

# Troubleshooting

Below are some common issues encountered when using the DataView add-on.

## Excel Attachment Not Showing in dataview macro list

Only Excel 2010 and newer attachments are supported. If your attachment is of the older ".xls" type, please re-save your file as the newer XML formatted ".xlsx" file type and retry.

## Excel attachment not converting

If you have added your attachment to the dataview macro on a page and the macro is showing that it is currently in the conversion queue, but never seems to finish, the conversion job may be busy converting other files or has become stuck. There is a 10-minute timeout on the conversion job. Please leave enough time for this to finish, or ask your Confluence Administrator to check if the job is running and to clear it.

For more help please visit the [Support](#) page.