Solution 7 Software Documentation Disclaimer and Copyright

Solution 7, Magdalen Centre, 1 Robert Robinson Ave, Oxford, OX4 4GA. www.solution7.co.uk

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Excel Financial Reporting

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

Contents

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.
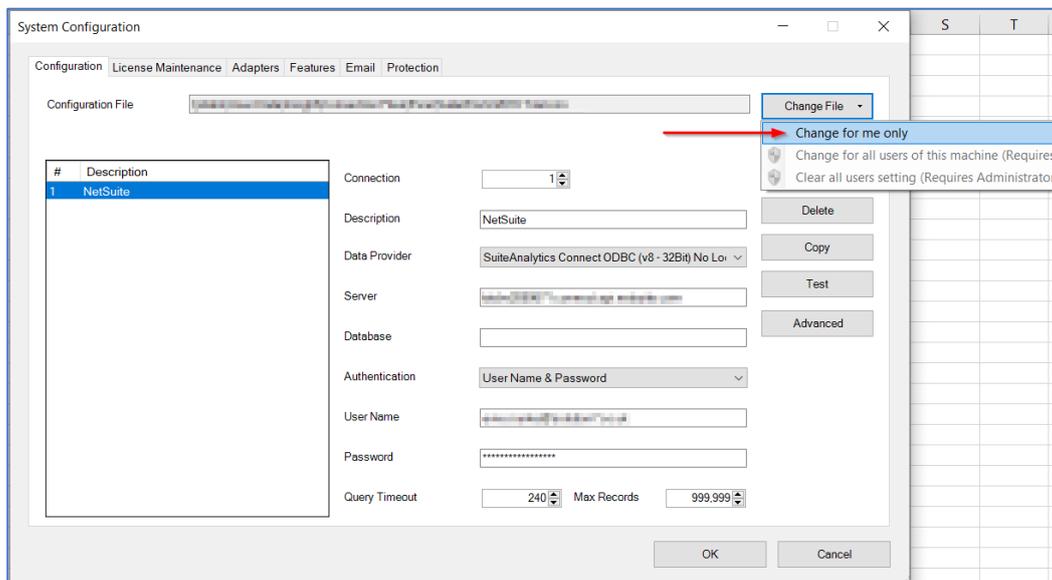
2. Select your configuration (.con) file.

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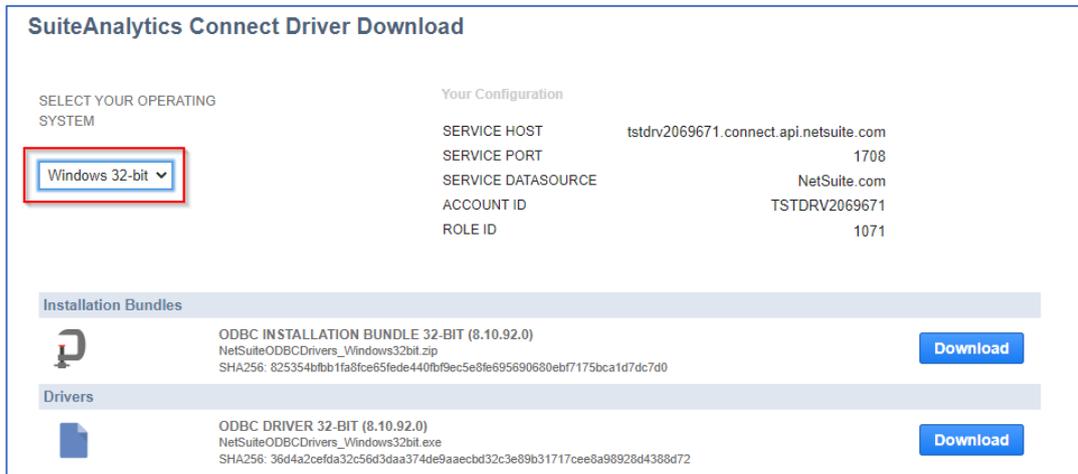
If the error persists, contact support@solution7.co.uk

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

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Excel Financial Reporting

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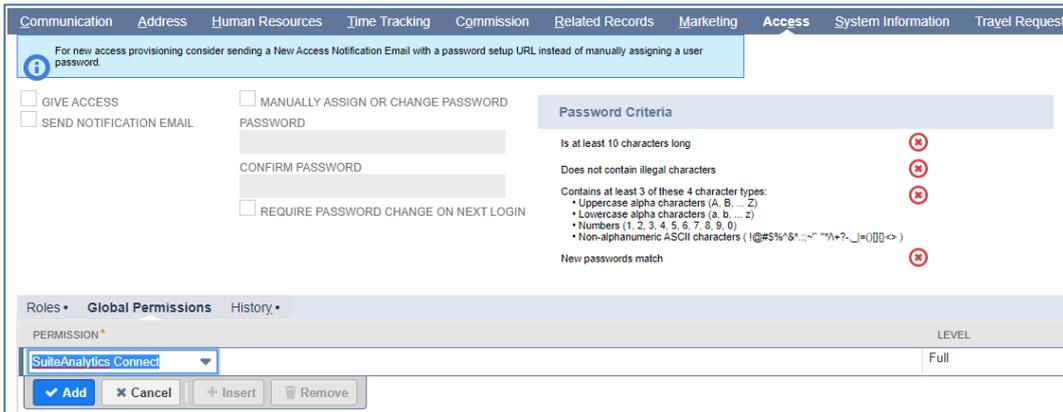
2. If you use role-based security, on the user's role check for 'SuiteAnalytics Connect' under Setup.

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

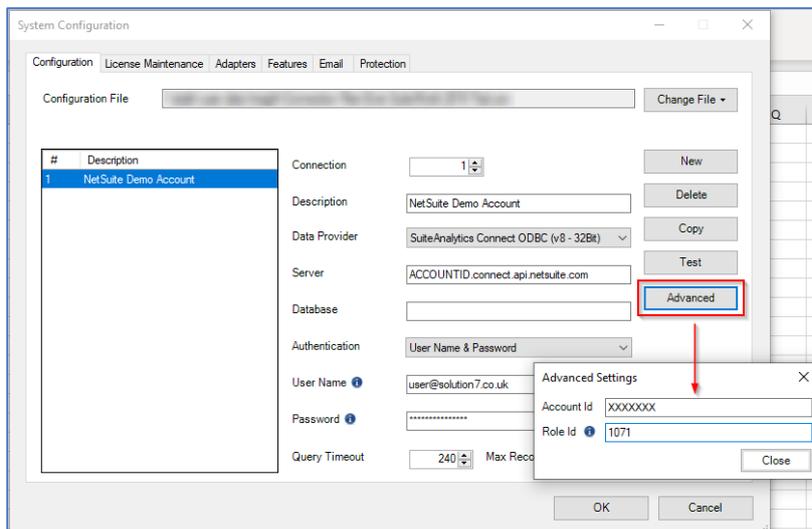# Check your login credentials (username and password) and connection attributes (account ID and role ID), and then try again.

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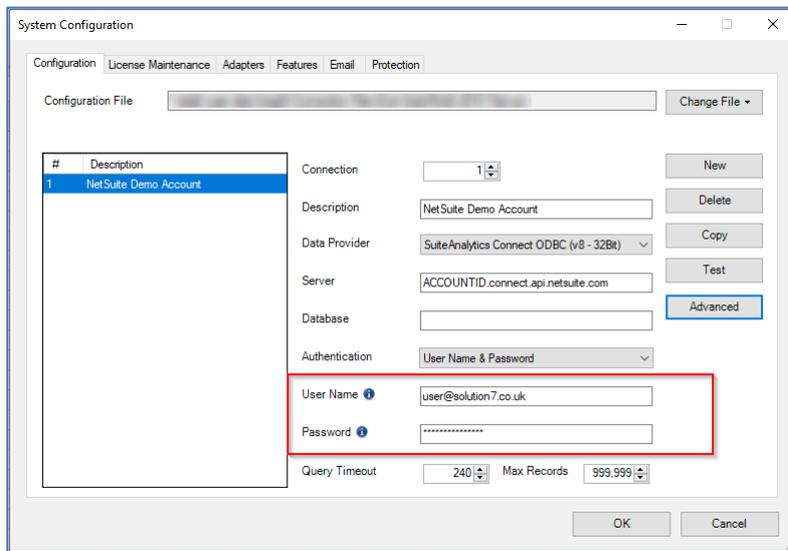
2. Ensure the role ID in the Advanced section is valid for the user.

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

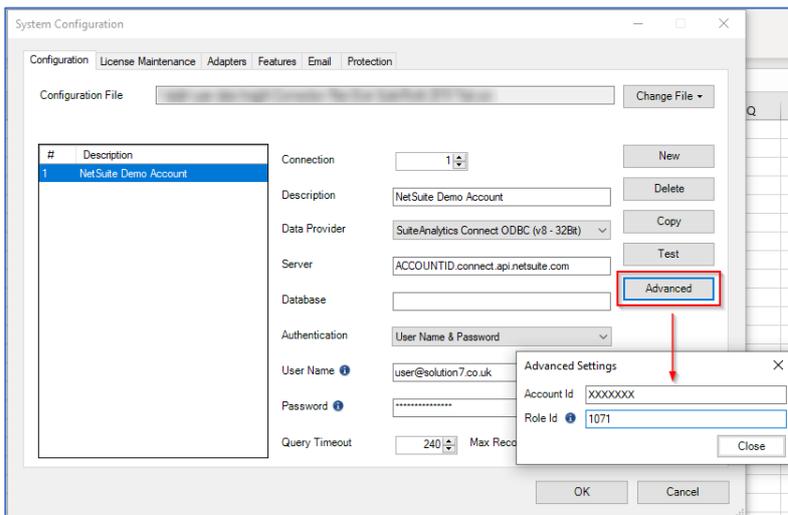# You have too many parallel connections opened via Connect service.

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

![solution7 logo]
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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.

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
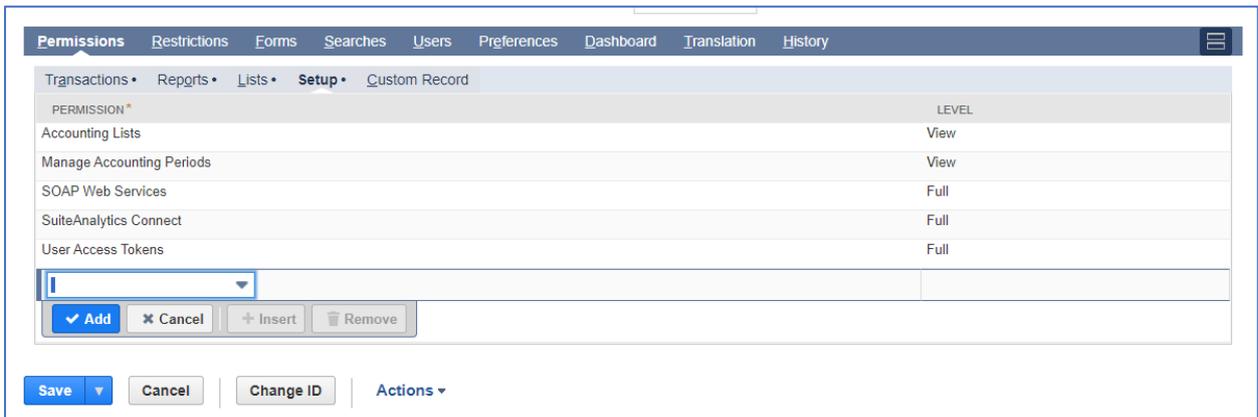
NetSuite reported the error: Two-Factor Authentication required.

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.
```
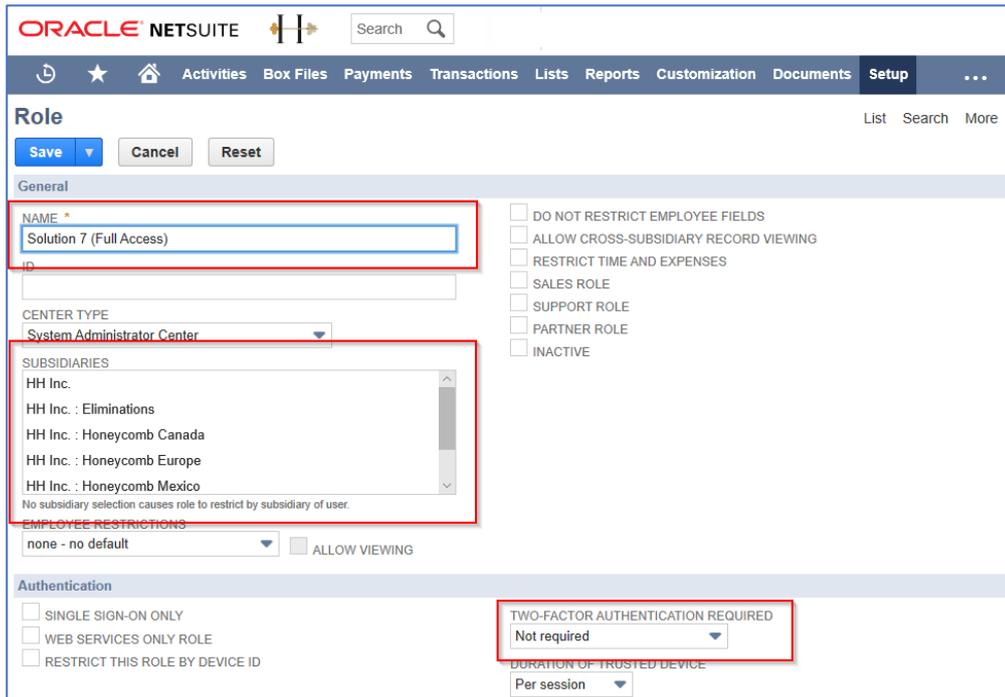
Resolution

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.**

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.
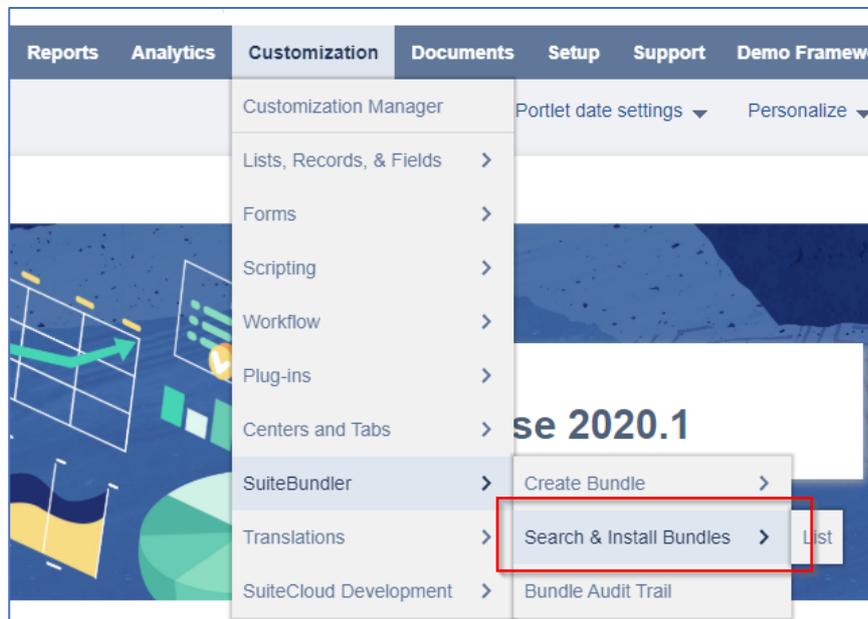
3. In KEYWORDS, enter 'Solution 7 Excel Financial Reporting' and click Search.

4. Select the 'Solution 7 – Excel Financial Reporting' bundle (ID 297018).
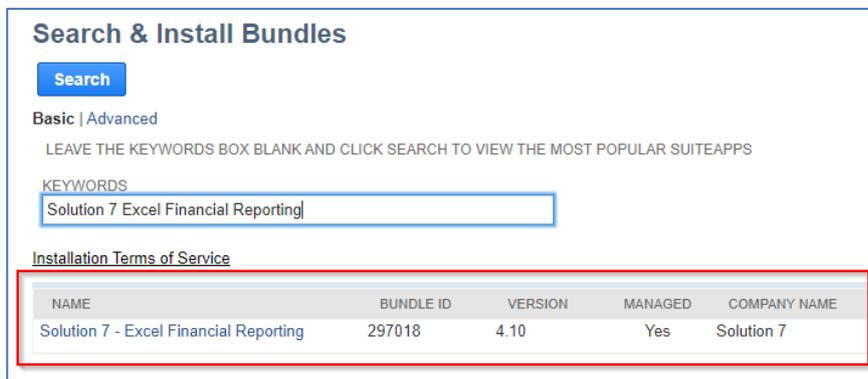
5. Click Install.

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

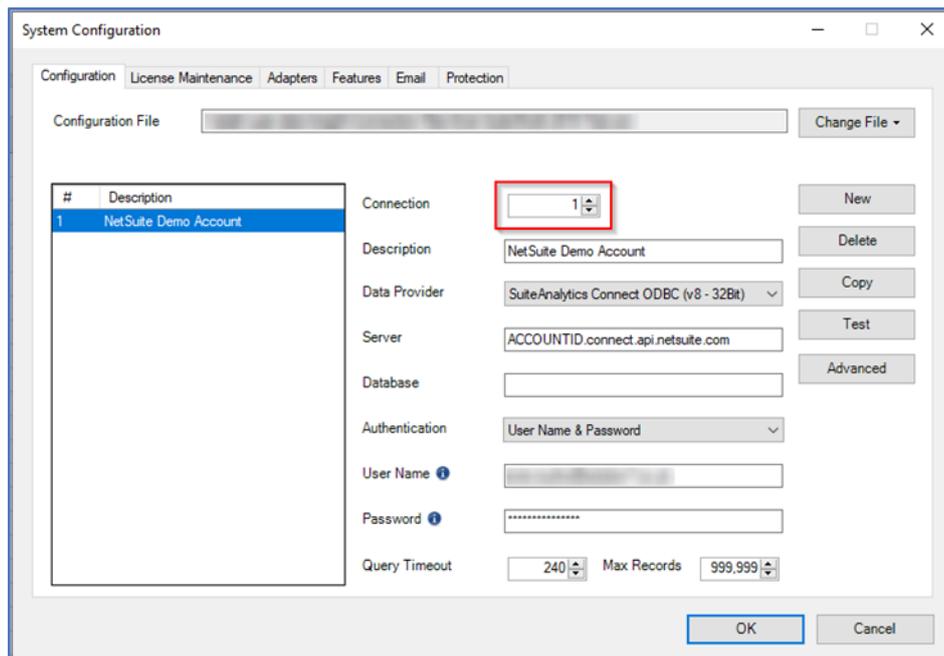# The connection number [n] is not valid.

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

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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.
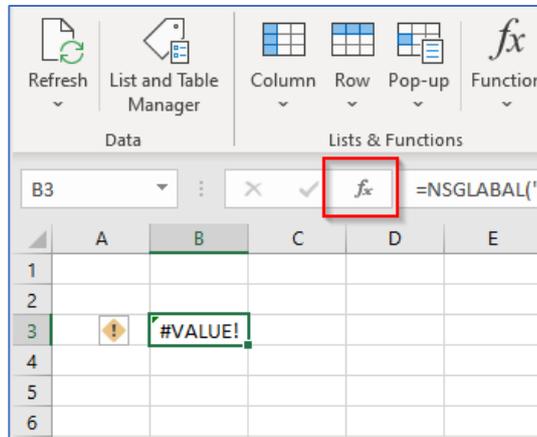

7. Click OK.

8. Click Save.

If the error persists, contact support@solution7.co.uk
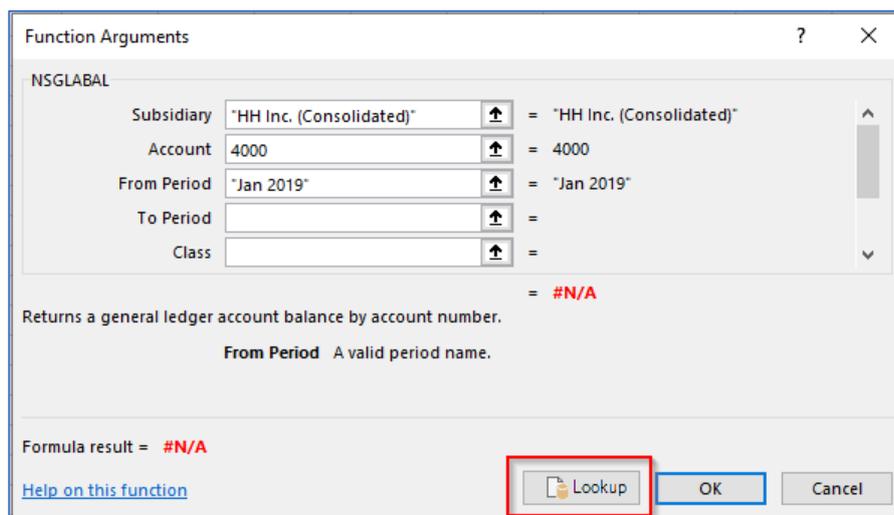
#VALUE error in workbook

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