ShopSite Knowledgebase

Microsoft Excel will not import some or all of the orders downloaded from ShopSite

Version: ALL
Product: Manager and Pro
Platform: ALL
I select to download orders from ShopSite in text format, and then when I try to open it in MS Excel it says its "File not Loaded Completely" with an 'OK' box; I hit 'OK' a there's nothing there or some of the lines do not have all the product information from the order in them. However, when I open the same downloaded text file in Notepad all the data is there. Why is this?
Solution ID: S5491
This Excel error is occurring because of an order (or multiple orders) that contain a large number of items, so many that the order record has more fields of data than Excel can handle (believed to be about 256 fields per line/record), thus the error message.
If the orders show up in Excel, sort on the very last field so that you can see which record(s) go over the limit. If you sort on the last field, records that have something in that field will appear at the top, and these are the likely culprits. If the records show in Excel otherwise, then you can continue to work on it, just realize you will need to refer to the raw text file from ShopSite, or the View Orders screen in ShopSite, to get the remainder of the product information for the large order(s).
If the orders do not display in Excel at all, you will need to determine by some other method which are the long order affecting the import, and remove them from the raw text file downloaded from ShopSite (or delete those orders from ShopSite and download a new order file) before importing it into Excel. Without the really long order(s), the new file should go import into Excel without complaints. Note: be sure to make a copy of the file you have already downloaded so that you will have the raw data for the large order(s), and perhaps make some print-outs of the large order(s) from the View Orders function in ShopSite as well if you are going to delete them to resolve the problem.

https://support.shopsite.com/KBase/questions/2482/