SUBJECT: Journal Upload Spreadsheet Issue

POSTED: December 16, 2014

ANNOUNCEMENT

We have received reports of an issue with the Journal Upload Process, specifically with the Journal Upload Spreadsheet file. This issue began occurring after Microsoft updates last week and impacts primarily Office 2013 but may also impact Office 2007 and Office 2010.

Microsoft has published a resolution in the Microsoft Knowledge Base at this link: http://support.microsoft.com/kb/3025036/EN-US. Basically, the resolution is to locate files with an ".exd" extension and either rename those files or delete them.

For the workstation configuration that we use at ITS, we were able to locate these files in the following folders:

C:\Users\[user name]\AppData\Local\Temp\Excel8.0   Rename MSForms.exd as MSForms.exd.old
C:\Users\[user name]\AppData\Local\Temp\Word8.0   Rename MSForms.exd as MSForms.exd.old

Your mileage may vary according to your workstation configuration. Please engage your local workstation support team as necessary.

SUPPORTING DOCUMENTATION

Refer to the Microsoft document at this link: http://support.microsoft.com/kb/3025036/EN-US

MORE INFORMATION AND SUPPORT

For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit http://status.usg.edu.