Technical SHE Systems

Technical Issues Guide

Common Technical Issue for SHE Products and guidance to rectify these issues

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In the sections below you will find technical issues that regularly come up, with a description of why the issue occurs and the solution to the issue (if there is one). This is not an exhaustive list and if you feel that a particular issue is cropping up on a regular basis that is not mentioned in this document then please e-mail your local SHE Advisor detailing the issues you are having and it will be included in this list. Current issues include: -

- **WRAP Corruption Issues**

If you are having issues with the WRAP, including any Animal ID corruption, Hills/Stairs issues, saving issues, etc. Then please email either: -

- o John English
- o Kerry Whiteford
- o Simon Handford
- o Trevor Hamilton

With a copy of your WRAP file with a description of the issue you are having.

- **Compile Error in Hidden Module <…..>**

The majority of the issues surrounding this error are to do with a security patch that was rolled out for Excel 2010 by Microsoft (does not affect Excel 2016), which corrupted the ActiveX Controls (Buttons, Drop down Menu, Check Boxes, Text Boxes, etc.) in the Excel Workbook. To rectify this you must advise the user to: -

- o Log the issue with IT and tell them that the product works correctly on other PCs
- o IT must then make sure that KB2553154 has been removed (if present)
- o (Re)Install the RMG-ENG-Excel Repair Tool
- o Re-register the MSCAL.OCX (regsrv32)
- o Delete all EXD file from the Appdata\Local directory

Please Note: It can take more than one installation if the Repair Tool or the removal of the KB Update hasn't been done correctly.

If after the above has been tried or you are getting this error message in Windows 10 / Excel 2016, then please forward on to me (gary.millward@royalmail.com) with as much detail as possible (i.e. Name of Product, Windows Version, Description of the events leading up to the error).

- **RMG Network not found / not available / cannot be contacted.**

There are 2 main reasons for this error message and they are: -

- The User is not connected to the RMG Network – This could mean that either they are physically disconnected from the Network or that they are trying to access the Network without using VPN.
- The session cookie has expired – For all Network related tasks that involve SharePoint a cookie is required that holds the users Authentication, this used to be in perpetuity until a change in 2017 that meant that the cookie expires after 5 days. At this point because the cookie is not present Excel cannot access SharePoint. To correct this all the user has to do is to navigate to any portal site in In Internet Explorer (not in Chrome, as this doesn't generate the required cookie).

If after this they still get the error message and if they can access the SHE Knowledge Database then please contact your local SHE Advisor.

- **Cannot map network drive**

This error can occur if the user cannot access the RMG network and so before continuing you should go through the points above, if after that you still are getting the message then this is usually due to a bug within Windows, where the Operating System can report incorrectly that all of the Drive Letters are being used and so cannot map the SharePoint site to a Drive Letter. The only way to clear the incorrect flags is to restart Windows and then once rebooted try again

- **Run-Time Error 13 (SHE Audit)**

A run-time error 13 is an error generated by Excel when a value is inputted that does not conform to with what was expected (i.e. If a question asks for a number (1 for instance) and the text for that number ("one") was input instead). In the SHE Audit specifically this can happen if the user has not input a correctly formatted date (the Audit expects dates to be in dd/mm/yyyy) anything other than that and the Audit it will crash when you try to submit.

You can also get this error if the formulas within the workbook have not been calculated (when first opening an Excel file, some formulas evaluate to #VALUE until there have been calculated). To correct this you can either put the Excel Document in Automatic Calculation mode or the user can press F9 which forces Excel to do a manual calculation.

- **SHE Product Hierarchy is out of date or RMG Unit is missing.**

All of the SHE Products use a centralised database managed by GBi to download the RMG business structure. If your SHE product is using

an old hierarchal structure then the product may have had difficulties accessing the centralised database and you should try the measures located in the RMG Network not Found / not available / cannot be contacted section above.

If your Unit is missing from the hierarchy list, then it may need to be added to the database. Please email your Unit details (including Unit Name, Cost Code Centre Number, Business Unit, Director and Sector/Area information) to your local SHE Advisor to request that GBi add the unit to the database.

- **File is Locked for Editing by ……….. (SHE Audit)**

When opening the SHE Audit, you may sometimes get a message saying the file is locked for editing by <User>, this is entirely normal as this is due to an external file being opened for the Version Checking facility and so because of this more than one person might be trying to open the external file at the same time, hence the message. When presented with this message you should always advise to click the Read-Only option (it is safe to do so as the file being read is closed immediately after checking the version of the Audit so is never saved), if the user selects Save & Edit then this just creates a duplicate file on the SharePoint site the file is hosted and clogs the Audit Upload site).

Please make sure that you explain to the User that it isn't the Audit that is locked but merely a file that is used to check the version of the Audit and that choosing Read-Only will not mean they cannot make changes to their Audit file.

- **Windows 10 Upgrade – Updating SHE Products**

Starting from next week (wc 27/08/2018) RMG will start the rollout of Windows 10. Following a prolonged testing phase, it was identified that SHE products would need to be rebuilt on a new platform. As a result, new versions of the SHE products will be available on the SHE Knowledge Database Intranet Site from next week.

If you work at a unit that has been upgraded, be aware that:

- Any existing SHE risk assessment or audit templates will continue to work on a Windows 7 machine.
- Any SHE templates or risk assessments/audits already completed using Windows 7 will not submit when used on a Windows 10 machine.
- New versions of all the SHE templates have been created to work on Windows 10 machines.
- When you receive your Windows 10 machine all new Risk Assessments will need to be completed using the Windows 10 version.

- All new Windows 10 SHE Products will be available alongside the Windows 7 version on the SHE Knowledge Database Intranet Site under the respective standard.
- SHE Products created in Windows 7 but which still need to be used on Windows 10 machines will need to be ported over.
- A specialist tool will be provided (SHE Porting Tool) on the SHE Homepage and on the subsequent product standards page, that will be able to import Windows 7 SHE Audits, Workplace Onsite Risk Assessments and Yard Risk Assessments in to the new Windows 10 version of these files.
- A new Windows 10 compliant version of WRAP has been created. Old WRAP copies can be imported into the new Windows 10 file using the import facility in the WRAP itself.

- **Windows 10 Object Display Issue**

When viewing some SHE Products in Excel 2016 (Windows 10) you may find that the controls (Buttons, Text Boxes, Drop Down Boxes, etc.) do not work correctly, in that when trying to either press them or you try to click in them in certain areas they do not work. This is a known issue with newer versions of Excel running worksheets that were created in a previous version that causes the controls to be misaligned and so are actually a few points off to the left of the right. So the user only needs to move the mouse cursor around the control until they can click the control.

This issue will not be present in any of the new Windows 10 products