

Troubleshooting Integration between Rossware Apps and MS Office

For a number of functions, ServiceDesk and other Rossware apps will make calls to various Microsoft Office products, including most particularly Excel (this process of connecting comes under a technological/programming method referred to as "Automation"). If the computer where this is done does not have the underlying Office app fully and correctly installed, the call may result in an Error 429: Can't Create Object. In most places, ServiceDesk will interdict that error and simply inform there is a problem connecting to the underlying Office App, leaving it to you to determine where the fault exists in your Office installation. This document is designed to assist you.

In general, the kind of automation we're referring to was only available in Office Versions 2008 and newer, so if you're depending on an Office installation older than that, there is your explanation.

Another issue we've found stems from an abbreviated installation mode Microsoft has more recently offered called "Click to Run." This method leaves many Office components based on the web, and "streams" to your local desktop on an as-needed basis. It will NOT do for automation, and (if it's what you have) you must replace your abbreviated install with a standard/complete "MSI" install.

To determine if you have the abbreviated kind of Office installation, right-click on the shortcut you use to run Excel. From the dropdown, pick Properties, then click on the "Find Target" button. If you come up with a window titled "*Virtualization Server*," it's a good tip-off you are in the Click-to-Run mode of use.

Here are a couple of MS articles to assist:

<http://office.microsoft.com/en-us/excel-help/click-to-run-introduction-HA101850493.aspx?CTT=5&origin=HA101850538>

<http://office.microsoft.com/en-us/excel-help/click-to-run-switch-to-using-an-msi-based-office-edition-HA101850538.aspx>

The second article, in particular, tells you specifically how to switch to a true and complete MSI installation.

If neither of the above answers apply for you, the following article suggests several methods for correcting potential defects in your Office installation. You should skip the first major section in the article, which concerns methods that should be used by the underlying application in calling for the automation. Look past those, to the sections that describe diagnostic and corrective work within the installation itself:

<http://support.microsoft.com/kb/828550>