Sage Business Intelligence

Designer not Licensed/Report Designer License Required Error in Excel on two workstations running Sage Intelligence Reports. There are another 2 workstations that can run the Sage Intelligence Reports with no Problems.

1. **Server Environment**

1.1. Operating System: Windows Server 2019 – 64 Bit

View basic information about your computer

Windows edition

Windows Server 2019 Standard
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Windows Server® 2019

System

Processor:	Intel(R) Xeon(R) Silver 4114 CPU @ 2.20GHz 2.19 GHz
Installed memory (RAM):	16.0 GB
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name:	ACC-SERVER	Change settings
Full computer name:	ACC-SERVER.cmswazi.org	

1.2. Sage 300 ERP Version & Product Update Level – 2019 Product Update 2

System Information

System Manager Version	2019 (300 Premium) (Build 20) (Product Update 2)
Program Directory	C:\sage300local
Shared Data Directory	\\ACC-SERVER\a4w\ACCPAC\

Applications

ID	Name	Version
✓ AM66A	Norming Asset Management	2019 (Product Update 1, Build ...
✓ AP66A	Accounts Payable	2019 (Product Update 2)
✓ APCB	Cashbook	2019
✓ AR66A	Accounts Receivable	2019 (Product Update 2)
✓ ARCB	Cashbook	2019
✓ AS66A	Administrative Services	2019 (Product Update 2)
✓ BK66A	Bank Services	2019 (Product Update 2)
✓ BKCB	Cashbook	2019
✓ BX66A	Intelligence Reporting	2019
✓ CB66A	Cashbook	2019
✓ CS66A	Common Services	2019 (Product Update 2)

✓ Indicates the application is active for the current company.   Modules...   Close

1.3. BI Licenses bought by the Client:

Sage 300 Intelligence Reporting Connector
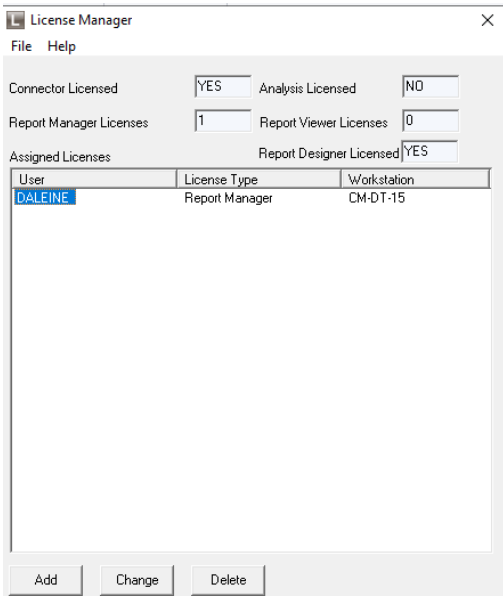Sage 300 Intelligence Reporting Report Designer

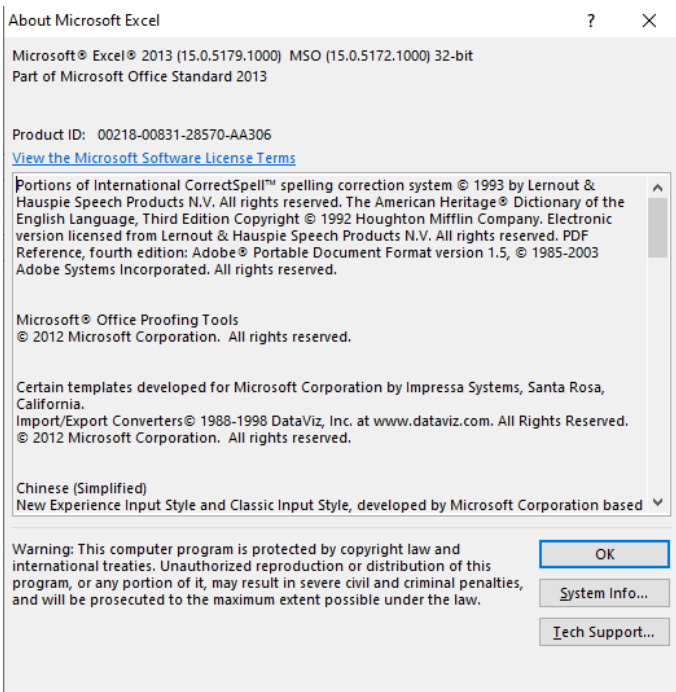Sage 300 License Manager

License Information | Licenses | Users

Product	Version	Edition	Serial Number	Count	Activation Code	Type	Status
AP 6.5A	6.5A	Premi...	80040901000185		Activated	Standard	Current
Accounts Payable	2019	Premi...	71040901000885		Activated	Standard	Current
AR 6.5A	6.5A	Premi...	80040601000188		Activated	Standard	Current
Accounts Receivable	2019	Premi...	71040601000830		Activated	Standard	Current
Sage 300 Intelligence Reporting Connector	2019	Premi...	7104BJ01000640		Activated	Standard	Current
Sage 300 Intelligence Reporting Report Designer	2019	Premi...	7104BH01000548		Activated	Standard	Current
Multicurrency Option	2019	Premi...	71046101000617		Activated	Standard	Current
GL 6.5A	6.5A	Premi...	80040301000166		Activated	Standard	Current
General Ledger	2019	Premi...	71040301000923		Activated	Standard	Current
IC 6.5A	6.5A	Premi...	80041201000190		Activated	Standard	Current
Inventory Control	2019	Premi...	71041201000699		Activated	Standard	Current
National Accounts Management	2019	Premi...	7104NA01000617		Activated	Standard	Current
Transaction Analysis and Optional Field Creator	6.5A	Premi	8004PT01000185		Activated	Standard	Current

Refresh   Close

1.4. The Intelligence Reporting – License Manager it shows the licenses as purchased and activated in Sage (see 1.3).

1.5. Excel Version on Server – Microsoft Office Standard 2013 – 32 Bit

2. Workstation Environment for 2 Workstations where Sage Intelligence Reports are working fine

2.1. Operating System: Windows 10 Pro – 64 Bit

View basic information about your computer

Windows edition

Windows 10 Pro

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System

Processor:	Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz 3.00 GHz
Installed memory (RAM):	4.00 GB
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

2.2. Microsoft Excel Version: Microsoft Office Standard 2013 – 32 Bit

About Microsoft Excel   ?   ✕

Microsoft® Excel® 2013 (15.0.5179.1000) MSO (15.0.5172.1000) 32-bit
Part of Microsoft Office Standard 2013

Product ID: 00218-00831-28570-AA306
View the Microsoft Software License Terms

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Reference, fourth edition: Adobe® Portable Document Format version 1.5, © 1985-2003
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California.
Import/Export Converters© 1988-1998 DataViz, Inc. at www.dataviz.com. All Rights Reserved.
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Chinese (Simplified)
New Experience Input Style and Classic Input Style, developed by Microsoft Corporation based

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2.3. Excel Add-Ins

Excel Options   ?   ✕

General	View and manage Microsoft Office Add-ins.
Formulas	
Data	**Add-ins**
Proofing	
Save	
Language	
Ease of Access	
Advanced	
Customize Ribbon	
Quick Access Toolbar	
Add-ins	
Trust Center	

Name ▲	Location	Type
Active Application Add-ins		
BI Generator	C:\...emexWizard.vsto|vstolocal	COM Add-in
Report Designer Add-in 1.2.0	c:\...Sage.BI.ExcelFunctions1.1.xll	Excel Add-in
Report Designer Add-in 1.2.0 (Custom Task Pane Helper)		COM Add-in
Inactive Application Add-ins		
Analysis ToolPak	C:\...ry\Analysis\ANALYS32.XLL	Excel Add-in
Analysis ToolPak - VBA	C:\...Analysis\ATPVBAEN.XLAM	Excel Add-in
Bpr Aug 18	C:\...soft\AddIns\BPR Aug 18.xla	Excel Add-in
Bpr Report From July Sub-Depart 19.02.19	C:\...Y SUB-DEPART 19.02.19.xla	Excel Add-in
Bpr Sub Dept - Aug 18	C:\...\BPR Sub Dept - Aug 18.xla	Excel Add-in
Date (XML)	C:\...ared\Smart Tag\MOFL.DLL	Action
Euro Currency Tools	C:\...\Library\EUROTOOL.XLAM	Excel Add-in
Inquire	C:\...fice16\DCF\NativeShim.dll	COM Add-in
Microsoft Actions Pane 3		XML Expansion Pack
Microsoft Power Map for Excel	C:\...n\EXCELPLUGINSHELL.DLL	COM Add-in
Microsoft Power Pivot for Excel	C:\...rPivotExcelClientAddIn.dll	COM Add-in
Microsoft Power View for Excel	C:\...ocReportingExcelClient.dll	COM Add-in
Solver Add-in	C:\...n\SOLVER\SOLVER.XLAM	Excel Add-in

Add-in: BI Generator
Publisher: <None>
Compatibility: No compatibility information available

2.4. BI Report Balance Sheet Worksheet or Tab screen shot:

See Screen below has the correct values

The Report Designer Menu under BI Tools shows all the Icons and are working fine

2.5. BI Report Income Statement Worksheet or Tab screen shot:

See Screen below has the correct values

The Report Designer Menu under BI Tools shows all the Icons and are working fine

3. Workstation Environment for 2 Workstations where Sage Intelligence Reports gives the Designer not Licensed/Report Designer License Required Error in Excel

3.1. Operating System: Office 10 Home Single User – 64 Bit

View basic information about your computer

Windows edition

Windows 10 Home Single Language

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System

Processor:	Intel(R) Core(TM) i3-8145U CPU @ 2.10GHz 2.30 GHz
Installed memory (RAM):	8,00 GB (7,88 GB usable)
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name:	DESKTOP-L6N1JE9
Full computer name:	DESKTOP-L6N1JE9
Computer description:	
Workgroup:	WORKGROUP

3.2. Microsoft Excel Version: Microsoft Office Standard 2013 – 32 Bit

About Microsoft Excel   ?   ×

Microsoft® Excel® 2013 (15.0.4569.1504) MSO (15.0.4569.1506) 32-bit
Part of Microsoft Office Standard 2013

Product ID: 00218-00831-28570-AA387
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Chinese (Simplified)
New Experience Input Style and Classic Input Style, developed by Microsoft Corporation based

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[OK]
[System Info...]
[Tech Support...]

3.3. Excel Add-Ins

Excel Options   ?   ×

General
Formulas
Proofing
Save
Language
Advanced
Customize Ribbon
Quick Access Toolbar
Add-Ins
Trust Center

View and manage Microsoft Office Add-ins.

Add-ins

Name ▲	Location	Type
Active Application Add-ins		
BI Generator	C:\...IchemexWizard.vsto\vstolocal	COM Add-in
Report Designer Add-in 1.2.0	C:\...\Sage.BI.ExcelFunctions1.1.xll	Excel Add-in
Report Designer Add-in 1.2.0 (Custom Task Pane Helper)		COM Add-in
Inactive Application Add-ins		
Analysis ToolPak	C:\...rary\Analysis\ANALYS32.XLL	Excel Add-in
Analysis ToolPak - VBA	C:\...y\Analysis\ATPVBAEN.XLAM	Excel Add-in
Date (XML)	C:\...shared\Smart Tag\MOFL.DLL	Action
Euro Currency Tools	C:\...15\Library\EUROTOOL.XLAM	Excel Add-in
Microsoft Actions Pane 3		XML Expansion Pack
Solver Add-in	C:\...brary\SOLVER\SOLVER.XLAM	Excel Add-in
Document Related Add-ins		
No Document Related Add-ins		
Disabled Application Add-ins		
No Disabled Application Add-ins		

Add-in:	BI Generator
Publisher:	<None>
Compatibility:	No compatibility information available

3.4. BI Report Balance Sheet Worksheet or Tab screen shot:

See Screen below where it is supposed the show the values it shows Report Designer license required

The Report Designer Menu under BI Tools shows that the Designer is not Licensed

3.5. BI Report Income Statement Worksheet or Tab screen shot:

See Screen below where it is supposed the show the values it shows #VALUE!

The Report Designer Menu under BI Tools shows that the Designer is not Licensed