

## REP0015 - Forecast Report - Unable to Export Forecast to Excel from CCC or WFS

### DESCRIPTION

Users encounter an error message when trying to export a Forecast to Excel from inside the Contact Center Client or WorkForce Scheduling clients.

### SEVERITY

Error

### IMPACT

Forecast was not exported to Excel.

### TROUBLESHOOTING STEPS

There are two reasons why exporting forecasted reports to excel may sometimes not work which are independent of our software

1. Security issue with template file location
2. Microsoft Excel license renewal dialog

#### **1. Security issue with template file location**

The excel report builder works by dropping a dataset onto an report excel template file. The issue is that the template file location has not been identified by the Excel app as a trusted location. This causes a dialog message to appear stating "Office has detected a problem with this file. Editing it may harm your computer". This dialog prevents the report builder from exporting the report to excel and throws an exception. Error screenshots and logs are attached.

The steps to fix this issue are:

1. Click Start, Run and type Excel
2. Click the Dash Arrow icon in the Title bar (see "dash arrow excel" attachment)
3. Select more commands
4. Select Trust Center
5. Click Trust Center Settings
6. Select trusted locations
7. Click add new location
8. Add the location of the xlt file so Excel will know to trust the file

#### **2. Microsoft Excel license renewal dialog**

If an excel license needs to be renewed a dialog message is launched each time excel is opened prompting the user to renew their license. Again, this dialog prevents the report builder from exporting the report to excel and launches a dialog.

### APPLIES TO

6.0 SP1 through 7.1.X.X

**Keywords:** REP0015 forecast report unable to export forecast excel CCC WFS

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