

Business Systems Innovation Labs

Lab 1b Troubleshooting QuickRef



Step 21: I downloaded *Max's Pitch Data* but I can't find it on my computer. [Windows]

If you can't find the file, it might be because your file search is set to show Excel files only, so you might need to change that setting to All Files to be able to find the .csv file you just downloaded. Also note that your browser might not be set to place downloaded files on your desktop, but into your Downloads folder instead so check there. If you still need help, try <http://tiny.cc/findingfilesWindows> for a great resource from GCGLearnFree.org.

Step 21: I downloaded *Max's Pitch Data* but I can't find it on my computer. [Mac]

You can find the downloaded file by using your Mac's *Spotlight Search* feature. To open Spotlight, click the magnifying glass icon in the upper-right corner of the menu bar, or press Command-Space from any app. Search for *Max's Pitch Data* and you should find the .csv file which you can drag onto your desktop and then into the **Data Import Wizard**.

Step 28: After importing using the Data Import Wizard, it says only 2 records succeeded and 8 failed to import.

Due to an unresolved bug in Salesforce, a few accounts sometimes are set up as Canadian accounts, causing issues when importing this data. To address this, first delete the 2 records you imported already. (Could be more if you tried a few times.) To delete records, view them with your **Pitches** tab and click **Del** that appears next to each record and then click **OK**. You have to do this for each record, unfortunately.

Then to reset your account to United States, click your name, near the upper right, for a drop-down menu & click **My Settings**. Under the **My Settings** menu on the left, click **Personal** and then click **Language & Time Zone** below. In the center of the screen, use the menu to make sure **Local** shows "English (United States)" & click **Save**.

Then repeat the import steps and all 10 records should import properly.

Step 42: I have only 2 records instead of 10 when I view Pitch Everything.

That's the Canadian account problem listed just above. See the solution above.

Step 42: I have 20 (or 30) records instead of 10 when I view Pitch Everything.

You may have imported the data twice (or thrice, etc). You can delete the duplicate records by clicking the **Del** key that you can see next to each one (on the left) and then clicking **OK**. You have to do this one at a time for each duplicate, unfortunately.

I forgot to take a screenshot at Step 84. I can't find the page anymore.

You can always find your reports again by clicking on the **Reports** tab. From there you can either view your report or recreate it by following Steps 65-84. If you do not see a **Reports** tab, you can find it by clicking the + sign on the tabs row, at the right. Additionally, you should check to make sure that the dark blue oval at the top right says **Marketing** and if not then pull down the menu and select it.