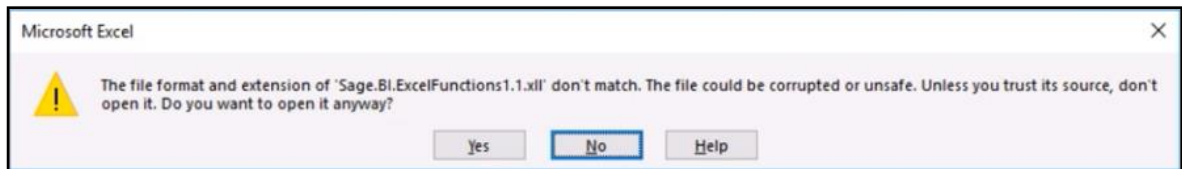


Article Outline	'The file format and extension of Sage.BIExcelFunctions1.1.xll' don't match. The file could be corrupted or unsafe... ' error opening Excel
Article Date	2021/09/01
Knowledge Type	Solving an error message
Primary Module	All/Multiple Modules/Not Relevant
Secondary Module	All/Multiple Modules/Not Relevant
Knowledge Source	Incoming Customer Query

Outline:

The following error message may be observed when open MS Excel without even running a report.



This error may especially be relevant when working on a RDP / Terminal Server environment and be observed by one or multiple Evolution users.

Solution/Details

To resolve this matter, do the following with the assistance of the client's local IT technician:

Create a new RDP / Terminal Server user account for all relevant users where the above error is observed.

When done, login with this new user account/s, relocate the Evolution company/ies per user account and continue working from there.