MINNESOTA HOUSING

Troubleshooting the Multifamily Workbook
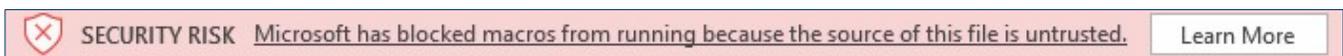
I am using Firefox as my browser

If using Firefox, you may be prompted to open the file or save the file. Use the "Save As" option rather than the "Open" option to download the file.

I am using a Mac

While Macs can run Microsoft Excel, the Multifamily Workbook hasn't been specifically tested for performance on them. You might experience compatibility issues. Consider using a PC for optimal performance.
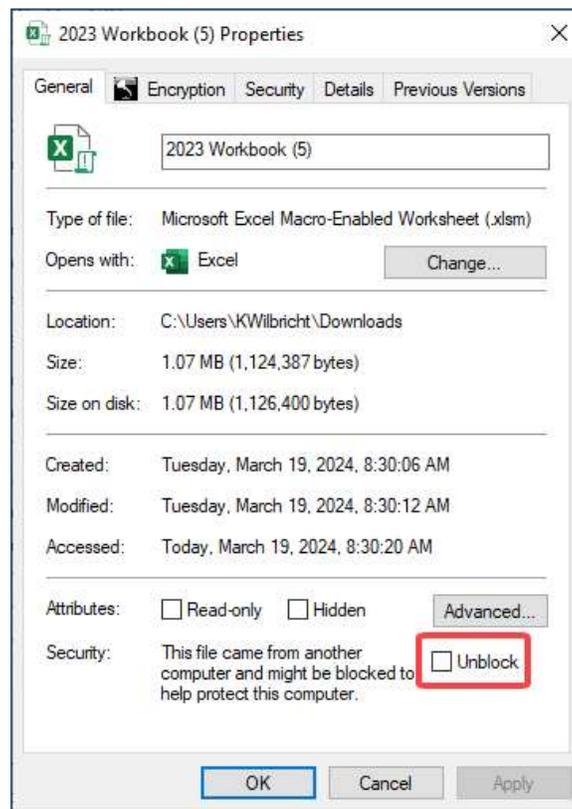
I see a security risk warning saying Microsoft has blocked macros

Microsoft implemented new security measures that block macros from running in Excel workbooks. The Multifamily Workbook relies on macros to populate and calculate values across sheets. The warning message appears as:

⊗ SECURITY RISK Microsoft has blocked macros from running because the source of this file is untrusted. | Learn More |
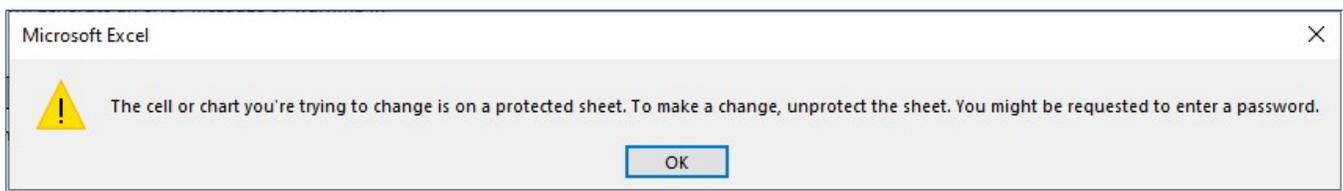
Enable macros in the Multifamily Workbook

- Close the file.
- Right-click on the file name wherever it is stored on your computer.
- Chose Properties from the menu.
- On the General tab, click Unblock.

I get a warning message about a protected sheet

Light blue cells indicate where information is required from the applicant. White cells are locked from editing. If you click into a locked cell, a pop-up message will appear that states, "The cell or chart you're trying to change is on a protected sheet. To make a change, unprotect the sheet. You might be requested to enter a password." Click OK to continue working.
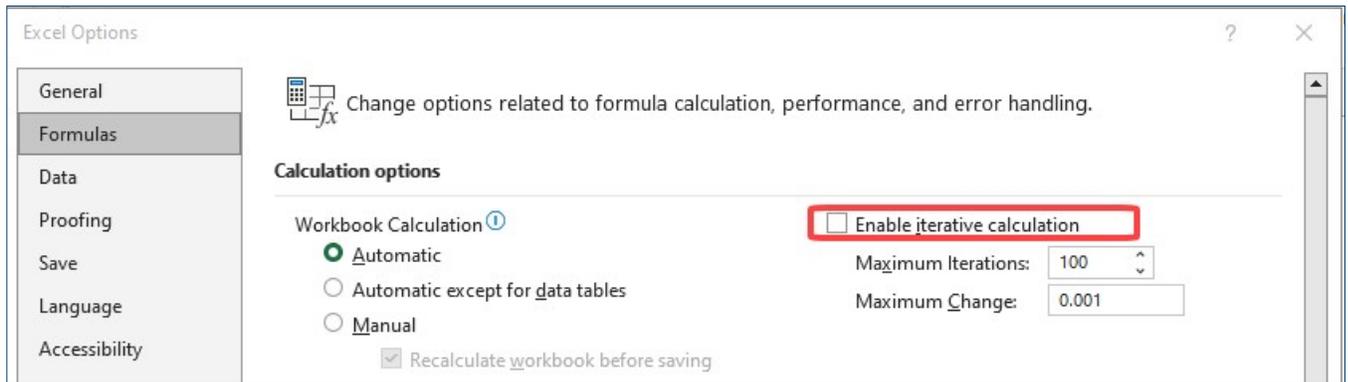

I get a circular reference warning while entering data in the Workbook

A circular reference occurs "when an Excel formula refers back to its own cell, either directly or indirectly." For example, if =100+A2 is entered into cell A2, then a direct circular reference has been created. An indirect circular reference is when the formula in a cell refers to one or more other cells that in return refer to the original cell. For example, a formula in A1 refers to cell A2, A2 refers to A3, and A3 refers to A1.

Follow these steps to disable circular references in Excel.

- Click **File** in the Excel ribbon.
- Click **Options**. The Excel Options menu will open.
- Click **Formulas.**
- Select the **Enable iterative calculation checkbox** within the Calculation options section.
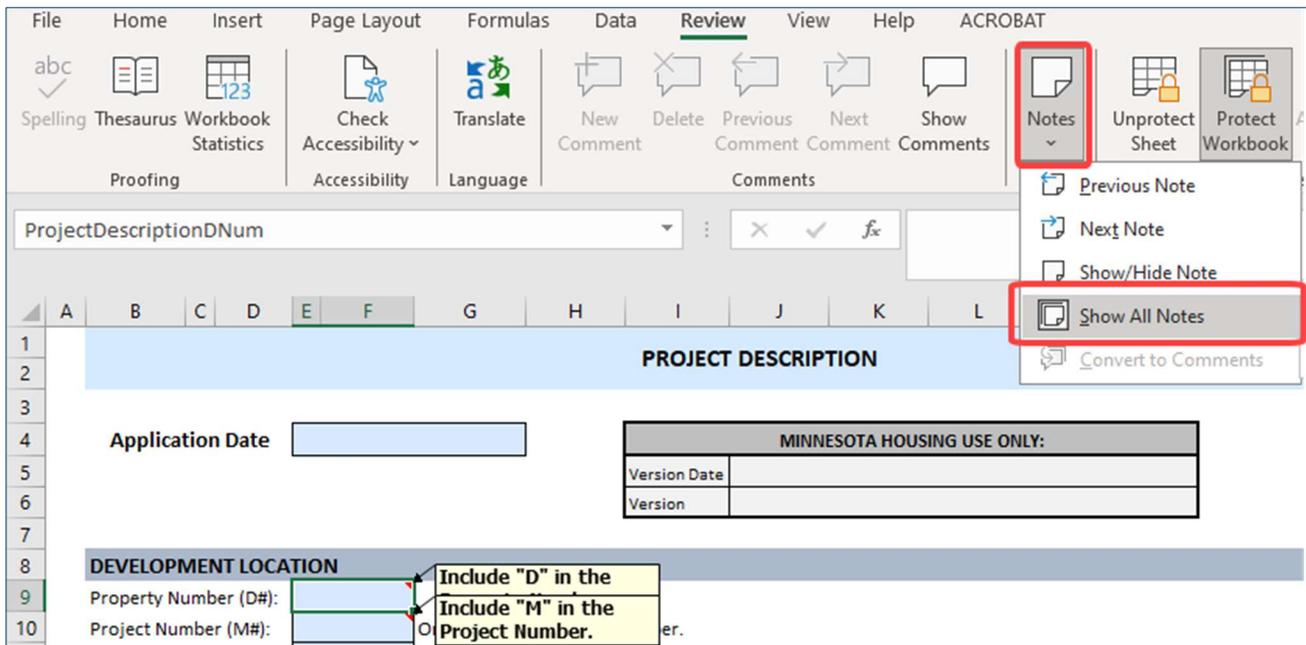

- Click **OK** to close the Excel Options menu.

All Notes boxes are open in the Workbook

If notes boxes open on your Workbook, follow these steps to close them.

- Select the **Review** tab in the Excel ribbon.
- Click on Notes to view the menu. Show All Notes will be highlighted.
- Click on **Show All Notes** to de-select it. All the Notes boxes will close.

The Workbook is slow when I'm working from remote desktop

It's common to experience some slowness in opening and closing the Workbook when using a remote desktop connection or virtual private network (VPN) connection (e.g., Windows remote desktop connection, Remote, Citrix, VPN, PC Anywhere). Working on any remote connection will be slower compared to working directly from your computer at your office location.

I'm having additional issues opening the Workbook

Due to updates made to Microsoft Excel, you may experience some errors when opening the Workbook. Try the following troubleshooting tips if you experience any issues opening the Workbook.
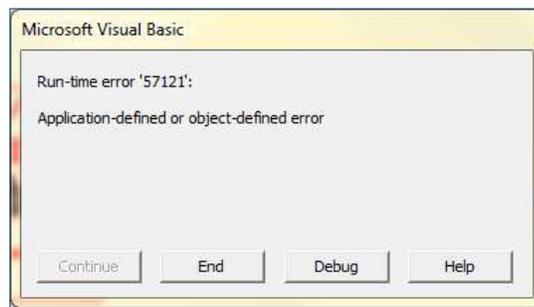
Apply all Microsoft updates and patches

Microsoft will alert you of updates and patches that need to be applied to your system. This is generally relayed via a message from the system tray in the lower right-hand corner of the screen, but it can also be checked directly at windowsupdate.microsoft.com.

End the Run-time error

If you receive any type of Run-time error when opening the Workbook:
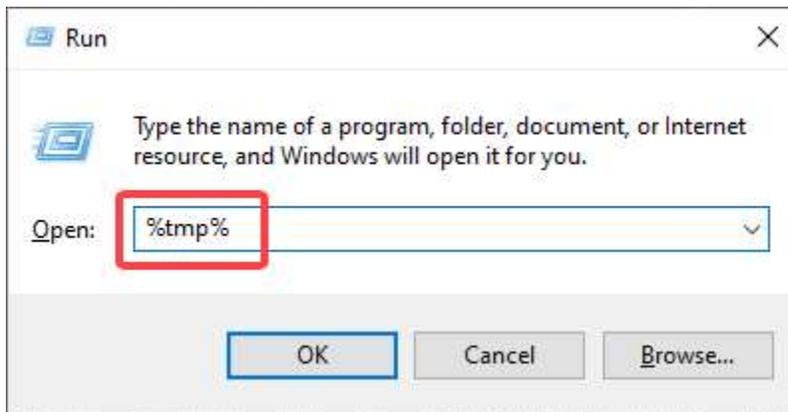
- Click the **End** button.

- Click **Enable Content**.

- Click **File, Exit**.
- Click **Don't Save**.

Clear out temporary files

Temporary files are created by the operating system to hold information temporarily while a file is being created. When you are finished working, the temporary file is no longer needed, which results in wasted disk space. To clear out temporary files:

- Close all open applications.
- Hold the Windows key and press the letter R.
- The following dialog box will appear:

- Type %tmp% in the Open textbox and click OK or press the Enter key.
- Your temporary file folder will appear in an Explorer window. You can highlight all the files in that folder by holding the Ctrl key and pressing the letter A.
- Press the Delete key, or right click and select Delete, to delete all temporary files. Click Yes in the dialog box.
- You may receive messages that indicate some files cannot be deleted because a file is in use. These files can be skipped by clicking the Skip button.

Questions

If you have completed all the steps outlined in this troubleshooting guide and are still experiencing issues, email mhfa.app@state.mn.us for assistance.