

# How To: Use Logging to Troubleshoot Excel MDX Issues



Document Number:	10082517
Last Revised:	2012-09-25
Product(s):	MDX Provider for Oracle OLAP, all versions
Client Application(s):	Microsoft Excel 2003, 2007, 2010, 2013
Platform(s):	Microsoft Windows XP(SP3), Vista, 7 Microsoft Windows Server 2003, 2008, 2008R2

## Overview

Excel error messages when connecting to or analyzing an external OLAP source via a PivotTable can be fairly generic, and often do not contain enough information to troubleshoot problems. To help troubleshoot issues when using Excel against an Oracle OLAP cube, it may be necessary to turn on logging in the MDX Provider, and send the collected file to Simba Technical Support for analysis.

## How to Turn On Logging

1. Ensure Excel is not running.
2. Navigate to the provider installation directory, e.g. `C:\Program Files (x86)\Simba Technologies Inc\MDX Provider for Oracle OLAP`.
3. Navigate into the `Logging` directory.
4. Double-click on the `winxx_OraMdxLoggingOn.reg` registry file (where `xx` is either 32 or 64, depending on your operating system).
5. Restart Excel.

Note that the registry file contains the path to the log file, which is by default set to `C:\OracleMdxProvider.log`. If you do not have write permission to the root of the C: drive, the log file will not be created. (You can test this by trying to create a text file using notepad, and saving it to C:). You can update the path to include a more appropriate folder where you do have write permission by editing the registry file and updating the lines that begin with `PATH=`.

Note: Any path you enter will include backslashes. As these are special characters, these backslashes must be escaped with a second backslash, e.g.:

```
"PATH"="C:\\Users\\bgates\\"
```

Once logging has been enabled, repeat the steps that are causing the error, and email the log file to [support@simba.com](mailto:support@simba.com)

## How to Turn Off Logging

It is recommended that logging be turned off after the problem has been captured in the log, as logging slows down the provider, and can consume a lot of disk space.

1. Ensure Excel is not running.
2. Navigate to the provider installation directory, e.g. `C:\Program Files (x86)\Simba Technologies Inc\MDX Provider for Oracle OLAP`.
3. Navigate into the `Logging` directory.
4. Double-click on the `Winxx_OraMdxLoggingOff.reg` registry file (where `xx` is either 32 or 64, depending on your operating system).
5. Restart Excel