



TROUBLESHOOTING GUIDE
FOR I.T. PROFESSIONALS
SUPPORTING **FACTSET**

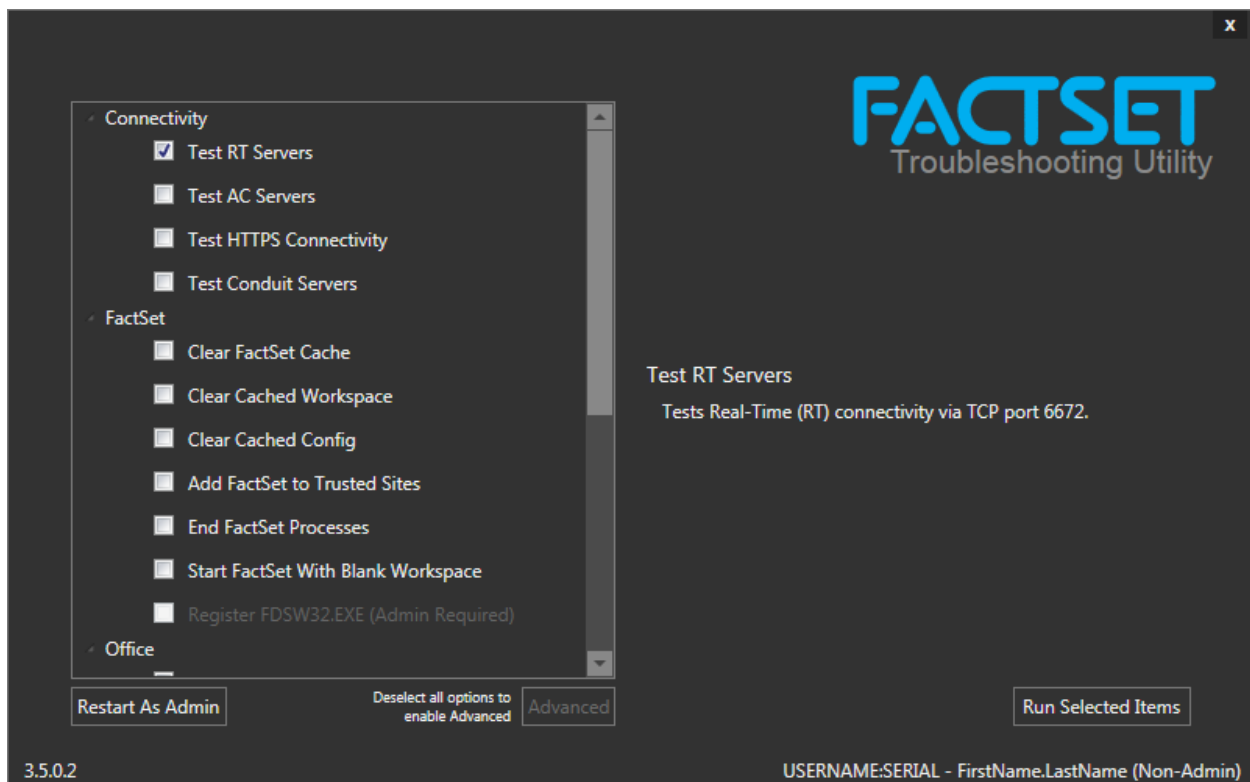
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The FactSet Troubleshooting Guide is intended for IT professionals supporting FactSet to utilize when encountering problems with FactSet. This document will cover various issues including but not limited to connectivity, Office integration, installation,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

- + Click on the following link: <https://support.factset.com/>
- + Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
- + Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
- + Select from the available options and click **Run Selected Items**.
- + Click the **Advanced** button to view the list of advanced options. Click **Run** next to the desired advanced option.

CITRIX XENAPP WITH NO PUBLISHED INTERNET BROWSER

- + Within FactSet, click the question mark "?" in the top right of the window.
- + Click Technical Support.
- + Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
- + Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
- + Close all FactSet, Office, and Adobe applications running in Citrix.
- + Select from the available options and click **Run Selected Items**.
- + Click the **Advanced** button to view the list of advanced options. Click **Run** next to the desired advanced option.

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. Click on the following link: <https://support.factset.com/>
2. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
3. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
4. Select all available options under the **Connectivity** section.
5. Click the **Run Selected Items** button in the lower right corner.
6. The results will display as 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 an Internet Browser and navigate to the following URLs:
 - + <https://dispatcher.factset.com/RT/ConnTest.htm>

If successful, you will see the message: "You can connect to this dispatcher!"

Note: Windows Telnet Client is disabled by default in Windows 10/8/7/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**.

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, Microsoft Office, and Adobe applications.
2. Click on the following link: <https://support.factset.com/>
3. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
4. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
5. Select from the available **Fix** options under the Office section.
6. Click the **Run Selected Items** button in the lower right corner.
7. When the selected options have all completed running, launch the Office application(s).
8. Verify the FactSet Ribbon 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: Select the **Fix Excel Add-Ins** option under the **Office** section within the *FactSet Troubleshooting Utility*. If the error persists, 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: FactSet may have been installed under an Administrator or SYSTEM Windows account and the users Windows account needs to have FactSet XLL add-in loaded under their Windows profile. Click **Start > All Programs > FactSet > FactSet Excel Add-In** to load the FactSet XLL add-in under the logged in Windows account and launch Excel.

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 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 2010/2013/2016

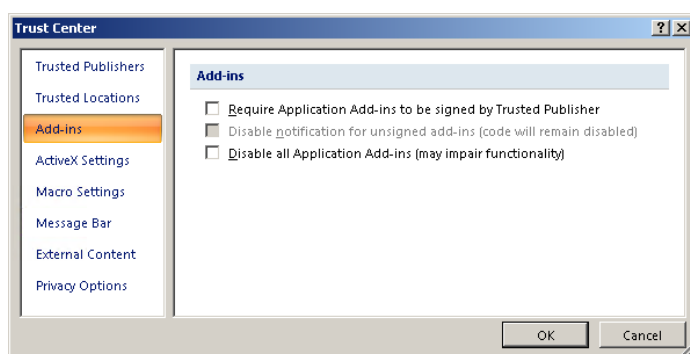
- + Click on File > Click on **Options** > Select **Add-ins** > select Excel Add-ins from the Manage drop-down menu > click **Go...**
- + In the Add-ins screen uncheck the add-ins one-by-one. You may receive the error, *“Cannot find add-in ‘random.add-in’. Delete from list?”*
- + Click **Yes** to remove 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 2007, OFFICE 2010, 2013 AND 2016 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 navigating to the **Office Button** > ... **Options** > **Trust Center** > **Trust Center Settings...** > **Add-Ins** > 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 2007

- + Launch Excel > click on the **Office Button** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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.
- + Click the **FactSet-Excel Link**

Word 2007

- + Launch Word > click on the **Office Button** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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 **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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** > change "Manage" to **Disabled Items** > 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.

Excel 2010/2013/2016

- + Launch Excel > click **File** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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.
- + Click the **FactSet-Excel Link**

Word 2010/2013/2016

- + Launch Word > click on **File** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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 2010/2013/2016

- + Launch PowerPoint > click on **File** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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 2010/2013/2016

- + Launch Outlook > click on **File** > click on **Options** > select **Add-Ins** > change "Manage" to **Disabled Items** > 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.

FactSet Integration with Adobe® Products

PROTECTED MODE

Problem: The user is having difficulty opening PDF's from within various portions of FactSet. These include:

- + Source Document Manager (SDM)
- + Filings Viewer
- + Investment Research Documents

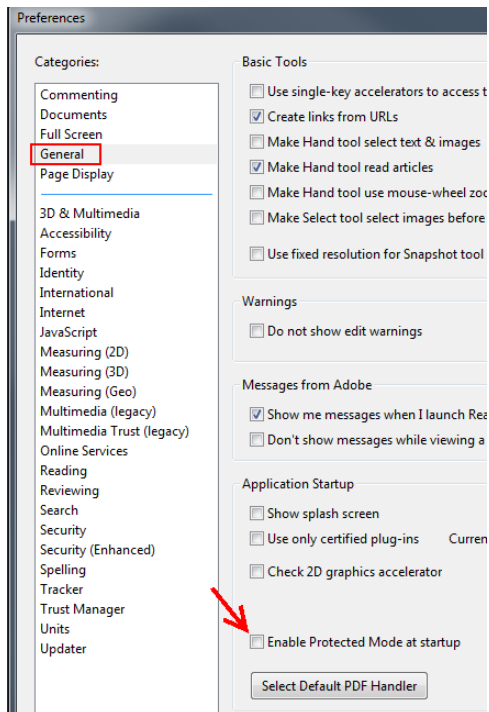
The user may receive the following error:

"There is a problem with Adobe Acrobat Reader. If it is running please exit and try again. (nnnn:nnnn)"

Solution: Disable Protected Mode in Adobe® Acrobat or Adobe® Reader. See steps below:

Acrobat® Reader X

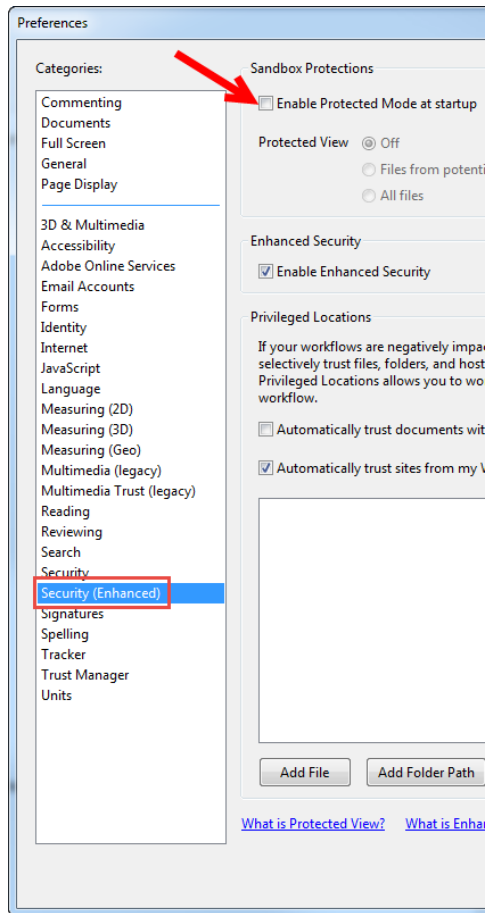
1. Close FactSet
2. Launch Adobe® Reader > click **Edit** > select **Preferences** > select **General** > remove the check next to **Enable Protected Mode at Startup**
3. Close Acrobat or Adobe Reader, Launch FactSet, Perform your chosen action within SDM, Self Service Portal, etc.



Protected Mode Continued

Acrobat® Reader XI and DC

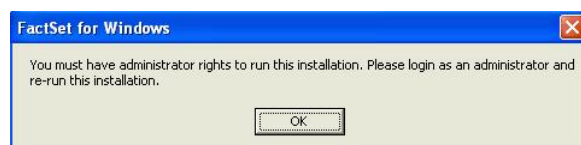
1. Close FactSet
2. Launch Adobe® Reader > click **Edit** > select **Preferences** > select **Security (Enhanced)** > remove the check next to **Enable Protected Mode at Startup**
3. Close Acrobat or Adobe Reader, Launch FactSet, Perform your chosen action within SDM, Self Service Portal, etc.



Common Setup, Application, and Installation Fixes

USER ADMINISTRATIVE RIGHTS

Administrative rights are required for initial installation 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 PERMISSIONS ISSUES

The below error messages will indicate a user permissions 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.

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.

HOW TO GRANT PROPER PERMISSIONS FOR FACTSET

Windows Vista, Windows 7, Windows 8, Windows 10

1. Go to **Start > Run >** type “%PROGRAMDATA%” and/or “%LOCALAPPDATA%” > 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**.

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 it may become necessary to remove dispensable files within the FactSet Cache folder. Follow these steps to perform that action:
 1. Close all FactSet, Microsoft Office, and Adobe applications.
 2. Click on the following link: <https://support.factset.com/>
 3. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
 4. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
 5. Select the **Clear FactSet Cache** options under the **FactSet** section.
 6. Click the **Run Selected Items** button in the lower right corner.
 7. Launch the application that was experiencing slowness and verify if the performance improves.

Note: The initial launch after running the Clear FactSet Cache option is expected to take longer while the FactSet Cache folder is rebuilt.

- + If the FactSet cache is on a network drive, configure the FactSet cache within the local profile by performing the following steps.
 1. Close all FactSet, Microsoft Office, and Adobe applications.
 2. Click on the following link: <https://support.factset.com/>
 3. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
 4. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
 5. Click the **Advanced** button.
 6. Click the **Run** buttons next to the **Set Cache to Fixed Disk** option.
 7. Launch FactSet and verify if the performance improves.

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**. Remove the check next to 'automatically detect settings' (if possible).
- + Within the FactSet Troubleshooting Utility select the **Clear Cached Config** option under the **FactSet** section and click the **Run Selected Items** button in the lower right 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 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. Click on the following link: <https://support.factset.com/>
3. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section
4. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
5. Select the **Clear Cached Config** under the **FactSet** section.
6. Click the **Run Selected Items** button in the lower right corner

Application Issues Continued

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. Click on the following link: <https://support.factset.com/>
3. Click the **Run** button to download the executable or **Save** buttons to download the compressed zip under the FactSet Troubleshooting Utility 3 section.
4. Once downloaded, run the **FactSetTroubleshootingUtility.exe** process.
5. If available, click the **Restart As Admin** button in the lower left hand concern.
6. Select the **Register FDSW32.EXE** options under the **FactSet** section.
7. Click the **Run Selected Items** button in the lower right corner.

Note: If the user does not have administrator privileges, they will need to contact their internal help desk or IT personnel to run the **FactSetTroubleshootingUtility.exe** process as an administrator.

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**.

Note: 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: 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 version 4.0 or greater.

Log Files and Screen Shots

Send Diagnostic Report

Click on the FactSet white and blue F icon in the system tray and click **Help > Send Diagnostic Report**. This will automatically gather and upload the necessary 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 “MSIxxxxx.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.

Support

If you have any questions on how to set up or deploy FactSet, contact Technology Solutions Engineering:

Email: techsolutions@factset.com

If you have any questions on how to use FactSet or need further assistance, contact the FactSet Helpdesk:

Email: support@factset.com