CASEMANAGER

CASE Manager 5.2: Import Utility

TROUBLESHOOTING GUIDE

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Case Manager 5.2 Troubleshooting Guide: Import Utility

This document gives a basic overview of certain issues which can occur during the use of the Case Manager 5.2 Import Utility.

The Import Utility must have exclusive access to the excel spreadsheet

One issue which might not always be easy to troubleshoot is related to an excel spreadsheet being used by another system (mostly Excel or OneNote). If the Excel spreadsheet or text file from which you import data data is open in another application then the import could fail with a message that the Import Utility was unable to gain exclusive access to the spreadsheet.
This also occurs if the Excel Spreadsheet is stored on OneNote.

Sometimes to make sure you have exclusive access to the spreadsheet it might be easier to copy it to your local machine and to close excel before you import from the spreadsheet.

Issue with spaces in the column headings

If you receive an error message mentioning that you have spaces before or after your headings then the solution is pretty simple yet not obvious. All you need to do is go through your spreadsheet and remove any space before AND after the name.
Note that spaces between words are allowed. For example "Customer Name" is allowed but "Customer Name " or " Customer Name" will give this error. Simply removing these beginning or ending spaces will resolve the problem.

Issue when importing into a list or multi-select custom field

When you try to import into a list / select or multi-select field you might get an error that the value does not exist. With these fields the import utility will only import a line if the values in these fields have been pre-specified in the configuration utility. For this reason it is often better not to use a select / list or multi-select field but rather an open text field of the options will vary a lot.

Issue with OLEDB provider

If you receive the following error during your import then it mean that the OLEDB provider have become unstable.
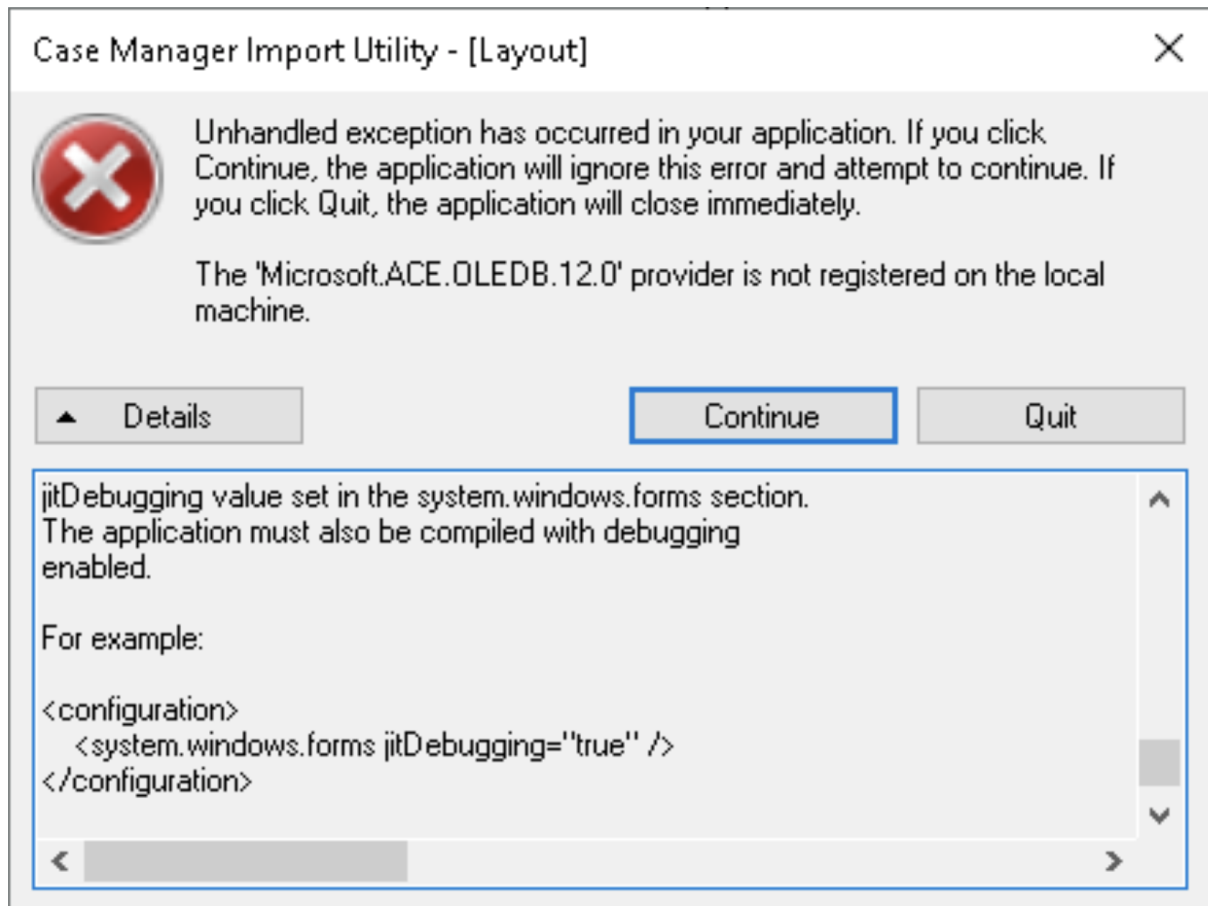
We sometimes receive this error on machines with regards to the installation of the Excel component used by the Import Utility. We are looking into a better solution in a future version. For now the steps to fix this is as follows:

After installation of the Import Utility, when receiving this error:
- Copy the AccessDatabaseEngine.exe to a local temporary location on the machine. This file can be obtained from the server in the folder CaseManager\CaseManagerApps\CaseManagerImportUtility\MSAccessDBEng2010
- Open a command line prompt, and navigate to this temporary location.
- Run AccessDatabaseEngine.exe /passive
- If you choose so, you may delete the AccessDatabaseEngine.exe from the temporary location after the previous step has been executed.
- Open the registry editor from the start menu.
- Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\14.0\Common\FilesPaths
- Delete the entry named mso.dll

This will enable the import utility to make use of the correct component when working with Microsoft Excel files.