

## **Frequently Asked Questions and Troubleshooting on Management tools:**

**PR Management Dashboard**

**CCM Summary**

**SR Management tool**

**Regional Dashboard**

Version 2, July 2017

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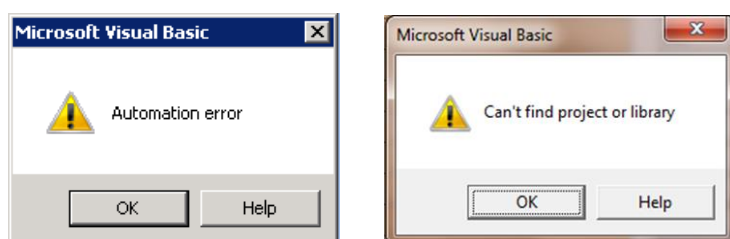
### 1. EXCEL DATA ENTRY APPLICATION

#### 1.1 I receive an error message when I try to run any macro or to export SR sheets.

This error usually appears when the user clicks on any button that has a macro assigned to it.

The user usually receives an error message in a pop up window that might say:

- Automation error
- Can't find project or library
- Missing Visual Basic library
- Compile error in hidden mode



To solve the message the file MSCOMCTL.OCX needs to be registered. Please follow the steps below:

1. Check if the system where the error appears is a 32 or 64 bits machine. You may check this by going to "Control Panel" -> "System"
2. Open the Data entry tool
3. Go to "Developer" tab -> select "Visual Basic". If the "Developer" tab doesn't appear in the top bar, go to "File" -> "Options" -> "Customize Ribbon" and check the "Developer" tab on the right column)
4. Double click on "PR data entry tools" (left column)
5. Enter the password
6. Click on "Tools" -> "References". If the "References" menu item is grey, click on "Run" and "Reset"
7. In the "References", you will see one ticked reference starting with the word "MISSING"
8. Click on "Browse"
9. If the machine is 32-bit, enter C:\windows\System32\MSCOMCTL.OCX in the "File name" box and "Files of type" select "All files". If the machine is 62-bit, enter C:\windows\SysWOW64\MSCOMCTL.OCX in the "File name" box and "Files of type" select "All files". Click "Open"
10. A new reference should have appeared, make sure you uncheck the one starting with "Missing"
11. Click "OK" and close the window
12. Save and close VB window

If an error message appears saying "Error loading dll", please fully disable the macros and try again.

### If the issue persists:

Ensure that you are using a 32 bit version of Microsoft Office and re-register the new OCX file:

1. Click Start, type "CMD".
2. Right-click the "CMD" icon, and then click "Run as Administrator".
3. Depending on your operating system:
  - For 64-bit operating systems, type the following:
    - Regsvr32 /u "C:\Windows\SysWOW64\MSCOMCTL.OCX"
    - Regsvr32 "C:\Windows\SysWOW64\MSCOMCTL.OCX"
  - For 32-bit operating systems, type the following:
    - Regsvr32 /u "C:\Windows\System32\MSCOMCTL.OCX"
    - Regsvr32 "C:\Windows\System32\MSCOMCTL.OCX"

### 1.2 I have Windows 2007 and Excel crashes when I try to create SR/PR sheets (even after checking the missing libraries).

---

If:

- Windows 2007
- Excel crashes when trying to create SR/PR sheets
- All steps from issue 1.1 with missing libraries have been followed

Solution: Please download and install SP3 for Office.

### 1.3 "Setup" sheet shows 0 or 1 instead of "tick" or "X".

---

To solve this conditional formatting issue:

1. Go to "Review" -> "Unprotect Sheet"
2. Right click on C5 (or any cell where the format is right), select the format painter and then click on the cell that has the issue. This will copy the format.
3. Go to "Review" -> "Protect Sheet"

The screenshot shows a spreadsheet with a list of items on the left and a table on the right. The list items are numbered 1 to 9, with checkboxes next to them. The table has a header row and several data rows.

INPUT IN ORANGE CELLS	
1 General Grant Information	✓
2 SR Names	✗
3 Create New SR Worksheets	0
4 Financial Thresholds	✗
5 Product Monitoring	✗
6 Indicator Mapping	✗
7 Refresh prog indicators list	✗
8 Programmatic Thresholds	✗
9 Period Dates Check	✓

Refresh prog indica
Actual Worksheets Pr
'Data PR1!'
'Data SR 001!'

- 1.4 The following error message appears when using the Excel file: "Your organization's policies are preventing us from completing this action for you. For more info, please contact your help desk".
- 



This error usually appears when the user clicks on any button and it is caused when Internet Explorer has been uninstalled.

To fix the issue, please install Internet Explorer.

- 1.5 When I try to upload the SR file, the following error message appears: "Security problem".
- 

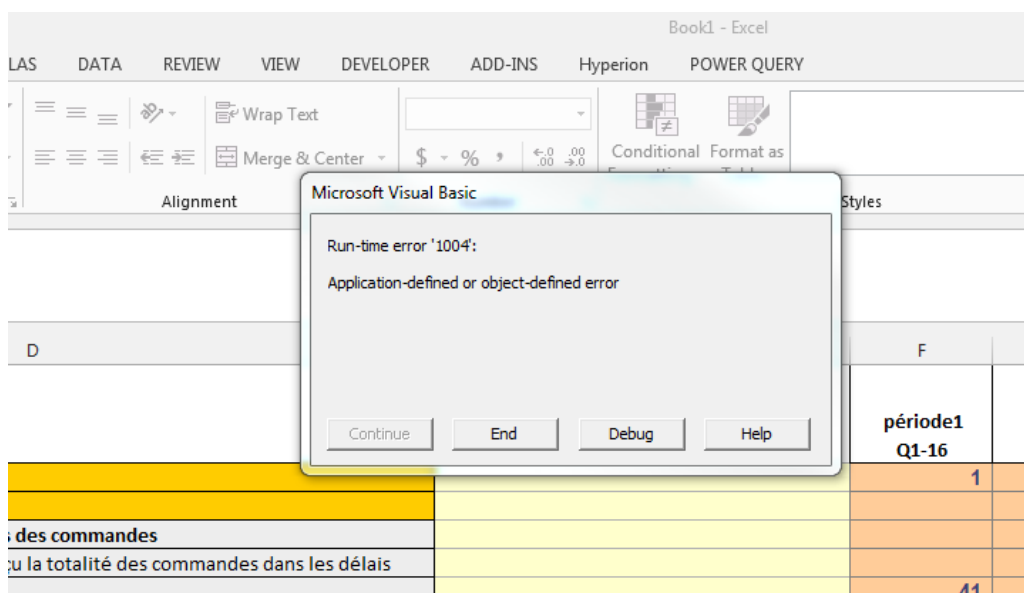
If the error "Security problem" appears when trying to upload a SR file, that means that there was a change in the indicator mapping in the Data Master tool. This change happened after the SR file was exported.

- 1.6 Error importing SR data entry sheet
- 

This error may occur because the name of the SR tab in the SR data entry sheet excel workbook may have been changed. Changing the SR data sheet's tab name to match the original name entered into the data master will fix this problem.

- 1.7 VB Error when exporting SR Data entry Sheet
- 

The error "Run-time error 1004" appears when trying to export a SR Data Entry Sheet.



Please ensure that there are no formulas into the SR cells. Formulas will prevent the code from executing.

	Commentaire	période1 Q1-16	période2 Q2-16	période3 Q3-16	période4 Q4-16	période5 Q1-17	période6 Q2-17	période7 Q3-17	période8 Q4-17
Retour au menu	Actualiser activation								
Formulaire de saisie de									
Rapports programmatiques prévus		1	1	1	1	3			
Rapports programmatiques retard						3			
Nombre de sites de traitement qui ont soumis des commandes						7			
Nombre de sites de traitement n'ayant pas reçu la totalité des commandes dans les délais						-			
Nombre de sites de traitement		7	7	7	7	7			
Nombre de sites de traitement avec des ruptures de stock		7	1	-	3	-			
Nombre de rapports de stocks prévus		21	21	21	21	21			
Nombre de rapports de stocks en retard		3	3		21	-			
C-4 : Nombre de personnes des groupes à risque ciblés recevant des moustiquaires imprégnées d'insecticide de longue durée d'action ciblées		1,144	2,288	3,432	4,576	=C:			
C-4 : Nombre de personnes des groupes à risque ciblés recevant des moustiquaires imprégnées d'insecticide de longue durée d'action ciblées		166	592	2,736	3,814	Users\Avissil\corrigé07042017.xls\Cibles_trim1			
M-1a : Nombre de cas suspects de paludisme soumis à un test parasitologique dans les établissements de santé publics cibles		8,088	16,175	24,263	32,351	N57			

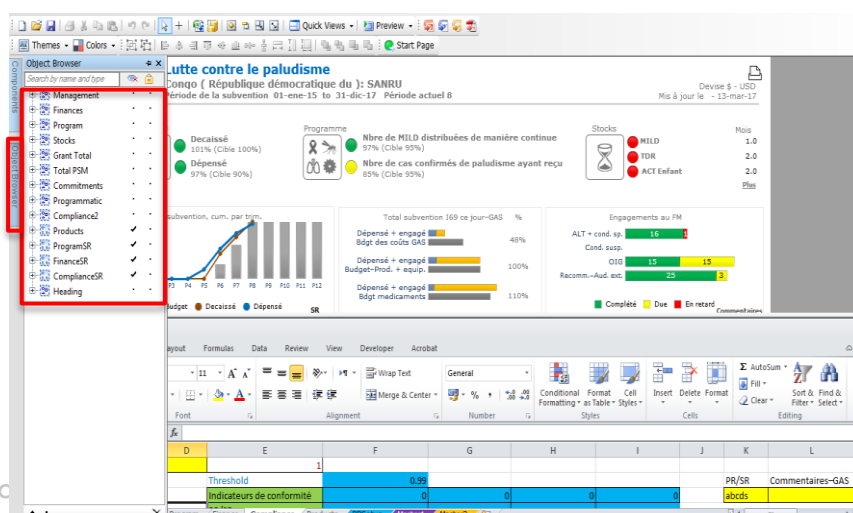
## 2. VISUALIZATION

2.1 When the “Compliance indicators” option is selected, the colours that appear as red and green do not match the values.

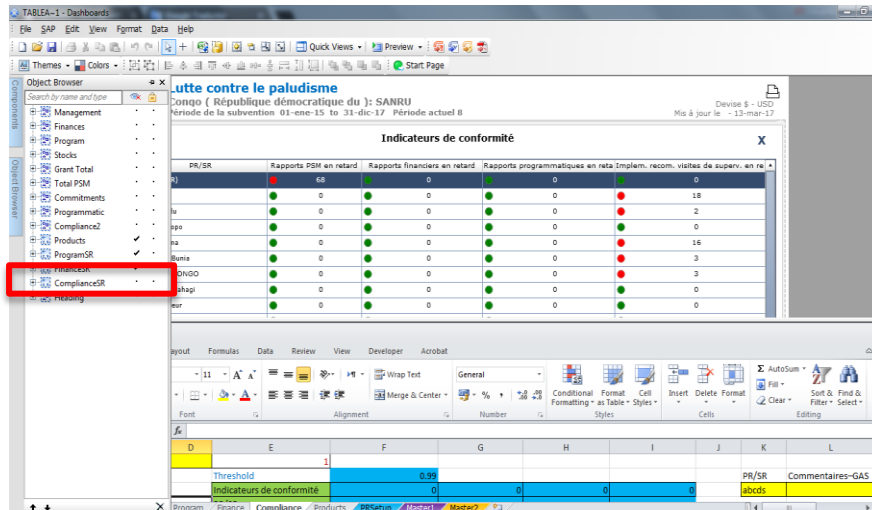
Indicateurs de conformité				
PR/SR	Rapports PSM en retard	Rapports financiers en retard	Rapports programmatiques en ret.	Implem. recom. visites de superv. en r
SANRU (PR)	65	0	0	0
ADRA	0	0	0	18
APEC Kindu	0	0	0	2
APEC Tshapo	0	0	0	0
BOOM Boma	0	0	0	16
CARITAS Bunia	0	0	0	3
CARITAS CONGO	0	0	0	3
CARITAS Mahagi	0	0	0	0
CDI Equateur	0	0	0	0
CDI Mongala	0	0	12	0
CDI Sud Ubangi	0	0	0	0
CRF	0	3	3	6
CRS	0	2	0	0
ECC Cataractes Lukaya	0	0	0	0
ECC Kinshasa Ndjili	0	0	0	0
FARDC	0	0	0	0
PDSS Kasai	0	0	0	0
PDSS Kasai central	0	0	1	0
PDSS Kasai Oriental	0	1	0	2
PDSS Kinshasa	0	1	2	0

This is one of the most frequent issues while using the dashboard. For some reason, the software requires a refresh to the links of the compliance indicators. This is a software error (and the issue is with the .xlf file). To fix this, please follow the below steps:

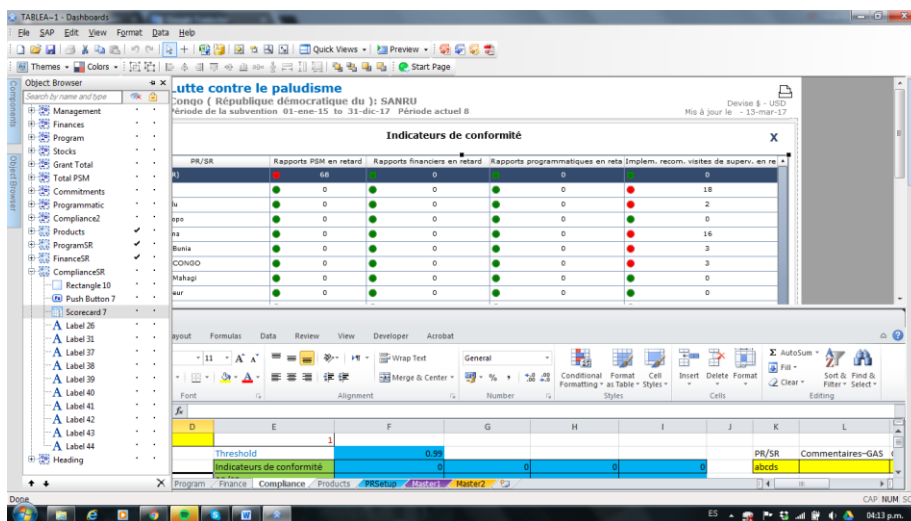
1. Open the .xlf file using the SAP software.
2. On the left side select “Object Browser”.



3. Activate the “Compliance” sheet by clicking on the “check” sign (the compliance indicators will appear on the screen).

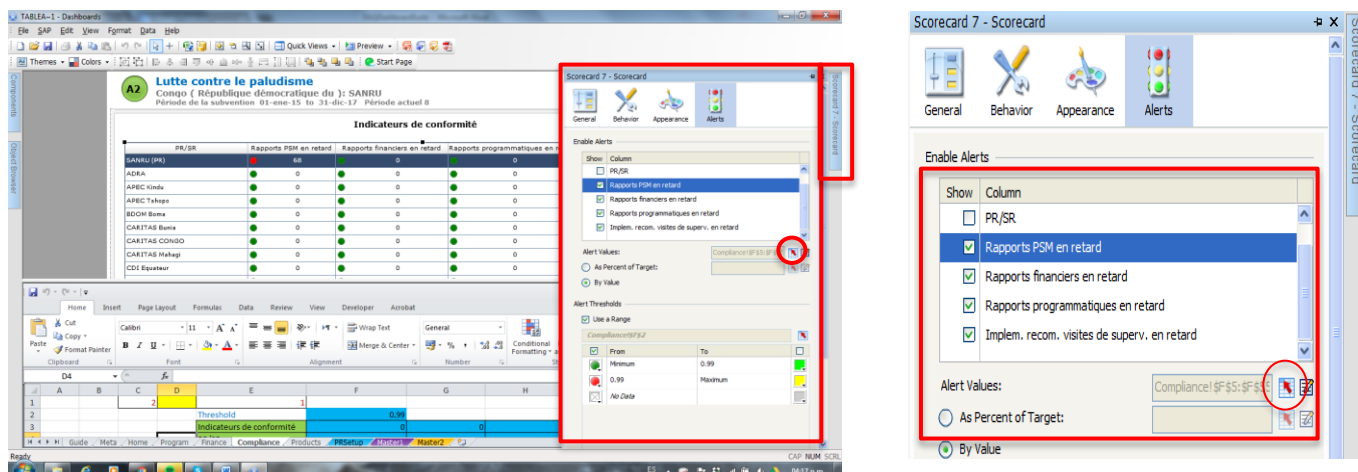


4. Display the items on the Compliance Indicators sheet by clicking on the "plus" sign and selecting the item "Scorecard 7".

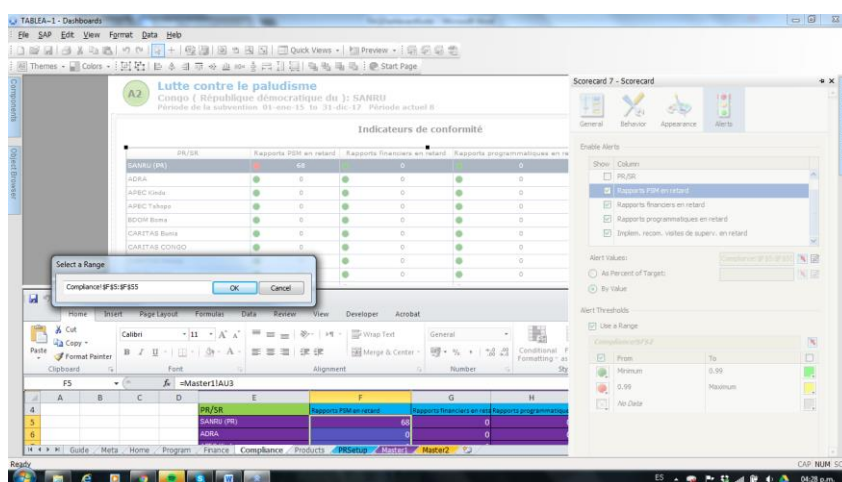


5. Display the properties by clicking on the "Scorecard 7" tab on the right side of the screen. You will see the names of the five titles of the table, select the second title and click on the first arrow next to “Alert Values”.





6. Then click "Ok" when the "Select a Range" dialogue box appears.



7. Repeat this procedure for the next three titles.

## 2.2 All the data is entered into the PRDB data master, yet the dashboard that is produced in SAP is blank

This problem has to do with misalignment of dates and periods in the general grant information section.

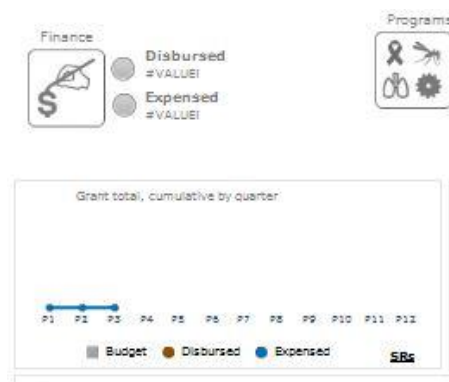
If you change the current period to Q3- 17 and then try and produce a dashboard, the data should appear.

General Grant Facts	
Language	English
Country:	Ficticia
Grant Title:	Getting To Zero TB De
Grant Number	XX-101-X01-X-05
PR Name	Ministry of Health
Last Rating	A2
Phase Start Date:	01-Jan-17
Phase End date	31-Dec-17
Component	TB
Round	NFM
Currency	\$ - USD
Date of Last Rating	30-Jun-15
Current Period	Q3-15
Current Period No.	#N/A
Last updated:	09-Nov-15

## 2.3 All the data is entered into the PRDB data master, but the dashboard doesn't show anything related to PR data

### Symptoms:

- You have filled in or updated all PR related data
- You export the dashboard but you see:
  - REF or VALUE error under the financial information
  - 'Commitments with Global Fund' section doesn't match the data entered in the Data Master file
  - The data on the Programmatic indicators that the PR is reporting doesn't match the data entered in the Data Master File



### Solution:

The issue arises when in column J of the tab "PR Setup" there is no data for cells J4 and J5. Normally, in the clean master files these cells are filled in with the Actual Worksheet Name.

Total SRs	5	Total SRs created	3	
PR/SR	PR / SRs Names	Sheet Name Templates	Actual Worksheets Present	Definition Header
PR1	Plan International Liberia (PR)	Data PR1		PR1 Plan ...
SR1	Data SR 001	Data SR 001		SR1 Data ...
SR2	Bomi	Data SR 002	'Bomi'!	SR2 Bomi
SR3	Lofa	Data SR 003	'Lofa'!	SR3 Lofa
SR4	Nimba	Data SR 004	'Nimba'!	SR4 Nimba
SR5	Margibi	Data SR 005	'Margibi'!	SR5 Margi...
SR6		Data SR 006		SR6

In order to fix the issue:

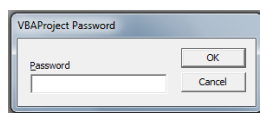
- Type “Data PR1!” in cell J4
- Type “Data SR 001!” in cell J5

Total SRs	5	Total SRs created	5	
PR/SR	PR / SRs Names	Sheet Name Templates	Actual Worksheets Present	Definition Header Template
PR1	Plan International Liberia (PR)	Data PR1	'Data PR1'!	PR1 Plan ...
SR1	Data SR 001	Data SR 001	'Data SR 001'!	SR1 Data ...
SR2	Bomi	Data SR 002	'Bomi'!	SR2 Bomi
SR3	Lofa	Data SR 003	'Lofa'!	SR3 Lofa
SR4	Nimba	Data SR 004	'Nimba'!	SR4 Nimba
SR5	Margibi	Data SR 005	'Margibi'!	SR5 Margi...
SR6		Data SR 006		SR6
SR7		Data SR 007		SR7
SR8		Data SR 008		SR8

## B. SR MANAGEMENT TOOL

### 3. EXCEL DATA ENTRY APPLICATION

- 3.1 Every time I open or close the SRMT, the password entry message appears.



The tool requires at least **Excel 2010 32 bits**. If opened in a previous version of Excel, you will immediately receive a warning that you must enter a password. It is an abnormal behavior and this is because SRMT uses code internally to ensure that the sheets are properly protected. Excel is sensitive in the way it encrypts passwords and this varies from one version to another.

The solution is to press the <Cancel> button or the <ESC> key several times until the message disappears.

- 3.2 When I open the SRTM, the macros don't run and it allows me to enter data into the protected cells.

This happens when you open the tool on computers with Excel version lower than required. The macros do not work correctly and as a result they corrupt the spreadsheets. The same issue may appear if the macros are not enabled or when you are using a 64-bit version of Excel.

To solve this problem it is important to have installed the correct version of Excel for which the SRMT was designed.

- 3.3 When I enter the dates, they appear in a different format. I enter the dates in dd/mm/yyyy format and they appear as dd/mm/aaaa.

Regarding the dates, all tools are sensitive to the language that has been selected upon the Excel installation. Excel will automatically translate the months to the selected language.

- 3.4 During the creation of the annual plan, I copied and pasted several financial files into the SRMT tool. When I did this, the links of the source files were saved in the SRMT. Now, every time I try to open the tool, I see an error message.

Copying and pasting from other files into the SRMT tool is strongly discouraged. As a Super configurator, you need to understand which parts of the SRMT are the most vulnerable to become corrupted when users attempt to copy and paste data into these sections.

The below sections inside the red boxes are the sections where you are allowed to copy and paste. Please make sure to paste only the values and not the formulas.

We suggest that every time you copy and paste data into the SRMT, you follow the below steps:

Copy -> Paste -> Value.

This will prevent you from accidentally copying the links from other files into the SRMT.

**Remember, DO NOT copy and paste into the blue color rows.**

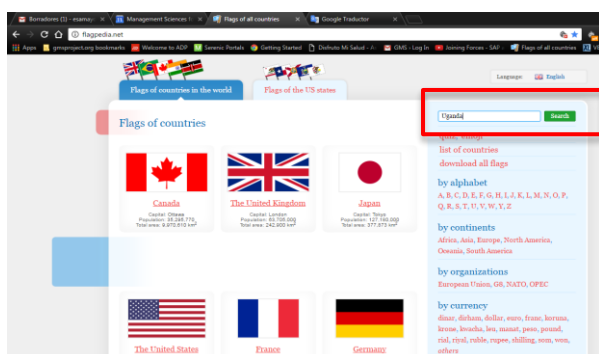
## C. CCM SUMMARY TOOL

### 4. GENERIC QUESTIONS

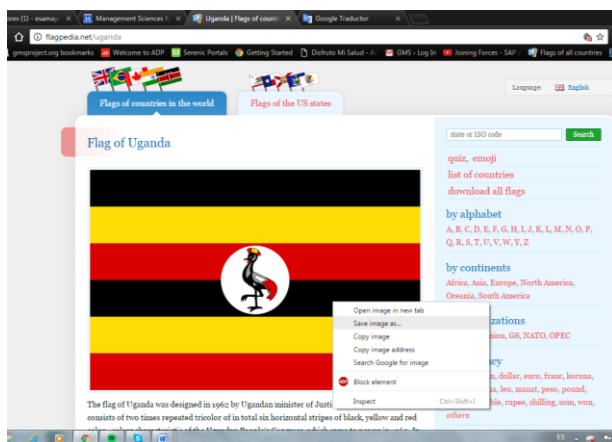
#### 4.1 I am having difficulties importing the flag into the CCM Summary. What should I do?

To make changes to a flag in the CCM Summary, follow the steps:

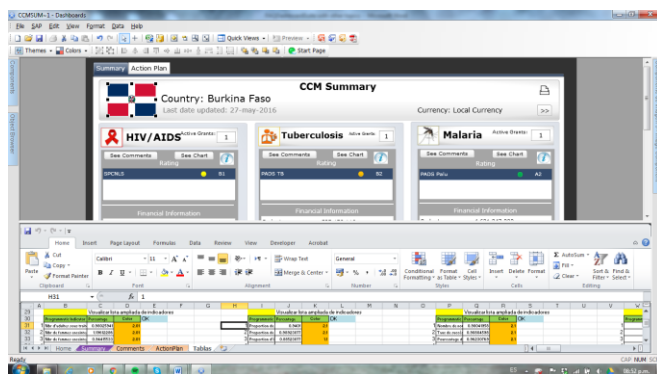
1. Enter in [www.flagpedia.net](http://www.flagpedia.net) and type the name of the country in the "search" option.



2. The country flag will appear, right click on the flag and select "Save image as" and save it to your computer.



3. Open the CCM Summary that you want to modify and click on the flag.

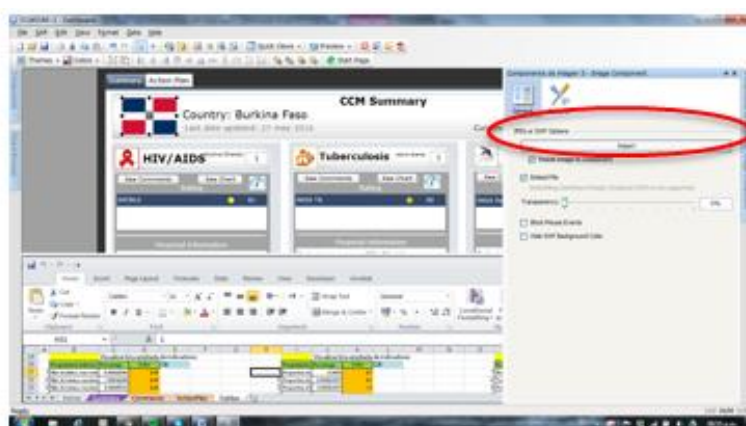




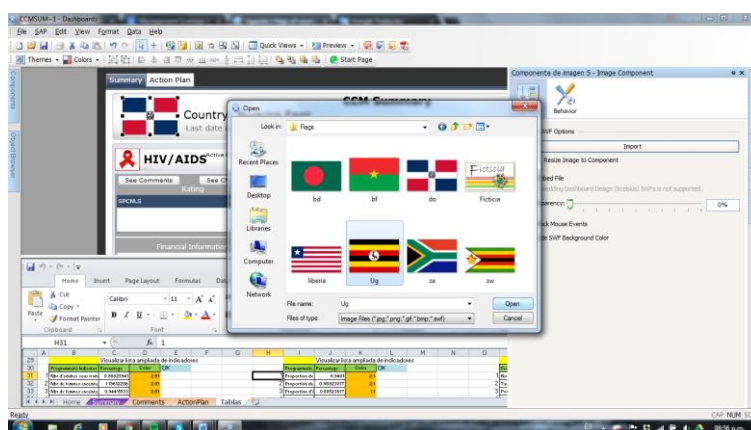
4. Display the flag options by clicking on the tab "Image component" that appears on the right side of the dashboard.



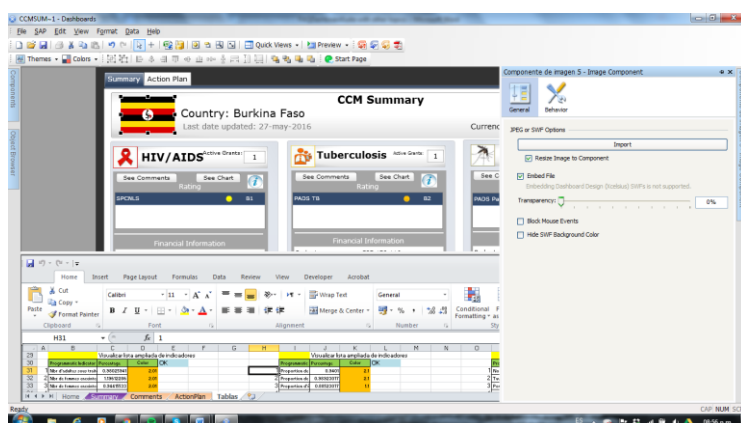
5. Select the option "Import".



6. Select the country flag.



7. Then press “OK” and save your work.



4.2 The information regarding the “last rating” appears correctly for one PR but for another PR the message "Please select" appears instead.

This happens when the PR has not assigned a "Last rating" in the data master. We suggest to review the PR data master and to make sure that it has the complete information.

4.3 I am in the process of integrating several PR Dashboards into the CCM Summary. What happens when PRs have different thresholds in the programmatic indicators and are unified in the CCM Summary?

Given that the users of the CCM Summary are all members of the CCM, it was decided that the results of the PR indicators will be compared with the thresholds that are regulated by the Global Fund. This also applies to financial information.

4.4 Is it possible to increase the number of products in the stock levels section? The PR has more than 15 products.

Unfortunately not. The CCM Summary presents the most important information, so we suggest that the PR prioritizes the most important products in the first 5 rows of the PR Dashboard, so that they appear in the CCM Summary.



## D. REGIONAL DASHBOARD

### 5. GENERIC QUESTIONS

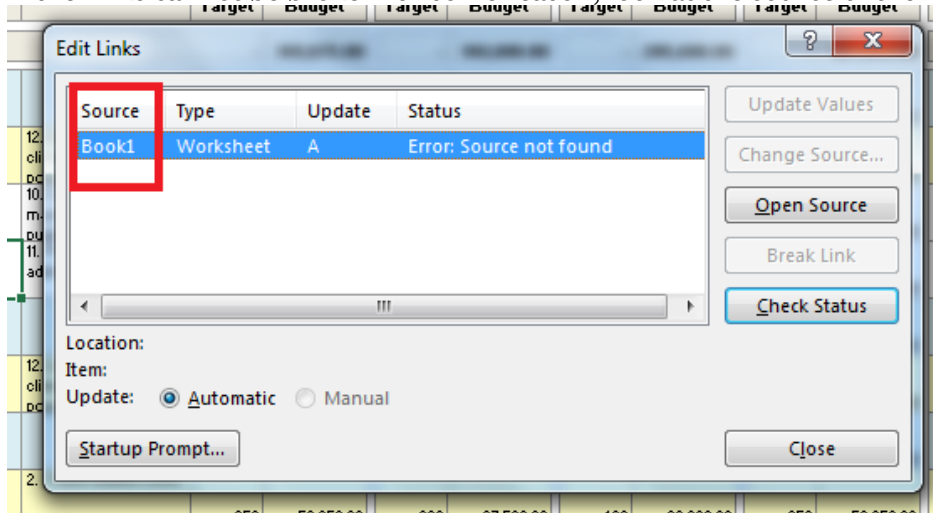
## E. GENERIC QUESTIONS APPLIED TO ALL TOOLS

### 6. EXCEL DATA APPLICATION

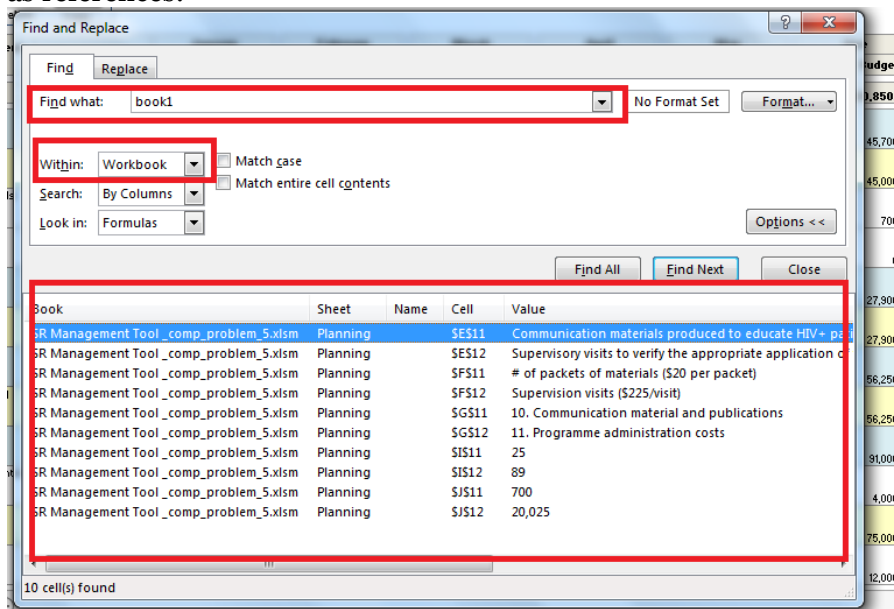
#### 6.1 Links not found error in the excel data master files

This is a problem that occurs when information was pasted into an excel file but remains linked to another excel file, when the links can no longer be found (eg because the file is now on a different computer) the error message pops up. To solve try the following:

1. Break the links and save the file
2. If the links cannot be broken for some reason, look at the source of the link:



Do a ctrl-f in the whole workbook for this source to find which cells have these links as references:



And then paste the contents of the cells back into the cells as values.

Save the file.

- 6.2 I have entered and updated data in the Excel Master Data sheet but it doesn't recalculate the new values.
- 

Ensure that the option Formulas -> Calculation Options is set to Automatic.

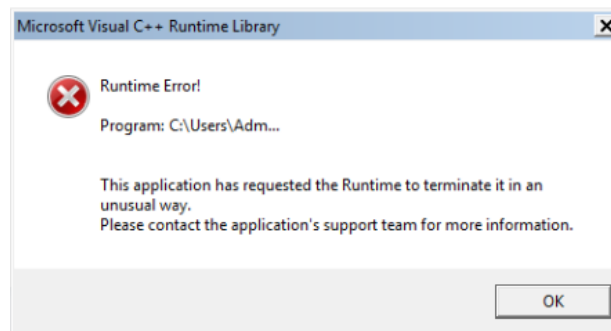
## 7. SAP VISUALIZATION

- 7.1 The following messages appear when both the SAP software and Excel are open: "Xcelsius has stopped working" or "Component Busy".
- 

Possible solutions:

- Please close any Excel applications that might be open.
- Open the task manager (Ctrl-Alt-Del) and close all Excel services running in the background.
- Close and re-open the software.
- Close the software and double click on the .xlf file.
- Try without internet connection.

- 7.2 The following messages appear during installation or when opening the SAP software: "Script error" or "Runtime Error".
- 



Possible solutions:

- Before installing the software, ensure that you have unzipped and saved the folder in your computer. You should not try to run the .exe file through the zip folder.
- Before opening the software, right click on its icon and select "Run as administrator" (even though the user might be an administrator on the computer)
- Ensure that Excel is not open
- Open the task manager (Ctrl-Alt-Del) and close all Excel services running in the background
- Try to install or open the software after closing the Internet connection
- Ensure all Windows updates have been completed
- If you have Windows 7, ensure that Service pack 1 is installed
- If you have Office 2016, ensure that you have Windows Service Pack 3 installed
- If the error appears before finishing the installation: Uninstall SAP and reinstall with only English as language selected. You might want to download an uninstaller software.
- Ensure that you don't have 2 versions of Office installed

- Ensure that you have a genuine version of Windows. The software can't be installed in pirated versions
- Ensure that you have a genuine and activated version of Office
- Run an antivirus scan (the issue could be related to malware or viruses)
- Follow the below steps:
  - o Completely uninstall SAP BusinessObjects BI 4.1 -> See attached file 1691555 - How to completely remove / uninstall SAP BO BI 4.0 from the system
  - o Remove any Microsoft Visual C++ 2005 components currently installed
  - o Download and install the Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package MFC Security Update x86 and x64 executable from <http://www.microsoft.com/en-us/download/details.aspx?displaylang=en&id=26347>
  - o Reinstall SAP BusinessObjects BI 4.1

### 7.3 I'm not able to completely uninstall the SAP software.

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Here are the instructions for completely uninstalling the SAP software

- a. First, the user should make sure that they have backed up all the old dashboard files before deleting any folders or registry entries.
- b. Go to Start > All Programs > Control Panel > Add or Remove Programs and uninstall all the SAP BO patches in the reverse order.
- c. Select the base install of SAP BusinessObjects BI (SAP BusinessObjects BI platform 4.0), click on remove.
- d. Once it is finished, reboot the server once.
- e. Remove SAP BusinessObjects folder from <Install Directory>Program Files.
- f. Click on Start > Run > type regedit, which will open Windows registry window.
- g. Right click on "My computer" and take the backup entire registry by clicking on export.
- h. Clean the following location in the registry
  - i. HKEY\_CURRENT\_USER\Software\Business Objects
  - ii. HKEY\_CURRENT\_USER\Software\SAP Business Objects
  - iii. HKEY\_LOCAL\_MACHINE\Software\SAP Business Objects
  - iv. HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\SAP Business Objects
- i. Go to C:\documents and Settings\Administrator\Local Settings\Temp. The Local Settings folder may be hidden.
- j. Click on enable the option for "Show hidden files and folder" and uncheck the option for "Hide protected operating system files (Recommended)".
- k. Backup the Temp folder and delete all the files inside Temp. Don't delete the Temp folder.
- l. Go to <operatingsystemdir>\WINDOWS. ( For Example : C:\Windows\)
- m. Search for "Installer" directory and open the directory. If the directory is hidden then enable Hidden Folder View from the Folder Option in Operating System.
- n. In the folder view, right click on the columns at the top and select "Author" to make that column visible.
- o. Click on the Author column to sort the files by Author.
- p. Delete all the files with "SAP Business Objects" as Author.
- q. Reboot the machine.
- r. Once these steps have been followed, the is ready to do a fresh installation of SAP BusinessObjects BI 4.0 /4.1 / 4.2 using the instructions provided in the User Guide

#### 7.4 When I produce an interactive dashboard file in PowerPoint, the dashboard itself is not visible.

---

Users might receive the following error message in addition to seeing a blank page: "Some controls on this presentation cannot be activated. They might not be registered on this computer."

Possible solutions:

- Click on File->Save as and save it as type "PowerPoint Macro-Enabled presentation (.pptm)". Close the file and open the .pptm.
- Uninstall & reinstall latest Adobe flash player (many times the original installation is not properly completed).
- Export to flash and open the SWF file directly in Internet Explorer (don't use PowerPoint at all).

Remember: the PowerPoint presentation appears only when in slide show/presentation mode (click on the "Slide Show" icon on the bottom right of the page).

#### 7.5 When I produce an interactive dashboard file in PowerPoint, I'm able to see the dashboard, but the mouse keeps disappearing as I move around within the file.

---

Please install latest version of Adobe Flash Player.

#### 7.6 When I produce an interactive dashboard file in PDF, the dashboard itself is not visible.

---

Possible solutions:

- The pdf export doesn't work with Adobe Edge or Adobe Reader X, please ensure that you have downloaded and installed Adobe Reader DC.
- Uninstall & reinstall latest Adobe flash player and Adobe Reader (many times the original installation is not properly completed).
- Usually a yellow bar appears at the top of the page when trying to open the PDF. The link in the bar is sending to a page that indicates what needs to be downloaded. Please ensure that you have installed the Active X plugin:  
<https://helpx.adobe.com/acrobat/using/flash-player-needed-acrobat-reader.html>

#### 7.7 My computer already has an SAP accounting system installed on it. After I installed SAP Dashboard design software on my computer, I was unable to access to open the SAP Dashboard design.

---

When a computer has already an SAP accounting system installed, it keeps Excel open permanently. This causes conflict when opening or installing other SAP software on the same computer.

If your computer has already an SAP software installed, we suggest two things:

1. Install SAP dashboard as a new user on the same computer, or
2. Close Excel from the Start task manager and install the software as a new user.

- Please close any Excel applications that might be open
- Open the task manager (Ctrl-Alt-Del) and close all Excel services running in the background
- Install the software.

7.8 There is programmatic data entered into the data master for SRs, but it is not showing up in the final dashboard.

---

This occurs because the setting of the number of rows that SAP needs to read from an excel input file has not been set correctly. To rectify, open an xlf SAP file, then change the number of rows by selecting **File-> Select Preferences-> Select Excel Options -> Select Maximum Number Of Rows -> Change 512 to 2000**

## 8. GENERIC QUESTIONS

8.1 What are the various versions of SAP dashboard software, and which version should I use. Also, where do I download them from?

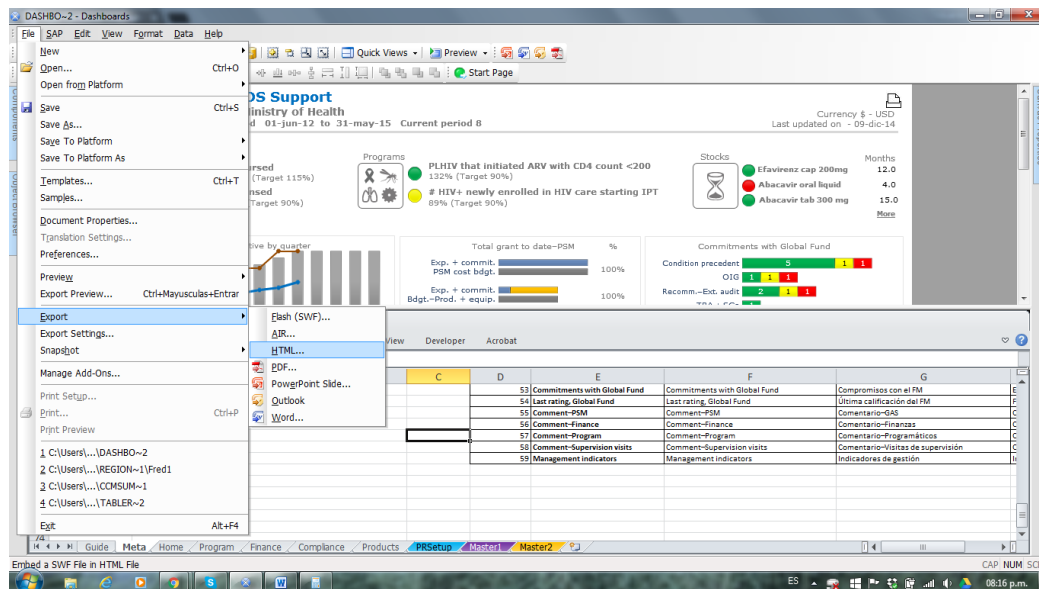
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- 4.2 SP3 (latest version):  
<https://www.dropbox.com/s/2nnr29vy5jsymit/51051288.zip?dl=0> or  
<https://www.sapstore.com/solutions/99046/SAP-Crystal-Dashboard-Design-2016>  
 (the access to the SAP link depends on the country of residence)
- 4.1 SP6: <https://www.dropbox.com/s/aaau1x9u3yq2z8y/51049596.zip?dl=0>
- SAP ver. 2011 (version with the tool was designed)  
<http://downloads.businessobjects.com/akdlm/dashboarddesign/51044676.ZIP>

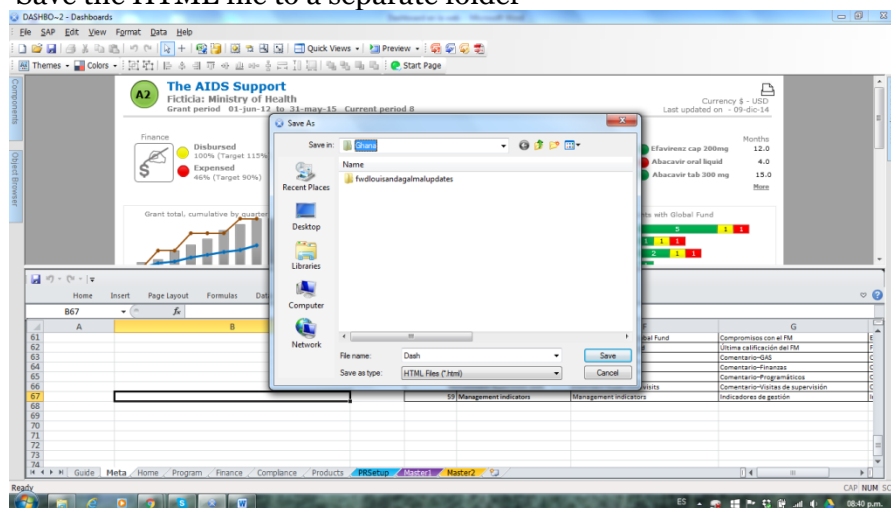
8.2 Putting interactive dashboards on a website

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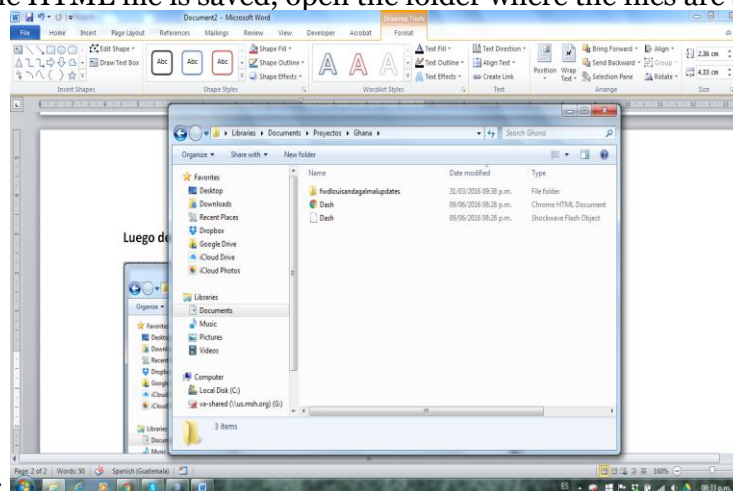
1. Open the dashboard canvas file in SAP (file with extension .xlf)
2. In the File menu, click on Export and then on HTML (this will take a few minutes):  
File > Export>HTML



3. Save the HTML file to a separate folder



4. Once the HTML file is saved, open the folder where the files are saved; 2 files will



appear:

5. Open the html file in a web browser to ensure that the dashboard exported properly

6. Once you confirm that the HTML file works, add the dashboard to your webpage. This process will require IT support as it's necessary to manipulate the webpage's code by inserting the dashboard visualization code, which looks as follows:

```
<HTML>
<HEAD>
<TITLE>dashboard_try.swf</TITLE>
</HEAD>
<BODY>

<OBJECT classid="clsid:D27CDB6E-AE6D-11cf-96B8-444553540000"
codebase="http://fpdownload.adobe.com/pub/shockwave/cabs/flash/swflash.cab#
version=9.0.0.0"
WIDTH="1024" HEIGHT="768" id="myMovieName">
<PARAM NAME="movie" VALUE="dashboard_try.swf">
<PARAM NAME="quality" VALUE="high">
<PARAM NAME="bgcolor" VALUE="#FFFFFF">
<PARAM NAME="play" VALUE="true">
<PARAM NAME="loop" VALUE="true">
<PARAM NAME="bgcolor" VALUE="#FFFFFF">
<EMBED src="dashboard_try.swf" quality=high bgcolor=#FFFFFF
WIDTH="1024" HEIGHT="768"
NAME="myMovieName" ALIGN="" TYPE="application/x-shockwave-flash"
play="true" loop="true"
PLUGINSOURCE="http://www.adobe.com/shockwave/download/index.cgi?P1_Pro
d_Version=ShockwaveFlash">
</EMBED>
</OBJECT>
```

Make sure the path to the swf file is correct (text in red). Add this code to the website's location of choice and you will then see the dashboard displayed on your webpage.