TECH TALKS

With Frontier Customer Support

Your Topics | **For Your Success**

Today's Topic: iStatements Issues and Resolutions

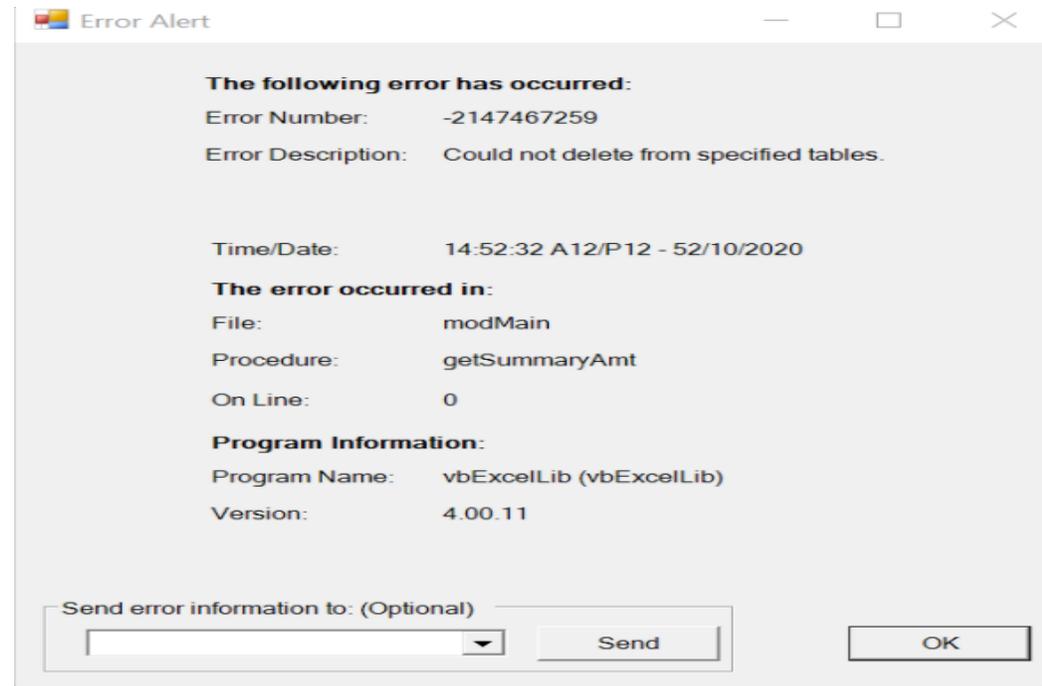JAN CUSHING| FRIEDMAN CUSTOMER SUPPORT

iStatements Issues and Resolutions

When in an Excel spreadsheet and the user clicks on Statement row or Statement column to change something and you get this error.

This always means you missed doing a step in the install instructions.

When you install iStatements you MUST do the following:

- **Error: Cannot delete from Specified Table**

iStatements Issues and Resolutions

When you install iStatements you MUST do the following:

Click on Local Disk (C:)

Right click on TmpStatement

Click on Properties
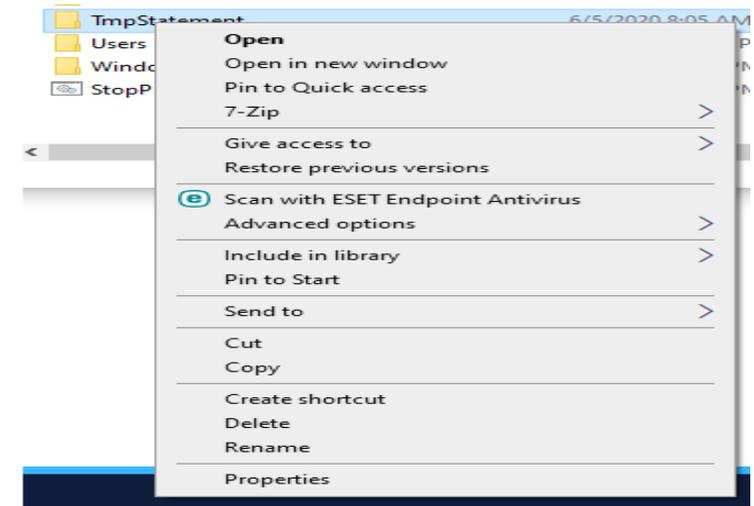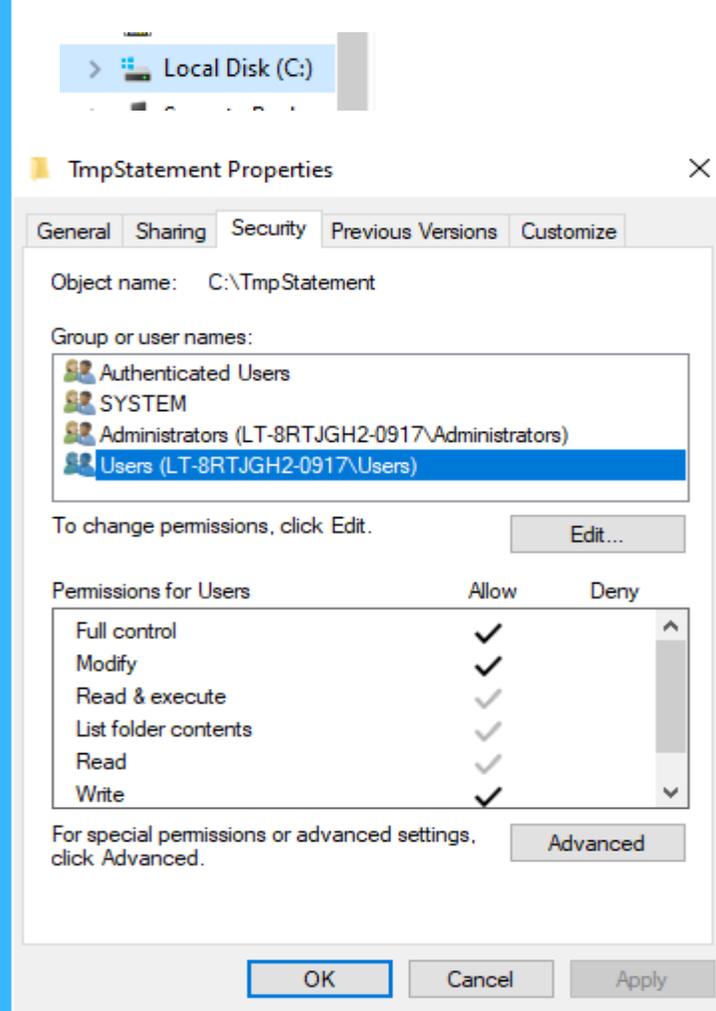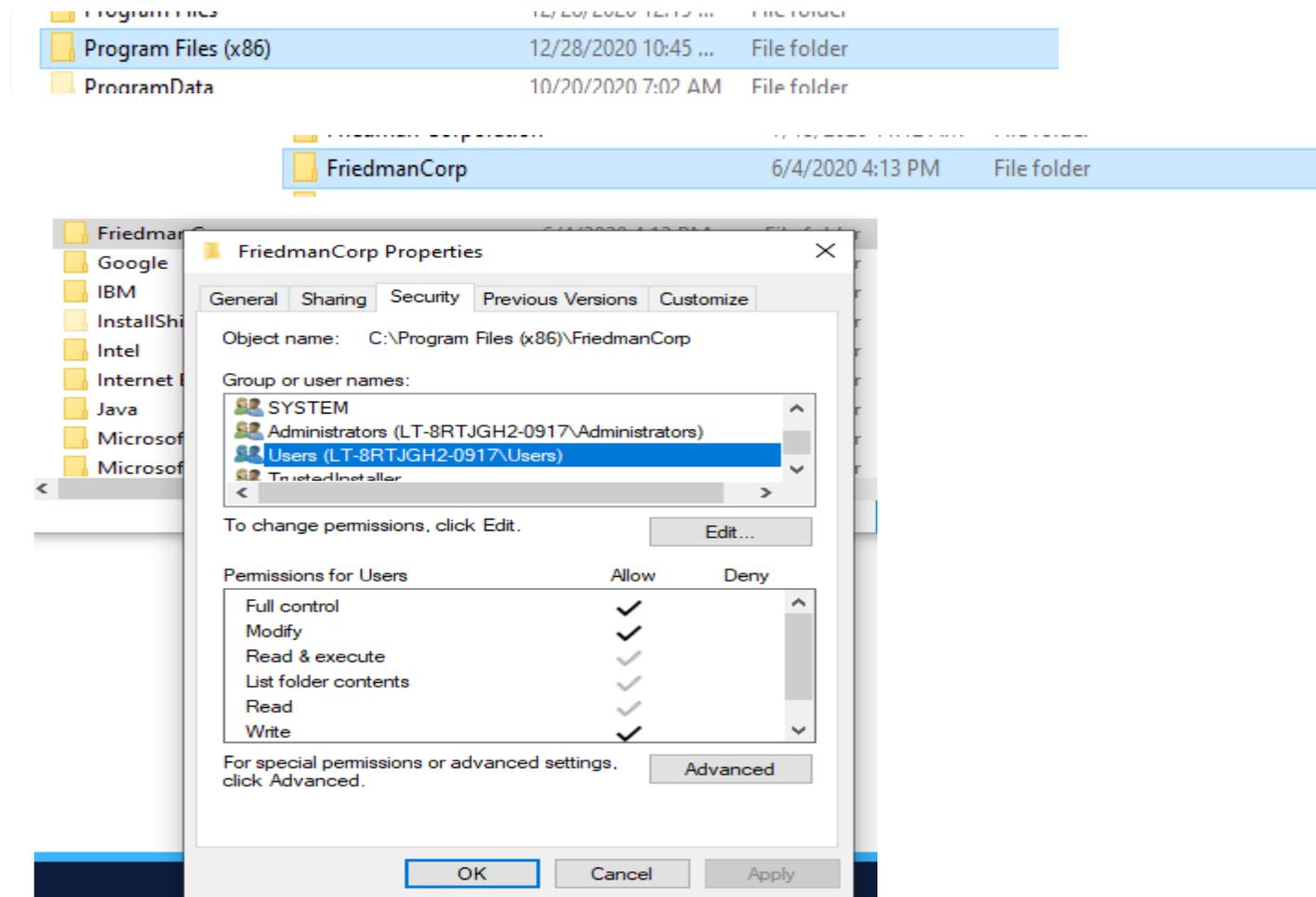
Click on Security tab

Click on Edit

Click on Users (xxxxxxxxx)

Click Full Control under Allow colum

Click Apply and Ok

- **Error: Cannot delete from Specified Table**

iStatements Issues and Resolutions

Then double click on Program Files (x86)

Right click on Friedmancorp

Click on Properties

Click on Security Tab

Click Edit

Click Users (xxxxxxxxx)

Click Full Control under Allow column

Click Apply and Ok
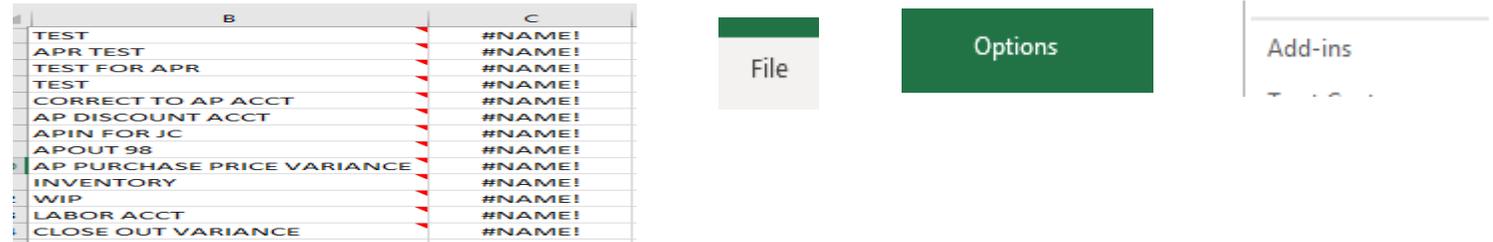
- **Error: Cannot delete from Specified Table**

iStatements Issues and Resolutions

In Excel click on File

Click Options

Click Add-ins

May see udfDNA in the Inactive area or it may be missing completely.

- **#NAME is in all the cells on the spreadsheet Statements.**

iStatements Issues and Resolutions

With Excel Add-in in the Manage box click Go

The Add-in box will come up and you may see that the udfDNA is there but there is no check mark in the check box next to it.

Click on the check box next to the udfDNA which will put the check mark in it and then click Ok.
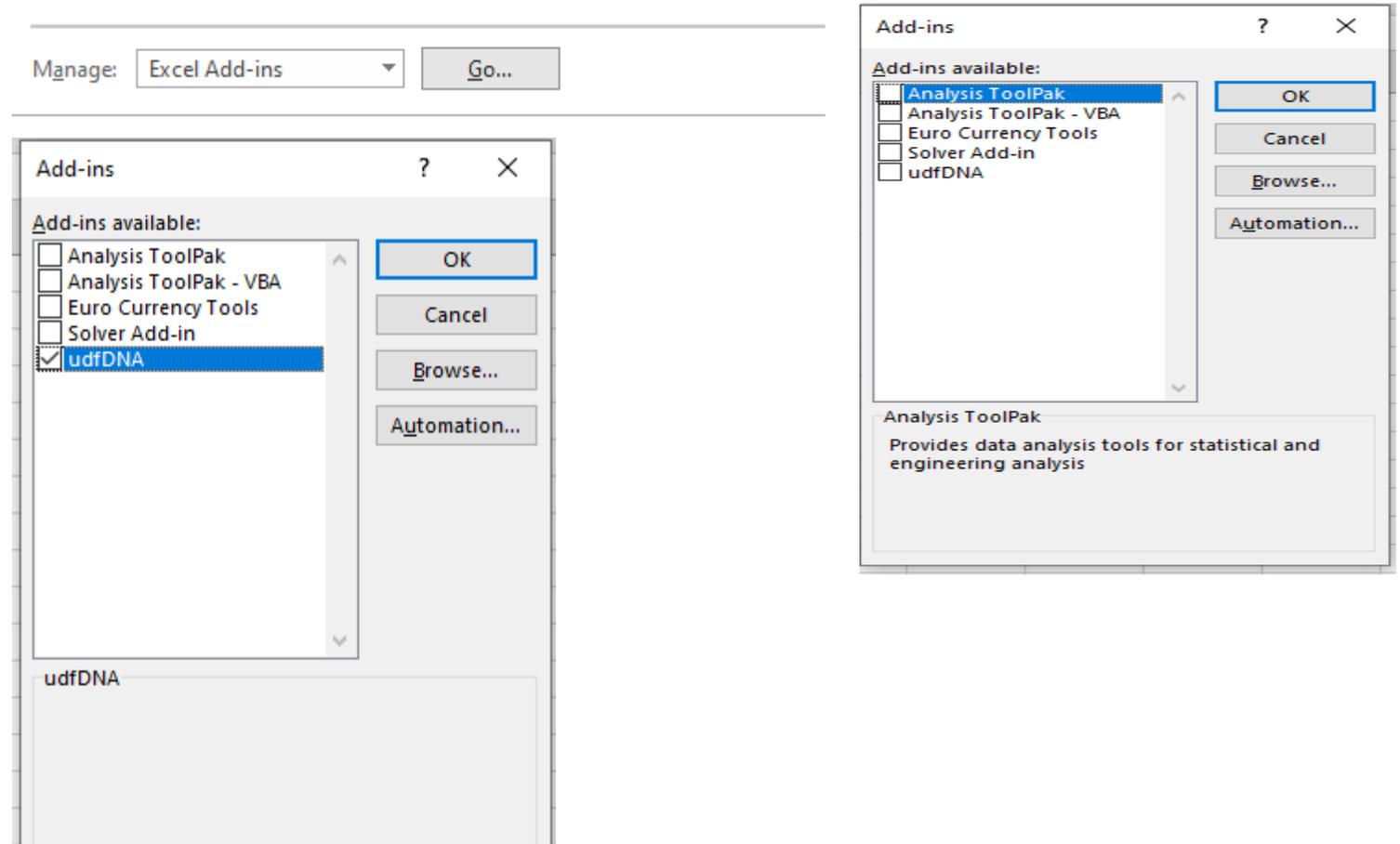
- **#NAME is in all the cells on the spreadsheet Statements.**

iStatements Issues and Resolutions

If VBExcel displays in the Active Application Add-ins section but the udfDNA does not display in the Add-ins screen:

Click Browse

Double click on Local Disk (C:)

Double click on Program Files (x86)

Double click on Friedmancorp

Double click on iStatements

For 32-bit Excel click on udDNA.xll

For 64-bit Excel click on udfDNA32-AddIn64.xll

- **#NAME is in all the cells on the spreadsheet Statements.**
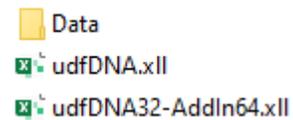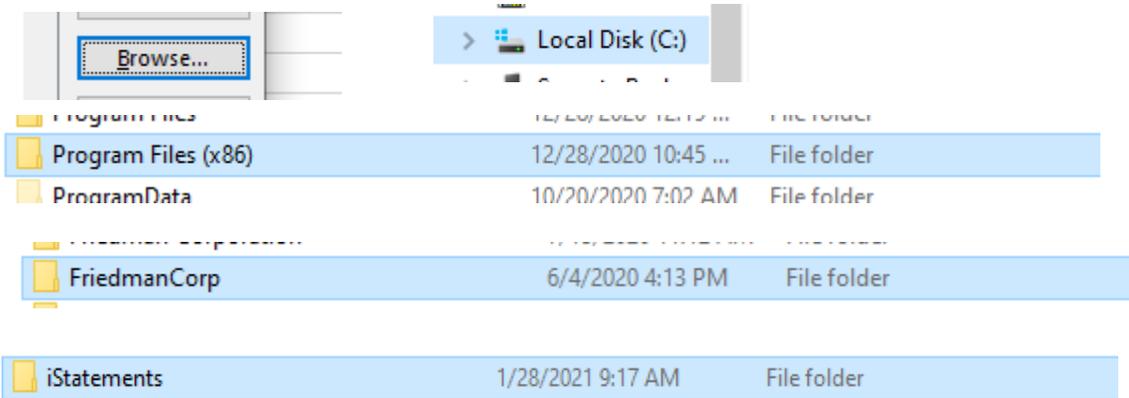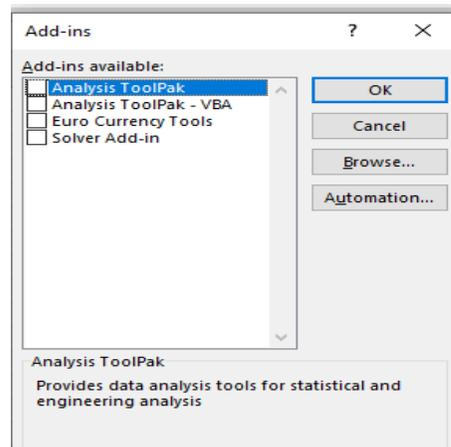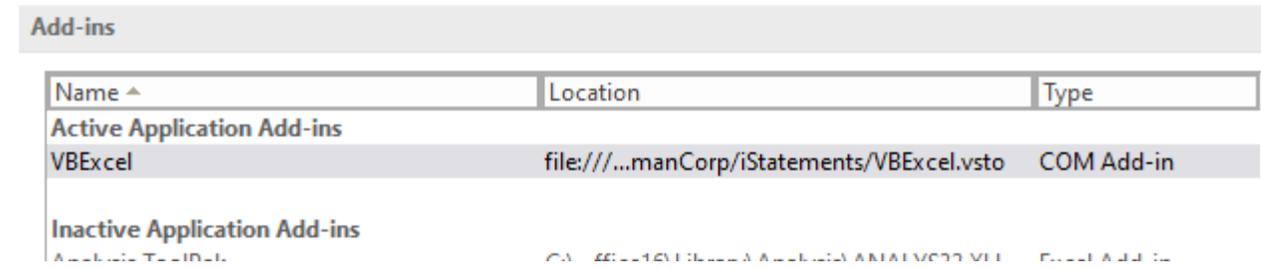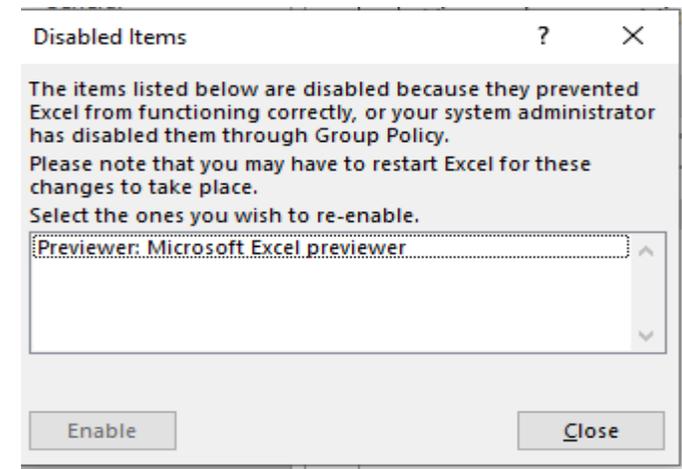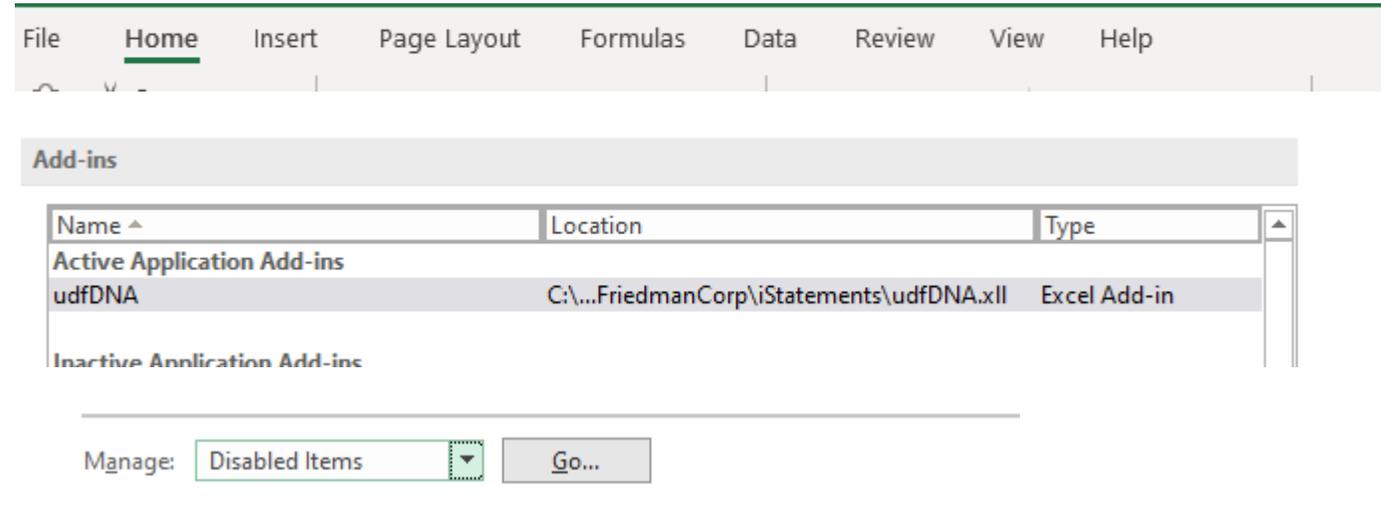
iStatements Issues and Resolutions

Click File

Click Options

Click Add-ins

If udfDNA shows in active applicate add-ins but VBExcel does not display

Select Disable items in the Manage box and click Go.

If VBExcel displays in Disabled items box, click on it and then click Enable

- **Add Ins option not on Toolbar.**

iStatements Issues and Resolutions

If VBExcel is not in the Disabled Items box, then check Inactive Application Add-ins.

If VBExcel is in Inactive Application Add-ins click on it and activate it.

- **Add Ins option not on Toolbar.**

Disabled Items

The items listed below are disabled because they prevented Excel from functioning correctly, or your system administrator has disabled them through Group Policy.
Please note that you may have to restart Excel for these changes to take place.
Select the ones you wish to re-enable.

Previewer: Microsoft Excel previewer

Enable   Close

Inactive Application Add-ins		
Analysis ToolPak	C:\...ffice16\Library\Analysis\ANALYS32.XLL	Excel Add-in
Analysis ToolPak - VBA	C:\...e16\Library\Analysis\ATPVBAEN.XLAM	Excel Add-in
Date (XML)	C:\...Microsoft Shared\Smart Tag\MOFL.DLL	Action
Euro Currency Tools	C:\...oot\Office16\Library\EUROTOOL.XLAM	Excel Add-in
Inquire	C:\...ffice\root\Office16\DCF\NativeShim.dll	COM Add-in
Microsoft Actions Pane 3		XML Expansion Pack
Microsoft Data Streamer for Excel	C:\...softDataStreamerforExcel.vsto|vstolocal	COM Add-in
Microsoft Power Map for Excel	C:\... Excel Add-in\EXCELPLUGINSHELL.DLL	COM Add-in
Microsoft Power Pivot for Excel	C:\...Add-in\PowerPivotExcelClientAddIn.dll	COM Add-in
Microsoft Power View for Excel	C:\... Add-in\AdHocReportingExcelClient.dll	COM Add-in
Solver Add-in	C:\...ffice16\Library\SOLVER\SOLVER.XLAM	Excel Add-in

Friedman Corporation

iStatements Issues and Resolutions

If VBExcel is not in either Disabled items or Inactive Applicate Add-ins, then it most like has not been installed.

Click on Local Disk (C:)

Double click Program Files (x86)

Double click on FriedmanCorp

Double click on iStatements

Right click on iStatements.exe

Click on Run as administrator

Click Install to install VBExcel

- **Add Ins option not on Toolbar.**

Disabled Items

The items listed below are disabled because they prevented Excel from functioning correctly, or your system administrator has disabled them through Group Policy.
Please note that you may have to restart Excel for these changes to take place.
Select the ones you wish to re-enable.

Previewer: Microsoft Excel previewer

Enable   Close

Inactive Application Add-ins

Analysis ToolPak	C:\...ffice16\Library\Analysis\ANALYS32.XLL	Excel Add-in
Analysis ToolPak - VBA	C:\...e16\Library\Analysis\ATPVBAEN.XLAM	Excel Add-in
Date (XML)	C:\...Microsoft Shared\Smart Tag\MOFL.DLL	Action
Euro Currency Tools	C:\...oot\Office16\Library\EUROTOOL.XLAM	Excel Add-in
Inquire	C:\...ffice\root\Office16\DCF\NativeShim.dll	COM Add-in
Microsoft Actions Pane 3		XML Expansion Pack
Microsoft Data Streamer for Excel	C:\...softDataStreamerforExcel.vsto|vstolocal	COM Add-in
Microsoft Power Map for Excel	C:\... Excel Add-in\EXCELPLUGINSHELL.DLL	COM Add-in
Microsoft Power Pivot for Excel	C:\...Add-in\PowerPivotExcelClientAddIn.dll	COM Add-in
Microsoft Power View for Excel	C:\... Add-in\AdHocReportingExcelClient.dll	COM Add-in
Solver Add-in	C:\...ffice16\Library\SOLVER\SOLVER.XLAM	Excel Add-in

Program Files	12/28/2020 12:19 ...	File folder	
> 📇 Local Disk (C:)	Program Files (x86)	12/28/2020 10:45 ...	File folder
	ProgramData	10/20/2020 7:02 AM	File folder
	FriedmanCorp	6/4/2020 4:13 PM	File folder
	iStatements.exe	12/17/2020 5:50 PM	Application

🛡 Run as administrator

Microsoft Office Customization Installer

Publisher cannot be verified
Are you sure you want to install this customization?

Name:	VBExcel
From:	file:///C:/Program Files (x86)/FriedmanCorp/iStatements/VBExcel.vsto
Publisher:	Unknown Publisher

⚠ While Office customizations can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. More Information...

Install   Don't Install
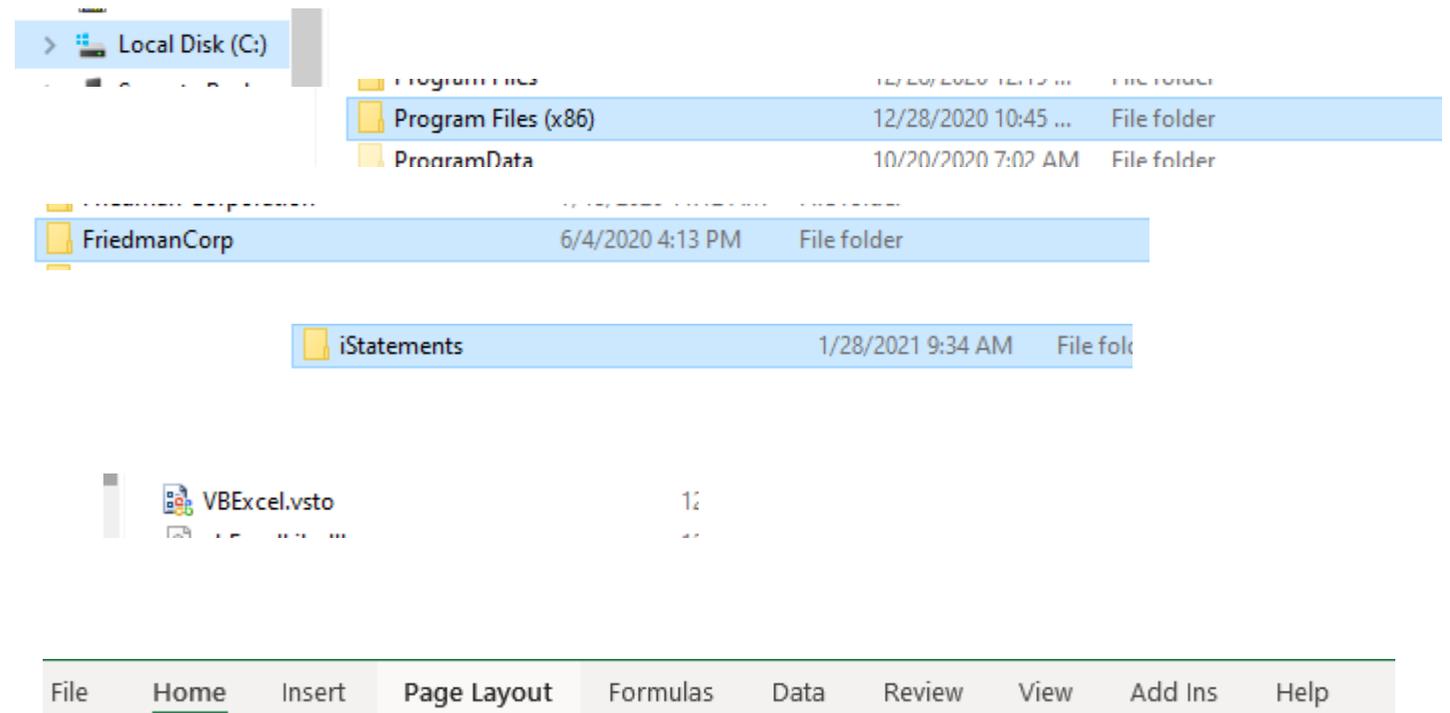
iStatements Issues and Resolutions

If you have done the install of VBExcel and the Add Ins still does not appear in your Excel toolbar
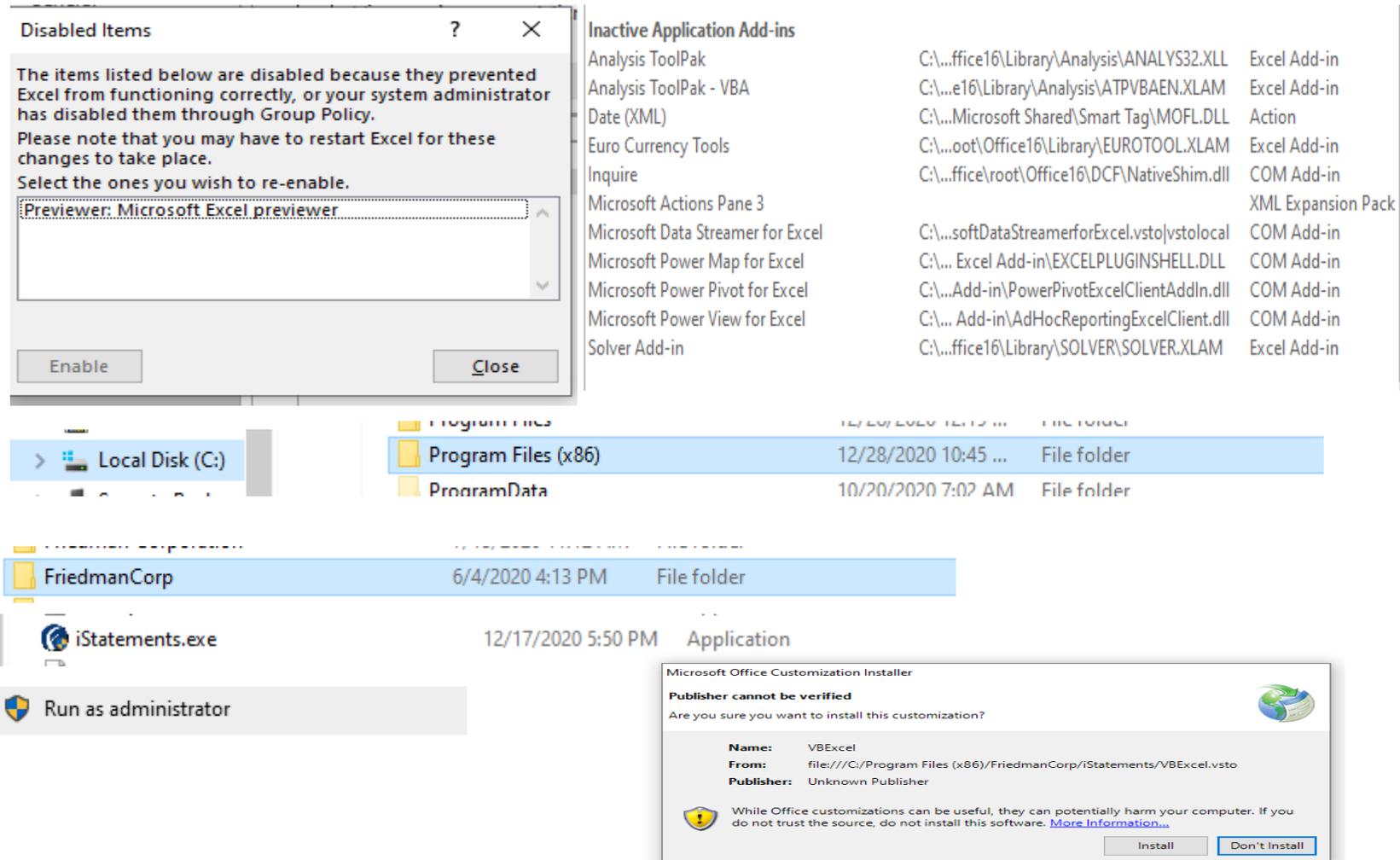
Double Click on Local Disk (C:)

Double Click on Program Files (x86)

Double Click on iStatements

Double Click on VBExcel.vsto

- **Add Ins option not on Toolbar.**

iStatements Issues and Resolutions

First uninstall iStatements and VBExcel from Control Panels and reinstall
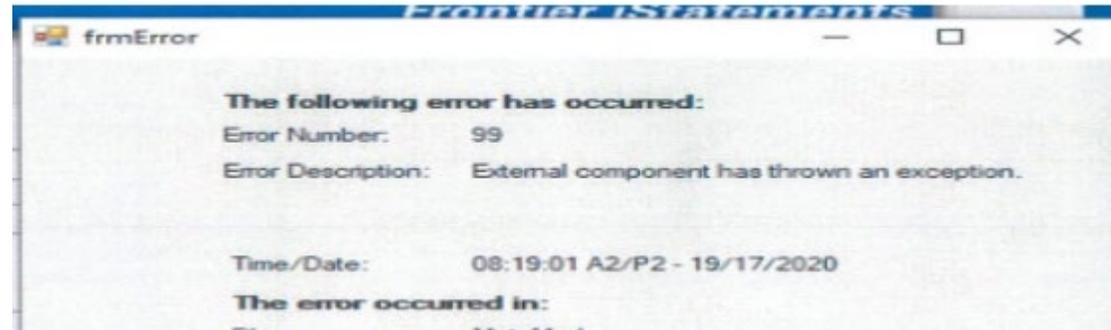
If you have done all the above and still the Add Ins does not appear in Excel this usually means, there is an issue with your Excel version/install

Reinstall Excel

- **Add Ins option not on Toolbar.**

- Uninstall iStatements and VBExcel from Control Panels and then reinstall iStatements and VBExcel

- When all else fails reinstall Excel

- After reinstall Excel then reinstall iStatements and VBExcel

iStatements Issues and Resolutions

When you see this error 99 during a data transfer and the procedure on the record is Compact database just click OK on this and the data transfer will continue. This will have no impact on iStatements, and all data will be correct.

- **Error 99 During Transfer of Data**
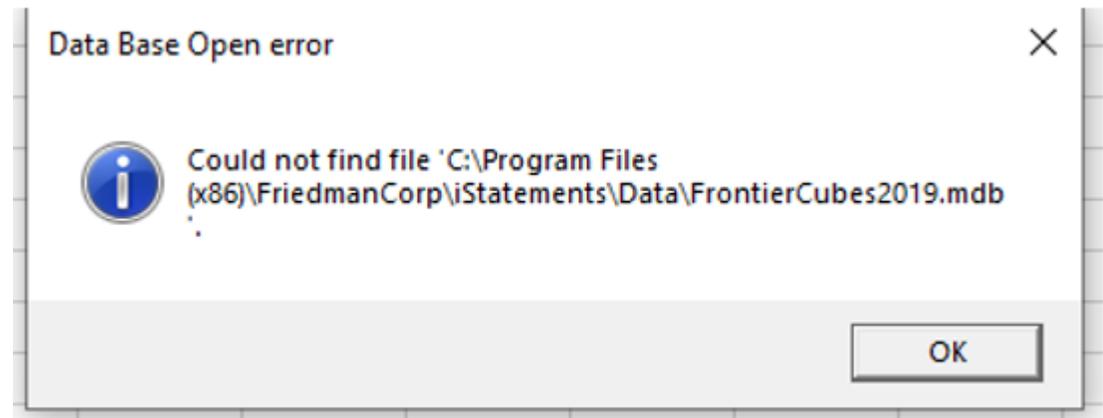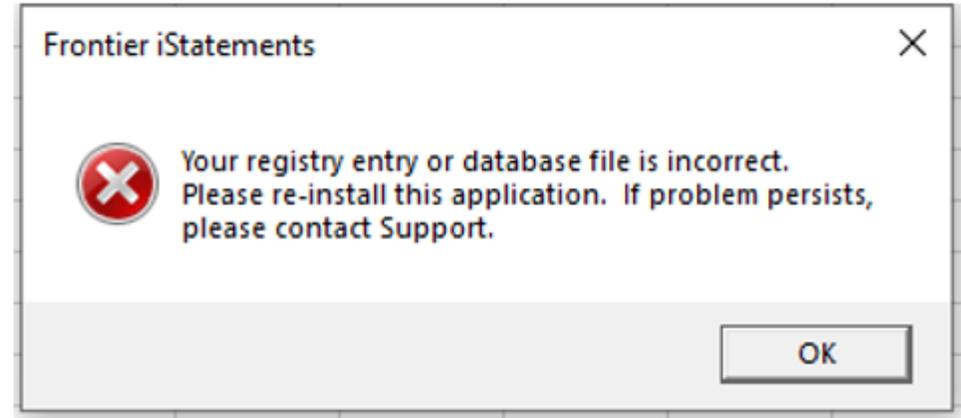
iStatements Issue and Resolutions

When the user opens and Excel spreadsheet and gets this error: Your registry entry or database file is incorrect

Click Ok

Then Data Base Open error box will appear. This tells you that the user's computer does not have a FrontierCubes database for the year that one of the formulas that is on the spreadsheet.

In green screen go to MEMENU run option 901 for the year indicated

Open iStatements program and do a Transfer Data for that year on the user's machine

- Registry error

Frontier iStatements ✕

Your registry entry or database file is incorrect. Please re-install this application. If problem persists, please contact Support.

OK

Data Base Open error ✕

Could not find file 'C:\Program Files (x86)\FriedmanCorp\iStatements\Data\FrontierCubes2019.mdb'.

OK

QUESTIONS?