

Tech Note 1016

HistorianClient Office Compatibility Matrix and Known Issues

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Introduction

This *Tech Note* contains Compatibility matrices for ActiveFactory/HistorianClient with Microsoft Office. It includes important notes and a summary of known issues in the context of Microsoft Office.

Application Versions

- Historian Client: 10.0, 10.1, 10.5
- Wonderware ActiveFactory: 9.2 and older (no longer supported)

Historian Client Matrix

Please upgrade to Historian Client version 10.0 or later for compatibility and support.

The following table contains supported versions of Microsoft Office.

Product	MS Office Supported Versions
Wonderware Historian Client 2014 (version 10.5)	Microsoft Office 2010 (32-bit only) or 2013 (32-bit only)
Wonderware Historian Client 2012 R2 (version 10.1)	Microsoft Office 2007 SP2 or 2010 (32-bit only)
Wonderware Historian Client 10.0 with SP2	Microsoft Office XP SP3, 2003 SP3, 2007 SP2 or 2010 (32-bit only)
Wonderware Historian Client 10.0 SP1	Microsoft Office XP SP3 or 2003 SP3 or 2007 SP2
Wonderware Historian Client 10.0	Microsoft Office XP SP3 or 2003 SP3 or 2007 SP1
Old Versions: No Longer Supported	

Wonderware ActiveFactory 9.2	Microsoft Office 2000, Office XP, Office 2003, or Office 2007 with the latest service packs.
Wonderware ActiveFactory 9.1	Microsoft Office 2000, Office XP, Office 2003, or Office 2007 with the latest service packs.
Wonderware ActiveFactory 9.0	Microsoft Office 2000, Office XP, Office 2003, or Office 2007 with the latest service packs.
Wonderware ActiveFactory 8.5	Microsoft Office XP SP3 or 2003 SP3 or 2007 SP1

Notes

In general, if you intend to use **Report** or **Workbook**, install Microsoft Office *prior* to ActiveFactory/HistorianClient.

If you install Microsoft Office after ActiveFactory/HistorianClient, please refer to the **Getting Started** Manual.

Product	Notes
Wonderware Historian Client 2014 (version 10.5)	When you install Microsoft Office 2010 or Microsoft Office 2013 (32-bit) as a custom install, in addition to selecting the Microsoft Office and Excel features, you must also select Office Shared Features and Office Tools so that the Historian add-ins for Workbook or Report can be loaded.
Wonderware Historian Client 2012 R2 (version 10.1)	When you install Office 2010 as a custom install and select only the Microsoft Office and Excel features, you must also select Office Shared Features and Office Tools so that the Historian add-ins for Workbook or Report can be loaded.
Wonderware Historian Client 10.0 with SP2	When you install Office 2010 as a custom install and select only the Microsoft Office and Excel features, you must also select Office Shared Features and Office Tools so that the Historian add-ins for Workbook or Report can be loaded.
Wonderware Historian Client 10.0 SP1	Office 2007 Ribbon Bar: Wonderware Historian Client Workbook and Wonderware Historian Client Report applications support the Office 2007 Ribbon Bar.

Known Issues

This section describes important known issues as per product readme.

Product	Known Issues
Wonderware Historian Client 10.0 with SP2	L00109464 : The Historian Client add-ins stop appearing in the Microsoft Office software if you upgrade Office from an earlier version to the latest version. To resolve this issue, run the Wonderware Historian Client installation program and select to repair the Historian Client.
	L00060295 : ActiveFactory Workbook reports saved in .xlsx format using Microsoft Excel 2007 cannot be published if Microsoft Excel 2003 is installed on the Wonderware Information Server computer. The default file format in Microsoft Excel 2007 is .xlsx. When you publish an .xlsx

Wonderware Historian Client
10.0 SP1

file to a Reporting Website on a Wonderware Information Server that has Microsoft Excel 2003 installed, clients cannot view the report. To work around this issue, do any of the following:

- 1) Save the report in .xls format instead.
- 2) Install Microsoft Excel 2007 on the Wonderware Information Server computer.

LO0104043: The published Excel reports are not shown in the Wonderware Information Server portal. To work around this issue, do the following:

- 1) Create a configuration file called "Excel.exe.config".
- 2) Open Notepad and add the following content and save the file as Excel.exe.config.
- 3) Copy the "Excel.exe.config" file to the folder where the Excel.exe file is located. By default, Excel.exe is located in C:\Program Files\Microsoft Office\OFFICE11.
- 4) Restart the aaHistClientReporting Service.

LO0105224: A message indicating that "C:\Program Files\Common Files\ArchestrA\HistClient.xlam (or HistClient.dotm)" can't be found on your computer is seen when you open Microsoft Excel or Microsoft Word. This happens after you remove Historian Client 10.0 SP1 from a computer where Office 2007, Wonderware Information Server 4.0, and Historian Client 10.0 SP1 were installed. Also, in the Windows Start menu, you will see a short-cut menu for Historian Client, which you can remove manually.

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10.0

LO0060295: ActiveFactory Workbook reports saved in .xlsx format using Microsoft Excel 2007 can't be published if Microsoft Excel 2003 is installed on the Wonderware Information Server computer. The default file format in Microsoft Excel 2007 is .xlsx. When you publish an .xlsx file to a Reporting Website on a Wonderware Information Server that has Microsoft Excel 2003 installed, clients can't view the report. To work around this issue, do any of the following:

- 1) Save the report in .xls format instead.
- 2) Install Microsoft Excel 2007 on the Wonderware Information Server computer.

LO0100300: After you uninstall Wonderware Historian Client 9.5 from your computer, the "Compile error in hidden module: MenuAndToolBar" error message is shown when you open and close Microsoft Excel 2007. To work around this issue, delete the HistClient.xla file from the following path: c:\Program Files\Microsoft Office\Office12\XLSTART

LO0102133: If you are using Windows XP SP3 and Office 2003 SP3, during the installation of the Historian Client you may experience a "unhandled win32 exception in excel.exe" just before the completion of the installation. There is no impact on the installation of the software, and you can ignore this error.

Wonderware ActiveFactory 9.2

MEDU00002057: When ActiveFactory Workbook is used with Microsoft Excel 2000, an error occurs if a query generates an array with more than 2727 rows. This limit is set by Microsoft Excel 2000. To work around this issue, reduce the number of array rows so that it is below the 2727 limit.

LO0060295: ActiveFactory Workbook reports saved in .xlsx format using Microsoft Excel 2007 can't be published if Microsoft Excel 2003 is installed on the Wonderware Information Server computer.

The default file format in Microsoft Excel 2007 is .xlsx. When you publish an .xlsx file to a Reporting Website on a Wonderware Information Server that has Microsoft Excel 2003 installed, clients can't view the report. To work around this issue, do any of the following:

- 1) Save the report in .xls format instead.
- 2) Install Microsoft Excel 2007 on the Wonderware Information Server computer.

Wonderware ActiveFactory 9.1

MEDU00002057: When ActiveFactory Workbook is used with Microsoft Excel 2000, an error occurs if a query generates an array with more than 2727 rows. This limit is set by Microsoft Excel 2000. To work around this issue, reduce the number of array rows so that it is below the 2727 limit.

MEDU00001485: If the Japanese or Simplified Chinese version of the ActiveFactory Reporting Website is running on the Windows 2000 operating system, on demand reports are not generated if Microsoft Excel is open. If the French version of the ActiveFactory Reporting Website is running on the Windows 2000 operating system, on demand reports are not generated, regardless of whether Microsoft Excel is either open or closed. For Japanese or Simplified Chinese, try closing Microsoft Excel before you generate an on demand report.

MEDU00001485: If the Japanese or Simplified Chinese version of the ActiveFactory Reporting Website is running on the Windows 2000 operating system, on demand reports will not be generated if Microsoft Excel is open. If the French version of the ActiveFactory Reporting

Wonderware ActiveFactory 9.0

Website is running on the Windows 2000 operating system, on demand reports will not be generated, regardless of whether Microsoft Excel is either open or closed. For Japanese or Simplified Chinese, try closing Microsoft Excel before you generate an on demand report.

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