



Troubleshooting Guide: Multifamily Workbook

Last Updated: March 2025



The Minnesota Housing Finance Agency does not discriminate on the basis of race, color, creed, national origin, sex, religion, marital status, status with regard to public assistance, disability, familial status, gender identity, or sexual orientation in the provision of services.

An equal opportunity employer.

This information will be made available in alternative format upon request.

Contents

- Overview 1
- Initial Setup and Compatibility 2
 - Browser Compatibility (Firefox) 2
 - Mac Compatibility 2
- Security and Access Issues 3
 - Macro Security Warnings 3
 - Protected Sheet Warnings 4
- Data and Calculation Errors 5
 - Circular Reference Warnings..... 5
 - Displaying Zeros 5
- Display and Interface Issues..... 6
 - Open Notes Boxes 6
- Performance and Opening Issues 7
 - Remote Desktop Limitations 7
 - General Opening Issues..... 7
- Questions and Support 8

Overview

This document provides troubleshooting tips and solutions for common issues encountered when using the Multifamily Workbook in Microsoft Excel. Follow these guidelines to ensure smooth operation and accurate data processing.

Initial Setup and Compatibility

Browser Compatibility (Firefox)

Download the Workbook

- **Issue:** When using Firefox, the browser may prompt you to either "Open" or "Save" the Multifamily Workbook file.
- **Solution:** To ensure proper functionality, select the "Save As" option. This will download the file to your computer, allowing you to open it directly from your file system. Opening the file directly within the browser might lead to unexpected behavior.

Mac Compatibility

Operating System Considerations

- **Issue:** While Microsoft Excel is compatible with macOS, the Multifamily Workbook has been specifically designed and tested primarily on Windows operating systems.
- **Recommendation:** Due to potential differences in how Excel handles macros and other features on macOS, we recommend using a Windows PC for optimal performance and to minimize the risk of encountering compatibility issues.

Security and Access Issues

Macro Security Warnings

Understanding Macro Security

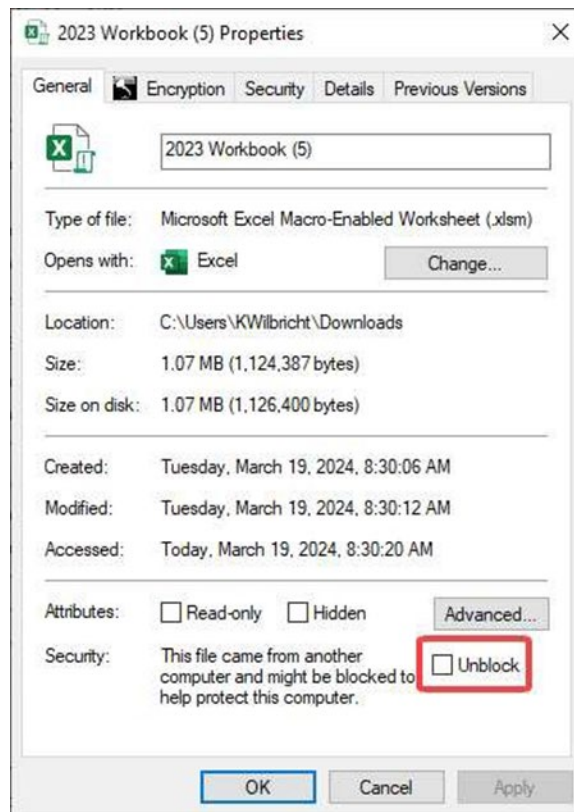


- **Issue:** Microsoft has implemented enhanced security measures that may block macros from running in Excel workbooks. The Multifamily Workbook relies on macros to automate calculations and populate data across multiple sheets.
- **Cause:** This security feature is designed to protect users from potentially harmful macros.

Unblocking the Workbook

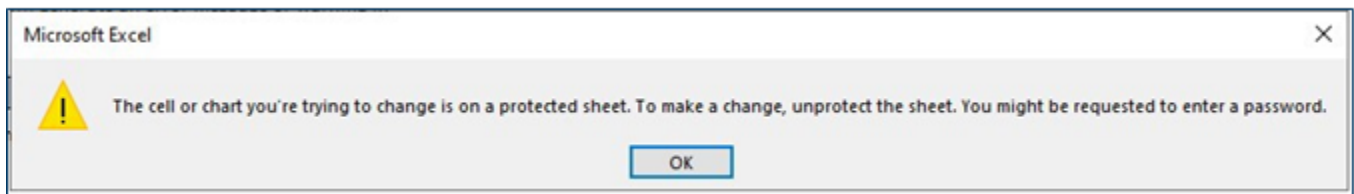
Solution:

- Close the Multifamily Workbook file.
- Locate the file on your computer and right-click on it.
- Select "Properties" from the context menu.
- In the "General" tab of the Properties window, check the "Unblock" box at the bottom.
- Click "Apply" and then "OK."



Protected Sheet Warnings

Understanding Protected Sheets



- **Issue:** The Multifamily Workbook uses protected sheets to prevent accidental modification of critical formulas and data.
- **Cause:** Light blue cells are designated for user input, while white cells are locked to maintain data integrity.

Navigating Protected Cells

If you attempt to edit a locked (white) cell, a warning message will appear stating, "The cell or chart you're trying to change is on a protected sheet." Select "OK" to dismiss the message and continue working within the designated input cells.

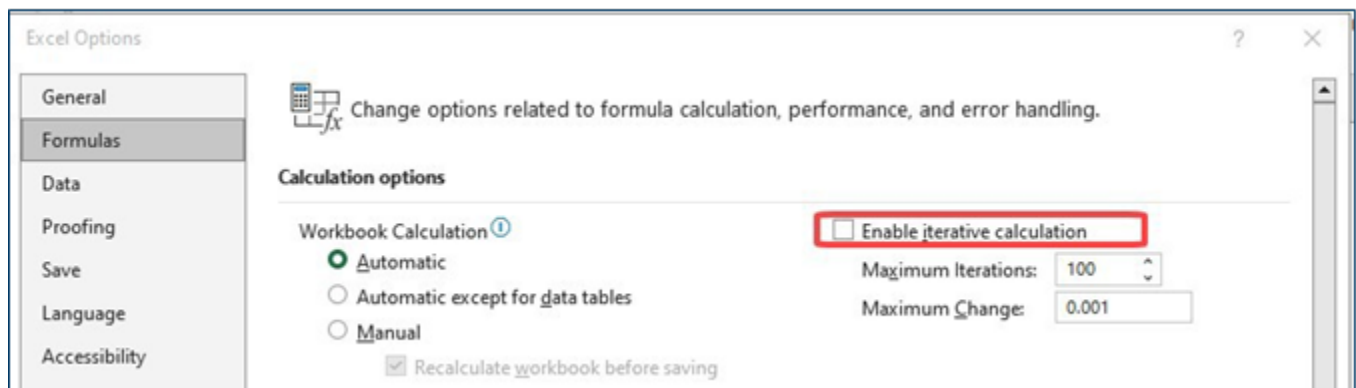
Data and Calculation Errors

Circular Reference Warnings

- **Issue:** A circular reference occurs when a formula refers to its own cell, either directly or indirectly. For example, a formula in cell A2 that reads " $=100+A2$ " creates a direct circular reference.

Solution:

- Click "File" in the Excel ribbon.
- Select "Options."
- In the Excel Options dialog box, click "Formulas."
- In the "Calculation options" section, check the "Enable iterative calculation" box.
- Select "OK" to save the changes.



Displaying Zeros

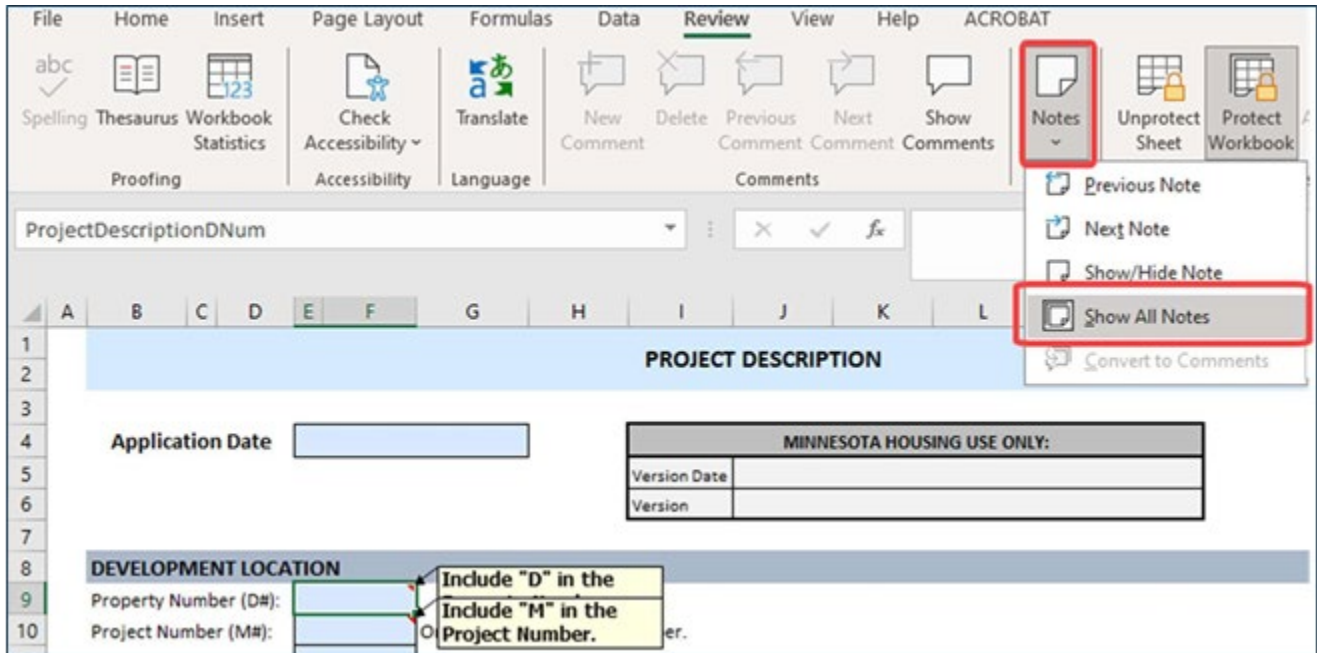
Use Excel Options to display zeros on a worksheet.

"File" > "Options" > "Advanced." In the "Display options for this worksheet" check or uncheck "Show a zero in cells that have zero value" as needed.

Display and Interface Issues

Open Notes Boxes

- **Issue:** All the notes display in the Workbook.
- **Solution:**
 - Go to the "Review" tab in the Excel ribbon.
 - Click on "Notes" to open the Notes menu.
 - If "Show All Notes" is highlighted, click on it to deselect it. This will close all open notes.



Performance and Opening Issues

Remote Desktop Limitations

- **Issue:** Working with the Multifamily Workbook over a remote desktop or VPN connection may result in slower performance.
- **Cause:** Remote connections inherently introduce latency and bandwidth limitations.
- **Recommendation:** For optimal performance, it is recommended to work directly on your local computer.

General Opening Issues

Apply Microsoft Updates and Patches

Regularly check for and install Microsoft updates through the Windows Update feature. This is generally relayed via message from the system tray in the lower right-hand corner of the screen.

Resolving Run-Time Errors

Solution:

- Select "End" in the error dialog box.
- Click "Enable Content" if prompted.
- Close Excel by going to "File" > "Exit."
- When prompted to save, select "Don't Save."

Clearing Temporary Files

Solution:

- Close all open applications.
- Open the Run dialog box (Windows key + R).
- Type "%tmp%" and press Enter.
- In the temporary files folder, select all files (Ctrl + A) and delete them.

Skip any files that cannot be deleted because they are in use.

Questions and Support

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.