Troubleshooting Invoice Download

If you are getting blank excel sheet after downloading Invoices then it is a possibility that you have an unwanted patch installed on your machine. To resolve that issue please follow below steps:

[1] Please click on *Start* **→** *Control Panel* Microsoft Outlook 2010 . Documents Microsoft Lync 2010 Pictures Adobe Reader XI . Computer RSA SecurID Token ٠ **Control Panel** Remote Desktop Connection ۲ **Devices and Printers** Fiddler2 Help and Support Paint ۶ Run... WinSCP ٠ Microsoft Visual Studio 2008 . Workgroups Desktop App ٠ All Programs > Search programs and files Q Shut down 🕨

[2] Then click on *Program and Features*



[3] Then click on View Installed Updates in left menu

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😋 🔵 🗢 🧱 🕨 Control Panel 🕨	All Control Panel Items							
Control Panel Home	Uningtall or change a program							
	View installed updates To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
View installed updates								
🚱 Turn Windows features on or								
off	Organize 🕶							
Install a program from the	··· · · · · · · · · · · · · · · · · ·							
network	Name	Publisher	Installed On	Size	Version			
	🛃 Adobe AIR	Adobe Systems Incorporated	7/29/2016		22.0.0.153			
	🚺 Adobe Download Assistant	Adobe Systems Incorporated	11/26/2013		1.2.6			
	Adobe Flash Player 22 ActiveX	Adobe Systems Incorporated	7/29/2016	18.6 MB	22.0.0.210			
	Adobe Flash Player 22 NPAPI	Adobe Systems Incorporated	7/21/2016	19.1 MB	22.0.0.209			
	👃 Adobe Reader XI (11.0.17)	Adobe Systems Incorporated	7/21/2016	330 MB	11.0.17			
	Akamai NetSession Interface	Akamai Technologies, Inc	11/21/2013					
	🛃 Apple Application Support (32-bit)	Apple Inc.	1/20/2016	114 MB	4.0.2			
	HApple Application Support (64-bit)	Apple Inc.	1/20/2016	121 MB	4.0.2			
	Apple Mobile Device Support	Apple Inc.	1/20/2016	28.0 MB	9.0.0.26			
	A Auto Mouse Mover 1.5	MurGee.com	6/17/2013	775 KB	1.5			
	🏶 Bit9 Agent	Bit9, Inc.	8/23/2016	26.2 MB	7.2.3.3123			
	CA AllFusion Harvest Change Manager 5.2.1 Patch 4	Computer Associates	10/28/2013	106 MB	0.0.1			
	CA AllFusion Harvest Change Manager Client	Computer Associates Internatio	10/28/2013	80.9 MB	5.2.1			
	CA Enterprise Communicator		10/25/2013					

[4] You will get below screen

	install an update					
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Windows features on or	uninstan an update, select it from the list and then click of linistan of change.					
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l a program from the		2		D.1.0.1	1.1.1.1.1.0	
ork Name		Program	version	Publisher	Installed Un	
Adobe	Reader XI (11.0.17) (1)				2.04.004.6	
Ado	Je Keader XI (11.0.17)	Adobe Reader XI (11.0.17)			//21/2016	
Micros	oft .NET Framework 4 Multi-Targeting Pack (1)					
# 2 KB2	04637	Microsoft .NET Framework 4 Multi-Targeting Pack			5/14/2013	
Micros	oft .NET Framework 4.5.2 (17)					
Sector Sector	rity Update for Microsoft .NET Framework 4.5.2 (KB3163251)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	7/21/2016	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3142033)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	6/1/2016	
Sector Sector	rity Update for Microsoft .NET Framework 4.5.2 (KB3135996)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	3/16/2016	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3127229)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	2/19/2016	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3122656)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	2/19/2016	
Sector Sector	rity Update for Microsoft .NET Framework 4.5.2 (KB3098781)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	11/29/2015	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3097996)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	11/29/2015	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3074550)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	9/21/2015	
Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3074230)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	9/21/2015	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3035490)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	6/2/2015	
Sector Sector	rity Update for Microsoft .NET Framework 4.5.2 (KB3023224)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	6/2/2015	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB3037581)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	4/23/2015	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB2978128)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	11/21/2014	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB2979578v2)	Microsoft .NET Framework 4.5.2	2	Microsoft Corporation	10/24/2014	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB2972107)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	10/24/2014	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB2972216)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	9/16/2014	
E Secu	rity Update for Microsoft .NET Framework 4.5.2 (KB2954853)	Microsoft .NET Framework 4.5.2	1	Microsoft Corporation	6/11/2014	
Micros	oft Lync 2010 (14)	Misses # Lune 2010	4 0 7577 4510	Misses@Consertion	8/10/2016	
E Lyn	(KB2144427)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	7/7/2016	
E Lyn	(KD3144427)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	4/27/2016	
E Lyn	(KB3115871)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	12/17/2015	
E Lyn	(KD3113071) - (KD3006735)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	11/20/2015	
E Lyn	- (KB3050755)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	9/21/2015	
E Lyn	(KB365285)	Microsoft Lync 2010	4.0.7577.4510	Microsoft Corporation	6/18/2014	
2	Currently installed updates 667 updates installed	WICHOUT LATE 2019	4.0.757774510	microsoft corporation	0/20/2014	

[4] There is a possibility that you have any of the below patches installed on your machine:

- 1. Security update for Microsoft Excel 2010 (KB3115322).
- 2. Security update for Microsoft Excel 2013 (KB3115262).
- 3. Security update for Microsoft Excel 2016 (KB3115272).

Please enter the update code (like *KB3115322*) in the upper right corner search box to check if it is installed on your machine as shown below.

C	♥ 🖉 ► Control Panel ►	Programs Programs and Features Installed Updates	Bandalan barata Ballad	a a	✓ 4 KB311	5322	_ D _ ×	
	Control Panel Home Uninstall a program Turn Windows features on or	Uninstall an update To uninstall an update, select it from the list and then click Uninstall or Change.						
	off	Organize 🔻					8== 👻 🌀	
	Install a program from the network	Name	Program	Version	Publisher	Installed On		
		Microsoft Office Professional Plus 2010 (L) Security Update for Microsoft Excel 2010 (KB3115322) 32-Bit Edition	Microsoft Office Professional Plus 2010		Microsoft	8/19/2016		

If it is installed on your machine it will be shown like above screen. Just right click on that update and select un-install as shown below:

6	♥ ♥ ♥ Control Panel ♦	Programs Programs and Features Installed Updates				✓ 4 ₇ KB3115	322
•	Control Panel Home Uninstall a program Turn Windows features on or off Install a program from the network	Uninstall an update To uninstall an update, select it from the list and then click Uninstall or (Thange.				
		Organize 🔻 Uninstall					
		Name	Pro	ogram	Version	Publisher	Installed On
		Microsoft Office Professional Plus 2010 (1)					
		Security Update for Microsoft	Mi	crosoft Office Professional Plus 2010		Microsoft	8/19/2016
		Uninstan					

[5] Check for all the above mentioned updates and if find then uninstall it.

[6] Restart your machine after uninstalling the updates.