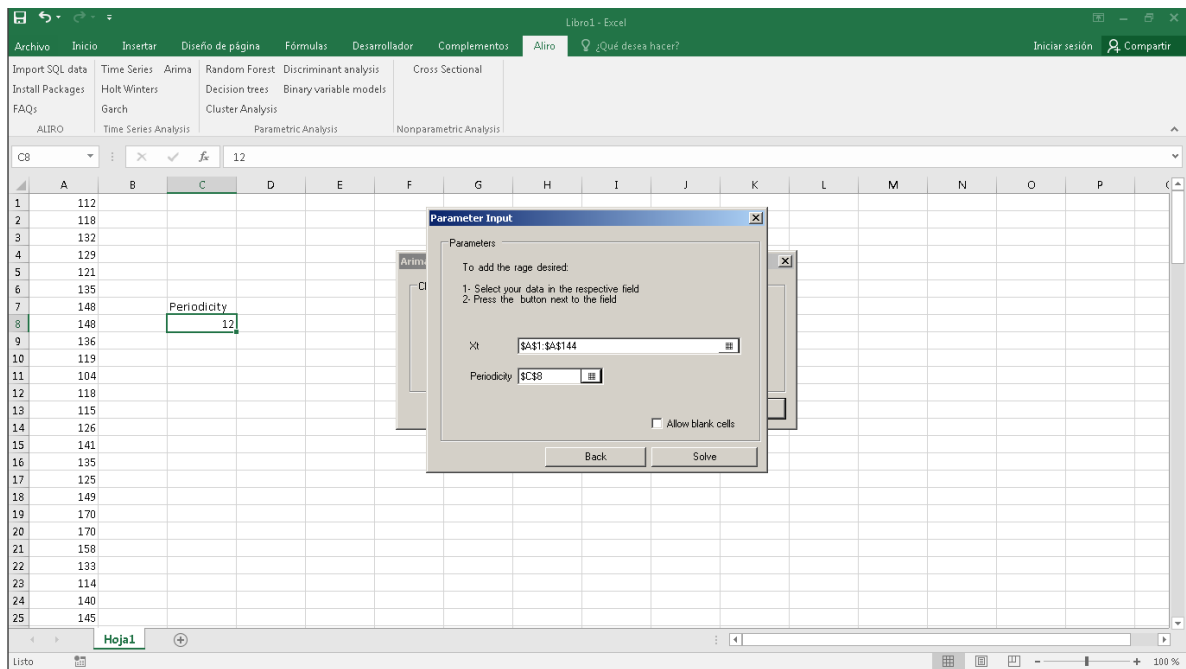


## Common errors in ALIRO

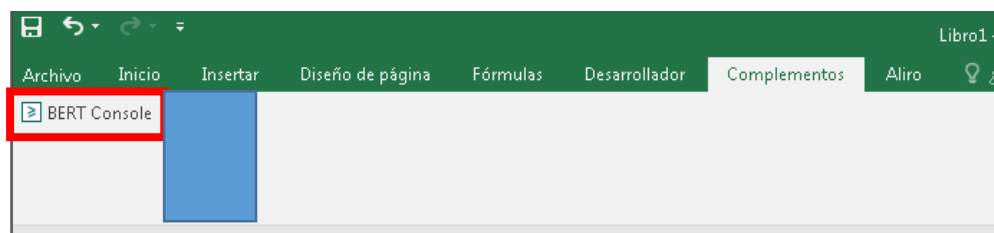
In this section you can find the errors that you may experience while using the add-in

### Badly installed bert2 folder

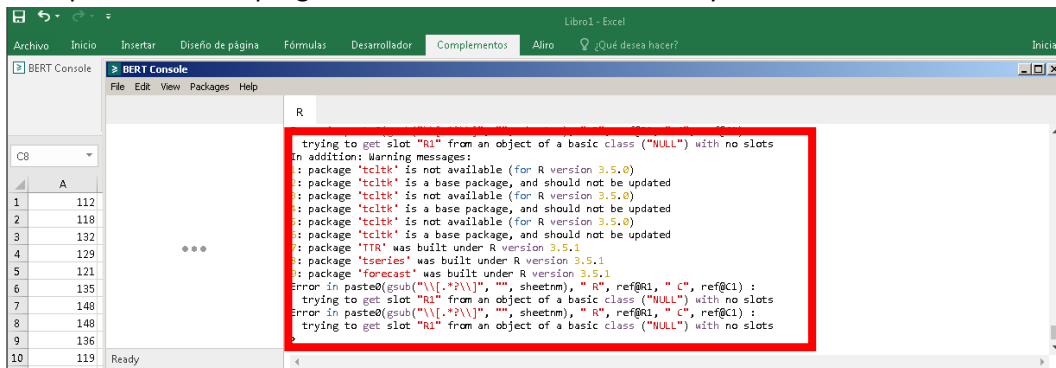
If you are going to perform an analysis and when you click on the Solve button in one of the methods and nothing happens (as shown in the image).



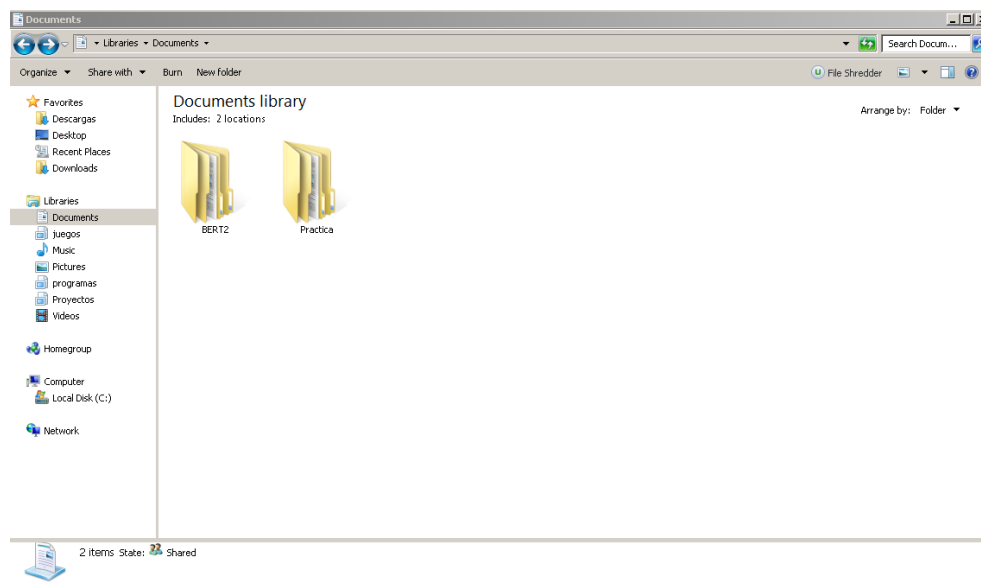
You must go to the add-ons tab and look for the BERT Console option to open a window where it will show what happens in R.



If the R console shows an error like the one indicated below, it means that the files necessary for the operation of the program were not installed where they should be installed.



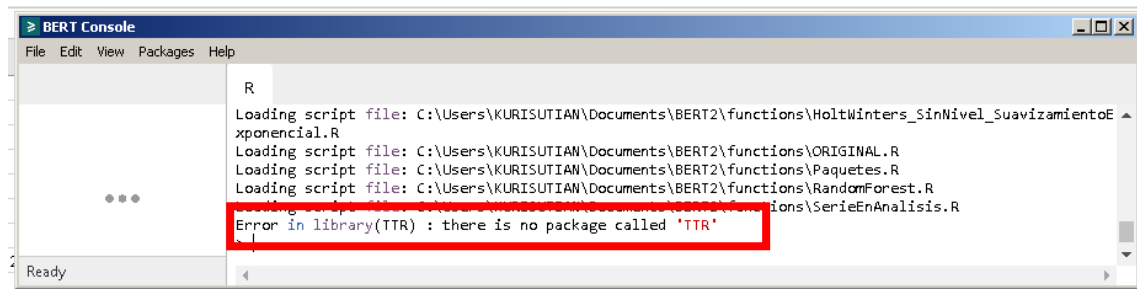
To solve it, is important to verify that the BERT2 folder is installed in My Documents. It is common that in Windows 10 by user configuration the folder is installed in One Drive in a folder called My Documents, which makes it look like it is properly installed but in reality is doesn't.



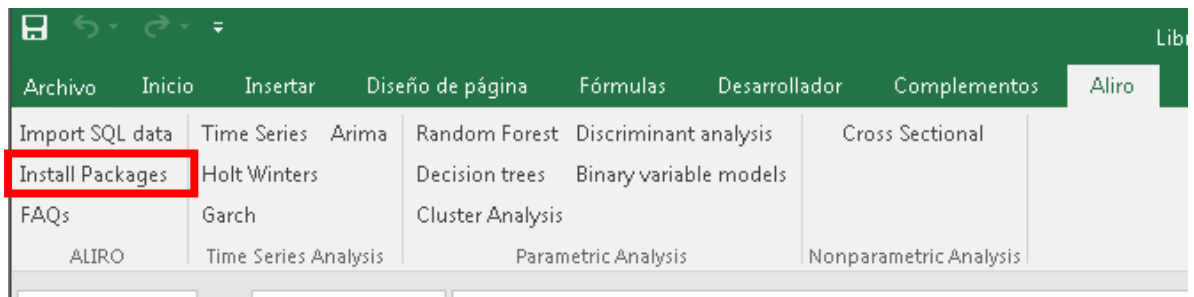
Once you have identified that the folder BERT2 is in My Documents in OneDrive, just copy it and paste it in My Documents of the machine. Once the process is finished you should restart Excel for the changes to take effect.

### Libraries not installed

Another error that can occur when you press Solve and nothing happens is that there is a missing library that needs the add-in to work. To identify if this happens just go to the BERT console (see the previous point to see how to access) if an error appears as shown below.



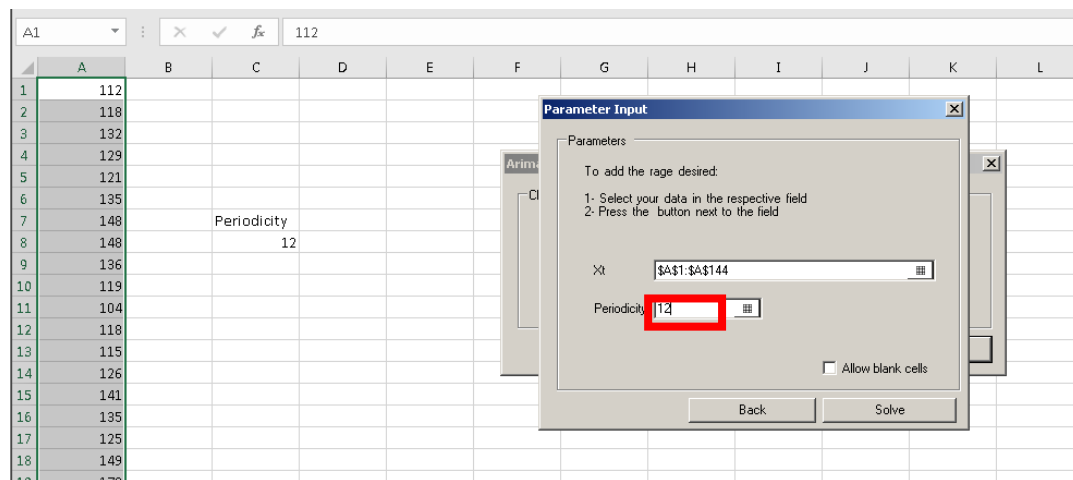
To solve it go to the options of the add-in and select the option of Install Packages, from here you can install the necessary packages. This is explained in detail in the documentation of first steps in ALIRO



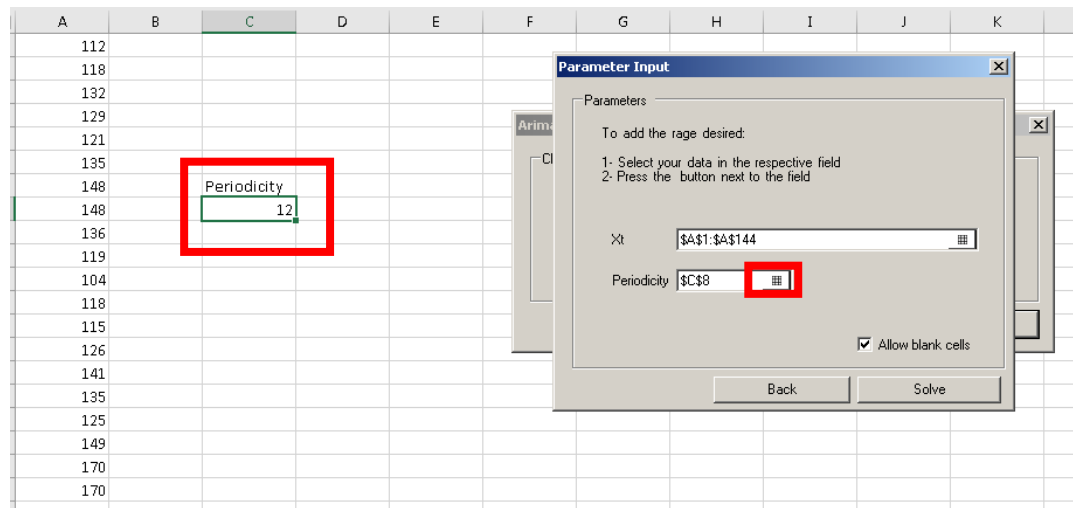
After performing this action, the software will run optimally.

## Poorly entered parameters

A common error that can occur when using a method is when you enter a parameter manually, this will cause the program to fail, as shown in the following image.

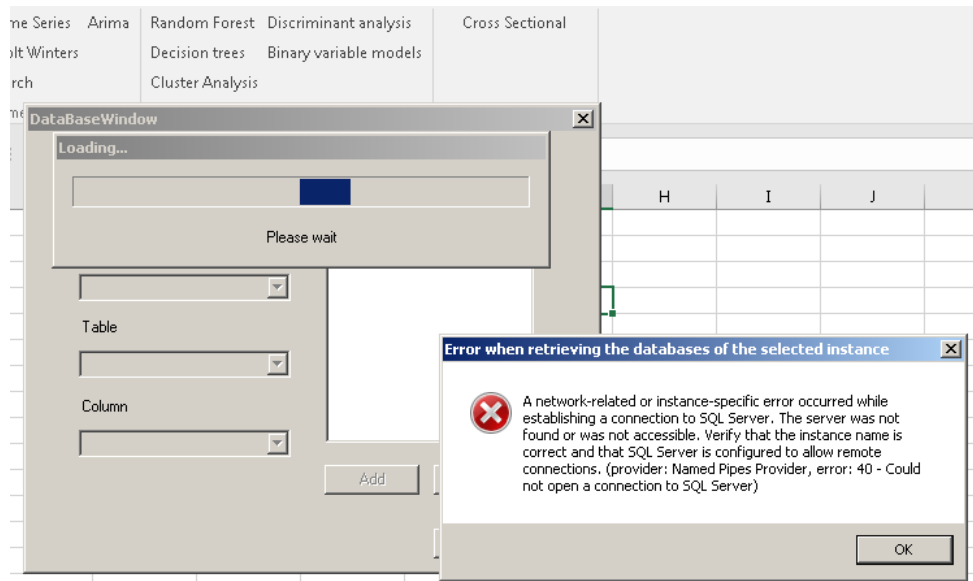


To prevent this from happening, select the cell in the spreadsheet and give the button next to the text field of the parameter, in doing so the name of the cell will appear in the text field

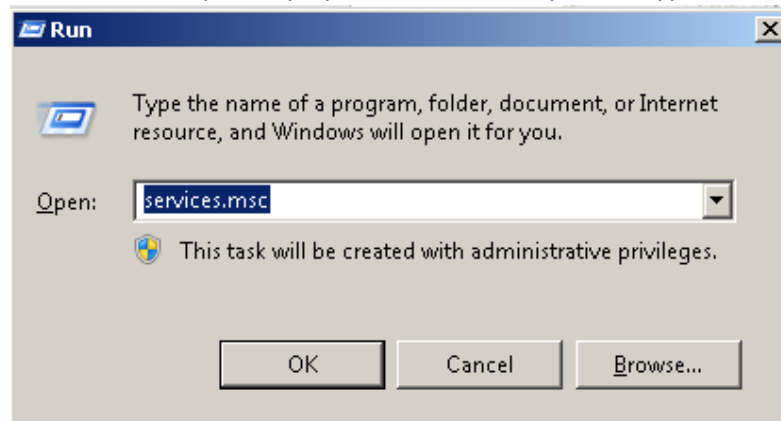


## SQL Server service not started

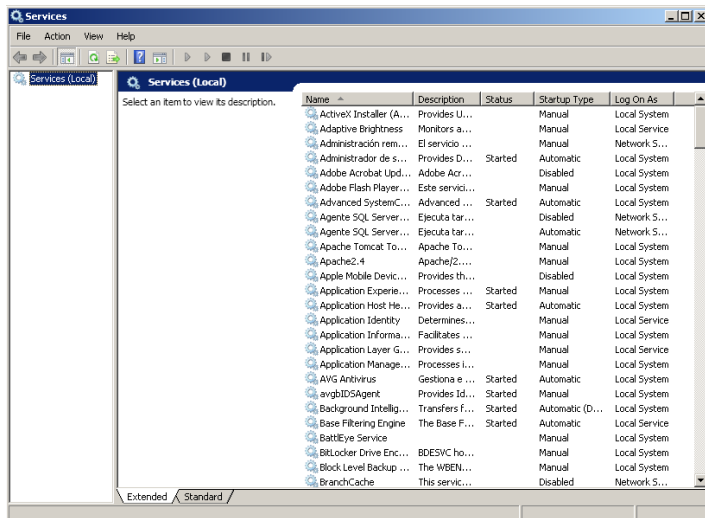
When using the database query module, make sure that the SQL Server service is activated, since if it is not working the module will not work and the module will show the following message.



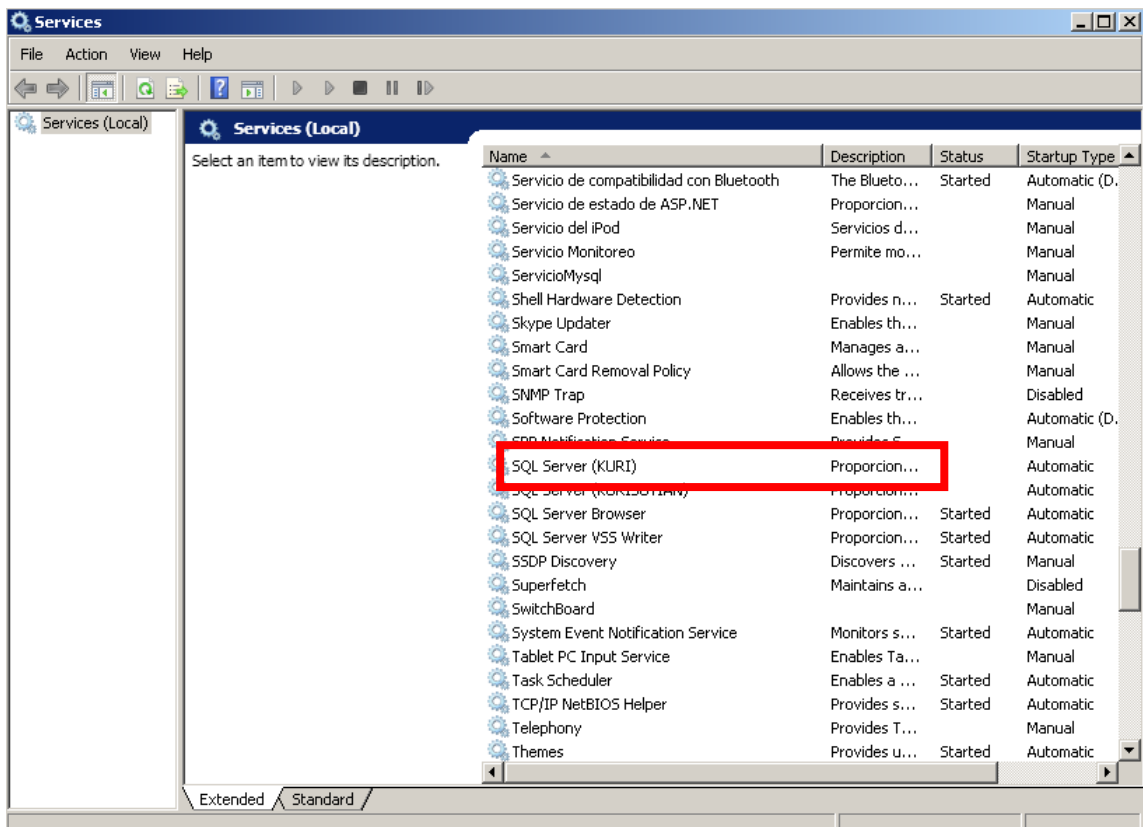
To solve the error you must access the services and activate it. To access, you must press the Windows + R key to display a window where you will type services.msc

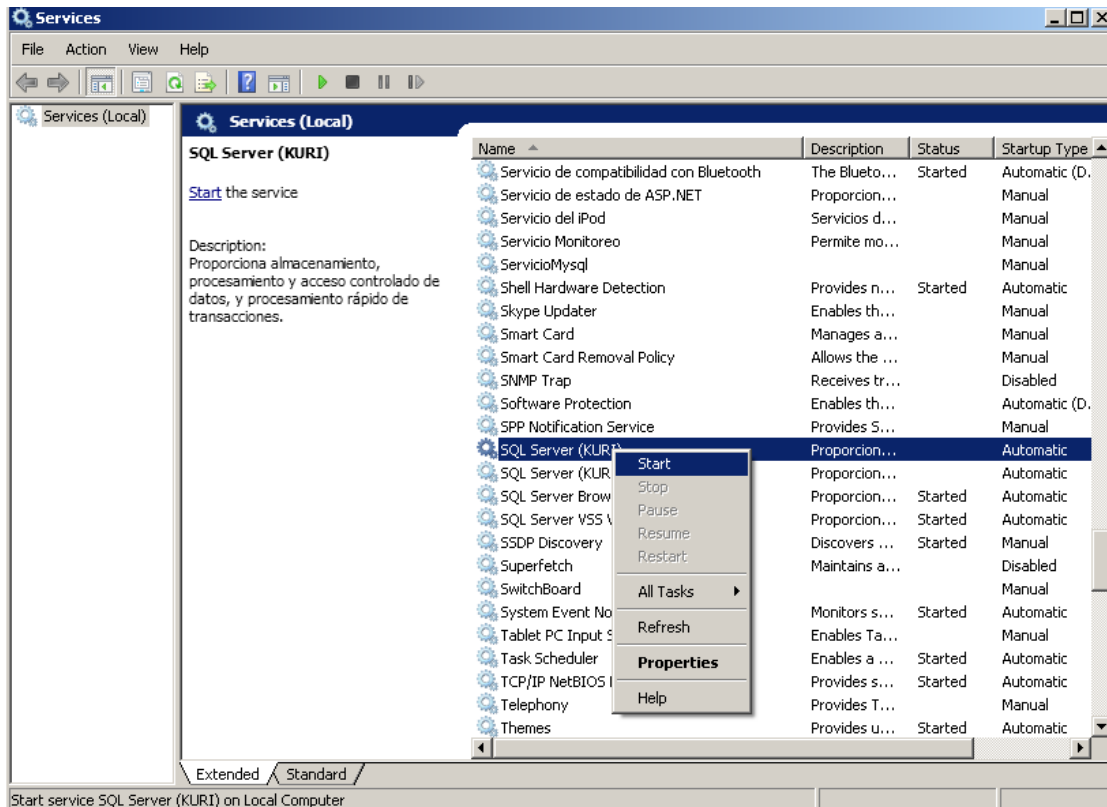


Clicking OK will open the services window



There you should look for the option that says SQL Server (Installed Instance Name) and by right clicking you can activate the service.

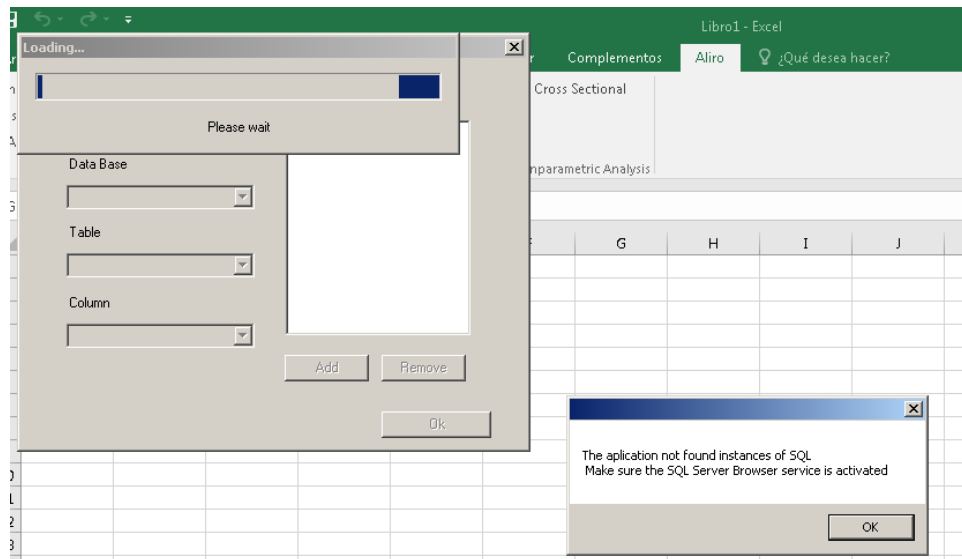




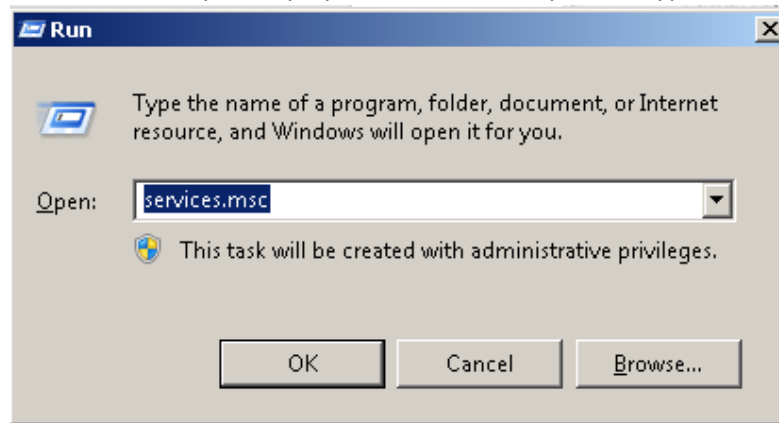
Once this is done you can already make your queries, you must to restart Excel

### Invalid SQL Server Browser service.

When SQL Server is installed by default this service is inactivated, the database query window will show a message warning this condition

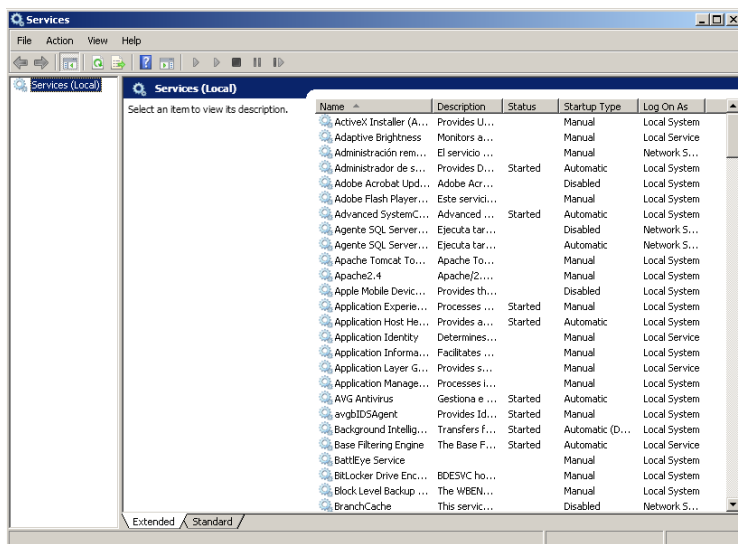


To solve the error you must access the services and activate it. To access, you must press the Windows + R key to display a window where you will type services.msc

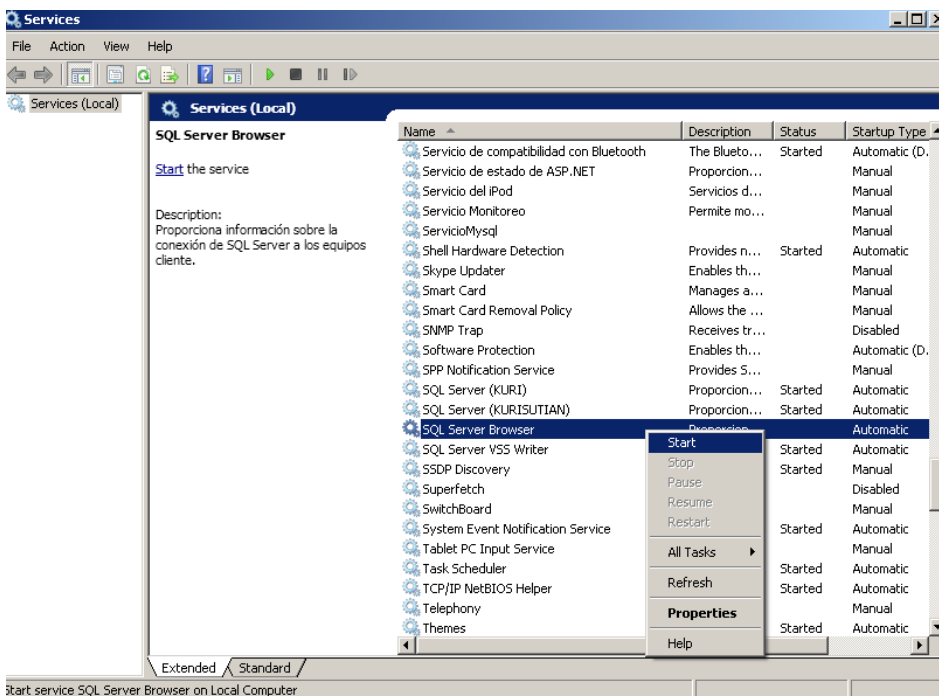




Clicking OK will open the services window



There you should look for the option that says SQL Server Browser and by right clicking you can activate the service.



When activating the service, you must only restart Excel for the changes to take effect.