

Portfolio Loader fails with: "Internal error occurred"

- **Product:** Alma
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Question

When editing an Electronic Collection's full-text Service, and executing the **Load Portfolios** action (e.g. for an incremental update), the action fails with: "**Internal error occurred**". How to resolve?

Answer

Alma may have encountered an undiagnosed formatting issue in the Excel file.

To correct this, copy the content from the current Excel file and paste it in a new file with: **Paste Special > Values**.

Additional Information

Click here for Online Help regarding: [Adding, Updating, or Removing Portfolio Information in Bulk Using an Excel File](#).

Click here for Online Help regarding: [Portfolio Loader](#)

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