Oracle Financials

PSA Add-In Support Document

Document Control

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Change Record

Version No	Date	Author	Change Reference
0.1	20-Jul-2018	Tom Hamilton-Williams	Initial document
0.2	27-Jul-2018	Tom Hamilton-Williams	New issue: Selected file in not a PSA report
0.3	03-Aug-2018	Tom Hamilton-Williams	New issue: Add-In doesn't appear in ribbon
0.4	12-Oct-2018	Tom Hamilton-Williams	New issue: Settings - File can't be found

1. Table of Contents

2. Description

This document is designed to be a depository for all information relating to PAS Add-In issues. This document should be used as a first 'port-of-call' when investigating a logged PSA Add-In issue to enable a prompt solution to be provided.

Should an issue arise and can't be solved with reference to this document, details of the issue and solution should then be added to this document in order to expand the knowledge of the PSA Add-In and likely issues.

3. Error: "…..Distribution List not found"

3.1.   Issue

When trying to split the output file, or click on Settings the following error message is displayed:

3.2.   Cause

It is most likely that there are multiple versions of the same named Add-In therefore Excel is getting confused over which add-in to use from which location.
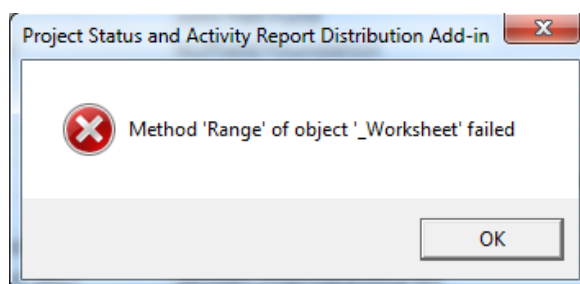
3.3.   Solution

Follow the steps in Appendix A - Uninstall / Re-install PSA Add-In.

4. Error: "Method 'Range' of object '_Worksheet' failed"

4.1.   Issue

When trying to send the split output the following error message is displayed:

4.2.   Cause

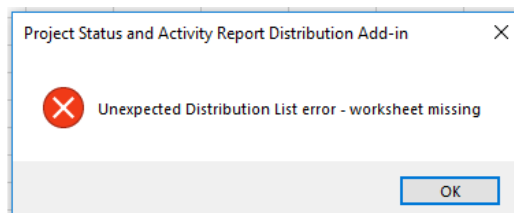The user has added additional worksheets to the split file.

4.3.   Solution

Re-create the split file from the original output file and ensure additional worksheets are not added.

5. Error: "Unexpected Distribution List error – worksheet missing"

5.1.   Issue

When trying to send the split output the following error message is displayed:

5.2.   Cause

The user does not have the correct Excel configuration for the Trust Center.
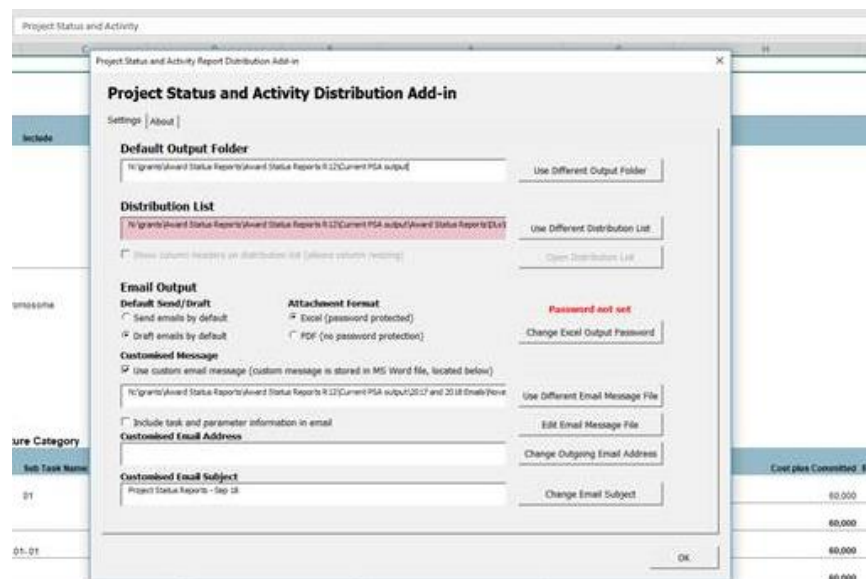
5.3.   Solution

Follow the steps in Appendix B – Set Trust Center Settings.

6. Error: In Settings - Default Distribution List window remains pink

6.1.   Issue

The user cannot split the output file, and when clicking on **Settings** the default Distribution List location window is pink and the user cannot click on "**Use Different Distribution List**":

6.2. Cause

The user does not have the correct Excel configuration for the Trust Center.

6.3. Solution

Follow the steps in Appendix B – Set Trust Center Settings.

7. Error: "Selected file is not a Project Status and Activity report"

7.1. Issue

When trying to send the split output the following error message is displayed:

7.2. Cause

It is most likely that there are multiple versions of the same named Add-In therefore Excel is getting confused over which add-in to use from which location.

7.1. Solution

Follow the steps in Appendix A - Uninstall / Re-install PSA Add-In.

8. Error: PSA Add-In (Research Accounts) does not appear in Excel ribbon

8.1.   Issue

After opening Excel, the PSA Add-In (Research Accounts) ribbon does not appear even though the add-in is ticked when navigating to File / Options / Add-Ins / Manage (Excel Add-Ins).

8.2.   Cause

When Excel opens, part of the opening process involves it looking for all of the required add-ins and making them available on the ribbon. On rare occasions Excel fails to load all of the add-ins (hence it does not appear on the ribbon despite it being ticked).

8.3.   Solution

- Open Excel and navigate to:

    File / Options / Add-Ins / Manage (Excel Add-Ins)

- Untick the PSA Add-In.
- Close down Excel.
- Open Excel and navigate to:

    File / Options / Add-Ins / Manage (Excel Add-Ins)

- Tick the PSA Add-In.
- The PSA Add-In (Research Accounts) should now appear.

9. Error: Settings - selected file is not found

9.1. Issue

When clicking on **Settings** an error message is displayed headed "Project Status and Activity Report Distribution Add-in" informing the user that a file cannot be found. Clicking on "**OK**" just loops the issue continuously. To break this loop the user has to terminate Excel through the Task Manager. Example:

9.2. Cause

This may be caused by the settings text file that stores the location of the default folder somehow becoming corrupt and saving a file location rather than a folder location.

9.3. Solution

NOTE: Following the below steps will mean the user has to reset their default settings options but this only takes a minute. Any saved default files, i.e. Distribution Lists and Customised Messages, are not deleted as part of this fix.
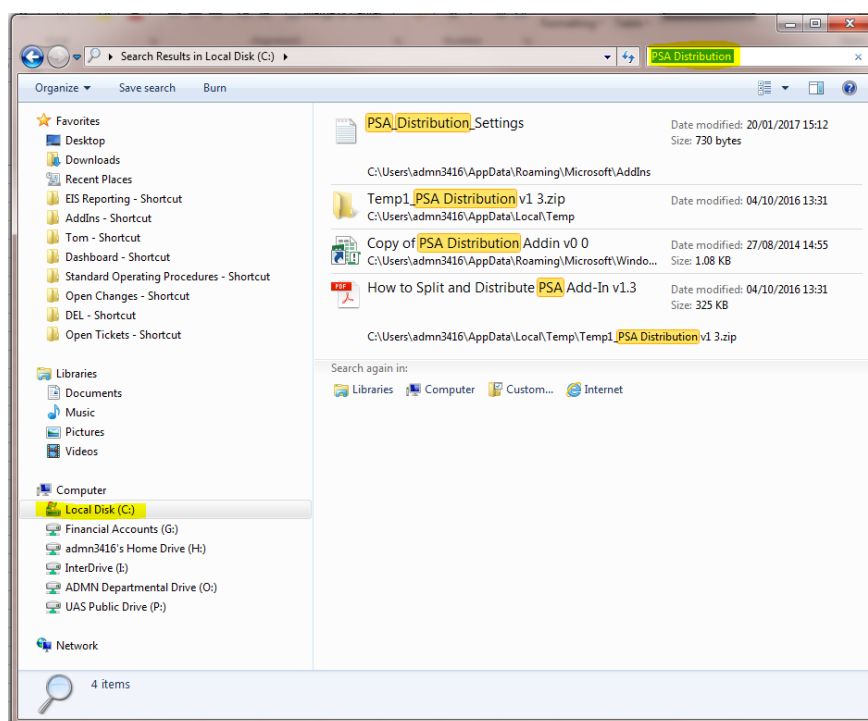
- Open Windows Explorer and navigate to the location of the saved PSA Add-In file.
- Locate the "**PSA_Distribution_Settings.txt**" file.
- Delete this file.
- Open Excel and click on the Settings icon in the Research Accounts (PSA Add-In) ribbon.
- The default values will be blank and should be reset.

10. Appendix A – Uninstall / Re-install PSA Add-In

Get the User to complete the following steps:

1. Open Excel and navigate to File / Options / Add-Ins.

2. Against **Manage** select **Excel Add-Ins** and click **Go**.

3. Unselect the PSA Distribution Add-In.

4. Close down all instances of Excel.

5. Open Windows Explorer.

6. Single click on the Local Disk drive (usually the C: drive).
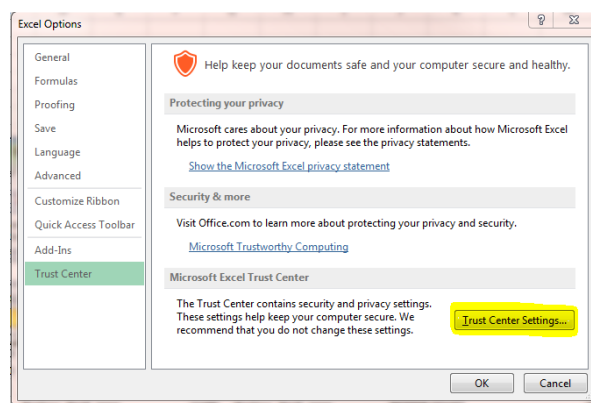
7. Search for "PSA Distribution":

8. Delete all Excel Add-In files/shortcuts referencing "PSA Distribution" (PSA Distribution Lists and related "How To....." guides can be left undeleted).

9. Repeat steps 6 to 8 for the standard shared network drive (where the user may have previously saved PSA Distribution files).

10. Close Windows Explorer.

11. Open the R12 Reports Library and click on **Projects** then **UO Project Status & Activity**.

12. Click on the link "Download the Project Status & Activity Excel Add-In" and re-install the latest version of the Add-In.

11. Appendix B – Set Trust Center Settings

Get the User to complete the following steps:

1. Open Excel and navigate to File / Options / Trust Center.

2. Click on **Trust Center Settings**:

3. Click on **Macro Settings**.

4. Ensure that "Trust access to the VBA project object model" is ticked: