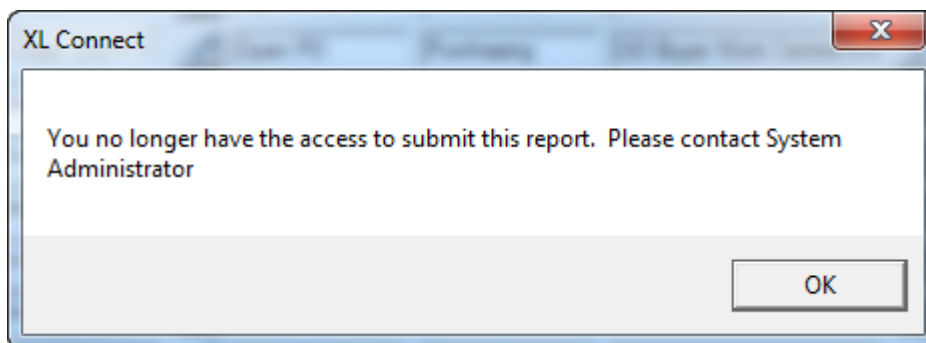
5.3. Solution

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).

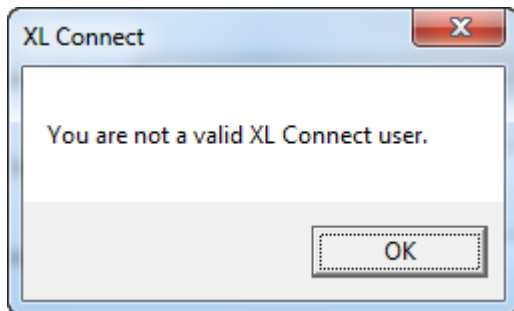
6.5. Solution 2

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:



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:



8.2. Cause

URL entered incorrectly at setup.

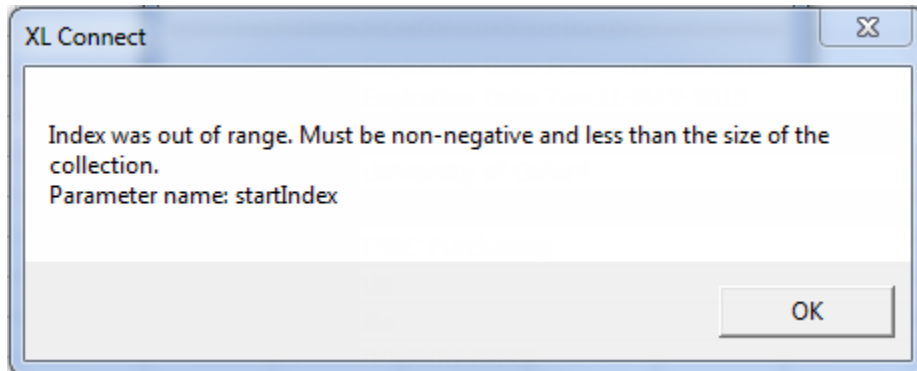
8.3. Solution

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).

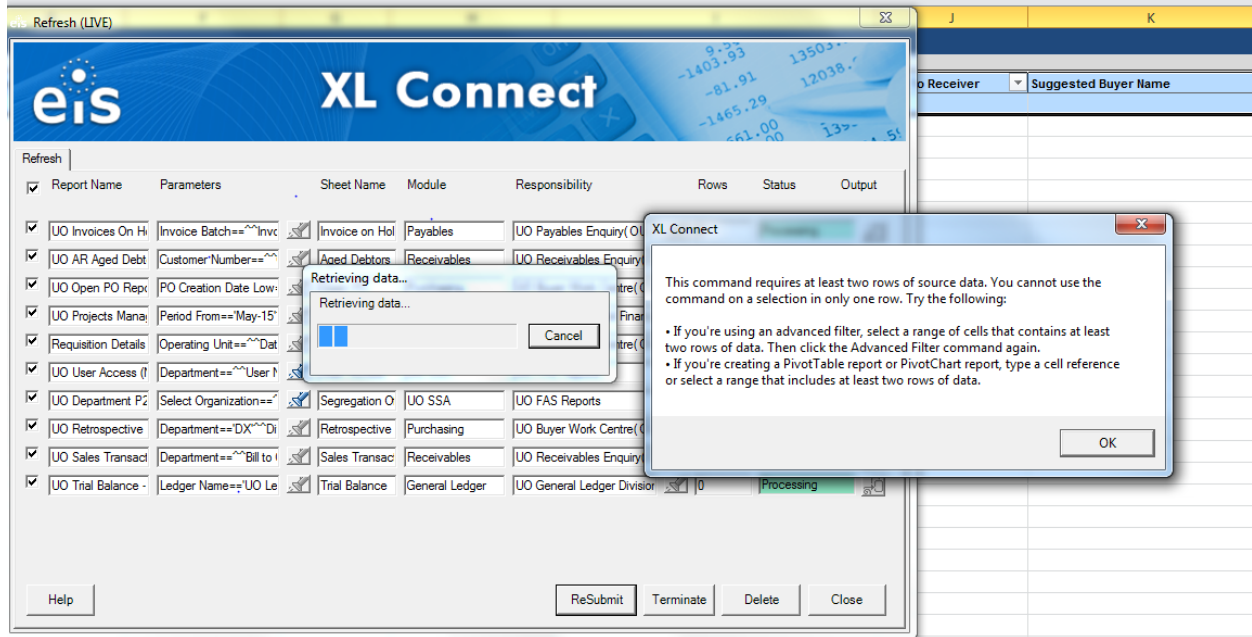
9.3. Solution

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.

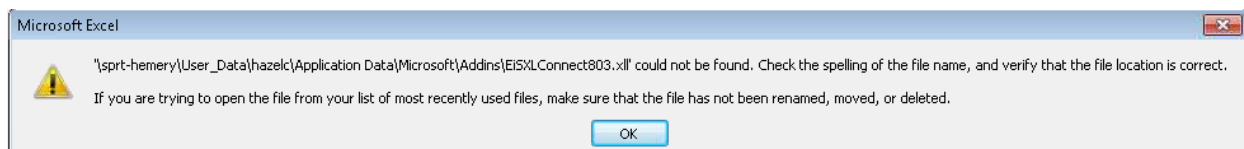
10.3. Solution

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\EiSXLConnect803.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.

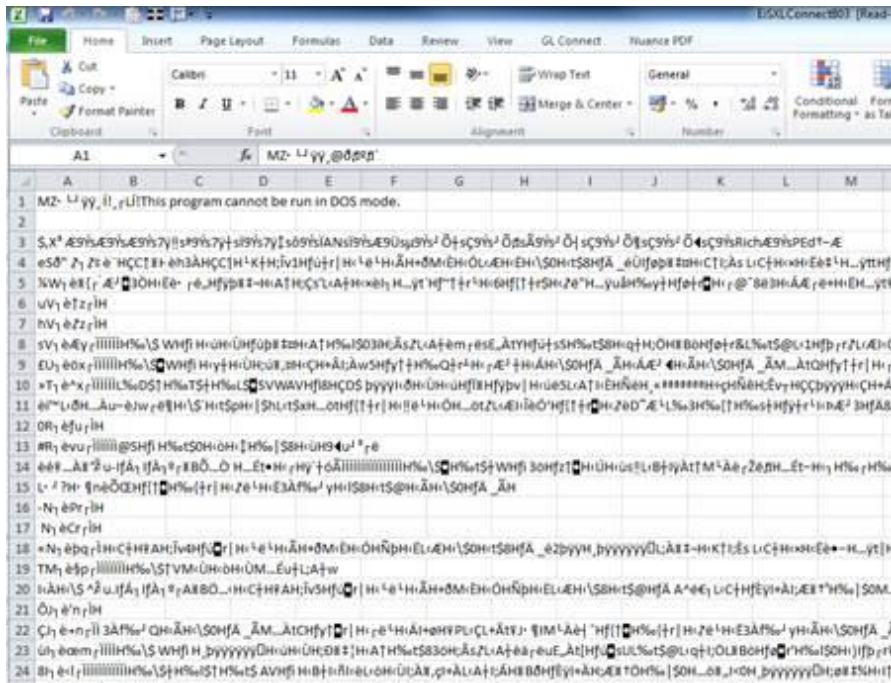
12. Error: The file you are trying to open, 'EiSXLConnect804.xll' [...]

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.

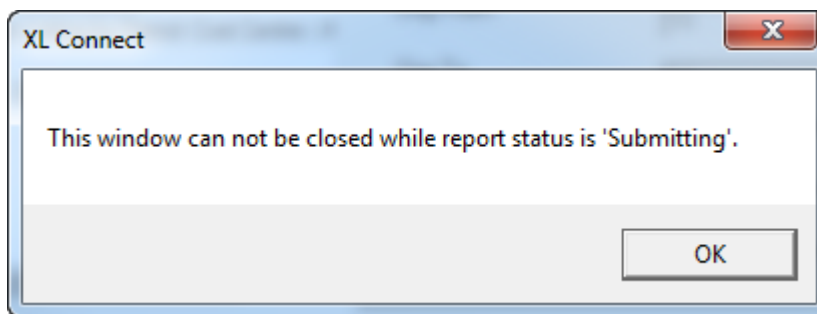
12.3. Solution

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:



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. Blank Worksheet Produced

19.1. Issue

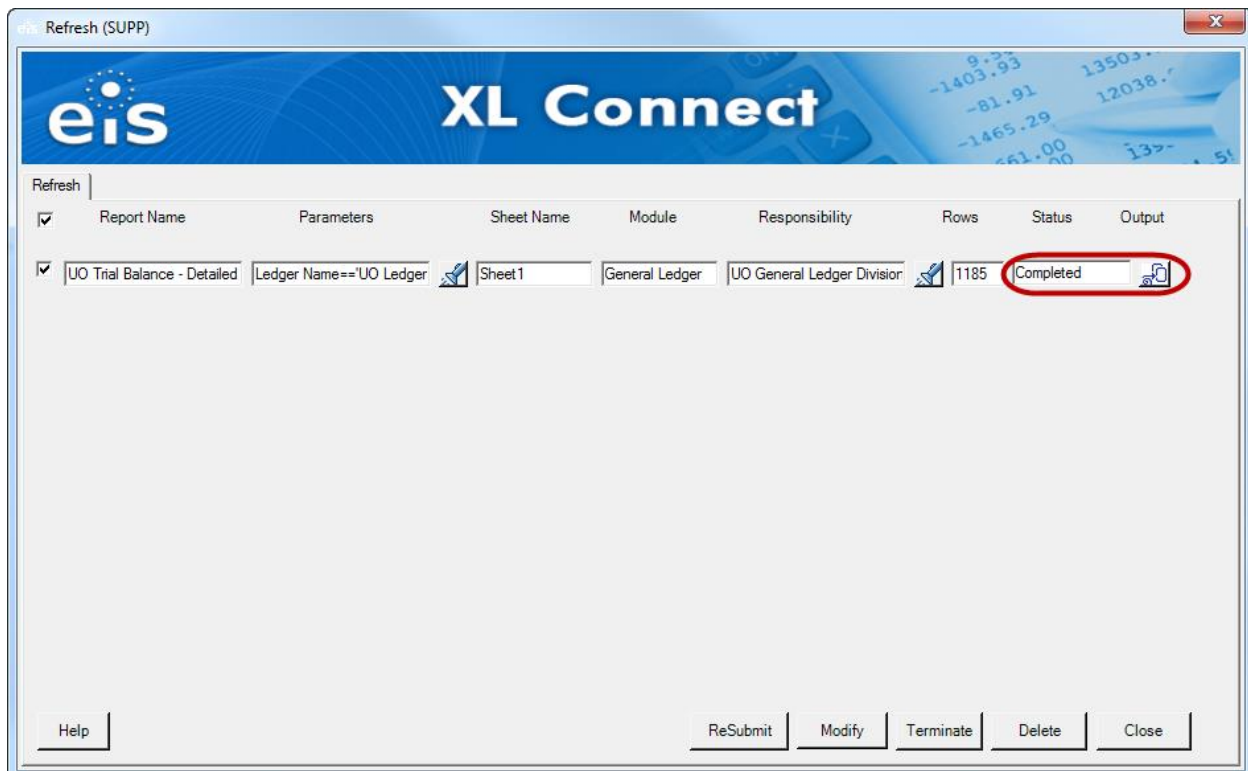
The report submitted and completed successfully, but the worksheet did not populate.

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.

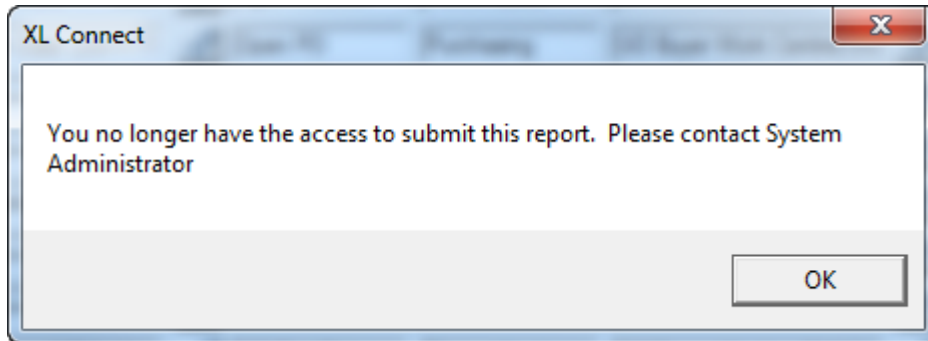
25.3. Solution

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:

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

(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

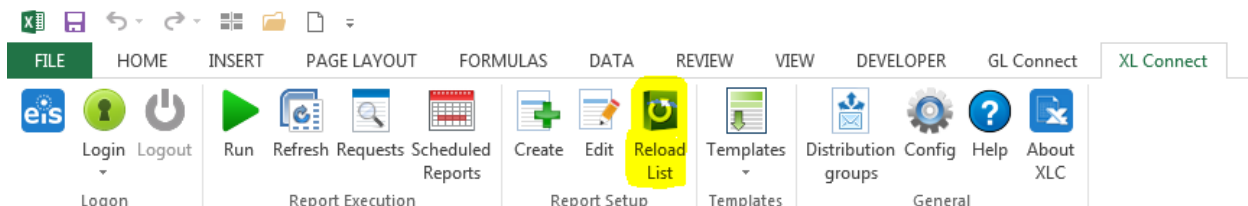
When selecting a (valid) responsibility to run a report against, the desired responsibility is not visible.

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 for 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

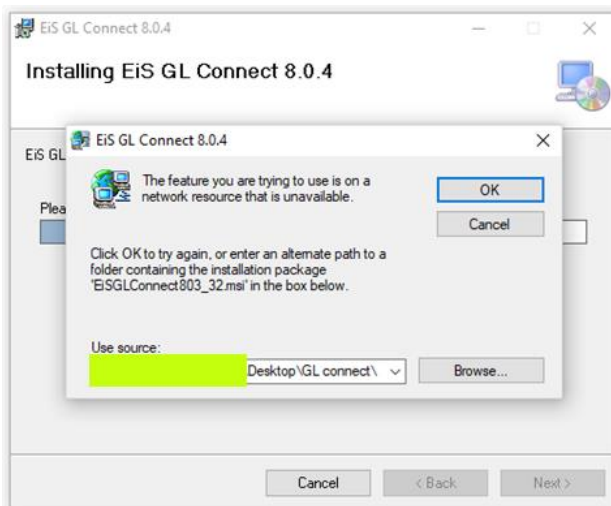
31.3. Solution

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:



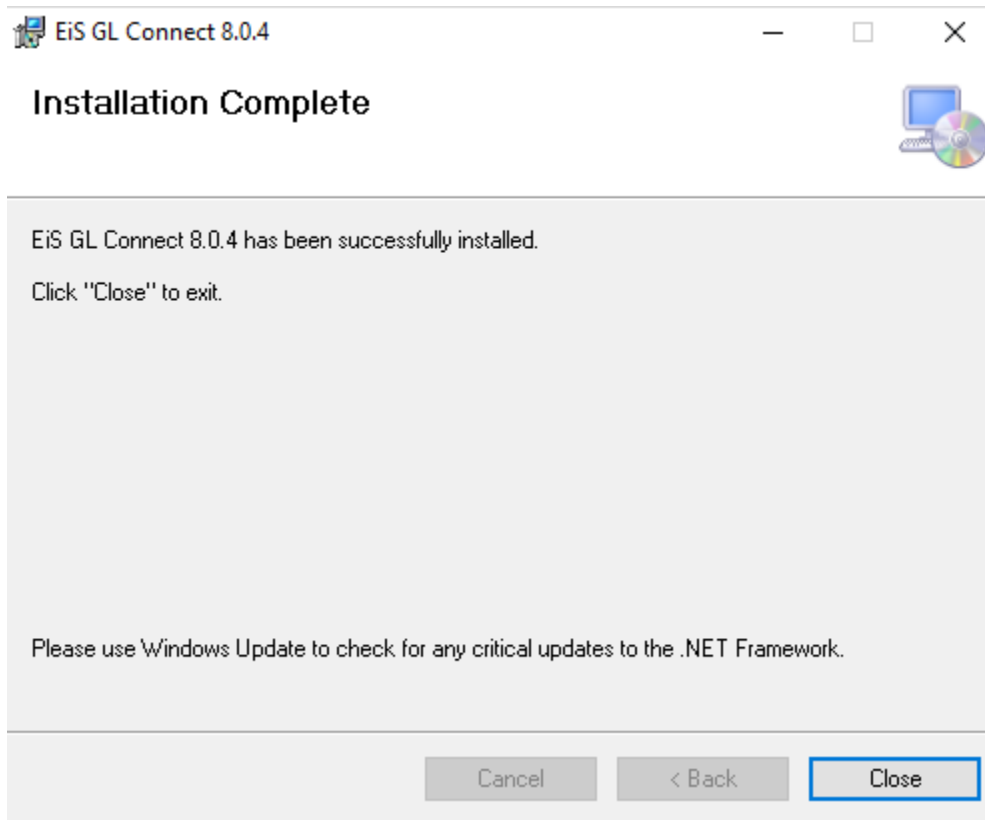


32.2. Cause

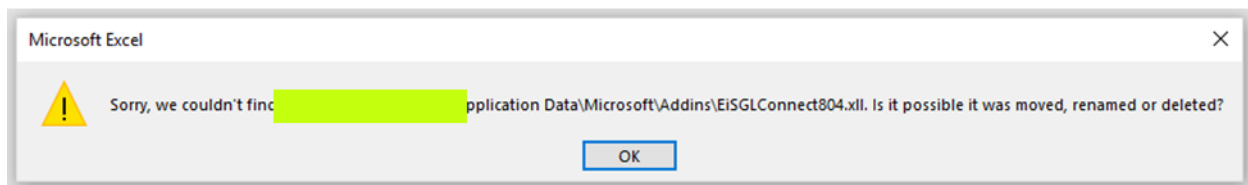
Not sure. Possibly related to renamed network resources?

32.3. Solution

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



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

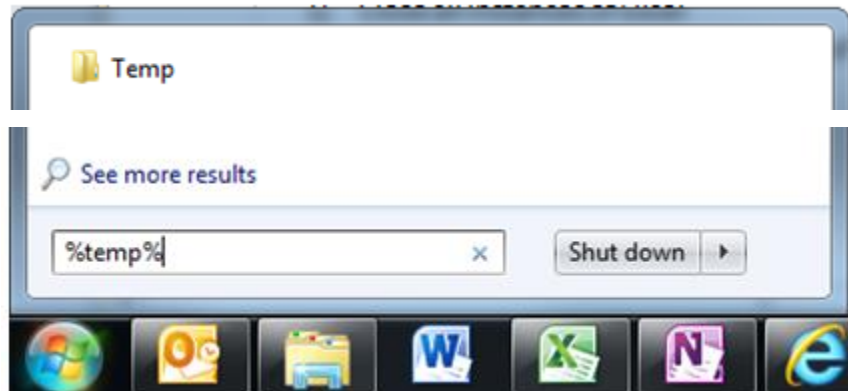
This can only be done in FSSC, as they have access to the relevant password. Send both the old copy and the new copy of the dashboard to financials@admin.ox.ac.uk, requesting that they copy the data across.

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:



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:

The screenshot shows the Windows Control Panel window for 'Programs and Features'. The title bar reads 'Control Panel > All Control Panel Items > Programs and Features'. The main content area is titled 'Uninstall or change a program' and includes the instruction: 'To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.' Below this is a table of installed programs with columns for Name, Publisher, Installed On, Size, and Version. The 'EiS XL Connect 8.0.3' entry is highlighted in yellow.

Name	Publisher	Installed On	Size	Version
7-Zip 9.20 (x64 edition)	Igor Pavlov	17/09/2014	4.53 MB	9.20.00.0
Adobe Acrobat Reader DC	Adobe Systems Incorporated	15/05/2018	477 MB	18.011.20040
Adobe AIR	Adobe Systems Incorporated	20/06/2018		30.0.0.107
Adobe Flash Player 30 ActiveX	Adobe Systems Incorporated	18/06/2018	19.8 MB	30.0.0.113
Adobe Flash Player 30 NPAPI	Adobe Systems Incorporated	18/06/2018	20.3 MB	30.0.0.113
Adobe Shockwave Player 12.3	Adobe Systems, Inc	06/12/2017	52.3 MB	12.3.1.201
Altiris Deployment Agent	Altiris	19/03/2014	14.0 MB	1.0.0
Apple Application Support (32-bit)	Apple Inc.	26/03/2018	133 MB	6.3
Apple Application Support (64-bit)	Apple Inc.	26/03/2018	149 MB	6.3
Apple Mobile Device Support	Apple Inc.	26/03/2018	27.8 MB	11.0.5.14
Benchmark Factory for Databases	Quest Software	20/03/2015	157 MB	6.9.1.598
Check Point VPN	Check Point Software Technolo...	16/04/2015		83.50.7083
Cisco WebEx Meetings	Cisco WebEx LLC	13/10/2017		
Citrix Receiver	Citrix Systems, Inc.	19/03/2014		14.1.0.0
Dropbox	Dropbox, Inc.	27/06/2018		52.4.60
EiS GL Connect 8.0.3	EiS Technologies, Inc.	08/08/2017	9.64 MB	8.0.3
EiS XL Connect 8.0.3	EiS Technologies, Inc.	07/08/2017	1.41 MB	8.0.3
Extended Asian Language font pack for Adobe Acrob...	Adobe Systems Incorporated	15/09/2017	95.6 MB	15.007.20033
Foundry Fonts 1.0	University of Oxford	10/01/2014	736 KB	1.0.0
Google Chrome	Google, Inc.	21/01/2015	40.6 MB	67.0.3396.99
GoToMeeting 8.29.1.8953	LogMeIn, Inc.	11/06/2018		8.29.1.8953

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