



Applix TM1 Technical Bulletin

Error When Attempting to Open Websheets Using Non-English Regional Settings (311680)

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Relevant TM1 Versions: 9.0 SP2 and later

This bulletin describe a problem you might encounter when running TM1 Web on a computer that uses non-English regional settings.

Description

In the following environment, TM1 users will receive an error when attempting to open a TM1 Websheet:


- TM1 Web is installed on an English operatng system, using an English version of Excel and an English version of the .NET framework .
- The regional settings for the computer on which TM1 Web is installed are configured for a language **other** than English.

When these conditions are true, users receive the following error when opening a Websheet:

Error: 0x80028018 (-2147647512)

Description: Old Format or Invalid Type Library

When a computer runs the English version of Microsoft Excel and the locale is configured for a language other than English, Excel will try to locate the language pack for the configured language. If the language pack is not found,



the error is reported. This is a know bug in Excel, which is described in Microsoft knowledge base article 320369. See <http://support.microsoft.com/default.aspx?scid=kb;EN-US;320369> for full details.

Solution

To resolve this issue, install the Microsoft Multilingual User Interface Pack (MUI) on the computer where TM1 Web is installed. Alternatively, you can apply one of the other workarounds described in the Microsoft knowledge base article linked above.

For details on the Microsoft MUI, please see <http://www.microsoft.com/globaldev/DrIntl/faqs/MUIFAQ.msp>.