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# Frequently Asked Questions

Listed below are some of the most frequently asked questions we receive from clients.

## Generic System Questions – May Apply to All Modules:

### 1) I cannot see my chart or data files in the Kreg System.

This situation usually occurs when a client has received a new PC and a new Kreg.ini file has been created as a result of the Node install. To add the folder information back to your Kreg.ini file, please do the following. In Kreg, click File, New, and Folder. Click the Add Folder button at the bottom of the Kreg Folders form. Navigate to your Kreg data folder and click OK to add it to the list. Click the Exit button to close the form. Now click the Open button on the Kreg toolbar and you should see your chart of accounts. Click the + to the left of the chart file name to expand the list and see the data files associated with the chart. Select your file by highlighting it and clicking open or double clicking the file name.

### 2) I am getting a message that my record size is less than the import specs.

This situation occurs when you are defining a fixed record import and are entering the starting and ending positions of each field. This message will be generated anytime you enter an ending position that does not agree with what we are reading in the designated source file. For example, if your amount field ends in position 28 but you enter a 29, the system will display this message. Review your import specifications again and make sure you enter the correct ending position. Refer to the ruler at the top of the import format-viewing frame to ascertain this information. If necessary, run the Tool to Locate EOF, to examine your import file and provide the expected logical record length. This expected logical record length information would be written to your log file. Use that information to properly complete your import specifications. Remember when you are importing fixed records, the record length must be constant throughout the import file.

## 3) All of my imported records discarded, what could be causing that to happen?

This situation is usually the result of a fixed record import gone awry because the length of the records in the file is not consistent. You can run the Tool to Locate EOF, to examine your import file and provide the expected logical record length. This expected logical record length information is written to your log file. Use that information to properly complete your import specifications. Remember when you are importing fixed records, the record length must be constant throughout the import file.

## 4) How do I correct this error condition – WI ERROR Microsoft Excel exception Programmatic access to Visual Basic Project is not trusted?

This error condition occurs when your version of Microsoft Excel has not been updated to our specifications during version 3.00/v3.01 upgrade training. To correct, open Excel and select Tools, Macros, and Security. Select the Trusted Sources tab and make sure both check boxes at the bottom of the form are checked. They are: Trust all installed add-ins and templates and Trust Access to Visual Basic Project. Click OK to save the settings and then close Excel. Try to produce the spreadsheets from Kreg again and it will work properly.

## 5) I have added an account (expense or revenue center) to my chart or kchart file and cannot see the account in the account listing in View?

This condition sometimes occurs and the security file does not get updated properly. To correct this condition, open Security and select the Mapping button. Choose the tab called Position to RepCenter. If you get some error messages with an OK button click OK to close the message. Once the form is displayed, select your chart or kchart file from the list on the left and then locate your security setting under repcenter names. It should be listed under Global with a repcenter of 0. Highlight your setting and then click Edit and Delete Row from the menu bar. Click Save to save the change. Next, select your position from the right side of the form and drag it to the global repcenter to remap your security. Click Save again. Exit Security then open the system again and check your list boxes to see if the account is displayed.

6) I cannot publish to EV.

This condition usually occurs when you get a new PC and the IT dept did not set up the DSN (Data Source Name) for your SQL server. Add the DSN and then test the connection. If the connection is successful, you will be able to open any of the core products (BUD, PAY, REV, MCA, CapBUD or ReportBlaster) and publish documents.

## BUD Questions:

1) Why do my Report Writer results not reflect the current month data?

Usually this is a result of the data file not being calculated prior to the report writer calculation. Run Tools, Calculate All on the data file (usually the Actual file), then calculate your report writer report by selecting the Calc button on the tool bar in Report Writer. View your results for accuracy.

2) How do I generate a non-salary budget input form for a new department?

If you have structured your input form properly, you will have input rows available for a new department, even though there is no historical data to work with. Once you have added the new department to your chart of accounts, you can calculate a budget input form for the new department and then create the spreadsheet or publish the form to EV.

3) I want to re-import my statistics (or hours, expenses, revenues) – how do I replace the existing records?

The delimited imports (spread, fixed and rate) do not have a replace options. Therefore, use the Adjust Input Tool to 0 out the existing records and then import the new values.

# PAY Questions:

1) Why am I unable to import my Employee data on my Labor Budget Input Forms?

Usually this is a result of the Labor Budget Input Form setup not being completed correctly. There are four check boxes on the form, one for each of the following fields: Anniversary Date, Rate per hour, Pay Grade and Raise Type. All four boxes must be checked when the input forms are produced – in order for you to re-import employee data from the input form. These fields are required for this import. See pages 2-3 of your Paperless Budgeting in WinPAY documentation (in your user manual) for more information on this topic.

2. Will my pay data be deleted from the data file when I use the export function?

Unless it is specifically noted in the stored format definition, the data from your pay file will be copied into the target file and not removed from the pay file.

3. How do I generate a Labor Budget Input Form for a department that has no employees?

The system will not generate a labor budget input form for a department that does not contain any employee records. Therefore, you have to add a vacant position to the Employee Detail Payroll Input view. Once you have entered the necessary information, click Save to save the change, then you can create a spreadsheet or publish the form to EV.

4. After passing dollars from PAY to BUD my totals are not correct – they are too low?

Make sure your accrual setting is turned on to pass data from PAY to BUD. If the accrual is not turned on, you are getting the first 12 pay periods of data instead of getting 26 pay periods accrued into 12 fiscal periods.

# EV Questions:

1) Managers are reporting they cannot see their Submit Button.

Check for the following items. A) What is the security level for the Manager having difficulties? B) At what security level was the report published? C) What is the security level for report submission? If you check these items and still cannot resolve the problem, then contact Support@Kreg.com.

2) I have maximized my view in Excel but the setting does not hold when I open another spreadsheet.

This is a situation where Windows is not “saving” your settings. If you experience this issue, please do the following. Open the spreadsheet in Excel and hover the mouse over the edges, and then resize it manually. Close the spreadsheet and then try to open that link or a different link in EV to verify that the setting was saved.