

Solution 7 Software Documentation Disclaimer and Copyright

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Troubleshooting

When using Solution 7 there are some common issues you might encounter. This guide intends to provide guidance in resolving those issues.

If you encounter an issue that isn't contained within this guide or if you need further assistance, please contact support@solution7.co.uk

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Configuration file does not exist or is not configured.

Error Message

Solution 7 failed to activate.

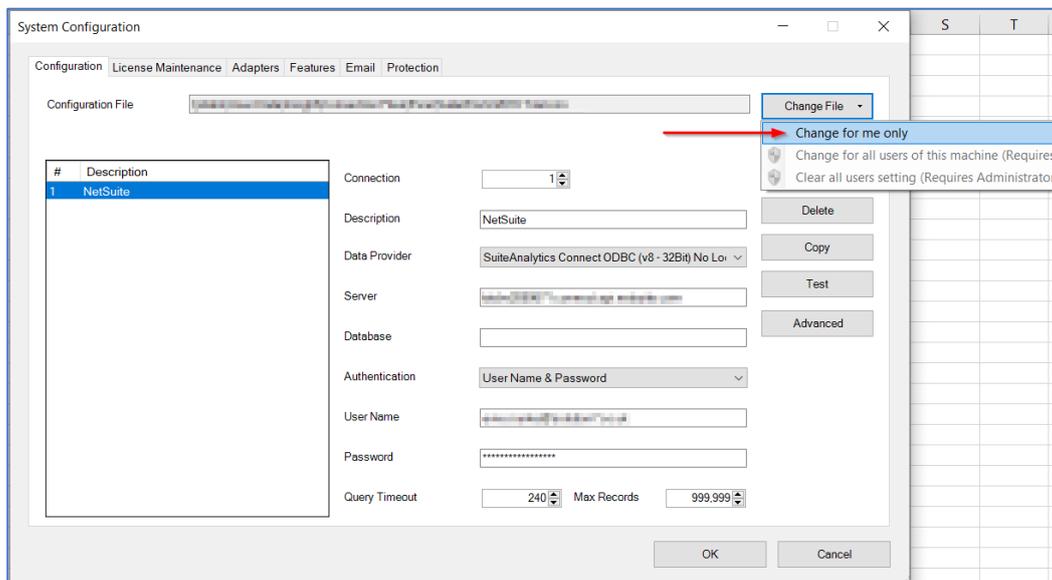
Configuration file does not exist or is not configured.

Resolution

This message means you must select or create a configuration file to connect to Solution 7.

To select an existing configuration file:

1. Select Change File > Change for me only.



2. Select your configuration (.con) file.
3. Enter the user's NetSuite credentials.
4. Enter the user's Role Id.
5. Click OK.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>

SuiteAnalytics Connect is missing or the wrong version is installed. Please download and install the SuiteAnalytics Connect ODBC driver from NetSuite.

Error Message

Solution 7 failed to activate.

SuiteAnalytics Connect is missing or the wrong version is installed. Please download and install the SuiteAnalytics Connect OBC driver from NetSuite.

ERROR[IM002][Microsoft][ODBC Driver Manager] Data source name not found and no default driver specified.

Resolution

This message means you must install the ODBC driver from NetSuite.

1. Check the bitness of your Excel install by selecting Solution 7 > About. The bitness of Excel is indicated after the Solution 7 version number.



2. Download and install the corresponding version of the SuiteAnalytics Connect driver.



For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-suiteanalytics-connect>

If the error persists, contact support@solution7.co.uk

Data source not found and no default driver specified.

Error Message

Solution 7 failed to activate.

```
ERROR[IM002][Microsoft][ODBC Driver Manager] Data source name not found and no default driver specified.
```

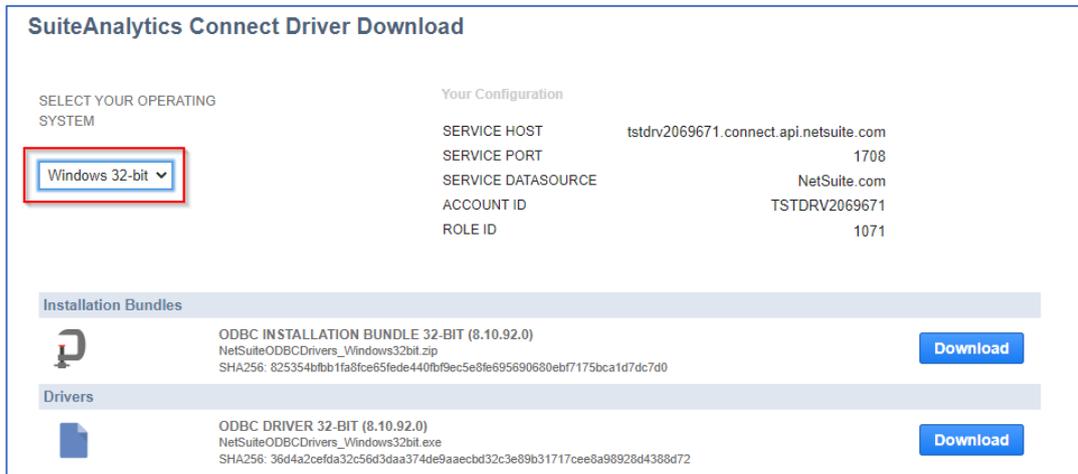
Resolution

This message means you must install the ODBC driver from NetSuite.

1. Check the bitness of your Excel install by selecting Solution 7 > About. The bitness of Excel is indicated after the Solution 7 version number.



2. Download and install the corresponding version of the SuiteAnalytics Connect driver.



For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-suiteanalytics-connect>

If the error persists, contact support@solution7.co.uk

Network problem, host resolution failure.

Error Message

Solution 7 failed to activate.

```
ERROR[HY000][NetSuite]Network problem, host resolution failure
```

```
ERROR[01S00][NetSuite]Invalid attribute in connection string:  
CustomProperties
```

```
ERROR[01S00][NetSuite]Invalid attribute in connection string:  
RoleId.
```

Resolution

This message suggests there is a problem with your network allowing access to Solution 7.

1. Ensure your configuration is set up as per the Solution 7 Configuration Guide:
<https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>
2. Check with your internal IT team to see if your network is disabling access to Solution 7. For more details on configuring your network firewall:
<https://www.solution7.co.uk/downloads/setup-guides/firewall-and-proxy-guide>

If the error persists after configuring your firewall, contact support@solution7.co.uk

TCP/IP error, connection refused.

Error Message

Solution 7 failed to activate.

```
ERROR [08S01][NetSuite]TCP/IP error, connection refused
```

```
ERROR [01S00][NetSuite]Invalid attribute in connection string:  
    CustomProperties
```

```
ERROR [01S00][NetSuite]Invalid attribute in connection string: RoleId.
```

Resolution

This message suggests there is a problem with your network allowing access to Solution 7.

1. Ensure your configuration is set up as per the Solution 7 Configuration Guide:
<https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>
2. Check with your internal IT team to see if your network is disabling access to Solution 7. For more details on configuring your network firewall:
<https://www.solution7.co.uk/downloads/setup-guides/firewall-and-proxy-guide>

If the error persists after configuring your firewall, contact support@solution7.co.uk

The type initializer for 'Solution7.Insight.Configuration.Evaluator' threw an exception.

Error Message

Solution 7 failed to activate.

Failed to evaluate expression: [ACCOUNTID] for parameter
NetSuiteAccountNo.

The type initializer for 'Solution7.Insight.Configuration.Evaluator'
threw an exception.

Could not load file or assembly
'file:///C:\Users\user\AppData\Local\Temp\1ab2cde3.dll' or one of
its dependencies. The system cannot find the file specified.

Resolution

If you see this error message it means the user's machine is blocking access to the DLL file in the temp folder Solution 7 is using. You will need to contact your internal IT team to grant the user's profile access to the folder.

If the error persists, contact support@solution7.co.uk

Your account was locked for 30 minutes due to too many login failures in a row.

Error Message

Solution 7 failed to activate.

```
ERROR[S1000][NetSuite][ODBC driver][OpenAccess SDK SQL Engine]Your
  account was locked for 30 minutes due to too many login failures
  in a row. Please try again later or contact your NetSuite
  administrator for assistance.
```

Resolution

This message means you have tried connecting to NetSuite more than 6 times* using an incorrect username or password. You will need to wait 30 minutes before trying to activate Solution 7 or contact your NetSuite administrator to change your password which will also unlock your NetSuite account.

1. Before activating Solution 7, check your NetSuite credentials.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>

*Logging into NetSuite via a web browser will reset this count.

You do not have permission to use SuiteAnalytics: Connect service.

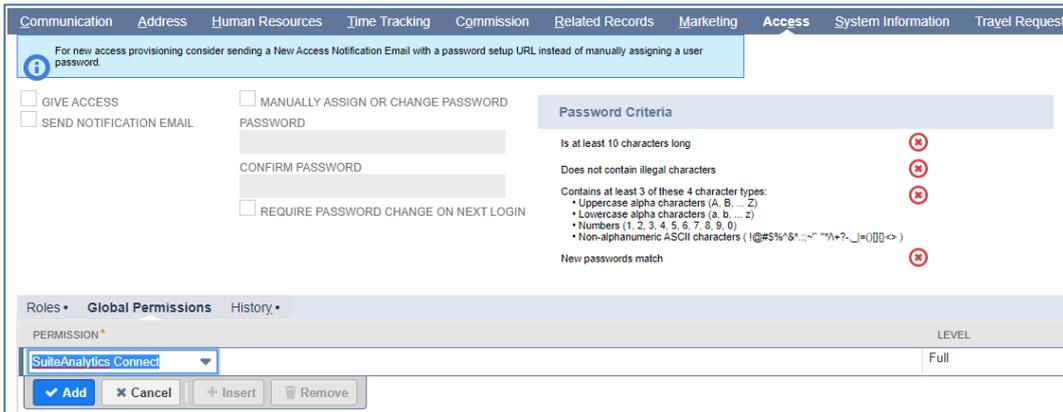
Error Message

Solution 7 failed to activate.

ERROR[S1000][NetSuite][ODBC driver][OpenAccess SDK SQL Engine]You do not have permission to use SuiteAnalytics: Connect service. Please contact your account administrator for assistance.

Resolution

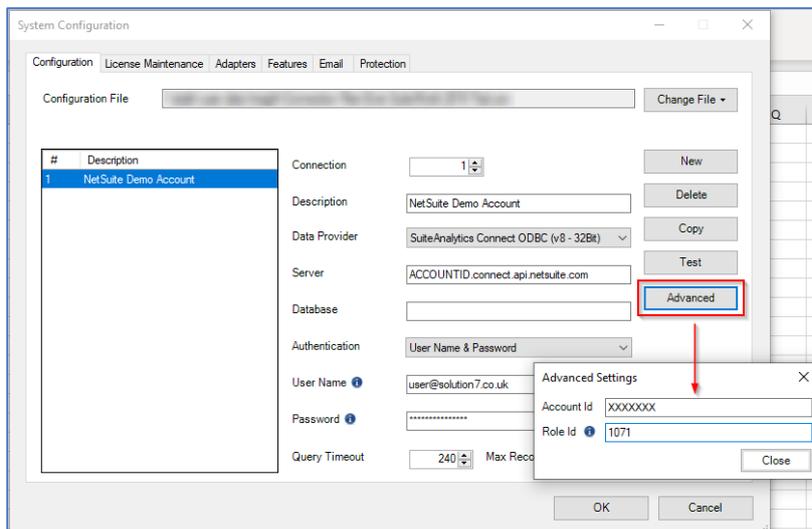
1. If you use user-based security, on the user's employee record check for 'SuiteAnalytics Connect' under Global Permissions.



2. If you use role-based security, on the user's role check for 'SuiteAnalytics Connect' under Setup.



3. Ensure the user's role ID in the Solution 7 Configuration screen is valid for the user.



For more details, see <https://www.solution7.co.uk/downloads/setup-guides/netsuite-role-permissions>

Check your login credentials (username and password) and connection attributes (account ID and role ID), and then try again.

Error Message

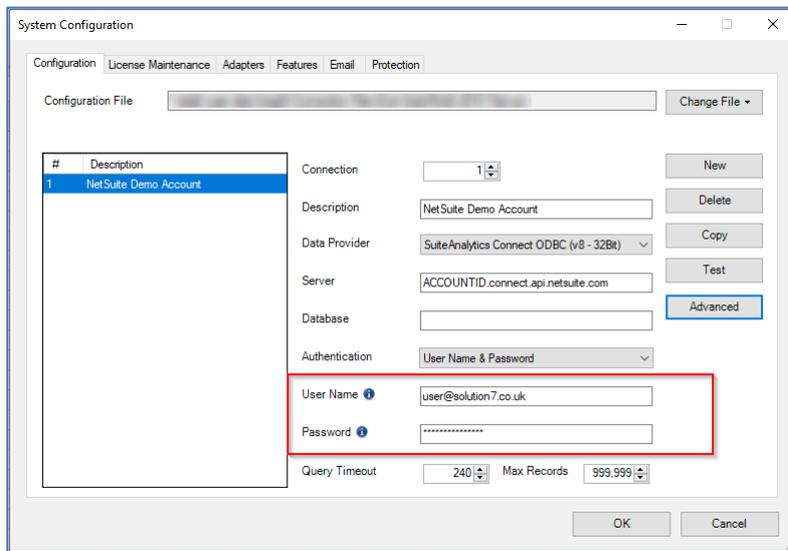
Solution 7 failed to activate.

```
ERROR[S1000][NetSuite][ODBC driver][OpenAccess SDK SQL Engine] Check your login credentials (username and password) and connection attributes (account ID and role ID), and then try again.
```

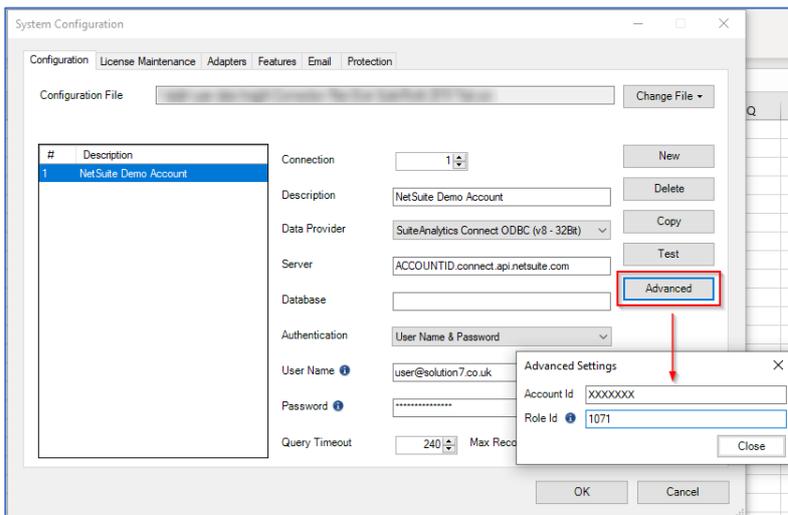
Resolution

This message means the user's username, password or role ID may be incorrect.

1. Ensure the e-mail address and password are the correct user's NetSuite login credentials.



2. Ensure the role ID in the Advanced section is valid for the user.



For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>

You have too many parallel connections opened via Connect service.

Error Message

Solution 7 failed to activate.

```
ERROR[S1000][NetSuite][ODBC driver][OpenAccess SDK SQL Engine]You have too many parallel connections opened via Connect service. Close the unnecessary connections and try again.
```

Resolution

This message means you have too many open connections to the SuiteAnalytics Connect service.

1. Close and restart Excel.

If the error persists, contact support@solution7.co.uk

Error parsing connect string at offset.

Error Message

Solution 7 failed to activate.

```
ERROR [HY000] [NetSuite] [ODBC driver]Error parsing connect string at  
offset.
```

Resolution

This message suggests there is an unsupported special character in your NetSuite password.

1. Change your NetSuite password excluding any special characters (e.g. ; % *).
2. Update your password in the Solution 7 configuration to your new NetSuite password.
3. Click OK and activate Solution 7.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/configuration-guide>

No such file or directory. File system not found.

Error Message

Connection 1 to Solution 7 failed. Data Provider is 'SuiteAnalytics Connect ODBC'.

ERROR [HY000][NetSuite][ODBC driver]No such file or directory.

ERROR [HY000][NetSuite][ODBC driver]File system not found.

ERROR [01S00][NetSuite][ODBC driver]Invalid attribute in connection string: CustomProperties.

ERROR [01S00][NetSuite][ODBC driver]Invalid attribute in connection string: RoleId.

Resolution

This message suggests there was a problem when installing the SuiteAnalytics Connect ODBC driver.

1. Uninstall any installed ODBC drivers from the computer.
2. Reinstall the latest appropriate (32/64bit) ODBC drivers from NetSuite.
3. Restart your computer.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-suiteanalytics-connect>

Unable to connect to NetSuite, Token-Based Authentication failed.

Error Message

The license service encountered an error.

Unable to connect to NetSuite, Token-Based Authentication failed.

Please ensure 'Token-Based Authentication' is enabled in your NetSuite account and have the 'User Access Tokens' permission on your NetSuite role. For more information please refer to SuiteAnswers: 82078, 82075 or contact your NetSuite Administrator.

Resolution

This message means you must enable Token Based Authentication (TBA) on your NetSuite account and enable the 'User Access Tokens' permission on your NetSuite role used in Solution 7.

1. Login to NetSuite using an Administrator role and select Setup > Company > Enable Features.
2. From the Enable Features page, click SuiteCloud.
3. Check the Token-Based Authentication box.
4. Click Save.
5. Add the User Access Tokens permission to the role.

Manage Authentication

SITESIGNON
 USE NETSUITE AS THE TRUSTED SYSTEM TO AUTHENTICATE ACCESS TO INTEGRATED EXTERNAL APPLICATIONS THROUGH SINGLE SIGN-ON. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#)

OPENID CONNECT (OIDC) SINGLE SIGN-ON
 ENABLE OPENID CONNECT (OIDC) AS AN ADDITIONAL AUTHENTICATION MECHANISM FOR YOUR USERS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#)

SAML SINGLE SIGN-ON
 ENABLE SAML AS AN ADDITIONAL AUTHENTICATION MECHANISM FOR YOUR USERS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#)

TOKEN-BASED AUTHENTICATION
 ENABLE TOKEN-BASED AUTHENTICATION AS AN ADDITIONAL AUTHENTICATION MECHANISM FOR YOUR USERS. BY ENABLING THIS FEATURE, YOU AGREE TO [SUITECLOUD TERMS OF SERVICE](#)

Permissions | Restrictions | Forms | Searches | Users | Preferences | Dashboard | Translation | History

Transactions • Reports • Lists • **Setup** • Custom Record

PERMISSION *	LEVEL
Accounting Lists	View
Manage Accounting Periods	View
SOAP Web Services	Full
SuiteAnalytics Connect	Full
User Access Tokens	Full

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/netsuite-role-permissions>

Invalid login. Customer access is disabled.

Error Message

The license service encountered an error.

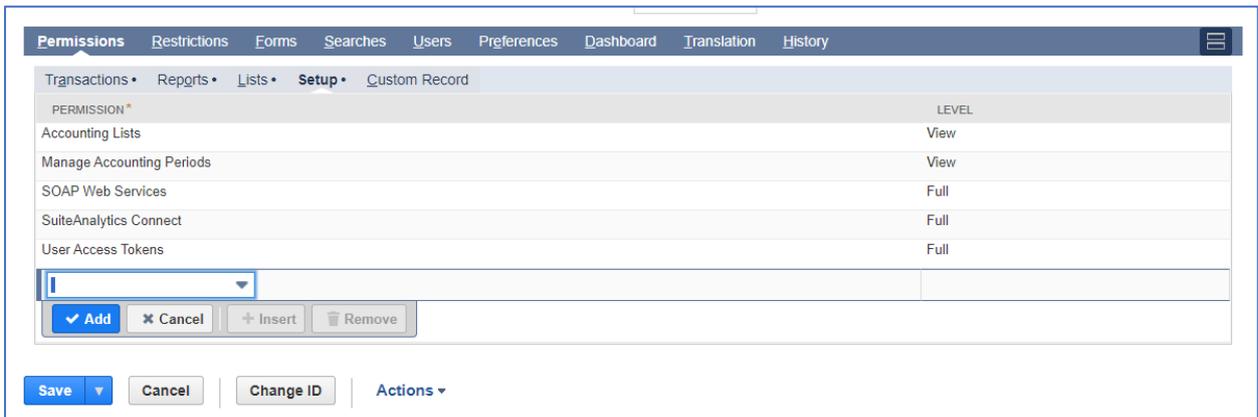
NetSuite reported the error: 'Invalid login. Customer access disabled'.

Please check your NetSuite Web Services usage logs for more information.

Resolution

This error suggests you need to enable SOAP Web Services on your NetSuite account and user's roles.

1. Login to NetSuite as an Administrator and select Setup > Company > Enable Features.
2. From the Enable Features page, click SuiteCloud.
3. Check the SOAP Web Services box.
4. Click Save.
5. Add SOAP Web Services and View SOAP Web Services Logs permissions to the User/Role.



For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/netsuite-role-permissions>

NetSuite reported the error: Two-Factor Authentication required.

Error Message

The license service encountered an error.

NetSuite reported the error: 'Two-Factor Authentication required'

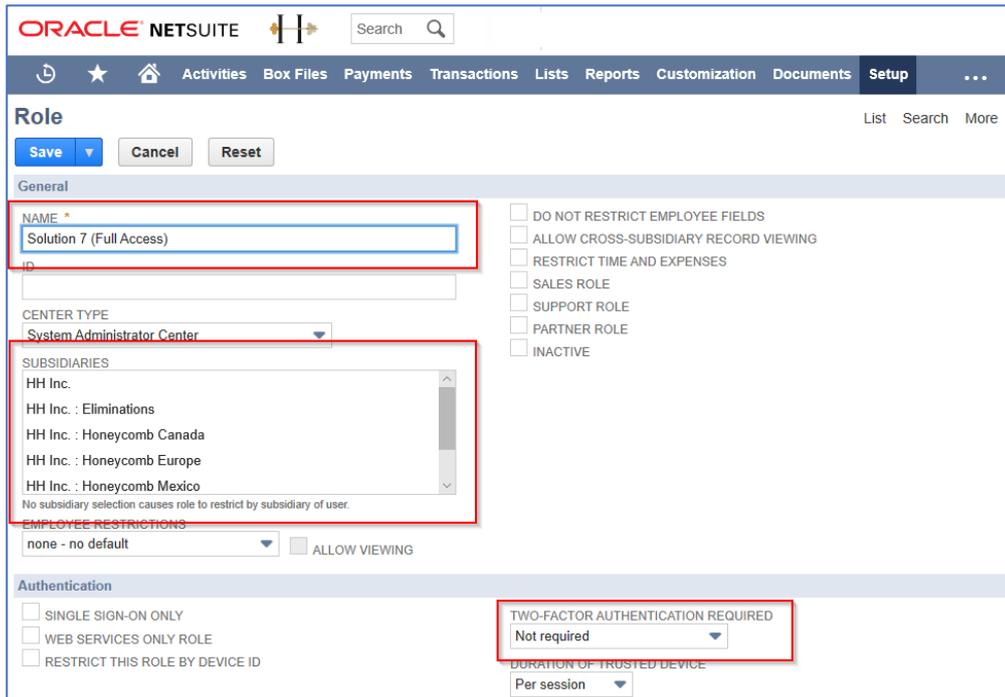
Please check your NetSuite Web Services usage log for more information.

Two-Factor Authentication required.

Resolution

This message is associated with Two Factor Authentication (2FA) and your NetSuite role. Solution 7 uses Web Services to manage user licenses and to upload budgets into NetSuite but unfortunately, NetSuite Web Services do not currently support 2FA. To work around this, you can create a 'Solution 7 (Full Access)' role which allows Solution 7 to connect to NetSuite without the 2FA restriction. To create this role:

1. Login to NetSuite as an Administrator and create a new 'Solution 7 (Full Access)' role with the required permissions. For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/netsuite-role-permissions>
2. Ensure 'Two-Factor Authentication' is set to **Not Required**.



The screenshot shows the NetSuite Role Setup page for a role named 'Solution 7 (Full Access)'. The page is divided into several sections:

- General:**
 - NAME:** Solution 7 (Full Access)
 - ID:** (empty)
 - CENTER TYPE:** System Administrator Center
 - SUBSIDIARIES:** A list of subsidiaries including HH Inc., HH Inc. : Eliminations, HH Inc. : Honeycomb Canada, HH Inc. : Honeycomb Europe, and HH Inc. : Honeycomb Mexico. The dropdown is currently set to 'System Administrator Center'.
 - EMPLOYEE RESTRICTIONS:** none - no default
 - Authentication:**
 - SINGLE SIGN-ON ONLY
 - WEB SERVICES ONLY ROLE
 - RESTRICT THIS ROLE BY DEVICE ID
 - TWO-FACTOR AUTHENTICATION REQUIRED:** Not required
 - DURATION OF TRUSTED DEVICE:** Per session

3. Click Save.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/netsuite-role-permissions>

The custom record type 'Solution 7 Sessions' does not exist.

Error Message

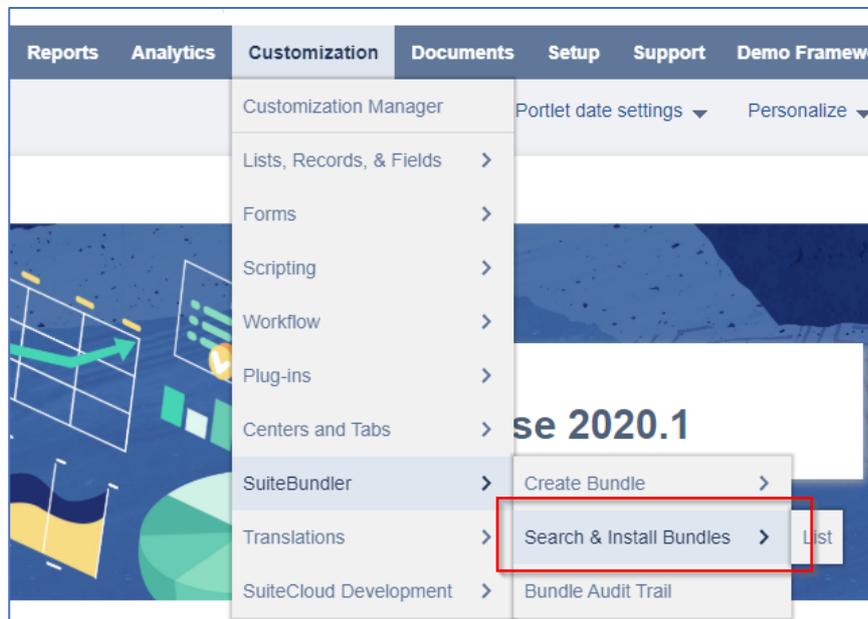
The license service encountered an error.

The custom record type 'Solution 7 Sessions' does not exist for [n]. Please install the 'Solution 7 - Excel Financial Planning' bundle for this account and restart Excel.

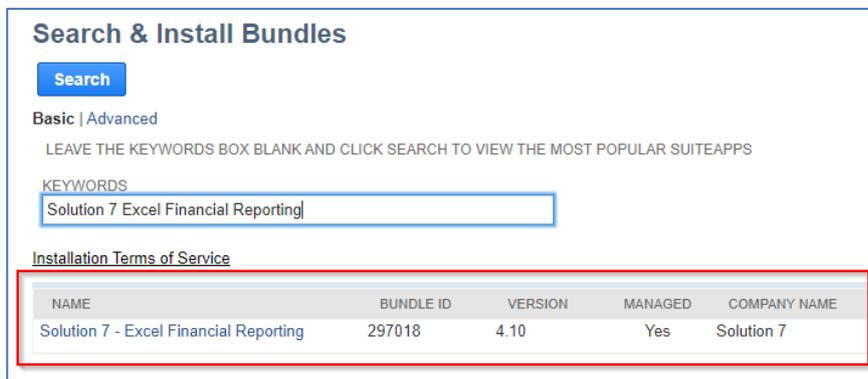
Resolution

When moving from a trial to a production Solution 7 licence, customers are required to download the 'Solution 7 – Excel Financial Planning' bundle. To install the bundle:

1. Login to NetSuite using an Administrator role.
2. Select Customization > SuiteBundler > Search & Install Bundles.



3. In KEYWORDS, enter 'Solution 7 Excel Financial Reporting' and click Search.
4. Select the 'Solution 7 – Excel Financial Reporting' bundle (ID 297018).



5. Click Install.

The bundle will now install. This can take up to several minutes to complete.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-bundle>

A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host failed to respond.

Error Message

A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host failed to respond.

Resolution

This message suggests NetSuite servers could be down or running slower than normal.

1. Check this page to see if NetSuite is having problems in your area: <https://status.netsuite.com/>

If the error persists, contact support@solution7.co.uk

Excel cannot access 'Solution 7.xla'. The document may be read-only or encrypted.

Error Message

Excel cannot access 'Solution 7.xla'. The document may be read-only or encrypted.

Resolution

This message means your anti-virus software is blocking Solution 7.

1. Check the anti-virus setting if any of the following files or paths are blocked:
 - C:\Program Files\Solution 7\Solution 7.xla
 - C:\Program Files (x86)\Solution 7\Solution 7.xla
2. In the anti-virus, create an exception, exemption, or rule to allow the blocked path.

If the error persists, contact support@solution7.co.uk

Failed to refresh 'NSSubsidiaries' – unable to find object definition.

Error Message

Failed to refresh 'NSSubsidiaries' – unable to find object definition.

Check that the correct adapters have been set in the configuration dialog and the "Config Path" has been set correctly in the registry.

Stack Trace:

Resolution

This message means you have the Standard edition of Solution 7 installed rather than the OneWorld edition.

1. Uninstall current version (Standard) and re-install the OneWorld version of Solution 7.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-solution-7>

Object reference not set to an instance of an object.

Error Message

Object reference not set to an instance of an object.

Stack Trace:

Resolution

This message suggests you must update Solution 7 to the latest version.

1. Update your Solution 7 software to the latest version from www.solution7.co.uk
2. Restart your computer.

For more details, see: <https://www.solution7.co.uk/downloads/setup-guides/install-solution-7>

If the error persists, contact support@solution7.co.uk

The connection number [n] is not valid.

Error Message

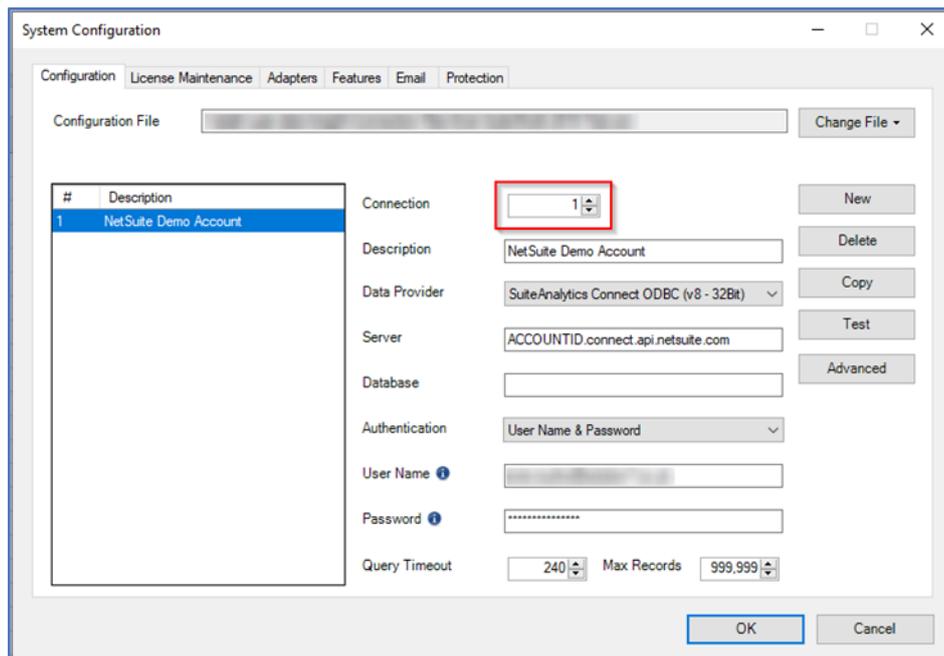
The connection number [n] is not valid.

Resolution

This message means you must set the connection number to 1 in the configuration file.

To set the connection number:

1. Change Connection to 1.



2. Update Description (without this step the connection number will not save).
3. Click OK.

If the error persists, contact support@solution7.co.uk

You do not have permissions to access web services feature.

Error Message

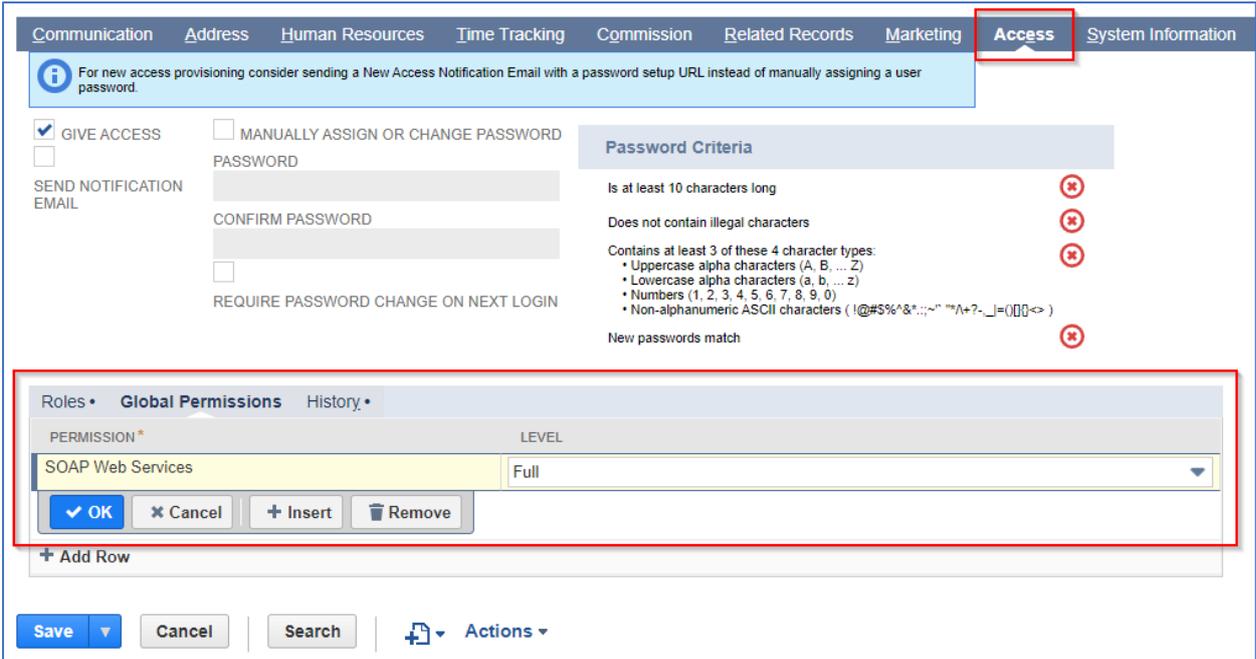
NetSuite reported the error: 'You do not have permission to access web services feature'.

You do not have permission to access web services feature.

Resolution

This message suggests the SOAP Web Services global permission on the user's employee record does not have 'Full' level access.

1. Login to NetSuite using an Administrator role.
2. Go to Setup > Users/Roles > Manage Users
3. From the list, select the user's name.
4. Click Edit.
5. Under Access > Global Permissions find the SOAP Web Services permission.
6. Change level to "Full" or remove the permission.



Communication Address Human Resources Time Tracking Commission Related Records Marketing **Access** System Information

For new access provisioning consider sending a New Access Notification Email with a password setup URL instead of manually assigning a user password.

GIVE ACCESS MANUALLY ASSIGN OR CHANGE PASSWORD

SEND NOTIFICATION EMAIL

PASSWORD

CONFIRM PASSWORD

REQUIRE PASSWORD CHANGE ON NEXT LOGIN

Password Criteria

- Is at least 10 characters long *
- Does not contain illegal characters *
- Contains at least 3 of these 4 character types:
 - * Uppercase alpha characters (A, B, ... Z)
 - * Lowercase alpha characters (a, b, ... z)
 - * Numbers (1, 2, 3, 4, 5, 6, 7, 8, 9, 0)
 - * Non-alphanumeric ASCII characters (!@#\$%^&*~:~"'/+?-_|=(){}<>)
- New passwords match *

Roles • **Global Permissions** History •

PERMISSION *	LEVEL
SOAP Web Services	Full

OK Cancel Insert Remove

+ Add Row

Save Cancel Search Actions

7. Click OK.
8. Click Save.

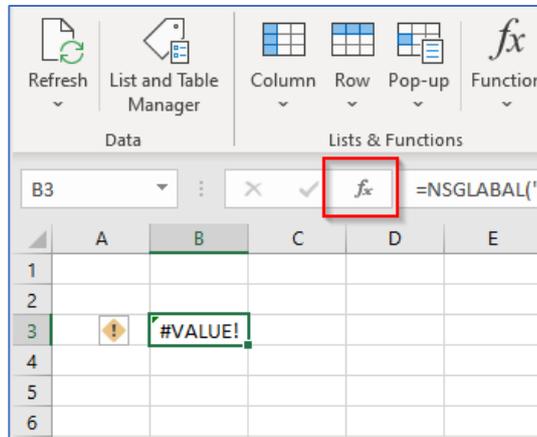
If the error persists, contact support@solution7.co.uk

#VALUE error in workbook

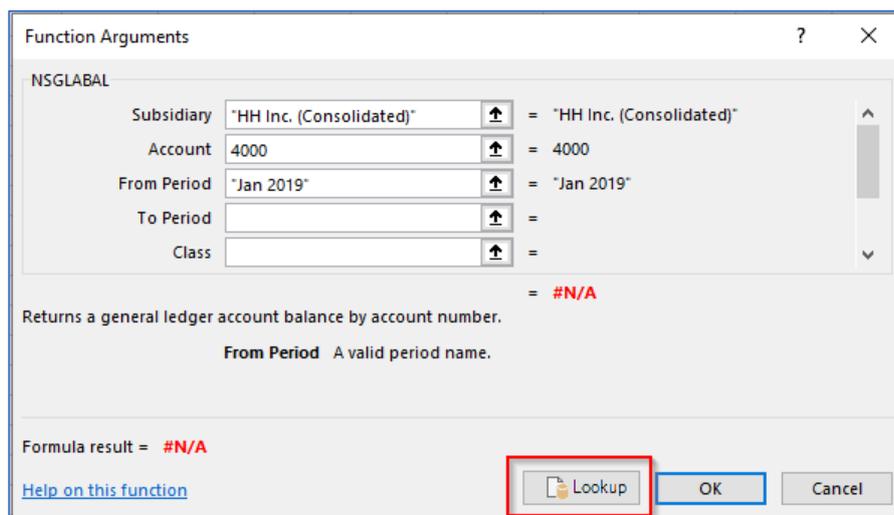
Resolution

#VALUE! in the cell suggests the function parameters have been entered incorrectly.

1. Select the #VALUE! cell and click the small *fx* button.



2. With your cursor in each function argument, use "Lookup" to select a value and ensure each field is entered in the correct format.



3. Click OK.

If #VALUE! persists, contact support@solution7.co.uk