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

Windows edition	44	
Windows Server 2019 Stan		Windows Common 2010
© 2018 Microsoft Corpora	tion. All rights reserved.	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 Manager	Version 2019 (300 Premium) (Build 20) (Proc	duct Update 2)			
Program Directory	C:\sage300local				
Shared Data Dire	ctory \\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)			
🖌 ВКСВ	Cashbook	2019			
🖌 BX66A	Intelligence Reporting	2019			
🖌 CB66A	Cashbook	2019			
🖌 CS66A	Common Services	2019 (Product Update 2)	~		
<		>			

1.3. BI Licenses bought by the Client:

Sage 300 Intelligence Reporting Connector

Sage 300 Intelligence Reporting Report Designer

License Information Licenses Users								
Product	Version	Edition	Serial Number	Count	Activation Code	Туре	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 Ontional Field Creator	6 5A	Premi	8004PT01000185		Activated	Standard	Current	
<								>

License Manager		×
File Help		
Connector Licensed	YES Analysis Licer	sed NO
Report Manager Licenses	1 Report Viewe	Licenses 0
Assigned Licenses	Report Design	er Licensed YES
User	License Type	Workstation
DALEINE	Report Manager	CM-DT-15
1		
Add Change	Delete	
Evcol Varcian	on Convor M	icrosoft Offic

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

/licrosoft® Excel® 2013 (15.0.5179.1000) MSO (15.0.5172.1000) 32-bit art of Microsoft Office Standard 2013		
Product ID: 00218-00831-28570-AA306		
/iew the Microsoft Software License Terms		
Portions of International CorrectSpell™ spelling correction system © 1993 by Hauspie Speech Products N.V. All rights reserved. The American Heritage © English Language, Third Edition Copyright © 1992 Houghton Mifflin Compa version licensed from Lernout & Hauspie Speech Products N.V. All rights res Reference, fourth edition: Adobe © Portable Document Format version 1.5, © Adobe Systems Incorporated. All rights reserved.	ictionary of the ny. Electronic erved. PDF	î
Microsoft® Office Proofing Tools © 2012 Microsoft Corporation. All rights reserved.		
Certain templates developed for Microsoft Corporation by Impressa Systems, California. Import/Export Converters© 1988-1998 DataViz, Inc. at www.dataviz.com. All I © 2012 Microsoft Corporation. All rights reserved.		
Chinese (Simplified) New Experience Input Style and Classic Input Style, developed by Microsoft (Corporation base	d Y
Varning: This computer program is protected by copyright law and nternational treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties,	OK System Info)
nd will be prosecuted to the maximum extent possible under the law.	Tech Suppo	

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		
Portions of International CorrectSpell [™] spelling correction system © 1993 by Lerr Hauspie Speech Products N.V. All rights reserved. The American Heritage® Dictio English Language, Third Edition Copyright © 1992 Houghton Mifflin Company. E version licensed from Lernout & Hauspie Speech Products N.V. All rights reserved Reference, fourth edition: Adobe® Portable Document Format version 1.5, © 198 Adobe Systems Incorporated. All rights reserved.	nary of the lectronic I. PDF	^
Microsoft© Office Proofing Tools © 2012 Microsoft Corporation. All rights reserved.		
Certain templates developed for Microsoft Corporation by Impressa Systems, San California. Import/Export Converters© 1988-1998 DataViz, Inc. at www.dataviz.com. All Right © 2012 Microsoft Corporation. All rights reserved.		
Chinese (Simplified) New Experience Input Style and Classic Input Style, developed by Microsoft Corpo	oration base	ed 🗸
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.	OK <u>S</u> ystem Info	0

Tech Support...

2.3. Excel Add-Ins

General	🙀 View and manage Microsoft Office Add-ins.		
Formulas	•• ?		
Data	Add-ins		
Proofing	Name 🔺	Location	Туре
Save	Active Application Add-ins	-	
arc .	BI Generator	C:\emexWizard.vsto vstolocal	COM Add-in
anguage	Report Designer Add-in 1.2.0	c:\Sage.BI.ExcelFunctions1.1.xII	Excel Add-in
ase of Access	Report Designer Add-in 1.2.0 (Custom Task Pane Helper)		COM Add-in
Advanced	Inactive Application Add-ins		
	Analysis ToolPak	C:\ry\Analysis\ANALYS32.XLL	Excel Add-in
Customize Ribbon	Analysis ToolPak - VBA	C:\Analysis\ATPVBAEN.XLAM	Excel Add-in
Duick Access Toolbar	Bpr Aug 18	C:\soft\AddIns\BPR Aug 18.xla	Excel Add-in
Zuick Access Toolbai	Bpr Report From July Sub-Depart 19.02.19	C:\Y SUB-DEPART 19.02.19.xla	Excel Add-in
Add-ins	Bpr Sub Dept - Aug 18	C:\\BPR Sub Dept - Aug 18.xla	Excel Add-in
	Date (XML)	C:\ared\Smart Tag\MOFL.DLL	Action
Trust Center	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.\ p.\SOLVER\SOLVER XLAM	Excel Add-in
	Add-in: BI Generator		
	Publisher: <none></none>		

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

	~ =		Bule	nbu 20201 - Excel	8 = - •
File Home	Insert Page Layout	Formulas Data Review	View Add-ins Help	l Tools Q Tell me what you want to do	₽. Share
New Quick Layout Generate	Quick Manage Show Edit + Layouts Task Pane BI Reports		Jistribution Settings		
B185 -	: × √ f _* 5	5021-BMS-CRE-BUL			
12 A 1 2	В	C Bulembu Ministries Swaziland	D E Nov 2019	F G H I J K L 🔺	• >
10 11 12 13 14	BALANCE SHEET Assets	Cash and Cash Equivalents	2,808,096 9.63*	Assets	FINANCIALS (? layouts lists form
- 15 - 16 - 17 - 18 - 19 - 20 - 21 - 22 - 23 - 24 - 25 - 26 - 27 - 28 - 29	6600-BMS-CRE 6605-BMS-CRE 6610-BMS-CRE 6615-BMS-CRE 6622-BMS-CRE 6625-BMS-CRE 6635-BMS-CRE 6634-BMS-CRE 6644-BMS-CRE 6645-BMS-CRE 6655-BMS-CRE 6655-BMS-CRE 6665-BMS-ENT 6665-BMS-ENT 6665-BMS-ENT 6677-BMS-ENT	Cash and Cash Equivalents FNB Cheque - Compassion 62187146214 FNB Call - BDC FNB Forex - Bulembu International FNB Cheque - TGCF Petty Cash - Child Care (CHO) Petty Cash - Child Care (CHO) Petty Cash - Child Care (CHO) Petty Cash - High School (HRS) Petty Cash - Child Care (CHO) Petty Cash - Child Care (CHO) Petty Cash - Church (CHU) FNB Cheque - 62165118196 FNB Cheque - 62185710290 FNB Cheque - 62185710290 FNB Cheque - 62185710290		20,00	 Manage CC IS - Actual Budget Prior IS - Actual vs Budget IS - Actual vs Prior

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

	8	5-0-	≂							Bu	lembu 2020'	1 - Excel			111		lli		8	• -	- 0 >
	File	Home	Insert	Page Layout	Formulas	Data	Review	View	Add-ins	Help	BI Tools	Qт	ell me wh	at you want	to do						A Share
1	New Layout	Generate -	Quick M	anage Show ayouts Task Pane) 🖃 Send Now In	Select structions Dist	Manage Instructions ribution														
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	14		GL co						THIS MO	NTH: Nov	2019			YTD: J	uly 2019 to No	v 2019					
	15	5	GL CO	de Ac	count Des	cription		Actual	E	Budget	Varian	ices	А	ctual	Budget	Variances					Manage
+	10 17 60			INCOME OTHER IN	COME			2,921, 2,992,		2,700,157 32,243		21,608		2,108,062 7,664,322	13,690,315 174,283	(1,582,25 7,490,04		⊙ (
+	- 7	1		TOTAL IN				5,913,		2,732,399		31,458		,772,384	13,864,598	5,907,78	_			l Budget Pri I vs Budget	
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- 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		
	© 2019 Microsoft Corpora	tion. All rights reserved.		
	Curtari			
	System		2.20 CH-	
	Processor: Installed memory (RAM):	Intel(R) Core(TM) i3-8145U CPU @ 2.10GHz 8,00 GB (7,88 GB usable)	2.30 GHZ	
	System type:	64-bit Operating System, x64-based process	sor	
	Pen and Touch:	No Pen or Touch Input is available for this Di		
	Computer name, domain, and	workgroup settings		
	Computer name:	DESKTOP-L6N1JE9		
	Full computer name:	DESKTOP-L6N1JE9		
	Computer description:			
	Workgroup:	WORKGROUP		
3.2.	Microsoft Excel \	/ersion: Microsoft Office	Standard 2	013 – 32 Bit
	About Microsoft Excel		? ×	
	Microsoft® Excel® 2013 (15.0.4	669.1504) MSO (15.0.4569.1506) 32-bit		
	Part of Microsoft Office Standar			
	Product ID: 00218-00831-28570			
	View the Microsoft Software Lic		ann aut Br	
	Hauspie Speech Products N.V. A English Language, Third Edition version licensed from Lernout 8	ctSpell [™] spelling correction system © 1993 by L All rights reserved. The American Heritage © Did n Copyright © 1992 Houghton Mifflin Company k Hausple Speech Products N.V. All rights reserv e® Portable Document Format version 1.5, © Il rights reserved.	tionary of the y. Electronic ved. PDF	
	Microsoft® Office Proofing Too © 2012 Microsoft Corporation.			
	California.	r Microsoft Corporation by Impressa Systems, S 8-1998 DataViz, Inc. at www.dataviz.com. All Rig All rights reserved.		
	Chinese (Simplified) New Experience Input Style and	l Classic Input Style, developed by Microsoft Co	orporation based 💙	
	international treaties. Unauthor program, or any portion of it, m	m is protected by copyright law and ized reproduction or distribution of this ay result in severe civil and criminal penalties,	OK	
	and will be prosecuted to the m	aximum extent possible under the law.	System Info	
			Tech Support	

3.3. Excel Add-Ins

cel Options			?
General	View and manage Microsoft Office Add-ins.		
Formulas	••• ?		
Proofing	Add-ins		
Save	Name 🔺	Location	Туре
anguage	Active Application Add-ins		
2 2	BI Generator	C:\lchemexWizard.vsto vstolocal	COM Add-in
Advanced	Report Designer Add-in 1.2.0	C:\\Sage.BI.ExcelFunctions1.1.xll	Excel Add-in
Customize Ribbon	Report Designer Add-in 1.2.0 (Custom Task Pane Helper)		COM Add-in
Quick Access Toolbar	Inactive Application Add-ins		
Add-Ins	Analysis ToolPak	C:\rary\Analysis\ANALYS32.XLL	Excel Add-in
Add-Ins	Analysis ToolPak - VBA	C:\y\Analysis\ATPVBAEN.XLAM	Excel Add-in
Trust Center	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></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

x1	5-0	- O =					-	Bule	mbu 20201 -	Excel		
FILE	HOME	INSERT PAG	E LAYOUT	FORMULAS	DATA	REVIEW	VIEW	ADD-INS	BI Tools			
Designer No		Sprill Down Image: A prill Down Image: A prill Down Image: A prill Down Image: A prill Down Tools) ⊨ Send Now In	Select Manag structions Instruction Distribution	je Distribu							
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12	A	A B		с			D	E	F	G	н	T
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11	B	ALANCE SHEET										
12 13	A	ssets										
14				ash and Cash Equi				0.009	-	_		
· 15 · 16		500-BMS-CRE		NB Cheque - Compas	sion 6218714	46214		ner license req				
. 10		605-BMS-CRE 610-BMS-CRE		NB Call - BDC NB Forex - Bulembu li				ner license req				
18		315-BMS-CRE		NB Cheque - TGCF	nternational			ner license req				
10		520-BMS-CRE		etty Cash - Admin (Al	DM)			ner license req				
. 20		525-BMS-CRE		etty Cash - Child Care				ner license req				
· 21		530-BMS-CRE		etty Cash Clinic (CLI)	(ene)			ner license req				
· 22		635-BMS-CRE		etty Cash - High Scho	ool (HHS)			ner license req				
· 23		640-BMS-CRE		etty Cash - Primary S				ner license req				
· 24	66	645-BMS-CRE		etty Cash - Pre Schoo				ner license req			0	
· 25	66	50-BMS-CRE		etty Cash - Church (C				ner license req				
· 26	66	55-BMS-ENT		NB Cheque - 6215511				ner license req				
· 27	66	60-BMS-ENT	F	NB Cheque - 6206266	68036 (BDC)			ner license req				
· 28	66	65-BMS-ENT	F	NB Cheque - 6218657	70290		Report Desig	ner license req	u red			
· 29	66	570-BMS-ENT	F	NB Credit Card			Report Desig	ner license req	ured		_	
· 30	66	675-BMS-ENT	F	NB Cheque - EU HNY			Report Desig	ner license req	u red	Chart Are	a o	
. 21	66	S80 BMS ENT	D	attu Caeh Indoa /IF	101		Deport Deein	ner license rea	red			

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

	-				•									
<u>∎</u> 5° ∂	÷ 🔘 =				Bu	ılembu 20201 - Exc	el							
FILE HOME	INSERT	PAGE LAYOUT FORMULAS	DATA	REVIEW VIE	W ADD-INS	BI Tools								
signer Not Licensed Bl Reports	d S Drill Down	Send Select Manage Now Instructions Instruction	Distributio s Settings											
DIREPOILS	10015	Distribution												
D1 -	X V	f_x												
1														
2 A B	С	D	E	F	G	Н	1	J	K	L	Μ			
Bulembu Ministries Swaziland				Cost Center: Consolidated Month: Nov 2019				CCM: 0 [EXPAND Columns to view more detail]						
2 13				wonth:	1100 2019			EXPAND CO	iumns to view m	lore detailj				
14				THIS MONTH: Nov 2019					YTD: July 2019 to Nov 2019					
	GL code	Account Description		Actual	Budget	Variances		Actual	Budget	Variances				
15 16				Actual	Dudget	vanances		Actual	Duuger	variances				
17		INCOME		#VALUE!	#VALUE!	#VALUE!		#VALUE!	#VALUE!	#VALUE!				
60		OTHER INCOME		#VALUE!	#VALUE!	#VALUE!		#VALUE!	#VALUE!	#VALUE!	_			
60 71		OTHER INCOME TOTAL INCOME					- ,		#VALUE! #VALUE!		_			
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