

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

# CY 2017 FMD Technical Resolutions

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1/11/2017

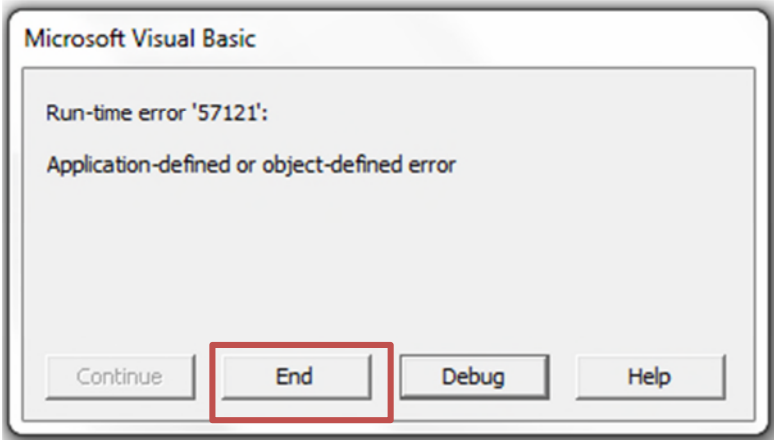
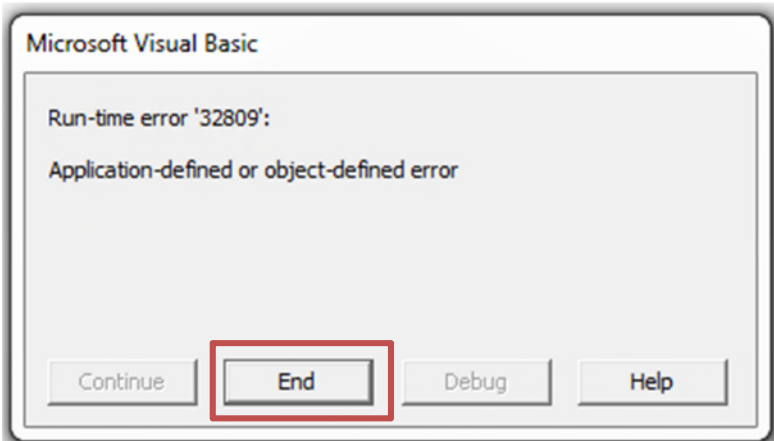
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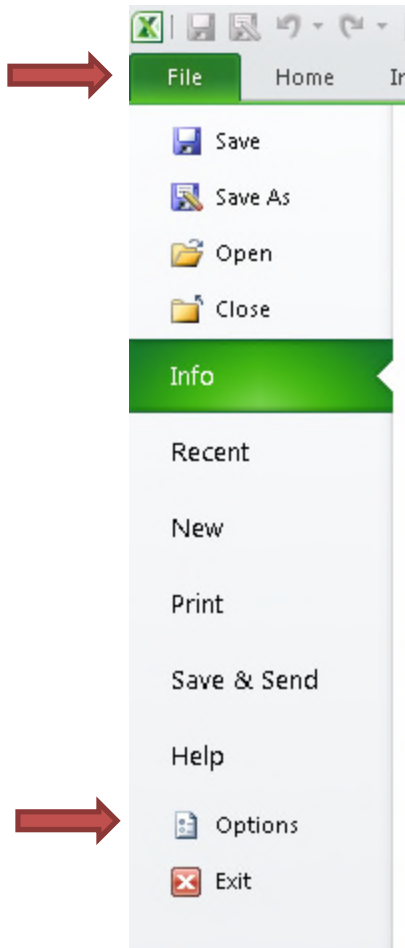
## Run-time Errors 32809, 57121

If you receive one of the following run-time errors please follow the instructions below to resolve the issue.

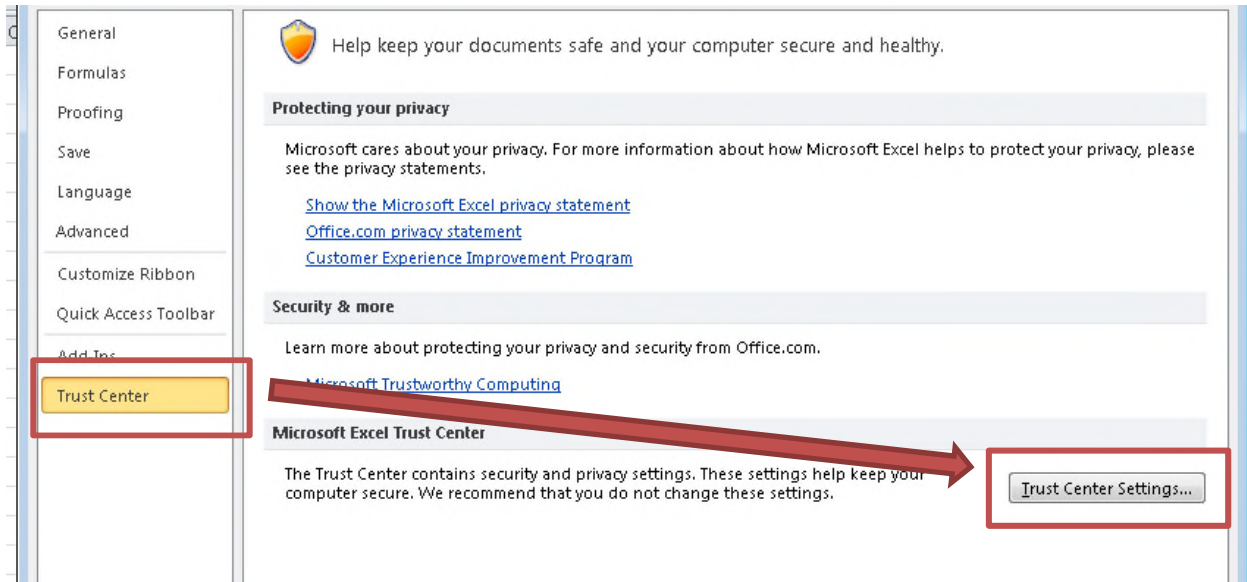
- 1.) Save the file to your local hard drive.
- 2.) Open the file.
- 3.) When you receive one of these run-time errors please click **End**.



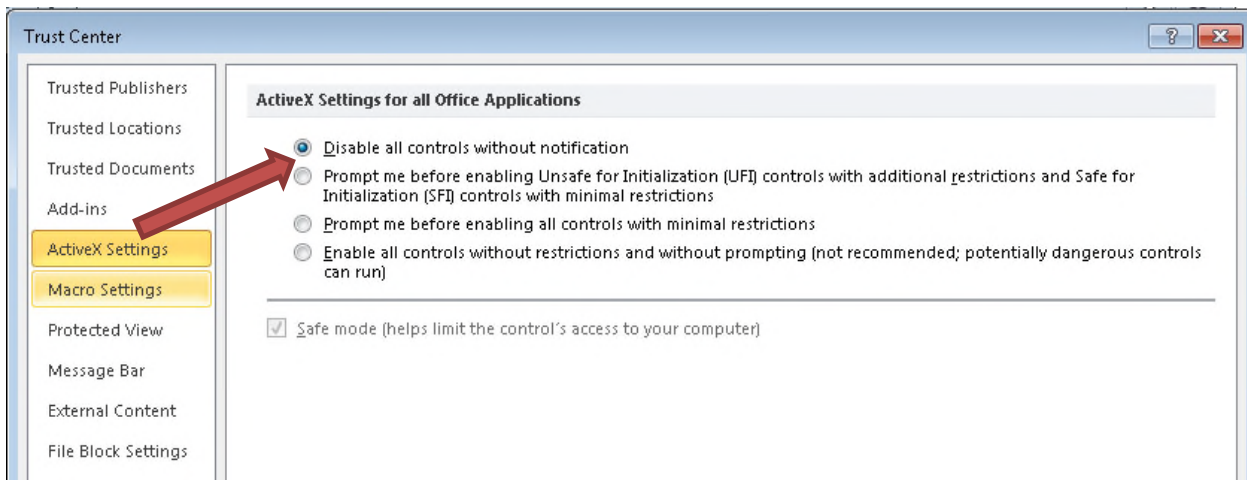
4.) Next go to File in the Excel menu and click Options.



5.) Go to Trust Center Settings



6.) Click on ActiveX Settings and click **Disable all controls without notifications.**

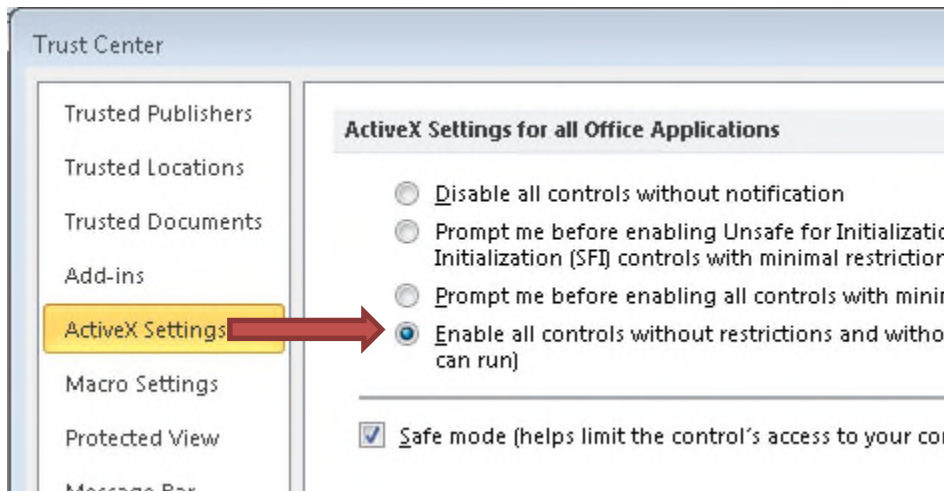


7.) Click **OK** and both prompts and **Close** and **Save** the file

8.) Re-open the file and click End when you get the run-time error.

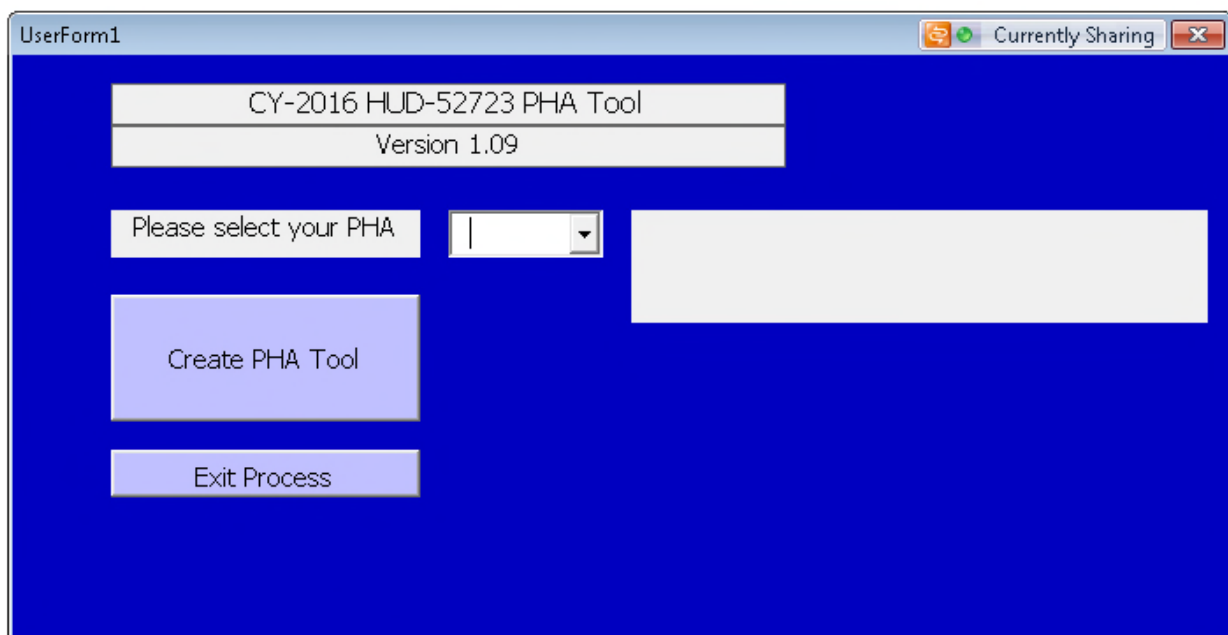
9.) Go back to the Trust Center settings by repeating steps 4 through 5.

10.) Repeat step 6 but now **Enable all controls.**



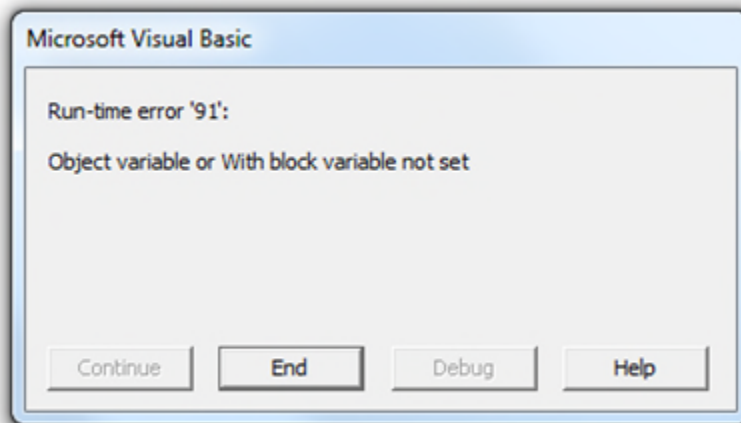
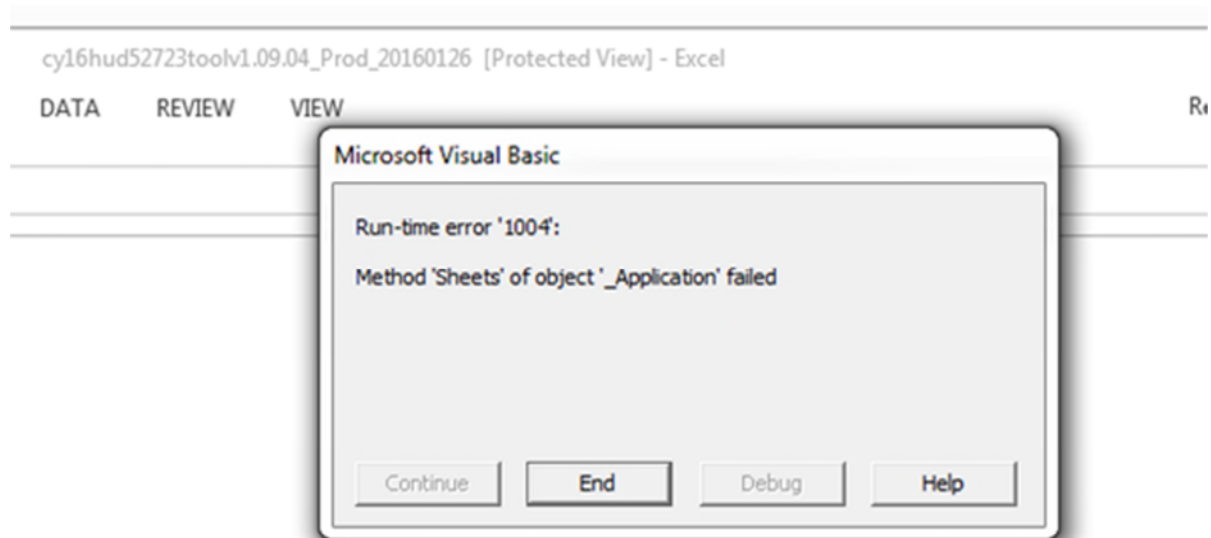
11.) **Close** and **Save** the file.

12.) Re-open the file and you should now see the PHA prompt.

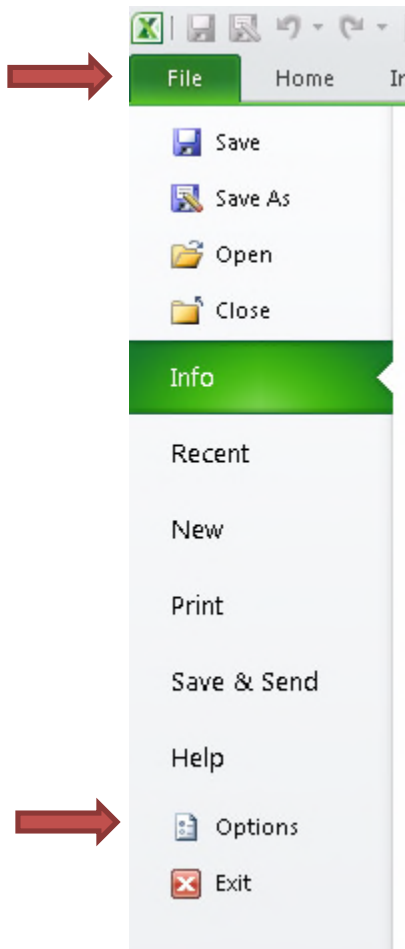


## Run-time Error 1004, 91

If you receive one of the following run-time errors please follow the instructions below to resolve the issue.

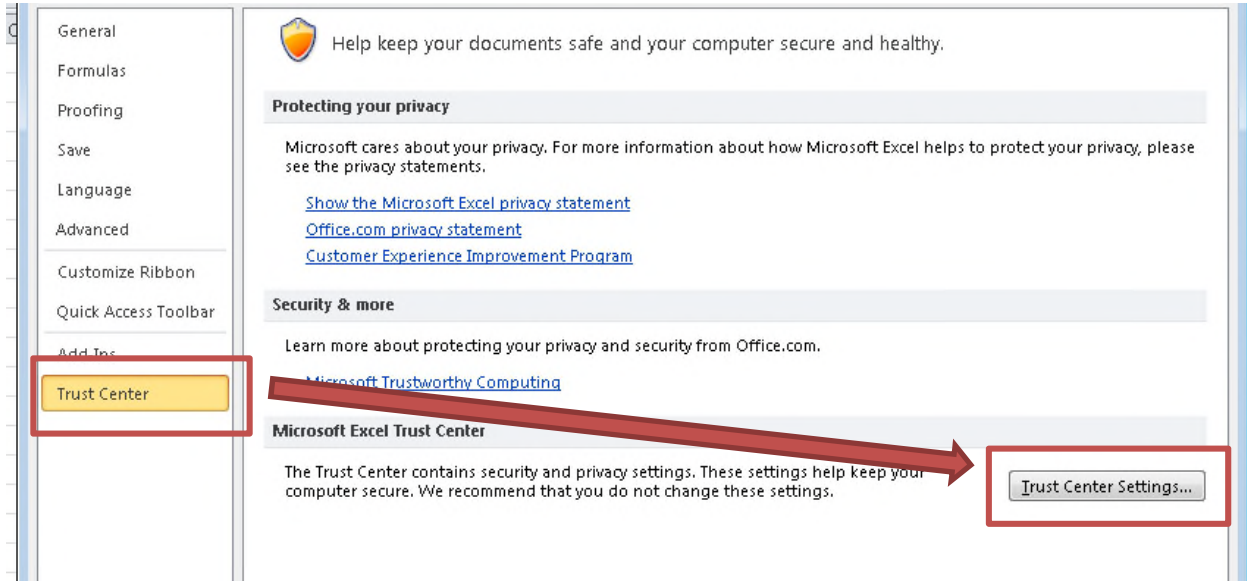


1.) Go to File in the Excel menu and click Options.

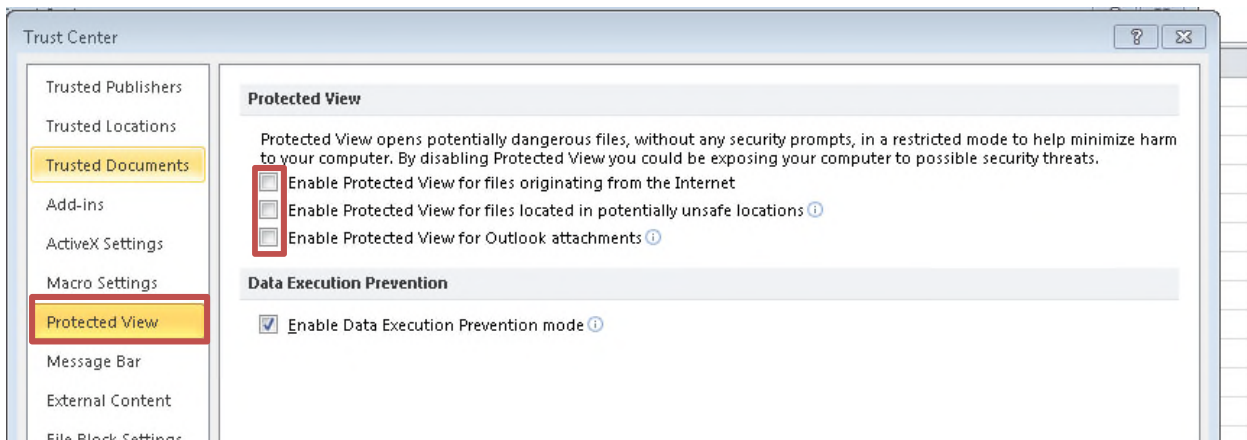




## 2.) Go to Trust Center Settings



## 3.) De-select / uncheck the following properties in **Protected View**



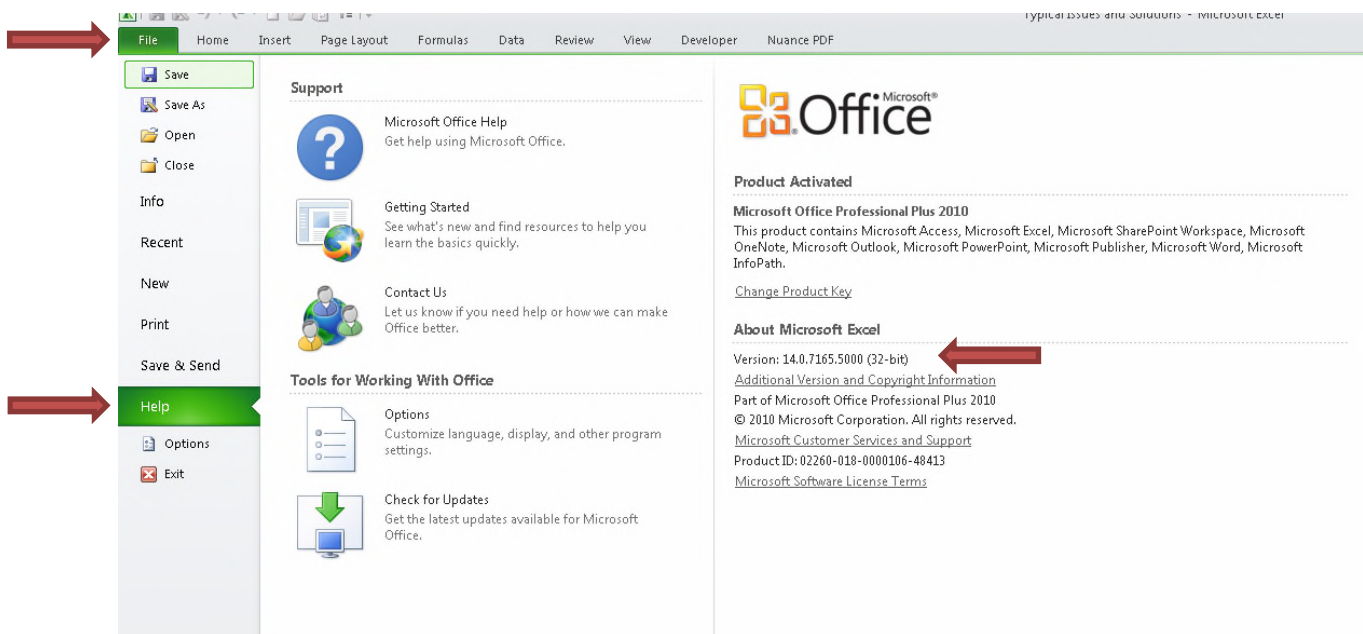
## 4.) Click **OK**, **Save** and **Close** the file

## Compile Error

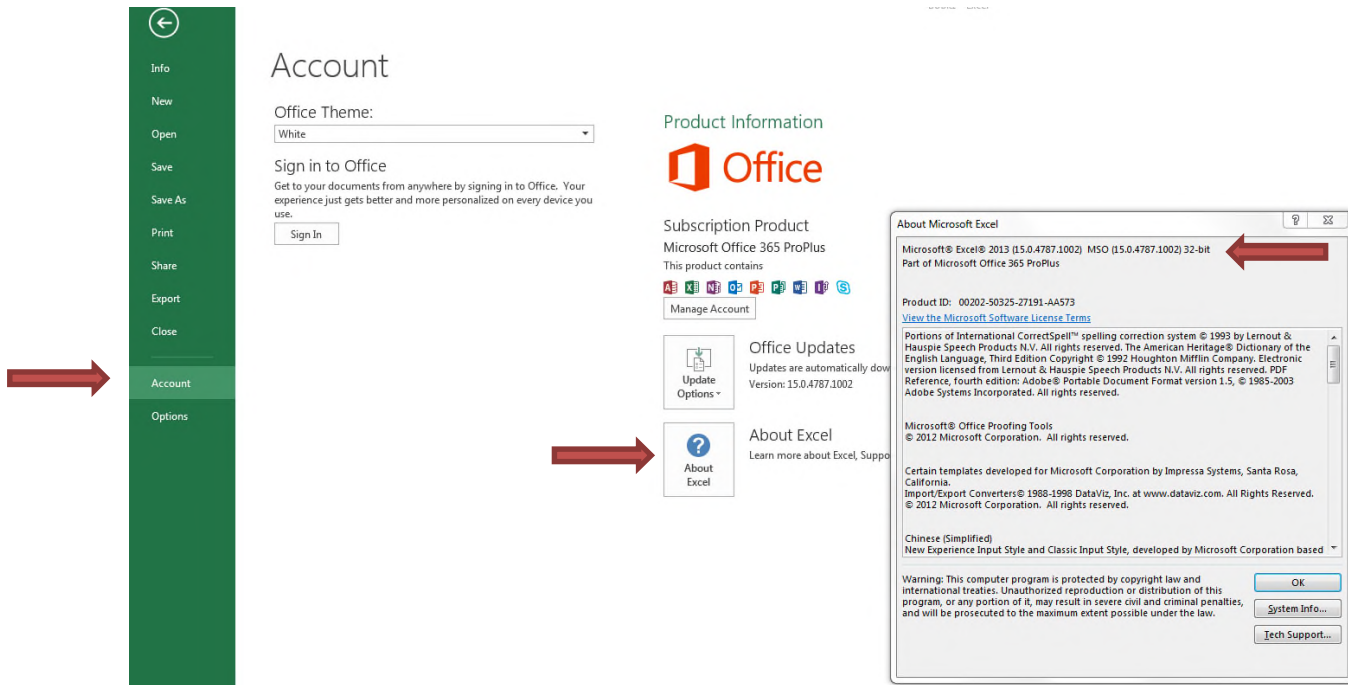
If you receive the below error please check if version of Office/Excel is 32-bit or 64-bit. See below for screenshots on checking for bit version of Office. If your version of Excel is 64-bit the tools are not supported. Please contact your local IT and request a re-install of 32-bit office. Alternatively, you can use another PC that has 32-bit installed if you do not wish to re-install Excel



1.) To check for 32-bit or 64-bit in Excel 2010.



2.) To check for 32-bit or 64-bit in Excel 2013.



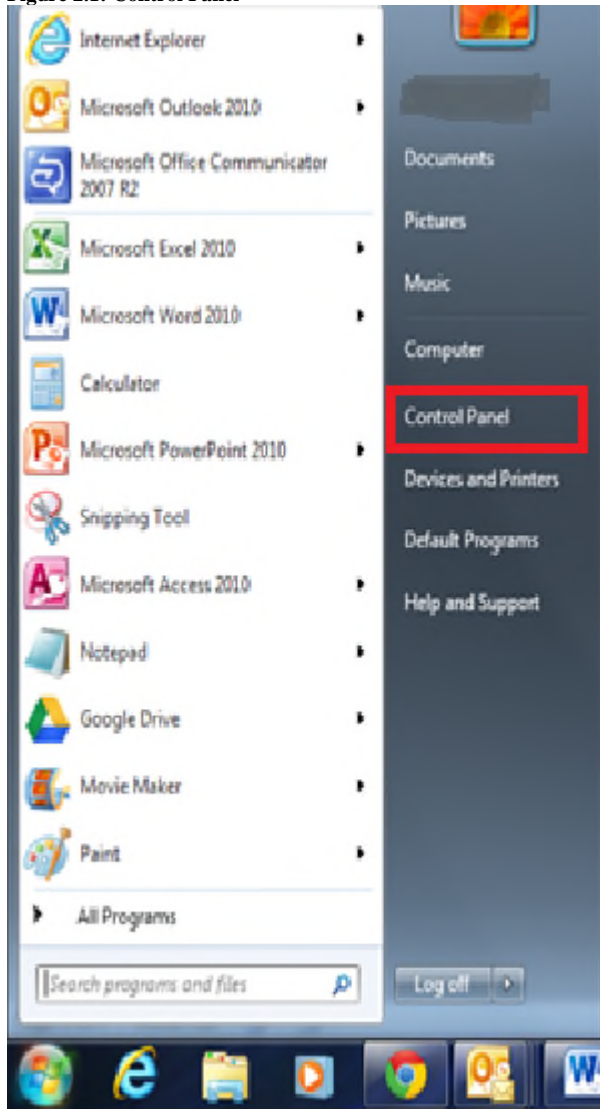
## Run-time Error 438

Follow the steps below if you are experiencing runtime error “438” when using CY 2015 HUD-52723 or HUD-52722 PHA Excel Tools. The errors are caused by a Microsoft security update that was released in early December 2014. The steps below provide an interim solution to the PHA users to continue to use HUD PHA Excel Tools, while Microsoft finds a global solution.

1. Close all Microsoft (MS) Office applications. This includes: MS Word, MS Excel, MS Access, MS PowerPoint, and MS Outlook.
2. Enable or allow Windows search to show hidden or system files.

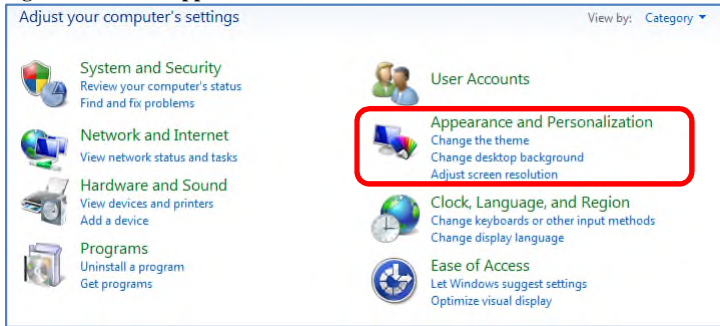
Click on “Control Panel”

Figure 2.1: Control Panel



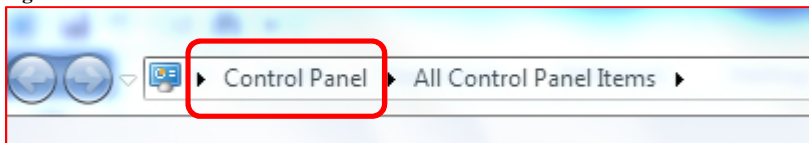
Click on “Appearances and Personalization”.

**Figure 2.2: Select Appearances and Personalization**



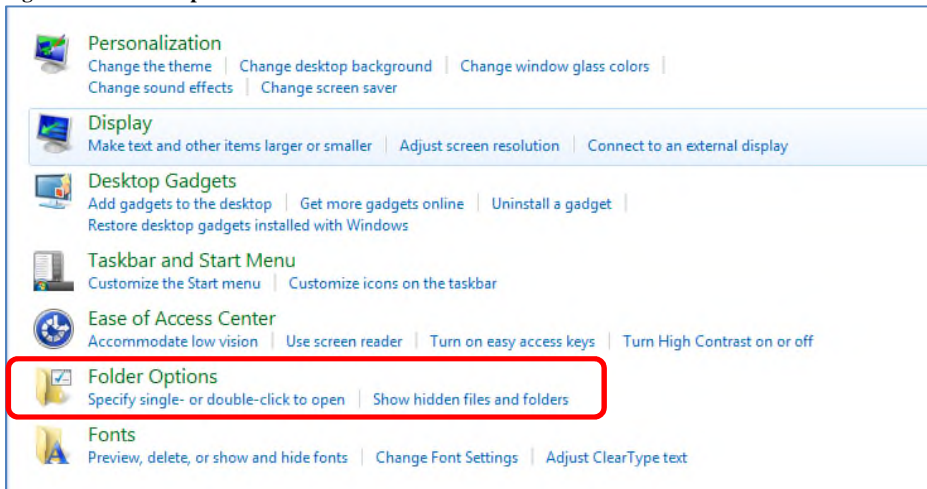
If the above screen does not show when you click on "Control Panel", click on "Control Panel" in the address bar at the top.

**Figure 2.3: Address Bar**



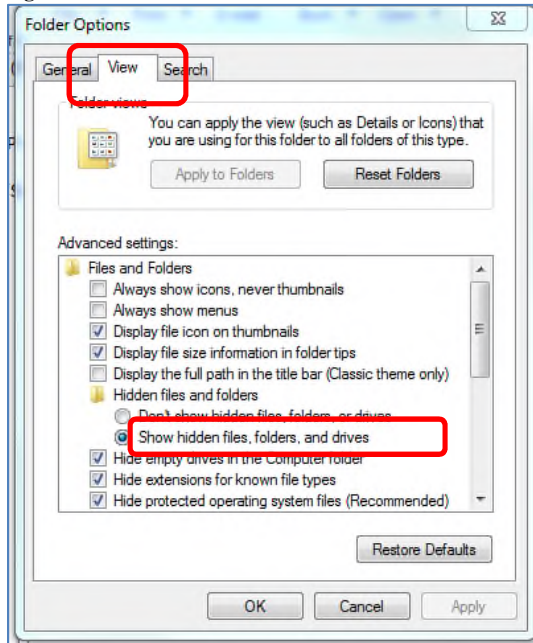
Select "Folder Options".

**Figure 2.4: Folder Options**



Click on “View” tab. Select “Show hidden files, folders, and drives” radio button.

**Figure 2.4: Show Hidden Files**



3. Open Windows Explorer. You can launch Windows Explorer by clicking on the “Folder” icon on the Windows Task Bar.

**Figure 3.1: Windows Task Bar**



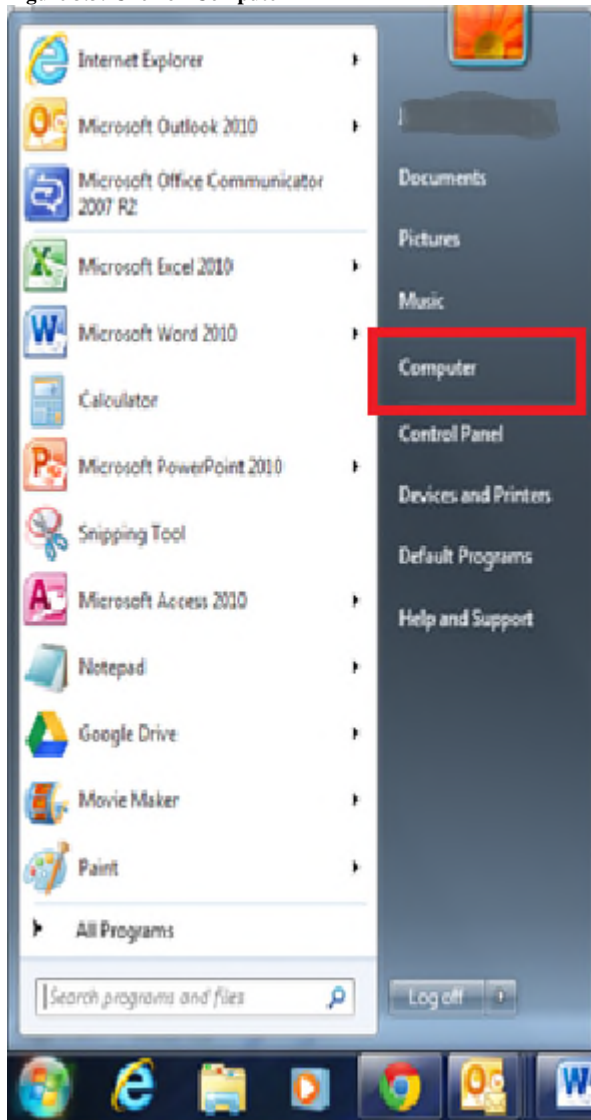
Alternatively, click on “Start” button and then click on “Computer”.

**Figure 3.2: Windows Start Button**





Figure 3.3: Click on Computer



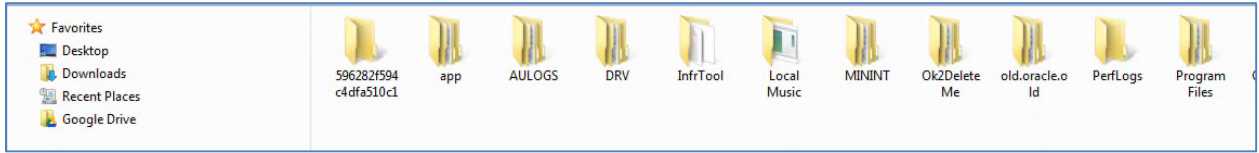
4. Double click on “Local Disk (C:)”

Figure 4.1: Local Disk



Folders on your local disk shall appear.

**Figure 4.2: Local Disk File Folders**



5. In the search box on the right hand top corner, type in “\*.exe”

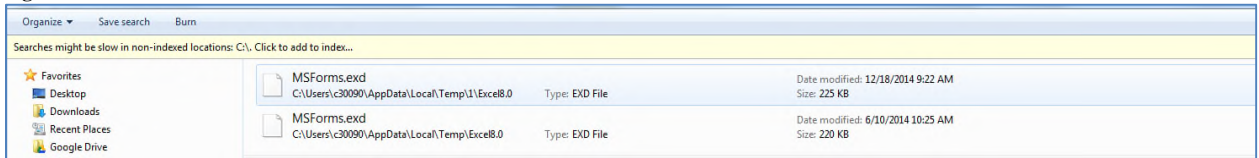
**Figure 5.1: Windows Search Box**



Windows will start searching for files with the \*.exe extension. You should see the following two files, at a minimum:

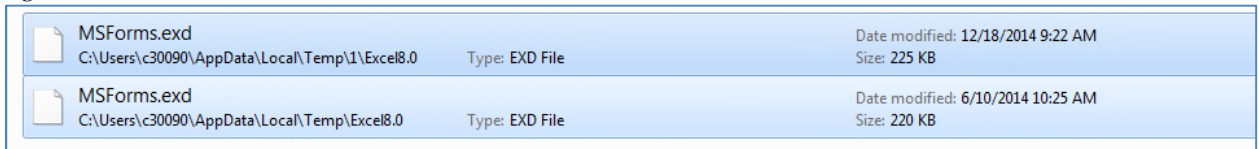
C:\users\username\AppData\Local\Temp\Excel8.0\MSForms.exe  
C:\users\username\AppData\Local\Temp\VBE\MSForms.exe

**Figure 5.2: Search Results**



6. Holding the “Shift” key down, click on both \*.exe files. This should highlight the selected files.

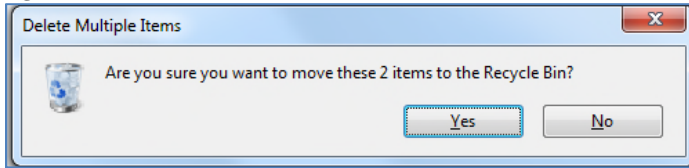
**Figure 6.1: Select .exe Files**



7. Hit “Delete” button to delete the selected files. Click “Yes” when you are prompted to confirm deletion.

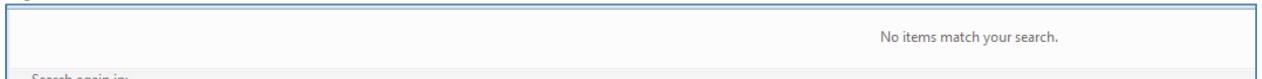


**Figure 7.1: Delete Selected Files**



Your screen will show “No items match your search” once the files are deleted.

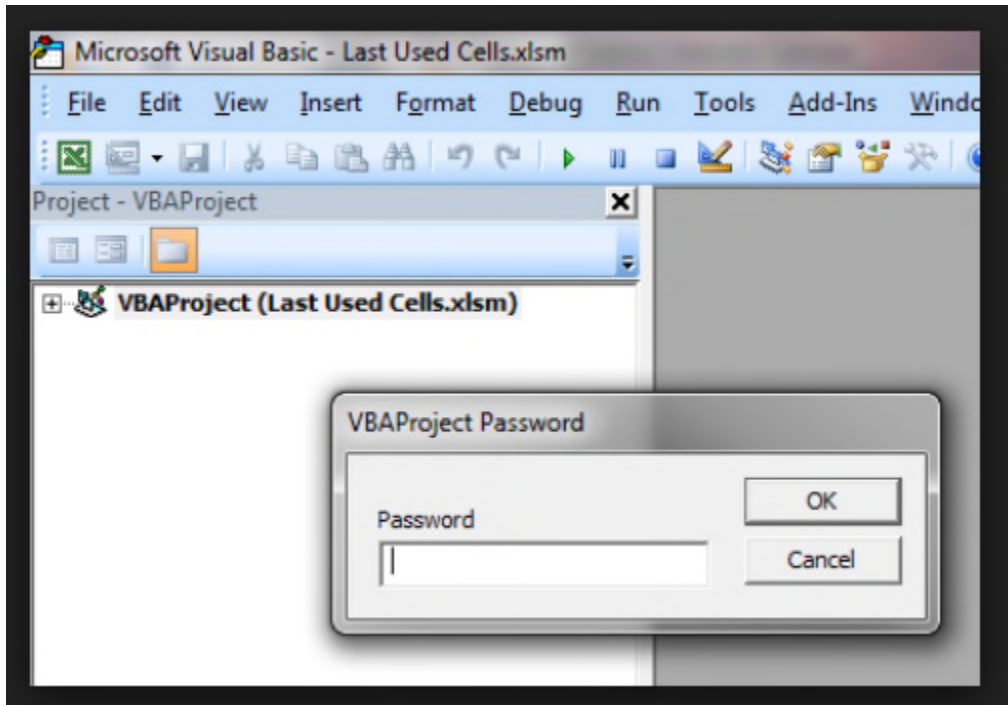
**Figure 7.2: Files Deleted**



8. **Restart the computer.** Click on “Start” button. Click on “Log off” and then “Restart”. Then, launch HUD-52723 or HUD-52722 Excel Tool.

## Prompted for VBA Password

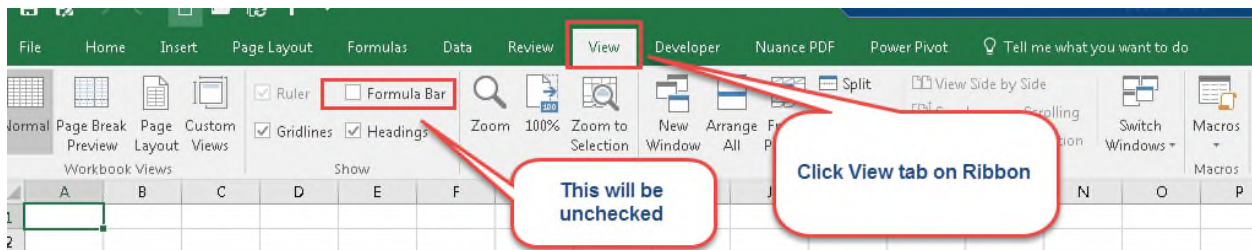
There may be an occasion when you are prompted for the VBA password when exiting the PHA 52723 tool. Please click cancel as many times as needed until the prompt disappears. This problem tends to occur on 64-bit Operating Systems.



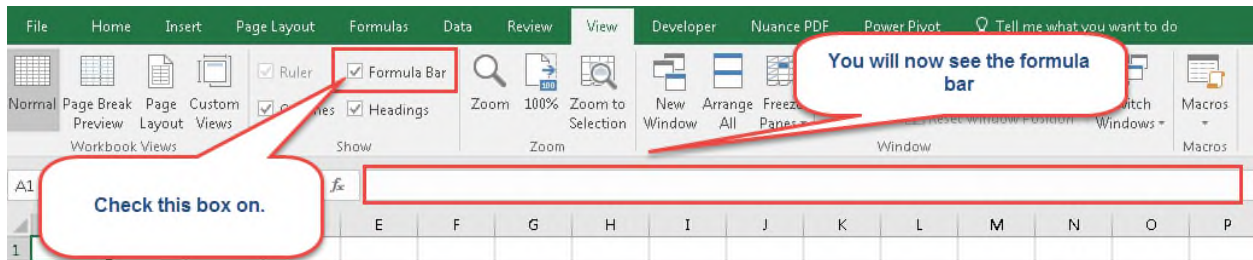
## Locked Cells

From time to time Excel will spontaneously lock cells that prevent data entry. You will notice this when you highlight over a yellow cell on one of the Forms and attempt to enter information with no success. No warning message appears but Excel will not allow you to enter information. The solution to this problem is to go to the View tab on the Ribbon and turn on the Formula Bar and then turn it off. See below.

Click the View tab



Check the Formula Bar



Now check the Formula Bar off

