

Symptom

- EPM Add-in logon error.
- Refresh report error not due to BPC NW back-end MDX/SQE.
- Master Data in EPM Add-in front-end is wrong, e.g. member missing, wrong hierarchy

Environment

- EPM Add-in for Microsoft Office Excel
- SAP Business Planning and Consolidation 10.0 for NetWeaver
- SAP Business Planning and Consolidation 10.1 for NetWeaver

Resolution

- Just in case, it's a known bug
 - always upgrade to the latest EPM Add-in.
- The master data displayed in context is wrong, e.g. member missing, hierarchy wrong, etc.
 1. Log on to BW->T-code SE38->Run program UJXO_CLEAN_TDH_DIM_CACHE and UJXO_CLEAN_DIM_CACHE.
 2. Clear Metadata Cache by EPM Add-in menu EPM->More->Clear Metadata Cache.
 3. Refresh Metadata by EPM Add-in menu EPM->More->Refresh Metadata.
- Non-BPC report requests logon. See KBA [2144883](#)
- Logon error "Index was outside the bounds of the array". See KBA [2145350](#)
- Excel startup slow when EPM Add-in installed. See KBA [2076221](#)
- Compile error "User-defined type not defined" using EPM API. See KBA [1767781](#)
- "Error launching office client: a.PushActionsByValue is not a function" See KBA [2133861](#)
- Error "basOtherWorkbookSpecificBEFORE_REFRESH_NUMBER" See KBA [2132019](#)
- "EPM - General Error: Invalid environment: <environment name>." See KBA [2096819](#)
- "Failed to allocate a managed memory buffer of <some number> bytes" See KBA [2009980](#)
- "Error while saving the file" when execute distribution. See KBA [1968589](#)
- "Error - Invalid Dimension Name". See KBA [1957140](#)
- Error "You have exceeded the maximum amount of axis tuples in an axis...". See KBA [1940015](#)
- Error "Sequence contains no matching element" See KBA [1927874](#)
- "500 Connection timed out Error". See KBA [1832231](#)
- "EPM - General Error There are no environments available on the server" See KBA [1828252](#)
- "Run-time error 13: Type Mismatch" See KBA [1823121](#)
- Error "Time version of dimension XXXX does not exist" when running DM. See KBA [1817729](#)
- Logon error "Wrong Authentication" See KBA [1784191](#)
- Error "Wrong CSV Format".
 - See KBA [1780170](#) and [1668504](#)
 - Clear Metadata Cache.
- Error "Invalid hierarchy for a member" when changing work status. See KBA [1739275](#)
- Installation error "Error reading setup initialization file" See KBA [1723688](#)
- Error "Invalid model:" See KBA [1709909](#)
- "An error has occurred when creating a new transformation file" See KBA [1704607](#)
- "Error launching office client: Interface not registered (Exception from HRESULT: 0x80040155)". See KBA [1704357](#)
- Error "Unable to contact the server". See KBA [1674566](#)
- Error ""#NAME?" See KBA [1636581](#)

Keywords

check list, checklist

Header Data

Released On	15.05.2015 06:12:07
Release Status	Released to Customer
Component	EPM-XLS EPM Excel Client
Other Components	EPM-BPC-NW NetWeaver Version
Priority	Normal
Category	Problem

Product

Product	Product Version
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