User Manual

ParsePort XBRL Troubleshooting Guide

xBRL Certified Software™

PARSEPORT

Oops!

If you are reading this document, it is most likely because you are experiencing issues with one of our products or the resulting file.

In chapter one of this guide, you will learn how to use the ParsePort XBRL Inspector to troubleshoot your ESEF file if you experience conversion errors. In chapter 2 you will find a list of the more common errors as well as descriptions on how to resolve them and in chapter 3 we've compiled a list of frequently asked questions.

If you don't find an answer to your question, feel free to contact support@parseport.com.

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1. Troubleshooting

If you get an error notification after converting there are two different ways to go about it. The first is to look at the **Error Report**, which will let you know which errors have been detected. The second is to download the iXBRL package, and uploading it to the ParsePort XBRL Inspector., which will be covered in chapter 2 of this document.

1.1 Identifying Errors by Using the Error Report

When the red banner displaying a failed conversion appears, you can click View details. This will open a window which displays every error contained in your report as displayed in figure 14.

From there you can choose download full report which will let you download the Error report as an HTML document. Opening the error report will give you a description of every error within the report as displayed in figure 1.

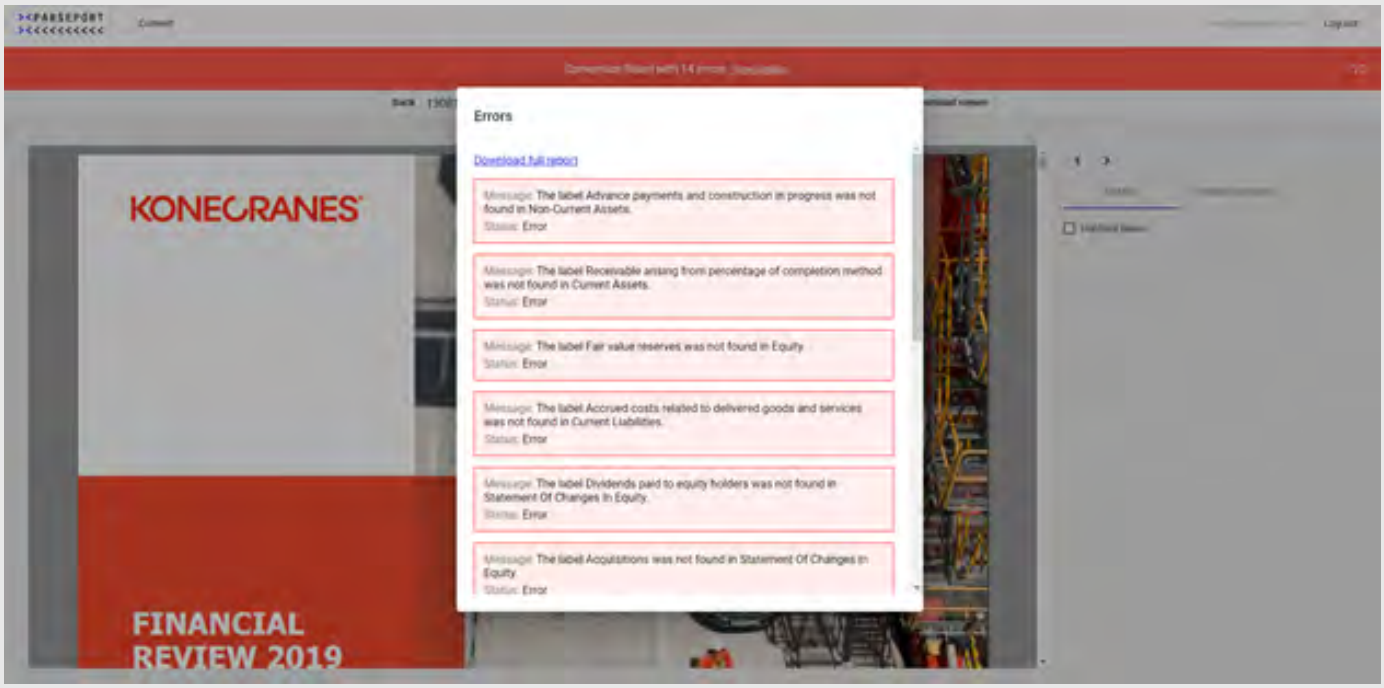

Figure 1: ParsePort XBRL Converter – View Error Report

1.2 Identifying Errors by Using the ParsePort XBRL Inspector

When an iXBRL file is uploaded to the ParsePort XBRL Inspector, it is automatically validated. This means that any errors found in the report is identified and highlighted for your convenience. On the validation page you can scroll down to the Validation Summary, where you can see which parts of the zip package has issues.

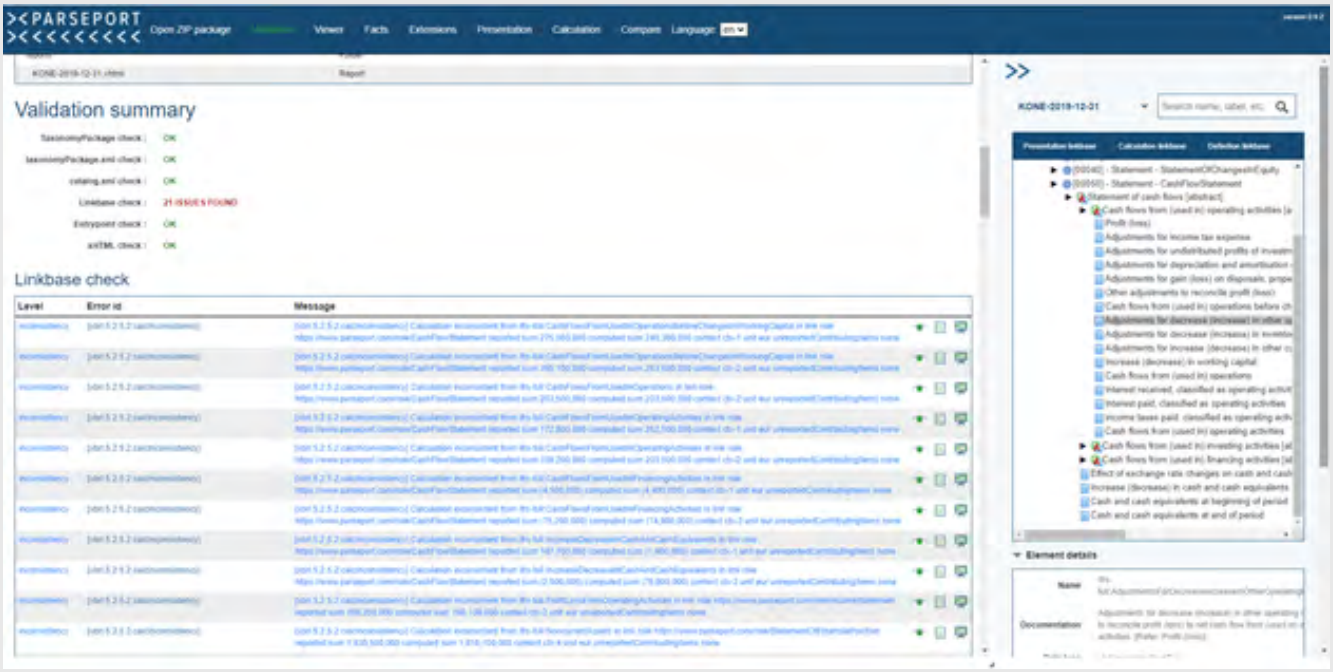

Figure 2: ParsePort XBRL Inspector – Validation

In the case above, the issues are found in the linkbase, which is the most common. Looking under the header title "linkbase check" we can see which issues have been identified, and under the "Message" section a description of the issue and you can use the icons displayed on the right hand side to skip to the errors in either the viewer, the factlist or the calculation, where they will be highlighted in blue.

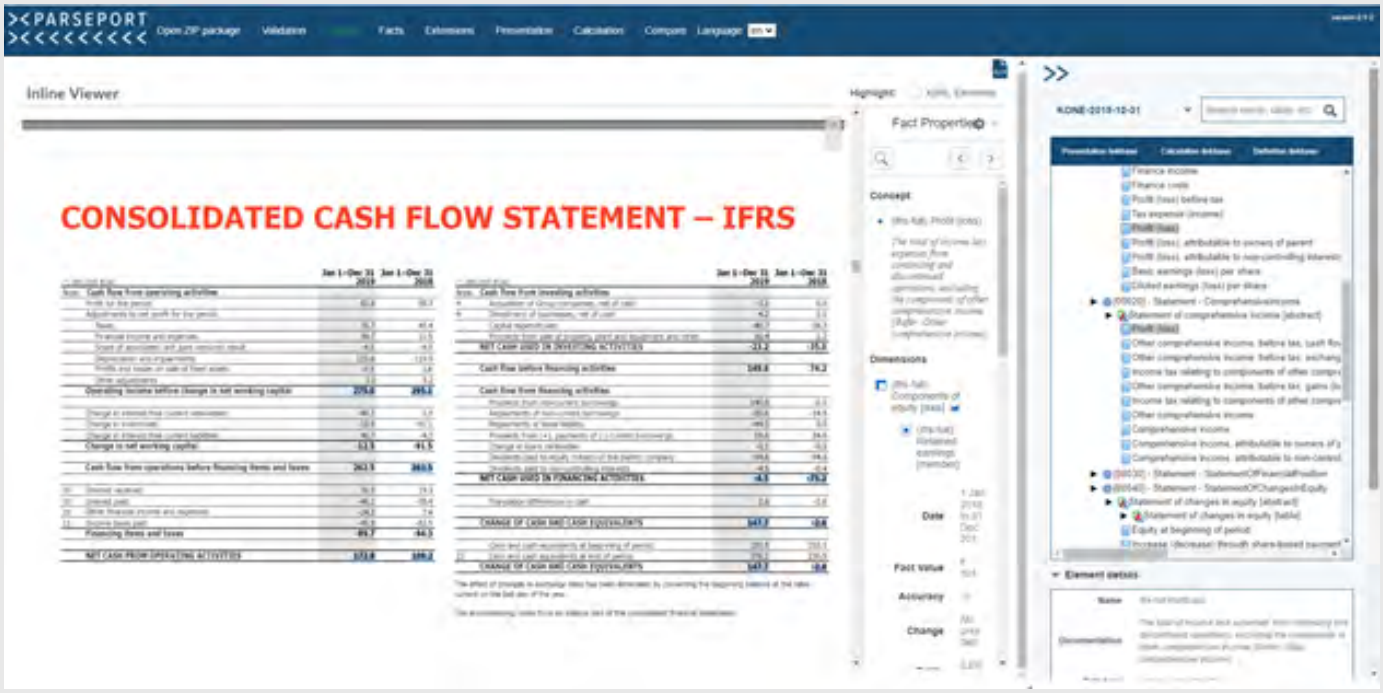

Figure 4: ParsePort XBRL Inspector – Errors Highlighted in Viewer

2. Resolving Common Errors

When you have read the error report and interpreted the errors, it is time to fix them. The different errors were explained during the mapping Q&A meeting. In this chapter we will go over some of the more common errors, what the issue are, and how you can correct them.

2.1 Text not recognized or mismatching information

Issue: Your text is not recognized by the converter or there is a mismatch in information between Excel and PDF

Solution: If there is something in your error report the converter didn't understand or if there is a mismatching element, the "hidden elements section" in the viewer will display these. So, if you experience an error, we urge you to always check the hidden elements for a mention of financial/numeric information, as this is a sign of mismatching information.

2.2 Rounding Errors

Issue: A rounding error is an error that occurs due to rounded figures which, when added together, do not produce the stated outcome. XBRL doesn't arrange rounding errors in a hierarchy, which is why we always recommend going through all of them,

Solution: The solutions is simply to adjust the figures accordingly.

2.3 Inconsistency in Comprehensive Income Statement

Issue: The subtotal "Other comprehensive income for the year, net of tax" must appear in both Comprehensive Income AND Changes of Equity.

Solution: Add the missing subtotal "Other comprehensive income for the year, net of tax" to the section where it is missing

2.4 X was not recognized

Issue: The financial post was not tagged and it was not recognized by the taxonomy

Solution: Upload the zip package to the converter, press the "eye" icon in the viewer and navigate to the issue in question, so you can see which tag was used, and correct it if necessary.

2.5 Report Incorrectly Placed in Package

Issue: The document file was not placed in the correct place in reporting package. This issue often happens if you download your zip package from the converter multiple times. Your browser will then add "(1)" or a similar specifier to the file name to avoid duplicate file names.

Solution: Removing the "(1)" specifier from the file name will solve this issue. The file name needs to be identical to the one given by our converter without any specifiers.

3. Frequently Asked Questions

3.1 I'm getting conversion errors, what do I do?

When your conversion has loaded, there are two possible outcomes. 1) The conversion is a success; or 2) the conversion failed. A failed conversion doesn't mean that your report isn't converted. It simply means that the converted report contains a number of errors.

For a full description of what to do if your conversion fails, go to chapter 1 of this document.

3.2 What happens if I just upload an Excel file and press convert?

If you upload a mapped Excel file with your consolidated financial statements to the ParsePort XBRL Converter and press convert, you will receive an iXBRL file without the visual styling that your designed PDF usually grants.

While the file is technically ESEF compliant, we don't recommend turning this version in to your local authority. You can however use this method to check that the mapping of your file is correct, for instance if your PDF isn't done yet, or if you want to check for errors before doing a full conversion.

3.3 What happens if I just upload a PDF file and press convert?

If you upload a PDF without a mapped Excel file you can still press convert, but the resulting file is not an iXBRL file. The result is instead an XHTML version of your PDF file, which is needed if you need to report non-consolidated figures. This process is further described in chapter 2 of the **ParsePort XBRL Convert User Manual**.