

**Issue Date: November 1, 2017**

**Topic:** CAS2Net Offline Upload Error, CMS Freeze, and Expected OCS Range download fix

**Discussion:**

During the End of Cycle, incidents will be resolved and enhancement requests may be implemented in order to enable users to work efficiently in the CAS2Net system. There were two important changes that CSRA has completed. The first reported issue was for the CAS2Net offline upload error and CMS freeze. CSRA found that this was caused by a bug in Microsoft Excel 2013 and not the CMS spreadsheet. The issue has currently been identified on certain Air Force computers running Windows 10 and Microsoft Excel 2013.

The second was an enhancement request to enable users to view the Expected OCS Range on the Employee Download data report. Previously, this report only displayed the Expected OCS. This update has been implemented and users are now able to see the added field.

**Action:**

In order to mitigate CAS2Net offline upload error and CMS Freeze please do the following

1. Hold down the <ctrl> key while starting Excel.
2. A pop-up will ask to confirm opening Excel in safe mode.

**Note:** The ctrl key to safe mode only works when opening Excel directly. It does not work when starting Excel indirectly such as opening the CMS spreadsheet file from Windows Explorer. The request to add Expected OCS Range has been added to the Download Employee Data report and no further action is needed.

If you have any questions please feel free to contact La Tosha Headley at [latosha.headley@hci.mil](mailto:latosha.headley@hci.mil)