

TECH TALKS

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Customer Support

Your Topics

For Your Success

Today's Topic: More Tips for Installing
iStatements

JAN CUSHING | FRIEDMAN CUSTOMER SUPPORT

More Tips for Installing iStatements

System Requirements:

IBM iAccess for Windows version v7r1or

IBM iAccessClient Solutions and the Windows Application Package

PC based/installed version of Excel

Excel version: 32-bit or 64-bit

To upgrade to latest version of iStatements, which currently is 4.0.0.11, you must be on Frontier version 3.0 and higher.

If on a Frontier version lower than 3.0 need to install the following EC's to use the current version of iStatements:

EC 38580 and EC 39252.

- Go to Control Panel
- Click on Programs and Features

	Google Chrome	Google LLC	2/18/2020		80.0.3987.116
	GoTo Opener	LogMeln, Inc.	9/23/2019	340 KB	1.0.527
	GoToMeeting 10.8.0.16786	LogMeln, Inc.	2/5/2020		10.8.0.16786
	IBM i Access Client Solutions - Application Package	IBM	2/21/2019	420 MB	11.08.00
	Intel® Graphics Driver	Intel Corporation	10/8/2019	74.2 MB	24.20.100.6286
	iStatements	Friedman Corporation	10/22/2019	4.29 MB	4.0.0.10
	Java 8 Update 231	Oracle Corporation	10/17/2019	35.8 MB	8.0.2310.11

More Tips for Installing iStatements

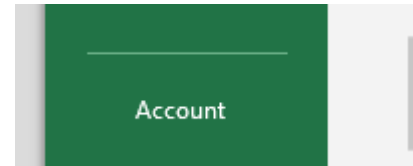
How to find your Excel version.

Open blank Excel spreadsheet

Click on File on the toolbar

Click on Account

Click on About Excel this will tell you if your Excel is 32 bit or 64 bit



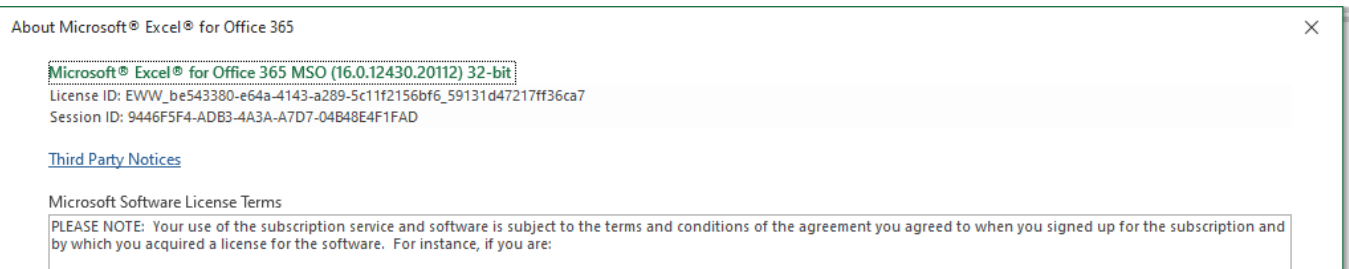
About
Excel

About Excel

Learn more about Excel, Support, Product ID, and Copyright information.

Version 2001 (Build 12430.20264 Click-to-Run)

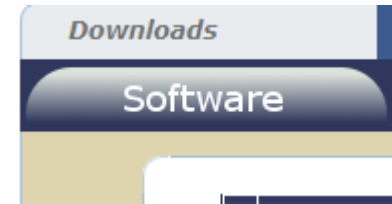
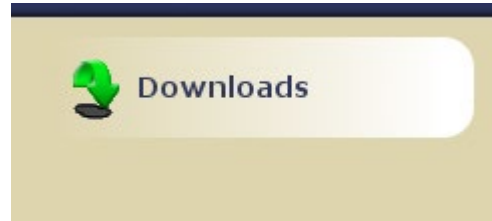
Monthly Channel



More Tips for Installing iStatements

Where to go to get the iStatements
program:

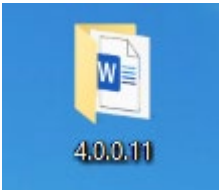
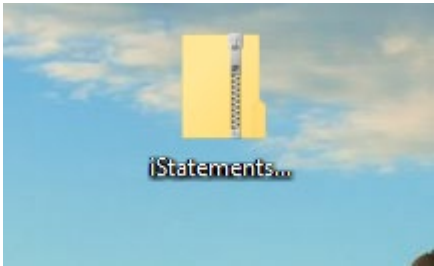
Go to www.friedmanusers.com



More Tips for Installing iStatements

The download will be a zip file that contains the 32-bit install, the 64-bit install and install instructions. You will need to extract all to run the install.

The iStatement install folder must be put on the computer you are going to install the iStatement program.



 32bit Office	✓
 64bit Office	✓
 iStatements installation.docx	✓

2/20/2020 7:16 AM	File folder	
2/20/2020 7:16 AM	File folder	
2/20/2020 7:16 AM	Microsoft Word D...	901 KB

More Tips for Installing iStatements

You must uninstall any existing iStatements and VBExcel from the computer by going to Control Panel, Program and Features

Control Panel > All Control Panel Items > Programs and Features

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Installed On	Size	Version
Frontier PCM Workbench		1/14/2020		3.3.2.14
Frontier PCM Workbench 3.2.2.6		11/12/2019		3.2.2.6
Frontier PCM Workbench 4.0.0.21		10/14/2019		4.0.0.21
Global VPN Client	SonicWall	4/12/2018	23.2 MB	4.10.2
Google Chrome	Google LLC	2/18/2020		80.0.3987.116
GoTo Opener	LogMeIn, Inc.	9/23/2019	340 KB	1.0.527
GoToMeeting 10.8.0.16786	LogMeIn, Inc.	2/5/2020		10.8.0.16786
IBM i Access Client Solutions - Application Package	IBM	2/21/2019	420 MB	11.08.00
Intel® Graphics Driver	Intel Corporation	10/8/2019	74.2 MB	24.20.100.6286
iStatements	Friedman Corporation	10/22/2019	4.29 MB	4.0.0.10
Java 8 Update 231	Oracle Corporation	10/17/2019	35.8 MB	8.0.2310.11
KingCentral Phone	KingCentral	8/16/2019	386 MB	19.2.2.35466
Sophos SSL VPN Client 2.1		10/8/2019		2.1
Teams Machine-Wide Installer	Microsoft Corporation	8/7/2019	77.3 MB	1.2.0.17057
TeamViewer	TeamViewer	1/21/2020		15.1.3937
VBExcel	VBExcel	2/20/2020		4.0.0.10
WatchGuard Mobile VPN with SSL client 11.12.2	WatchGuard	5/1/2019	7.19 MB	
Zoom	Zoom Video Communications, L...	10/8/2019	9.76 MB	4.4

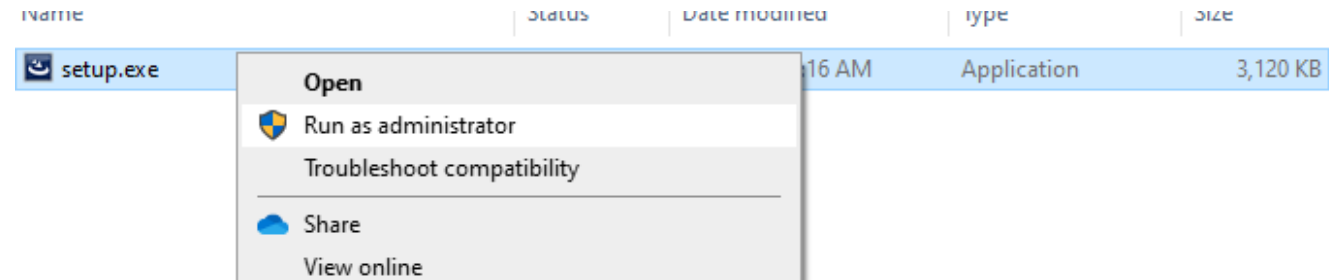
More Tips for Installing iStatements

The version of Excel that is on the computer dictates which install you will use; i.e. if Excel is 32-bit you will be using the 32-bit install

Install iStatements with the user's sign on not an administrative sign on

Remember iStatement install folder must be on the user's machine, Do not install from a network location

Right click on the Setup.exe and run as administrator

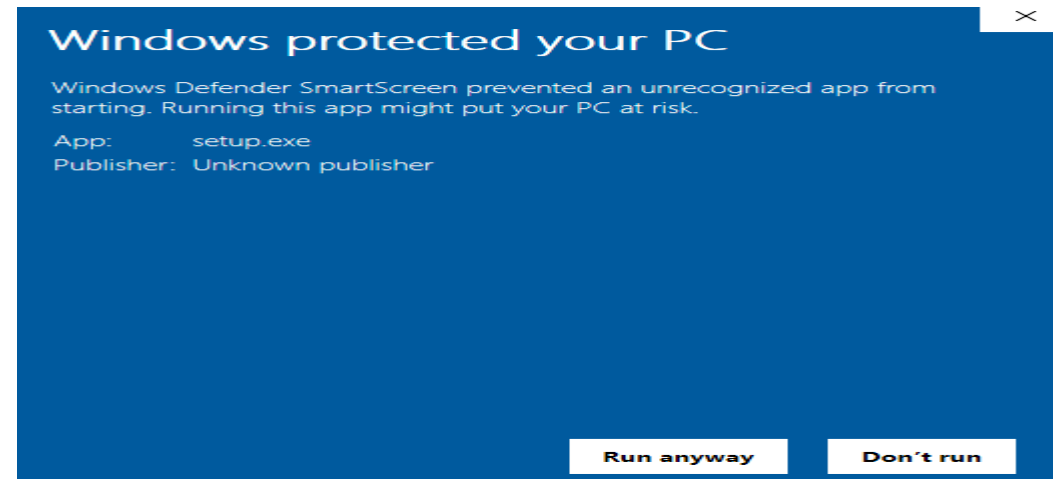
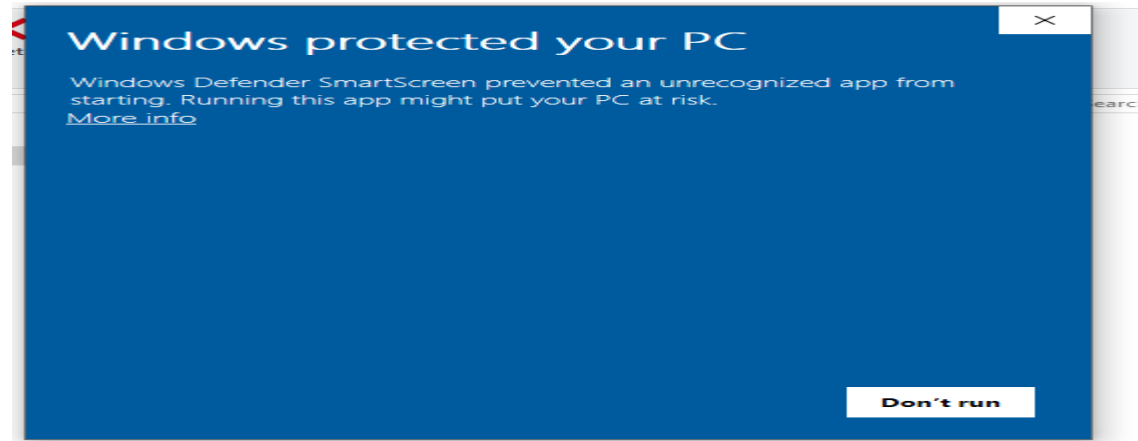


More Tips for Installing iStatements

If you get the Windows Defender SmartScreen after right clicking on the setup.exe and run as administrator

Click More Info

Click Run Anyway



More Tips for Installing iStatements

You will get a screen asking: Do you want to allow this app from an unknown publisher to make change to your device? Click Yes.

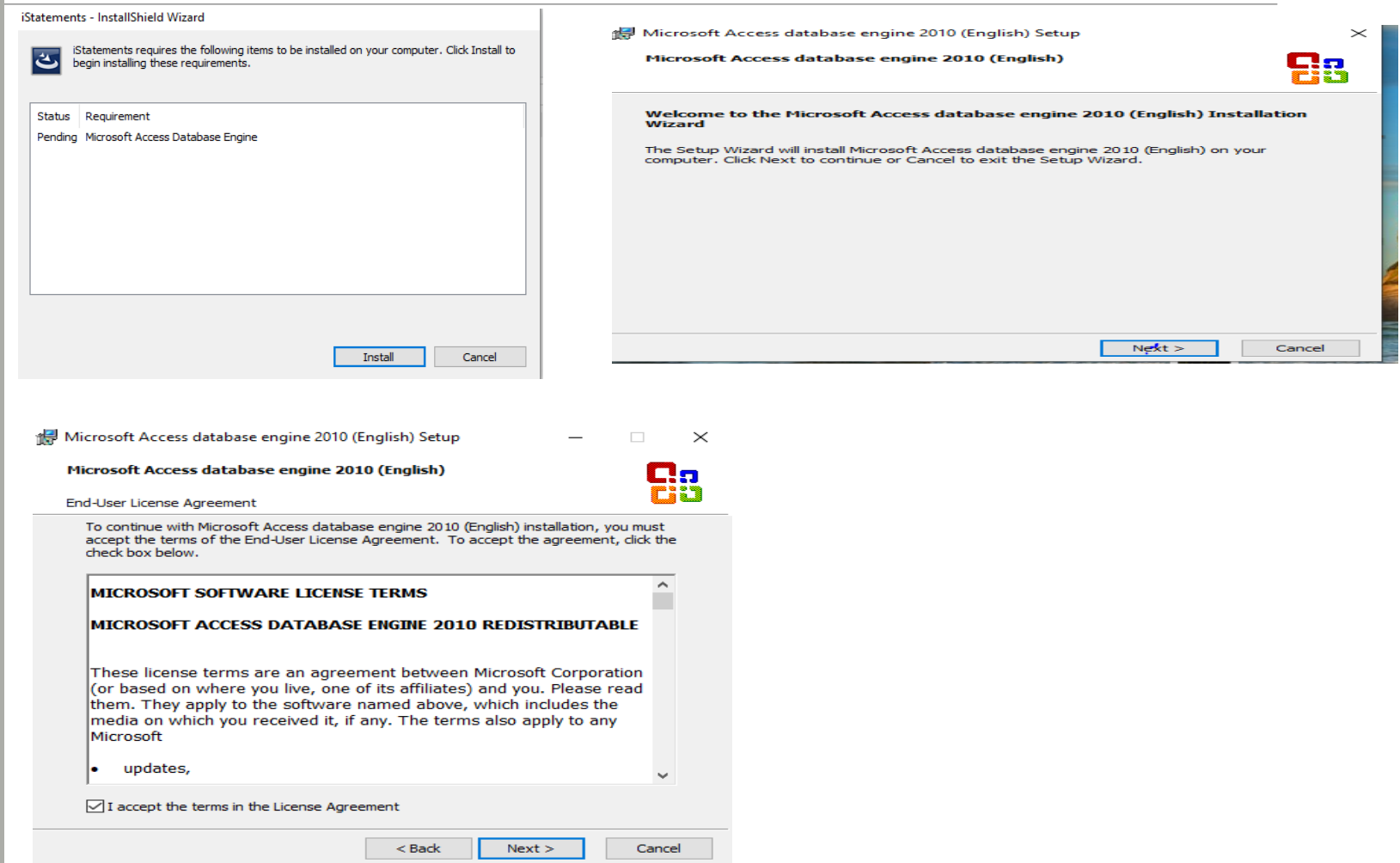
Install will start.

Microsoft Access Database Engine 32-bit version is required to run iStatements

If it is not on the machine you will get a screen asking you to install that – Click Install

Click Next

Accept license and click Next

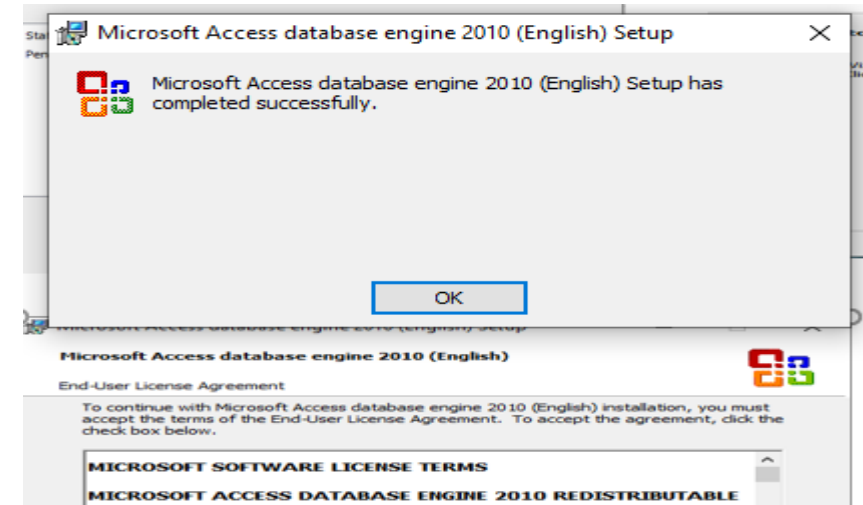
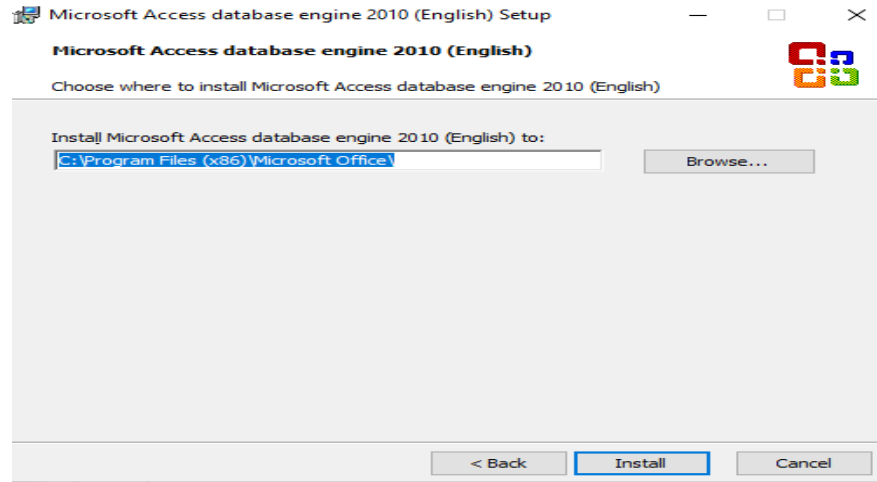


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Click Install

When it is done installing the Microsoft database engine 2010 you will see the screen stating setup was completed successfully.

Click Ok then the iStatement install will begin

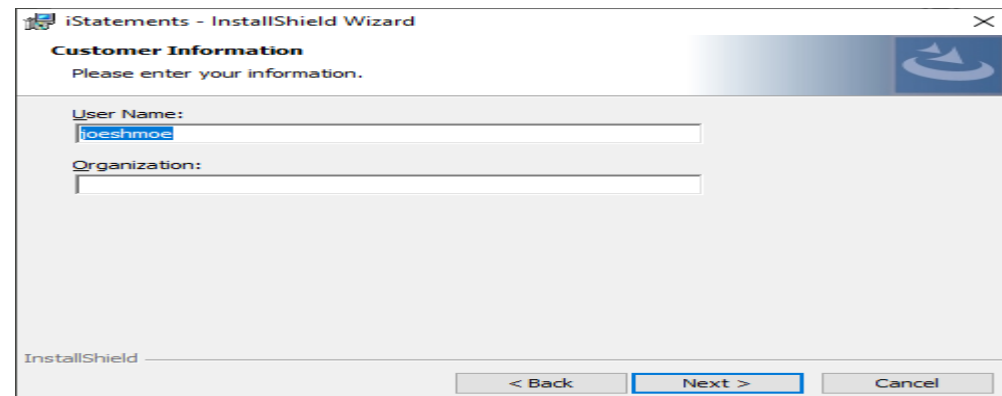
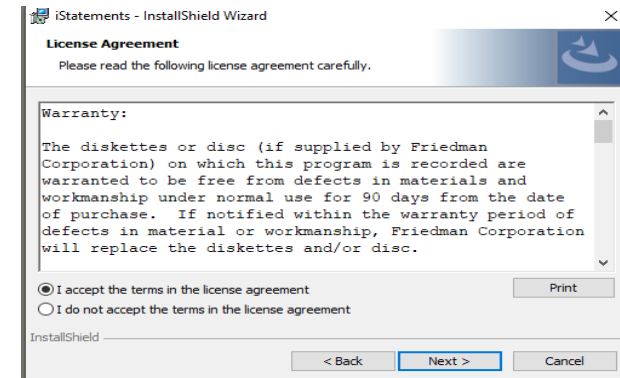
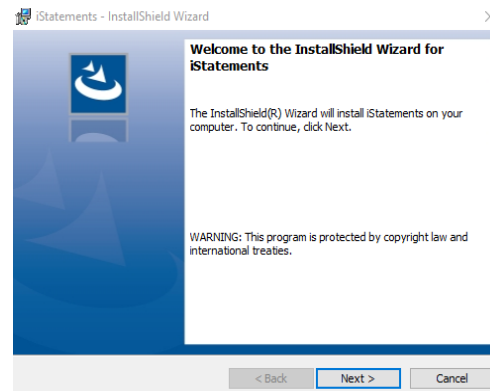


More Tips for Installing iStatements

Click Next

Accept the license terms and click Next

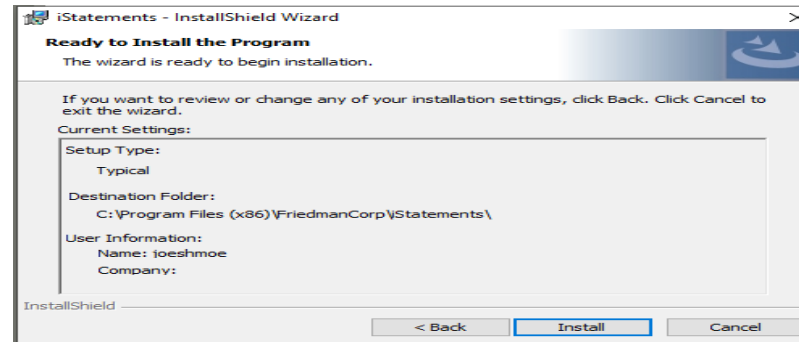
User name/organization are not required or used anywhere so you can just click Next



More Tips for Installing iStatements

Click Install

Click Finish



More Tips for Installing iStatements

After you click Finish go to the C drive of the computer

Right click on TmpStatement folder

If it does not exist create it. Then right click on it

Click on Properties

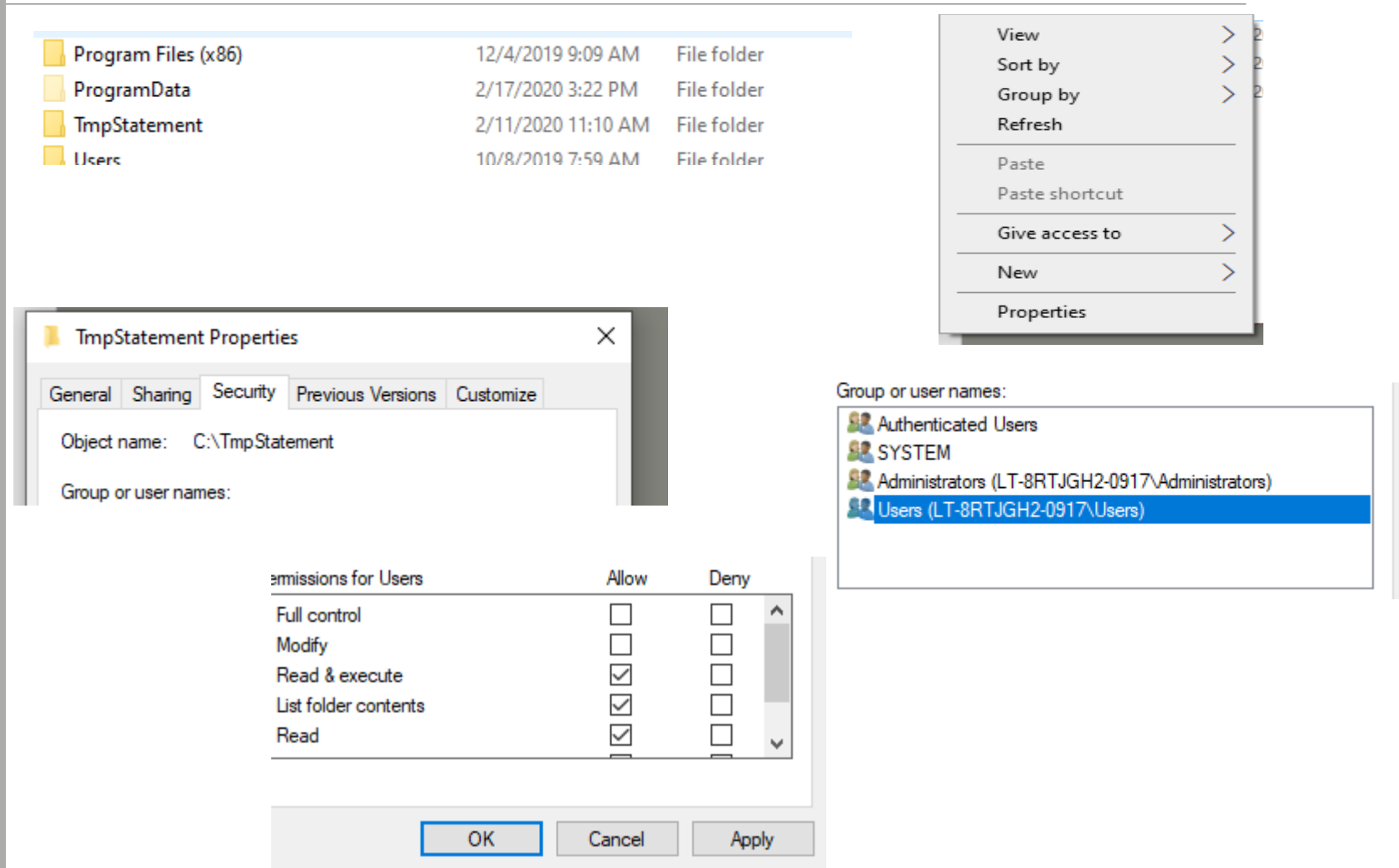
Click on Security Tab

Click Edit

Click on Users

Check the Full control box under the Allow column

Click Apply and Ok



Permissions for Users	Allow	Deny
Full control	☐	☐
Modify	☐	☐
Read & execute	☒	☐
List folder contents	☒	☐
Read	☒	☐

More Tips for Installing iStatements

Click on Program files (x86)

Right click on FriedmanCorp Folder

Click on Properties

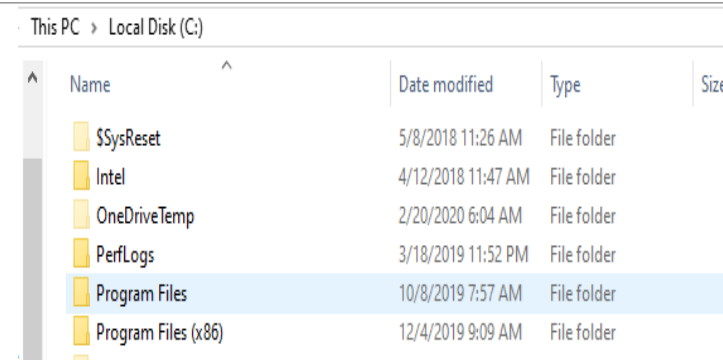
Click on Security tab

Click on Edit

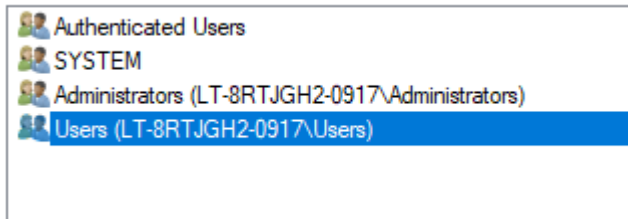
Click on Users

Check Full control under the Allow column

Click Apply and Ok.



Group or user names:



Permissions for Users	Allow	Deny
Full control	☐	☐
Modify	☐	☐
Read & execute	☒	☐
List folder contents	☒	☐
Read	☒	☐



More Tips for Installing iStatements

Double Click on FriedmanCorp Folder

Double Click on iStatements Folder

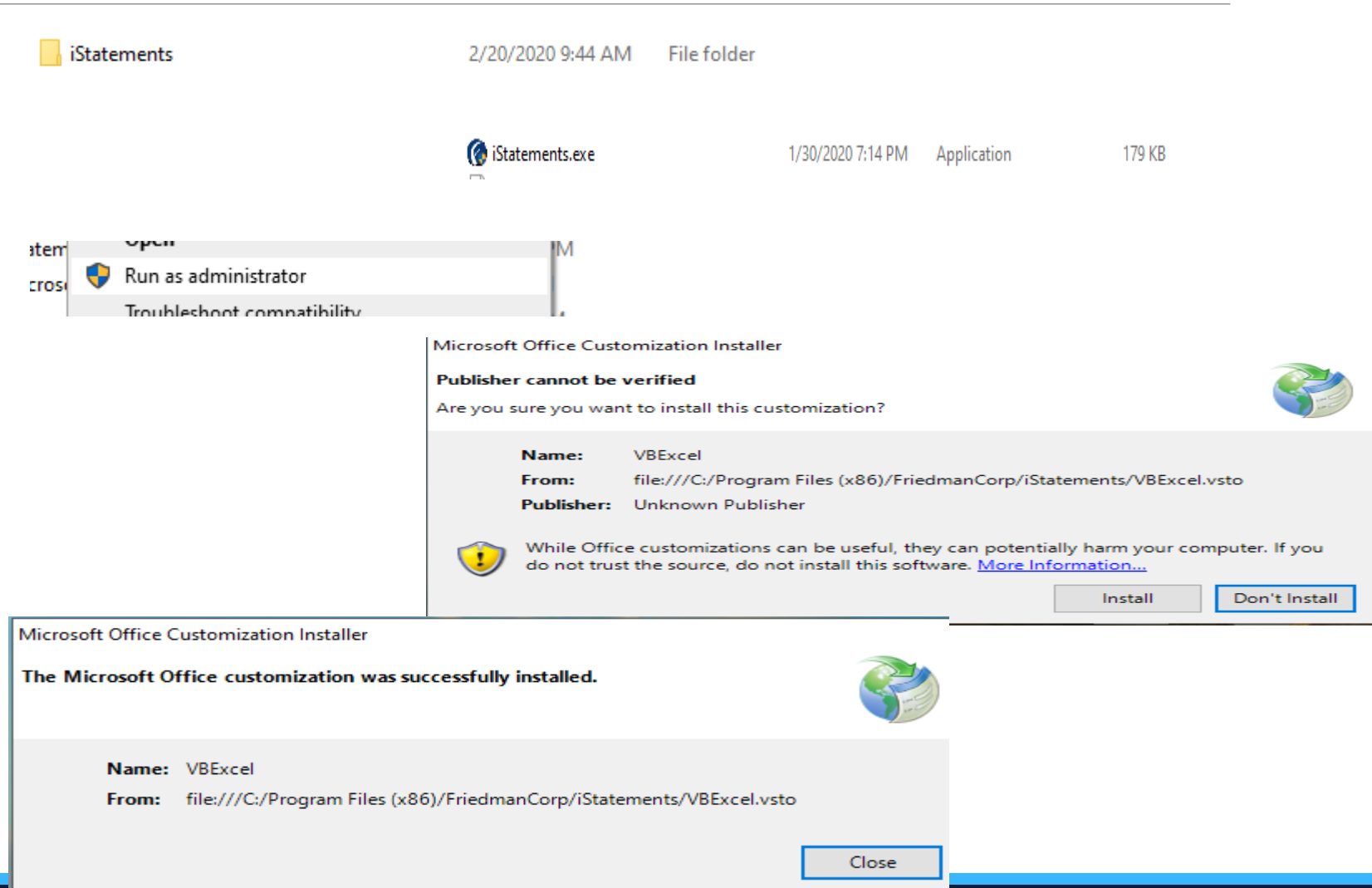
Right click on iStatements.exe

Click Run as Administrator

Click Install to install add-in VBExcel

When finished you will get a screen stating it was installed successfully

Click Close



More Tips for Installing iStatements

Click on Transfer Data tab

Add AS400 System name or IP

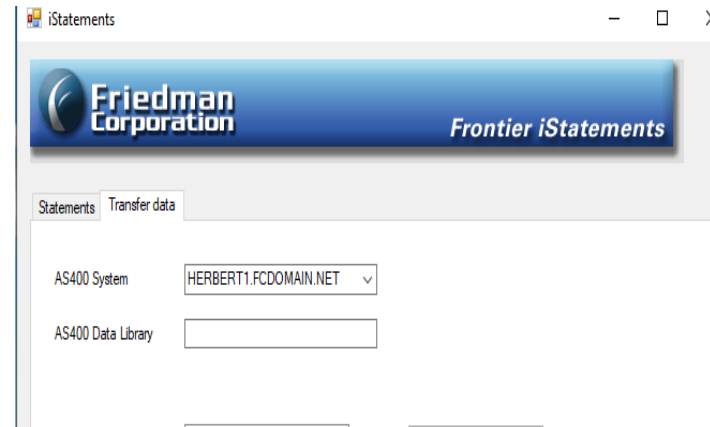
Enter your AS400 Data library:
FRNDTxxx

Click Retrieve Years

You will get IBM sign on enter info and
click Ok

Click on year

Click Transfer Data from AS400



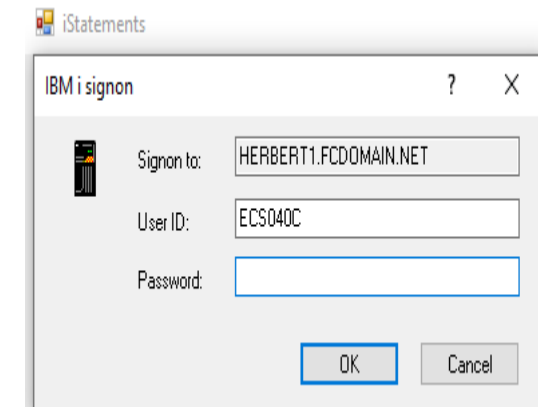
The screenshot shows the 'iStatements' application window. At the top is a blue header bar with the 'Friedman Corporation' logo on the left and 'Frontier iStatements' on the right. Below the header, there are two tabs: 'Statements' and 'Transfer data'. The 'Transfer data' tab is active. Under this tab, there are two fields: 'AS400 System' with a dropdown menu showing 'HERBERT1.FCDOMAIN.NET' and a small downward arrow, and 'AS400 Data Library' with an empty text box.



A small list box containing the years 2017, 2018, 2019, and 2020. The year 2020 is highlighted with a blue background.

Transfer Data from AS400

Retrieve Fiscal Years



The screenshot shows an 'IBM i signon' dialog box. It has a title bar with a question mark and a close button. Inside, there are three fields: 'Signon to:' with the value 'HERBERT1.FCDOMAIN.NET', 'User ID:' with the value 'ECS040C', and 'Password:' with an empty text box. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

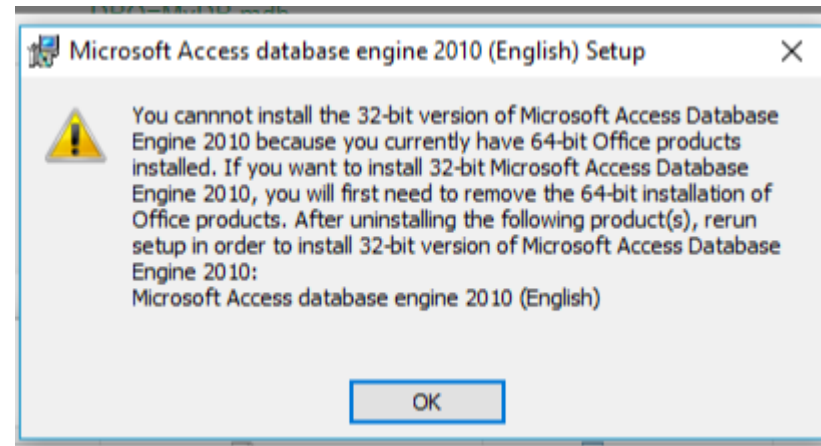
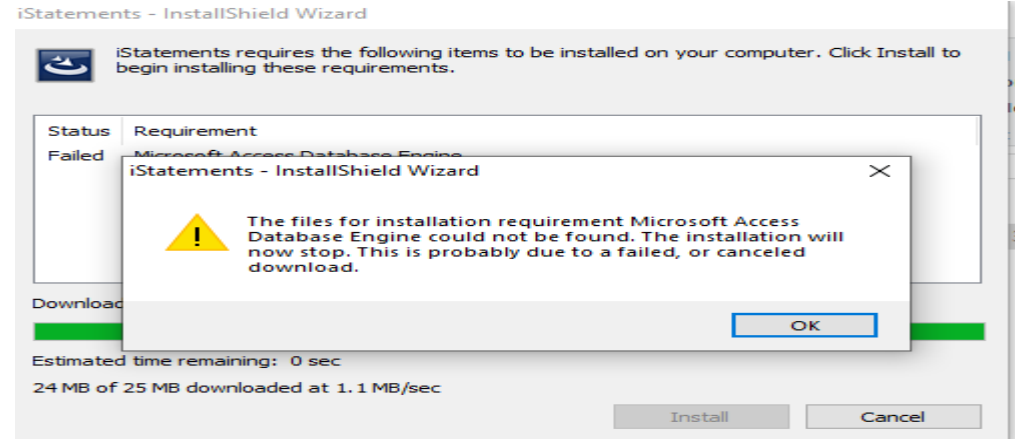
- Possible Errors

More Tips for Installing iStatements

If you receive this error while installing iStatements go to www.friedmanusers.com and download the 4.0.0.11 version of iStatements and install

You might also get an error stating that the Microsoft Database Engine 32-bit cannot be installed because the 64-bit version is already installed

Uninstall the Microsoft Database Engine 2010 that is on the machine and install iStatements which will install the Microsoft Database Engine 2010 32-bit version



- Possible Errors

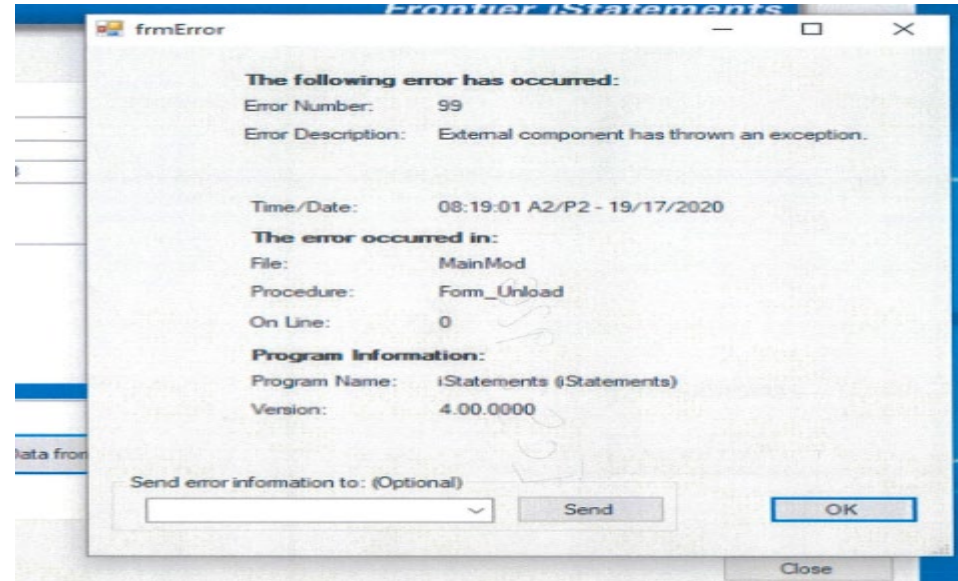
More Tips for Installing iStatements

Error 99 – External component has thrown an exception while doing the data transfer

Go to www.friedmanusers.com

Download and install 4.0.0.11 version of iStatements

There is another Error Number 99 regarding compact database this error is very rare but if occurs just click OK and data transfer will proceed without issue



- Possible Errors

More Tips for Installing iStatements

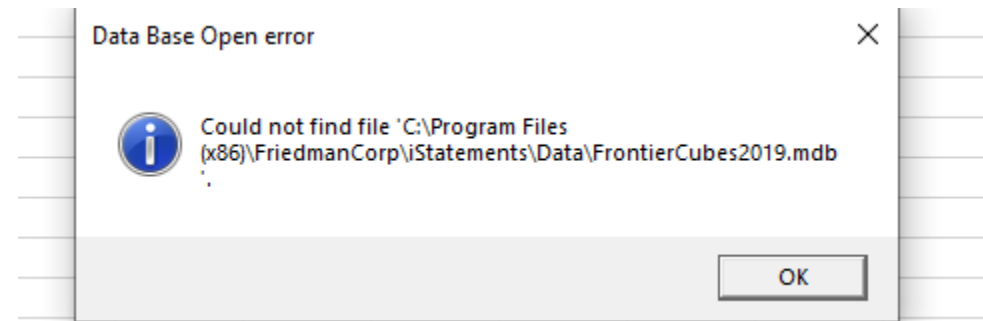
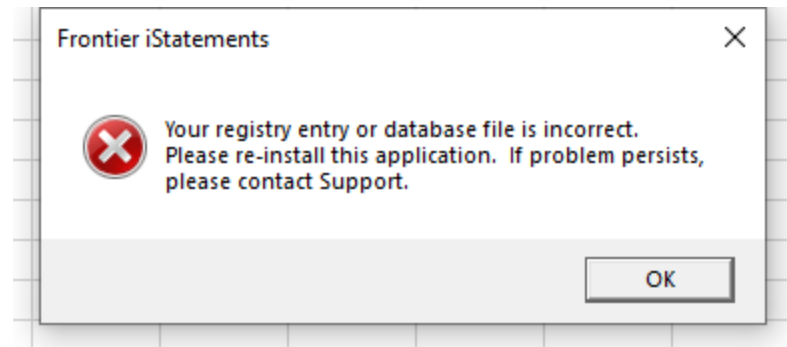
When the user opens an iStatement spreadsheet and gets this error: Your registry entry or database file is incorrect

Click Ok

Then you will get a Data Base Open Error

This is because the machine does not have the FrontierCubes database for the year of a formula that is on that spreadsheet

Do a data transfer for that year to put the database on the computer



More Tips for Installing iStatements

During the data transfer you may get Error # 7 this occurs because the user ran option 901 on MEMENU across years: example From 1901 to 2001

Option 901 should not be run across years.

iStatement row not calculating all accounts on the row so amount is wrong

Transferred data for period but iStatements spreadsheet not showing period; i.e. 2001

- Known Errors and EC fixes
- Error # 7: Except of type 'SystemOutOfMemoryException'
 - Download and apply EC 52816 to GLJ901 and run DBC program to fix JMP file data
- Spreadsheet is not calculating correctly
 - EC 52926 - Download and install iStatement version 4.0.0.11
- Ran option 901 on MEMENU for period 2001 to 2001 but when open Excel spreadsheet period 2001 not in the parameters to select
 - Only an issue if you have applied EC 52816
 - EC 53050 written for this issue – still being worked on as of 2/20/20
 - Work around is to have the user run option 901 for more than one period; i.e. 2001 to 2002

- Possible Errors

More Tips for Installing iStatements

When opening a Spreadsheet the user gets: The file format and extension...

Click No to get rid of error

This means you installed the 64-bit version of iStatements but the Excel version on the machine is 32-bit version.

You need to uninstall iStatements and VBExcel

Open blank Excel spreadsheet

Click on file

Click on Options

Click on Add-Ins

Click Go

Account

Feedback

Options

Add-ins

Trust Center

Microsoft Excel



The file format and extension of 'udfDNA32-AddIn64.xll' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?

Yes

No

Help

Name ^	Location	Type
Active Application Add-ins		
Udfdna	C:\...FriedmanCorp\iStatements\udfDNA.xll	Excel Add-in
Udfdna32-Addin64	C:\...orp\iStatements\udfDNA32-AddIn64.xll	Excel Add-in
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:\...oftDataStreamerforExcel.vstolystolocal	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
Document Related Add-ins		
<i>No Document Related Add-ins</i>		
Add-in:	Udfdna	
Publisher:		
Compatibility:	No compatibility information available	
Location:	C:\Program Files (x86)\FriedmanCorp\iStatements\udfDNA.xll	
Description:		
Manage:	Excel Add-ins	Go...

- Possible Errors

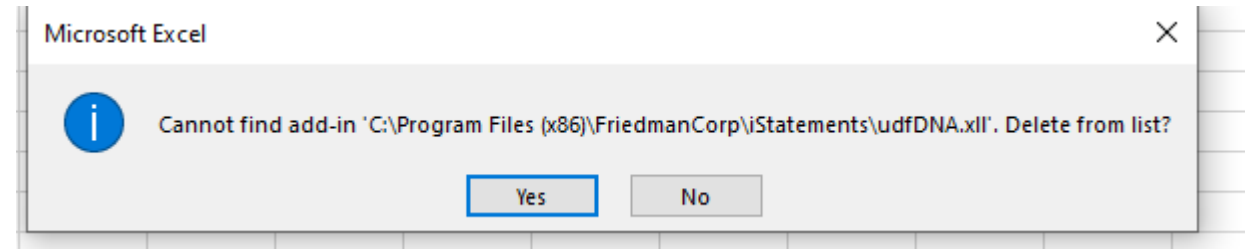
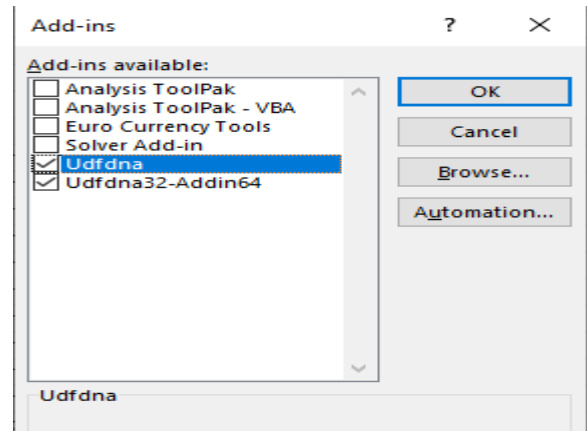
More Tips for Installing iStatements

Click on the Udfdna 32-Addin64 this will remove the check mark

Answer Yes to the Delete from list? Popup

If you have the Udfdna as well click on that to remove the check mark and again click Yes on the Delete from list? Popup.

Reinstall the correct version of iStatements based on Excel version (i.e. 32-bit or 64-bit)



More Tips for Installing iStatements

Here are some common errors that occur when the user opens the Excel spreadsheet

- Common errors
-
- Error 75 Permission Denied
 - Occurs while the user is doing a transfer of data while they have Excel open
 - Close all Excel spreadsheets and do the transfer again
 - Error 35008 Insufficient Privileges
 - Occurs when they click on Statement Row
 - Need to add Debug to the HKEY, Local machine, software, WOW64, Financial with a value of Y. Once this was added the user can now click on statement row without error.
 - All the cells have NAME?
 - If first time using the spreadsheet since upgrading your iStatements from older version need to run the replace command to remove the old add-in name from the formulas:
 - Use Excel find and replace function to remove:
'C:\ProgramFiles(x86)\FriedmanCorp\iStatements\Frontier.xla'!
 - The add-in udfDna or Frontier.xla has become disabled
 - In Excel click on File, Options, Add-ins, if the udfDNA does not appear under Active Application Add-ins in the Manage box click on drop down arrow and select Disabled Items and click Go. If the udfDNA(Frontier.xla) is listed on the screen click on it and click Enable.

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QUESTIONS?

QUESTIONS