TROUBLESHOOTING GUIDE
FOR I.T. PROFESSIONALS SUPPORTING FACTSET

Contents

The FactSet Troubleshooting Guide is intended for IT professionals supporting FactSet to utilize when encountering problems with FactSet. This document will cover various issues including but not limited to connectivity, Office integration, installation, and performance.

FactSet Troubleshooting Utility (FTU)

The *FactSet Troubleshooting Utility* is a tool which provides a means to easily troubleshoot problems and implement fixes. The *FactSet Troubleshooting Utility* will be used for many of the problems illustrated throughout this document.
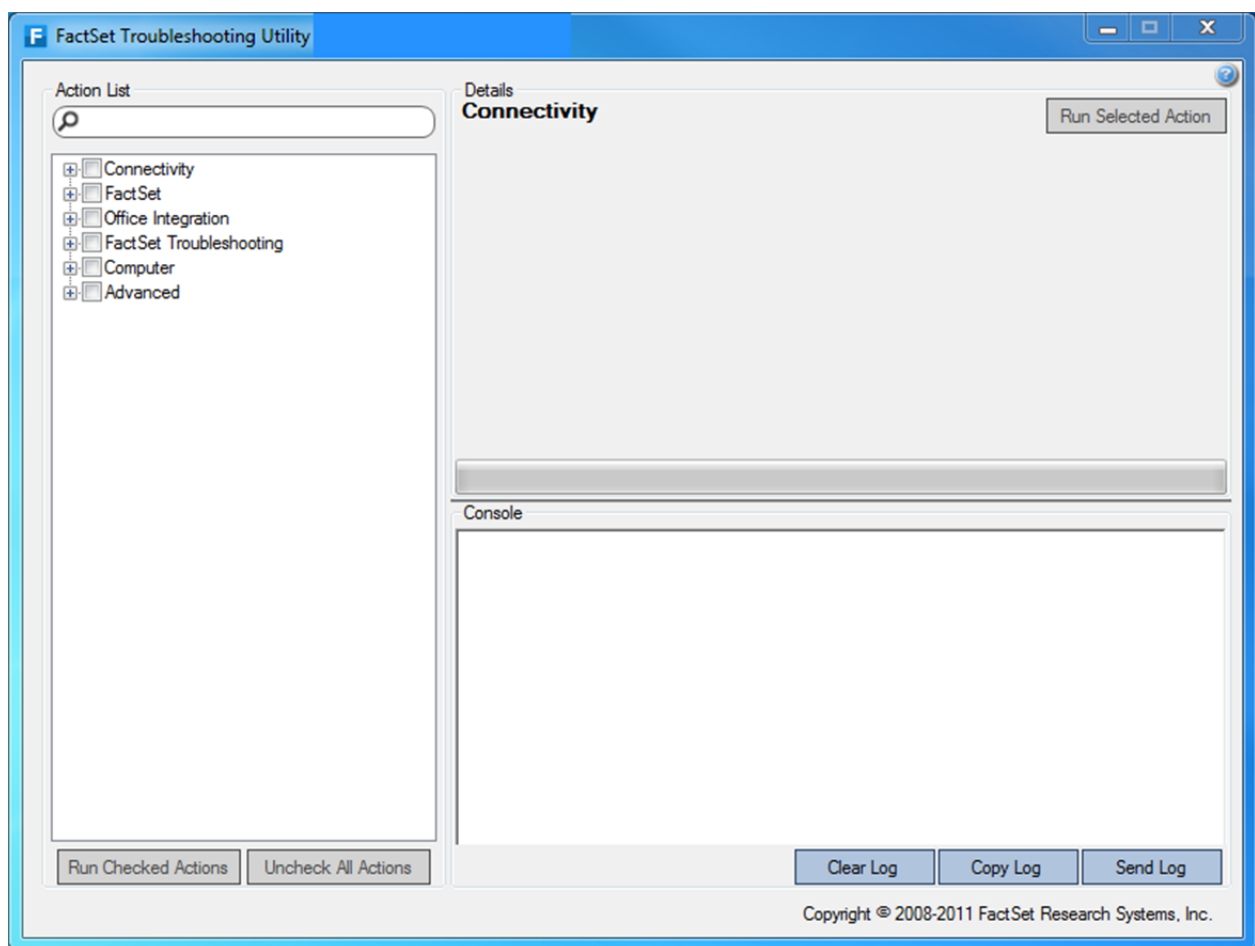
HOW DO I ACCESS THE FACTSET TROUBLESHOOTING UTILITY?

- Open Internet Explorer and go to https://support.factset.com/
- Click the **Run** button to launch the *FactSet Troubleshooting Utility*. If using Google Chrome or Firefox browsers, click the **Save** button to save the application. Then launch from your saved location.

FactSet Connectivity Issues

FTU CONNECTIVITY TESTS

The user is having difficulty connecting to FactSet. The first step in troubleshooting is to verify basic connectivity to FactSet. The *FactSet Troubleshooting Utility* provides a means to easily perform FactSet connectivity tests as follows:

1. Open Internet Explorer and go to https://support.factset.com/
2. Click the **Run** button to launch the *FactSet Troubleshooting Utility*
3. Once the *FactSet Troubleshooting Utility* loads expand *Connectivity.*
4. Select **Test FactSet AC/RT Connectivity** then click the **Run Selected Action** button in the upper right corner.
5. The FTU Console section will display Success or Failed for each test.

MANUAL CONNECTIVITY TESTS

If it is not possible to use the *FactSet Troubleshooting Utility*, the manual connectivity tests below may be used.

Test Connectivity for FactSet AC communications:

1. Go to **Start** > **Run** > type "cmd" > click **OK**.
2. In the command window type: "telnet gatewaya.factset.com 6670" > press **Enter**
3. If successful, the result will be a blank screen with a blinking cursor in the upper-left corner.
4. Press **Enter** until the C:\> prompt returns.
5. In the command window type: "telnet gatewayb.factset.com 6670" > press **Enter**
6. If successful, the result will be a blank screen with a blinking cursor in the upper-left corner.
7. Press **Enter** until the C:\> prompt returns.
8. Open Internet Explorer and navigate to the following URLs:
   - https://dispatcher.factset.com/RequestFactsetRouting.aspx
   - https://dispatcher.factset.com/RequestDefaultConfiguration.aspx

Test Connectivity for FactSet RT communications:

1. In the command window type "telnet 208.184.40.10 6672" > press **Enter**
2. If successful, the result will be a smiley face.
3. Close the command prompt window.
4. Open Internet Explorer and navigate to the following URLs:
   - http://64.209.89.49/dispatcher/webtest.asp
   - http://192.234.235.49/dispatcher/webtest.asp
5. If successful, you will see the message: "Connection to FactSet Marquee Central Dispatcher Successful."

Note: Windows Telnet Client is disabled by default in Windows 7/Vista. To enable the Telnet Client follow these steps:

1. Open the Control Panel**.**
2. Select **Programs.**
3. Select **Programs and Features**.
4. Select **Turn Windows features on or off.**
5. Select the **Telnet Client** option.
6. Click **OK**.

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FactSet Office Add-in Issues

The user is experiencing an issue with FactSet Office integration. The following are a few examples of errors/issues the user may be experiencing:

- The FactSet Office Add-in, Ribbon, Toolbar and/or, drop down menu is missing or has disappeared.
- "Unhandled exception has occurred in your application. If you click Continue, the application will ignore this error…"
- "An Exception Occurred in fdsxl32.xll. Unable to register FactSet functions."

The *FactSet Troubleshooting Utility* provides tools to remedy many common FactSet add-in issues, including the issues aforementioned. Follow the steps below to clean-up the Factset add-ins for the Office application in which the user is experiencing the issue:

1. Close all FactSet applications as well as Microsoft Excel, Word, PowerPoint, and Outlook.
2. Click on the following link: https://support.factset.com/
3. Click on the **Run** button once the FactSet Technical Support webpage loads.
4. Once the *FactSet Troubleshooting Utility* loads expand **Office Integration**.
5. Select the Cleanup action for the application that is having issues.
6. In the upper right corner, click **Run Selected Action** button.
   - If executing multiple actions, click the **Run Checked Actions** button in the lower left corner after checking the desired actions.
7. When this completes, launch the application for which the add-ins were cleaned up.
8. Verify the FactSet Add-in now appears and functions properly.

Problem: User is getting the following error when attempting to download data from FactSet to Excel:

"Server Error – The following error occurred on the FactSet server: Cannot communicate with Excel."

Solution: Execute the "Cleanup Microsoft Excel" action in the *FactSet Troubleshooting Utility.* If the cleanup does not resolve the error, run a repair or reinstall of the default version of Microsoft Office.

Problem: Identifier Lookup or FQL doesn't work properly when recalculating but the FactSet menu appears in Excel.

Solution: Install may have occurred under an admin account and user now needs the XLLs configured correctly. Go to **Start** > **All Programs** > **FactSet** > **FactSet-Excel Link** to open Excel with the correct XLL configuration.

FactSet Office Add-in Issues continued

Problem: User is receiving error: *"An Exception Occurred in fdsxl32.xll. Unable to register FactSet functions"* when opening Excel.

Solution: This error is usually caused by a loaded add-in that is no longer installed on the machine. To fix this, ensure that all uninstalled add-ins are completely removed from Excel's add-ins manager.

Excel 2003
- Click **Tools** > **Add-ins...**
- In the Add-ins screen uncheck the add-ins one-by-one. You may receive the error, "*Cannot find add-in 'random.add-in'. Delete from list?"*
- Click **Yes** to remove the problem add-in.
- Close and reopen Excel to test.

Excel 2007

- Click on the **Office** button > Click on **Excel Options** > Select **Add-ins** > select **Excel Add-ins** from the Manage drop-down menu > click **Go**…
- In the Add-ins screen uncheck the add-ins one-by-one. You may receive the error, *"Cannot find add-in 'random.add-in'. Delete from list?"*
- Click **Yes** to remove the problem add-in.
- Close and reopen Excel to test.

Excel 2010

- Click on **File** > Click on **Options** > Select **Add-ins** > select **Excel Add-ins** from the Manage drop-down menu > click **Go**…
- In the Add-ins screen uncheck the add-ins one-by-one. You may receive the error, *"Cannot find add-in 'random.add-in'. Delete from list?"*
- Click **Yes** to remove the problem add-in.
- Close and reopen Excel to test.

Problem: The user is receiving the following Excel error when trying to refresh =FDS codes: *"An exception occurred in fdsxl32.xll. Unable to find =FDS cells. Cannot Recalculate."*

Solution: The tabs in the file(s) may be protected. Change them to unprotected (right-click on the tab **>** select **Unprotect sheet**). The file(s) should now refresh as expected.

OFFICE 2003 SECURITY SETTINGS

When loading FactSet add-ins, make sure that the Security Level is set to Low and that Trusted Publishers has "Trust all installed add-ins and templates" checked. These menu options can be located by navigating to **Tools** > **Macro** > **Security**.
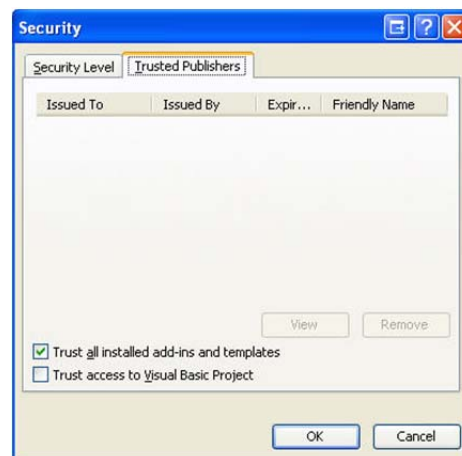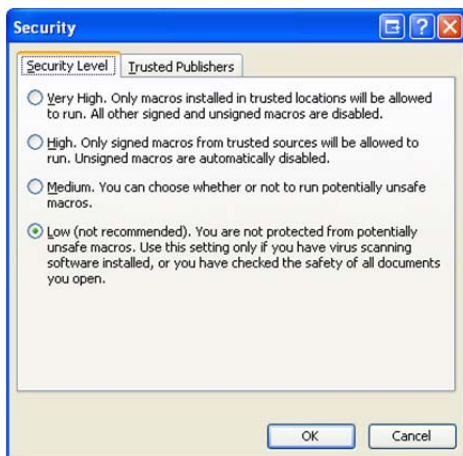
OFFICE 2007 AND OFFICE 2010 SECURITY SETTINGS

When loading FactSet add-ins, make sure that the Trust Center is configured to allow add-ins. This security option can be located by clicking the **Office** button **(2007) / File (2010)** > **…Options** > **Trust Center** > **Trust Center Settings…** > **Add-Ins** > and verify all boxes are unchecked.
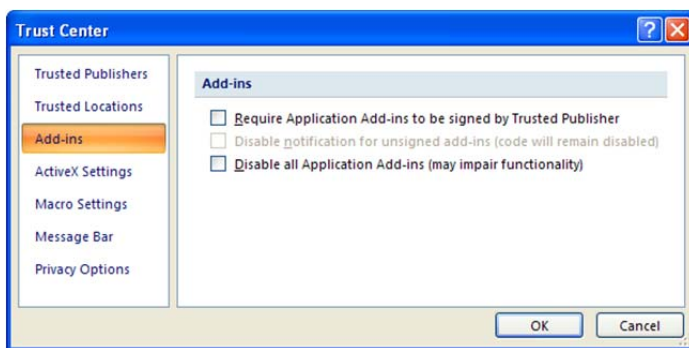
TROUBLESHOOTING OFFICE ADD-IN ISSUES MANUALLY

If it is not possible to use the FactSet Troubleshooting Utility, some manual recommended steps are:

Excel 2003

- Launch Excel > go to the **Help** drop-down menu > About Microsoft Office Excel > click the **Disabled Items** button > **Enable** disabled add-ins.
- Close Excel > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Excel\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.
- Go to **Start** > **All Programs** > **FactSet** > **FactSet-Excel Link** to open Excel with the correct XLL configuration.

Troubleshooting Office Add-in Issues manually continued

Word 2003

- Launch Word > go to the **Help** drop-down menu > About Microsoft Office Word > click the **Disabled Items** button > **Enable** disabled add-ins.
- Close Word > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Templates\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

PowerPoint 2003

- Launch PowerPoint > go to the **Help** drop-down menu > About Microsoft Office PowerPoint > click the **Disabled Items** button > **Enable** disabled add-ins.
- Close PowerPoint > go to **Start** > **Run** > type "%APPDATA%\Microsoft\PowerPoint\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

Excel 2007

- Launch Excel > click on the **Office** button > click on **Excel Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Excel > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Excel\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.
- Go to **Start** > **All Programs** > **FactSet** > **FactSet-Excel Link** to open Excel with the correct XLL configuration.

Word 2007

- Launch Word > click on the **Office** button > click on **Word Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Word > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Templates\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

PowerPoint 2007

- Launch PowerPoint > click on the **Office** button > click on **PowerPoint Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close PowerPoint > go to **Start** > **Run** > type "%APPDATA%\Microsoft\PowerPoint\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

Outlook 2007

- Launch Outlook > click on **File** > click on **Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Outlook > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Outlook\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

Troubleshooting Office Add-in Issues manually continued

Excel 2010

- Launch Excel > click **File** > click on **Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Excel > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Excel\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.
- Go to **Start** > **All Programs** > **FactSet** > **FactSet-Excel Link** to open Excel with the correct XLL configuration.

Word 2010

- Launch Word > click on **File** > click on **Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Word > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Templates\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

PowerPoint 2010

- Launch PowerPoint > click on **File** > click on **Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close PowerPoint > go to **Start** > **Run** > type "%APPDATA%\Microsoft\PowerPoint\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

Outlook 2010

- Launch Outlook > click on **File** > click on **Options** > select **Add-Ins** > select **Disabled Items** from the Manage drop-down menu > click **Go** > **Enable** disabled add-ins.
- Close Outlook > go to **Start** > **Run** > type "%APPDATA%\Microsoft\Outlook\" > click **OK** > remove all FILES (do not remove subfolders) from that folder.

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## Common Setup, Application, and Installation Fixes

USER ADMINISTRATIVE RIGHTS

Administrative rights are required since FactSet will create new directories, update system DLLs, write and update registry keys in the HKCR and HKLM, load Excel add-ins, and self-register specific files. Users do not need administrative rights to run FactSet software; however, they will need rights to be able to modify the [HKEY_CURRENT_USER\Software\FactSet\] registry key and modify the User Data folder and its contents.
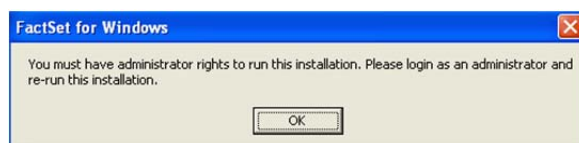
FILE PERMISSION ISSUES

Here are some error messages that will indicate permissions are an issue with the installation.
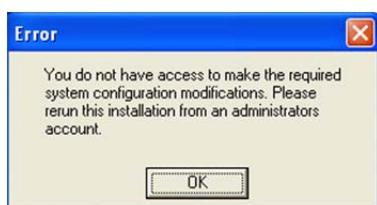
After the installation of FactSet, the permissions sometimes need to be manually set on the User Data Folder. Symptoms of this problem include not being able to modify the FactSet username, serial number, or password, and receiving repeated FactSet "User Validation Failure" error messages. To verify if the file permissions are correct after FactSet is installed, use the FactSet Troubleshooting Utility:

1. Open Internet Explorer and go to https://support.factset.com/
2. Click the **Run** button to launch the *FactSet Troubleshooting Utility.*
3. Once the *FactSet Troubleshooting Utility* loads expand *Computer.*
4. Select **Test Folder and File Permissions** then click the **Run Selected Action** button in the upper right corner.
5. The FTU Console section will display a list of FactSet folders and files along with the Windows user access level of each.

Problem: A user receives the error *"signon.dsn access denied"* or *"signon.fcr access denied."*

Solution: The "Access is denied" error message usually indicates the user cannot write to the *SIGNON.DSN* and/or *SIGNON.FCR* file. A user must have Modify permission to their *User Data* directory and all subdirectories. Contact your IT helpdesk for assistance in acquiring the proper permissions to that directory.

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HOW TO GRANT PROPER PERMISSIONS FOR FACTSET

Windows Vista and Windows 7
1. Go to **Start** > **Run** > type "%PROGRAMDATA%" > click **ENTER**.
2. Right-click on the FactSet folder and click on **Properties**.
3. Click on the **Security** tab > click the **Edit…** button.
4. Select the "Users" group in the Group or user names section.
5. Check the "Modify" check box.
6. Click **OK**.

Windows XP
1. Go to **Start > Run** > type "%PROGRAMFILES%" > click **ENTER**.
2. Double click the "FactSet" folder.
3. Right-click on the User Data folder and click on **Properties**.
4. Click on the **Security** tab.
5. Select the "Users" group in the Group or user names section.
6. Check the "Modify" check box.
7. Click **OK.**

FACTSET SLOWNESS

A user is experiencing slowness with the FactSet application. "Slowness" can be caused by many different factors. Network latency, ISP latency issues, a corrupt workspace or worksheet/tab are a few examples that could potentially cause a user to experience latency within FactSet. Storing the FactSet CACHE directory on a network share may also cause latency (setting the CACHE directory to the local disk will be discussed later in this section). Below are a few examples of where a user is seeing slowness as well as several possible solutions:

- "Experiencing slowness when clicking on different tabs in the FactSet workspace."
- "FactSet takes a long time to load."
- "FactSet is much slower after upgrading to the latest version."

Possible Solutions:
- At times the cached files and logs in the FactSet User Data folder may become very large. Follow the steps below to clean these out:
  1. Close all FactSet applications as well as Microsoft Excel, Word, PowerPoint, and Outlook.
  2. Click on the following link: https://support.factset.com/
  3. Click the **Run** button once the FactSet Technical Support webpage loads.
  4. Once the *FactSet Troubleshooting Utility* loads expand *FactSet*.
  5. Select **Cleanup FactSet User Data** then click the **Run Selected Action** button in the upper right corner.
  6. A dialog will display confirming if you wish to continue, click **Yes**.
  7. Launch the product that was experiencing slowness and verify if it functions properly.
     o Note: First time launch after **Cleanup FactSet User Data** is expected to take longer than normal.
  8. If you are still experiencing slowness issues, send a new FactSet Diagnostic Report by clicking on the FactSet blue F Icon > Help > Send Diagnostic Report. The blue F Icon is located in the system tray, next to the clock.

FactSet Slowness continued

- Check the location of the User Data folder ([HKEY_CURRENT_USER\Software\FactSet\File Locations\FactsetDir] or [HKEY_LOCAL_MACHINE\Software\FactSet\File Locations\FactsetDir]).
    o   If on a network share, there may be latency writing to the network drive. Try resetting the **CACHE** directory to the local hard drive:
1. Close all FactSet applications as well as Microsoft Excel, Word, PowerPoint, and Outlook.
2. Click on the following link: https://support.factset.com/
3. Click on the **Run** button once the FactSet Technical Support webpage loads.
4. Once the *FactSet Troubleshooting Utility* loads expand *Advanced*.
5. Select **Set Cache Folder Locally** then click the **Run Selected Action** button in the upper right corner.
6. When this completes, launch FactSet and test functionality.
    NOTE: Contact FactSet support if using FactSet in a Citrix or Terminal Server environment.

APPLICATION ISSUES

Problem: A user is getting *"The Central Dispatcher is unavailable"* upon launching FactSet

Solution: Verify connectivity to the FactSet Central Dispatcher by following the steps above for testing connectivity for FactSet RT communications. Once connectivity to the Central Dispatcher is verified, follow the steps below to fix the issue:

- Open Internet Explorer.
- Verify: Tools > Internet Options > Security > Internet Zone > Set Default Level = **Medium**
- Verify: File > Work Offline is **UNchecked**
- Check if the user has checked but maybe should not have checked: Tools > Internet Options > Connections Tab > LAN Settings > "Use a proxy server for your LAN".
- Check Tools > Internet Options > Connections Tab > LAN Settings. Uncheck 'automatically detect settings' (if possible).
- Within the *FactSet Troubleshooting Utility* > Expand *FactSet* > Select **Reset Dispatcher.cfg** and **Reset FactSet Config Files** > Click the **Run Checked Actions** button in the lower left corner.

Problem: A user is getting *"Startup Failed, please contact your FactSet Rep"* upon launching FactSet

Solution: The user may have a local firewall enabled which is possibly causing problems with FactSet connecting (i.e., Norton or Windows firewall), or the communications settings need to be changed. Contact your internal IT helpdesk to see if they can assist, or call FactSet Support for assistance.

Problem: The user is receiving a *"COM registration Failed"* error upon launching FactSet.

Solution: This can be fixed by re-registering fdsw32.exe via the *FactSet Troubleshooting Utility*:

1. Close all FactSet applications.
2. Open Internet Explorer and go to https://support.factset.com/
3. Click the **Run** button to launch the *FactSet Troubleshooting Utility*.
4. Once the *FactSet Troubleshooting Utility* loads expand *Advanced.*
5. Select **Register FDSW** then click the **Run Selected Action** button in the upper right corner.
      If the user does not have admin rights, they will need to contact their internal help desk or IT personnel to complete this action.

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Problem: The user gets the error, "*An invalid argument was encountered*" upon launching FactSet Marquee.

Solution: This can be fixed by clearing the FactSet OnlineConfig via the *FactSet Troubleshooting Utility*:

1. Close all FactSet applications.
2. Open Internet Explorer and go to https://support.factset.com/
3. Click the **Run** button to launch the *FactSet Troubleshooting Utility*
4. Once the *FactSet Troubleshooting Utility* loads expand *FactSet*.
5. Select **Reset FactSet Config Files** then click the **Run Selected Action** button in the upper right corner.

Problem: When launching FactSet, the user sees "*The page cannot be displayed*" message.

Solution: If the user has admin rights, go to **Start** > **Run** and type: **regsvr32 "C:\Program Files\Factset\fdstp.dll"** (your path may be different). Click **OK**.

> *If the user does not have admin rights, they will need to contact their internal help desk or IT personnel to complete the previous instructions.*

Problem: The user gets the error, "*Failed to launch Adobe Acrobat Reader. Then install/repair Acrobat Reader installation*" when attempting to open a FactSet research report.

Solution: Launch Adobe Reader > go to **Edit** > **Preferences** > select **Internet** > verify "Display PDF in browser" is checked.

INSTALLATION ISSUES

Problem: Difficulty installing or uninstalling FactSet. User may be getting the below error:

> *"There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor."*

Solution: Remove the corrupt FactSet installation using Microsoft *Windows Installer Cleanup Utility:*
- Download the *Windows Installer Cleanup Utility* from: https://support.factset.com/
  - The *Windows Installer Cleanup Utility* is a tool that can be used to remove Windows Installer configuration management information if a problem occurs.
  - The Windows Installer configuration management information can become damaged if any of the following issues occur:
    - The computer's registry becomes corrupted.
    - A registry setting that is used by the Windows Installer is inadvertently changed, and this change results in a problem.
    - The installation of a program that uses Windows Installer is interrupted.
    - There are multiple instances of a setup program running at the same time, or an instance of a setup program is "blocked."
- Run the **msicuu2.exe** and install the application.
- Once installed, go to **Start** > **All Programs** > Click on *Windows Installer Clean Up*.
- Once the *Windows Installer Clean Up* loads, select and Remove all versions of FactSet, FactSet Marquee, ExcelConnect, and/or DealMaven.
- Reinstall FactSet.

Problem: Client is getting **Error 2753** when attempting to install or upgrade FactSet:

"The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2753."

Solution: The FactSet Installers use a technology called *Windows Installer*, provided by Microsoft. This error is related to a *Windows Installer* failure. An administrator of the machine will need to re-register **vbscript.dll.**

Problem: User is getting **Error 2755** when trying to install FactSet:

"The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2755."

Solution: The installation file may be encrypted. To decrypt the encrypted installation file, right-click on the file, select **Properties**, click **Advanced...**, remove the check mark next to **Encrypt contents to secure data** and click**OK**.

Problem: User is getting **Error 2908** when trying to install FactSet:

"The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2908."

Solution: This problem usually occurs if the Microsoft .net framework is not installed or is corrupt. To fix the issue, install, repair, or reinstall the Microsoft .NET framework 2.0 and 3.5.

Log Files and Screen Shots

Send Diagnostic Report

Click on the F icon in the system tray and go to **Help** > **Send Diagnostic Report**. This will automatically gather necessary information and upload the information to FactSet.

MSI Log File

Go to **Start** > **Run** > type "%TEMP%" and click **OK**. Within that directory sort by Date Modified, you will find files named similar to "MSIxxxxxx.LOG." Open a few of these files to see if there are references to FactSet, choose the files that have been modified most recently.

Event Viewer

Take a screen shot of the Event Viewer. You can do this by going to **Start** > **Settings** > **Control Panel** > **Administrative Tools** > **Event Viewer**. Select **Application** from the left side and arrange the events on the right by date so the latest event is at the top. At the top you should also see "MsiInstaller" under the source column. Double click on **MsiInstaller** and take a screenshot of the error details.

Error Message

Take a screen shot of the error message and save it as a .jpeg file or paste it within a Word document.

What should I do with the Log file and screen shots?

Send Log files and screen shots to the Technical Deployment Team (techdeploy@factset.com) or contact your FactSet Consultant.

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Support

If you have any questions on how to set up or deploy FactSet contact the FactSet Technical Deployment Team.
Email: techdeploy@factset.com

If you have any questions on how to use FactSet or need further assistance, contact the FactSet Helpdesk.
Email: support@factset.com