

TECH TALKS

With Frontier
Customer Support

Your Topics

For Your Success

Today's Topic: Tips & Tricks to Installing
iStatements

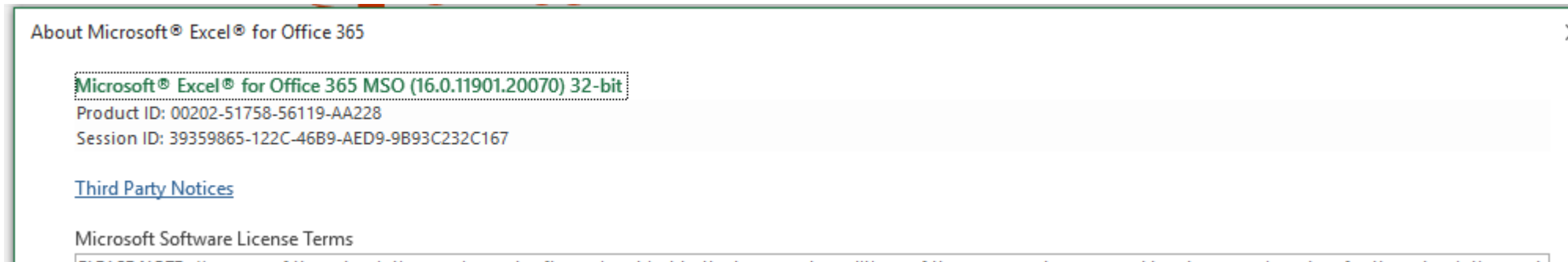
JAN CUSHING | FRIEDMAN CUSTOMER SUPPORT

Tips & Tricks to Installing iStatements

- System Requirements:
 - IBM iAccess for Windows version v7r1 or
 - IBM iAccess Client 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 4.0.0.10, 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.

Tips & Tricks to Installing iStatements

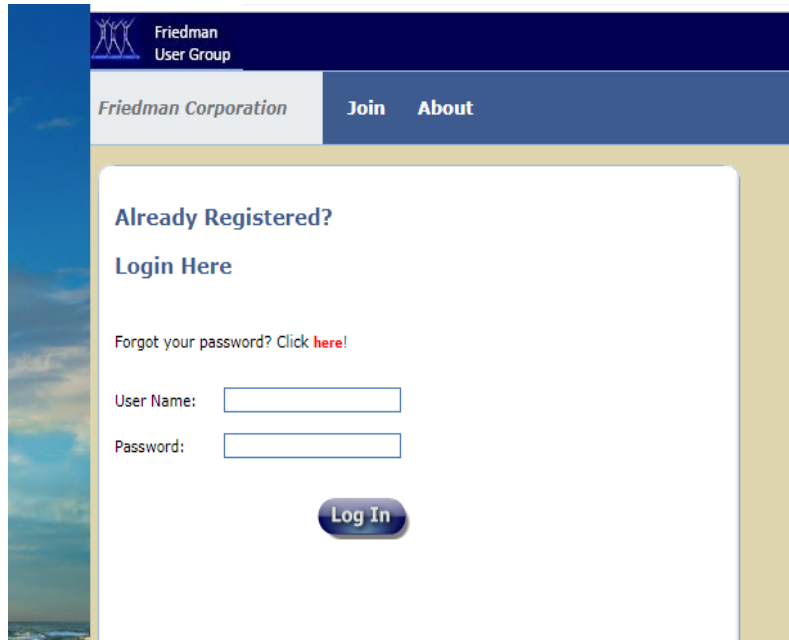
- How to find your Excel version.
 - Open blank Excel spreadsheet
 - Click on File on the toolbar
 - Click on Account
 - Click on About Excel this will tell you if your Excel is 32 bit or 64 bit



Tips & Tricks to Installing iStatements

- Where to go to get the iStatements program:
 - Go to www.friedmanusers.com
 - If you have not used this website before you will need to register
 - Click Join at the top of the page
 - Enter the username you want to use
 - Enter your company's client code
 - Enter the password you want to use
 - Enter your email
 - Click Register
 - Once signed on click Downloads
 - Click Software tab
 - Expand Other by clicking on the + sign next to Other
 - Scroll down until you find iStatements
 - Double click on the version to download to your machine

Tips & Tricks to Installing iStatements



Friedman User Group

Friedman Corporation Join About

Already Registered?
Login Here

Forgot your password? Click [here!](#)

User Name:

Password:

*Username:

*Client Code:

*Password:

*Retype Password:

*Email:

Profile Information

Location:

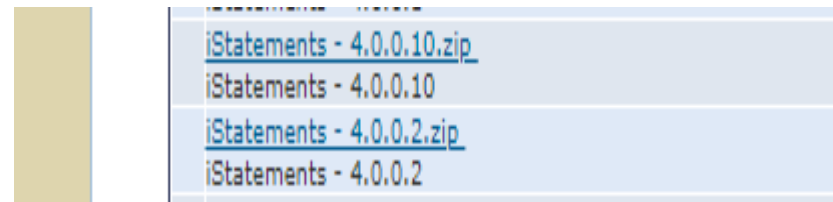
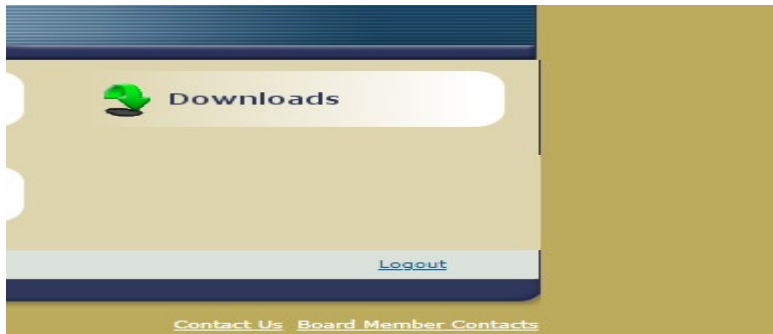
Home Page:

Forum Preferences

Time Zone:

☐ By checking the box you agree to the [Terms of Service](#) of FriedmanUsers.

Tips & Tricks to Installing iStatements



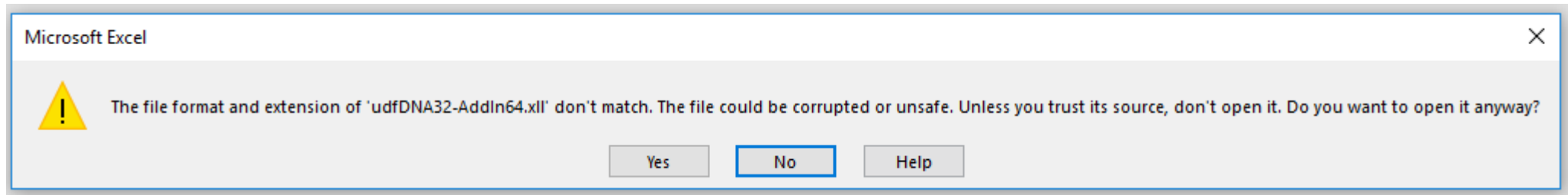
Tips & Tricks to Installing iStatements

- 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.
- You must uninstall any existing iStatements and VBExcel from the computer by going to Control Panel, Program and Features
- The version of Excel that is on the computer dictates which install you will use; i.e. if Excel is 32-bit you will using the 32-bit install.



Tips & Tricks to Installing iStatements

- When you open an Excel spreadsheet if you get this error:



- You installed the wrong version of iStatements; i.e. you installed the 64-bit version, but your Excel is 32-bit.

Tips & Tricks to Installing iStatements

- 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 click on it and click Enable.

Tips & Tricks to Installing iStatements

QUESTIONS?