



Enabling Science

# **IDBS Help Desk Technical Document**

**XLfit Troubleshooting  
Guide**

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## Introduction

After installation of XLfit, if Excel is loaded and the XLfit toolbar (Office 2003) or ribbon (Office 2007/2010) does not appear, or errors are seen when using application, there are several possible causes.

This document describes a number of troubleshooting steps and possible solutions.

## Checklist

### 1. Ensure the computer satisfies the application's pre-requisites

Read the [XLfit Install Guide](#) document for the pre-installation tasks and minimum requirements.

XLfit 5.2 requires Windows XP, Vista or 7, Office 2003, 2007 or 2010 and .NET Framework 2.0 SP1.

For a list of supported platforms, check the [Software Platform Support](#) document (page 13).

If a 64 bit operating system is required, only Windows 7 is supported; 64 bit Office 2010 is not currently supported.

The latest versions of XLfit 4 and 5 are available to download from the [XLfit Support Portal](#).

### 2. Check the installer and user's Windows permissions

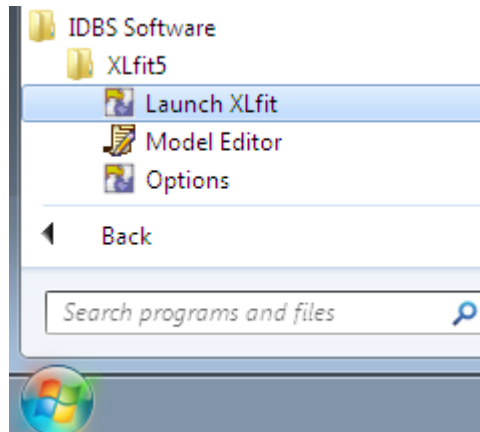
Ensure the application has been installed as the Administrator on the computer, as the XLfit installer requires access to the Windows Registry and certain system folders.

The user running the software must have sufficient Windows privileges to run the application. The minimum required permissions are available in the Windows "Users" group.

A user profile created from a custom-generated group may not contain the user permissions required for successful launching of the application.

### 3. Run XLfit from the “Launch XLfit” shortcut in the Windows Start menu

Load XLfit by using the shortcut in Start > All Programs > IDBS Software > XLfit5 > Launch XLfit:



(Windows 7 shown)

This procedure will copy the XLA files required for the application to the correct file locations, then load Excel and XLfit. This step should be run by all first-time users of the application on a computer. This should also be carried out by all users when upgrading from an previous version of XLfit, as the users' profile may still include an earlier version of XLfitRun.xla.

If XLfit is installed on a Citrix environment with application sharing enabled, the “Launch XLfit” application can be set up as a shortcut. The executable “IDBS\_XLfitStart.exe” can be found in the XLfit Program Files folder (e.g. C:\Program Files\IDBS\XLfit5).



#### 4. Temporarily remove any third-party add-ins from Excel

We have seen certain third-party add-ins that can cause conflict with XLfit and can lead to problems in loading the XLfit toolbar/ribbon or that prevent certain functions from running. These add-ins include:

- Adobe Acrobat PDFMaker
- ISIS for Excel
- Accord for Excel
- Microsoft Euro Currency Tools

Remove these from Excel using the manufacturer's instructions, then run XLfit from the Launch XLfit shortcut (see step 3). Also remove all other Microsoft add-ins temporarily if the problem is not resolved.

Once the XLfit toolbar/ribbon appears, reintroduce the add-ins to find which is causing the conflict.

#### 5. Re-enable any XLfit disabled add-ins in Excel

Excel may disable XLfit add-ins if the application had to close unexpectedly – any add-in that was running at the time may be disabled to prevent them from loading, in case they were the cause of the problem. These need to be re-enabled.

The location of the Disabled Items is different in between Office versions. Please follow the appropriate guide in this document by selecting the appropriate link below:

- [Office 2003](#)
- [Office 2007](#)
- [Office 2010](#)

## 6. For Office 2003, check Windows Update KB907417 is installed

This update is essential, as it will correct a problem where an add-in may not load if it uses .NET 2.0. Without this update, the XLfit toolbar (built using .NET) will not load.

(Office 2007 and 2010 use ribbons, so these versions are not affected by the problem).

To check to see if this is installed, open Windows Control Panel, then:

- For Windows XP, open “Add or Remove Programs”, then select the “Show Updates” checkbox at the top of the dialog box.
- For Windows 7 or Vista, open “Programs and Features”, then select “View Installed Updates” from the menu on the left.

Find Microsoft Office 2003 and locate “Update for Office 2003 (KB907417): OTKLOADR”.

If it is not present, it can be installed through Windows Update, or by downloading directly from [Microsoft](#). (Please note this update is not included in any Office 2003 service pack.)

## 7. Repair the Office installation

XLfit may not run correctly because the Microsoft Office installation is incomplete or damaged.

Running a repair of Office may fix the problem in XLfit. Please note this is likely to require Administrator permissions and possibly access to the original Office install files.

In Windows Control Panel, open “Add or Remove Programs” (Windows XP) or “Programs and Features” (Windows 7 or Vista) and locate Microsoft Office.

- For “Microsoft Office Professional Edition 2003”, select “Change” then choose “Reinstall or Repair” and “Detect and Repair errors in my Office installation” from the Office Setup dialog.
- For “Microsoft Office Enterprise 2007”, select “Change” and choose “Repair” from the Office setup dialog.
- For “Microsoft Office Professional Plus 2010”, select “Change” and select “Repair” from the Office setup dialog.

## 8. Completely uninstall XLfit, then reinstall

Removing all traces of the original install and then reinstalling the application can solve the problem. This is especially appropriate when upgrading – all traces of the previous version should be removed before installing the new version.

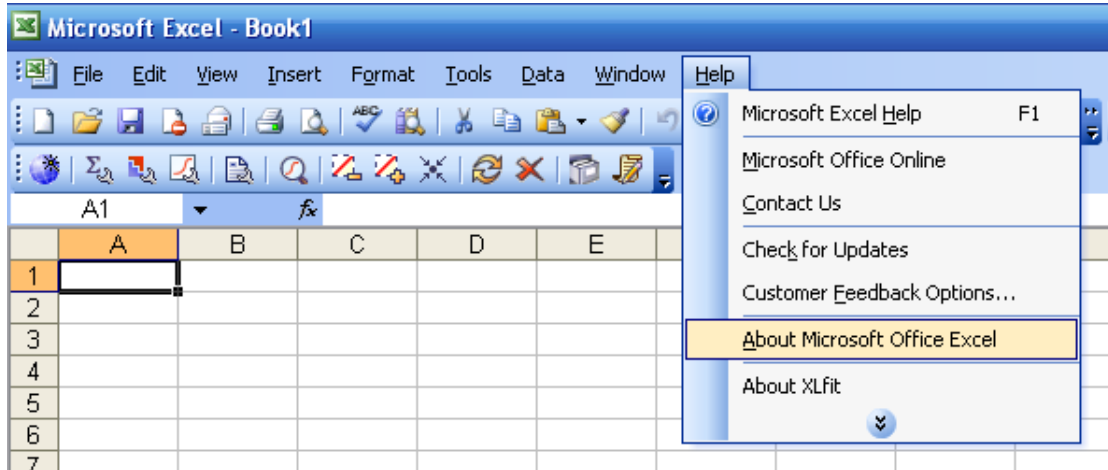
Click [here](#) for a comprehensive uninstall guide.

If further assistance is required, please contact the [IDBS Help Desk](#).

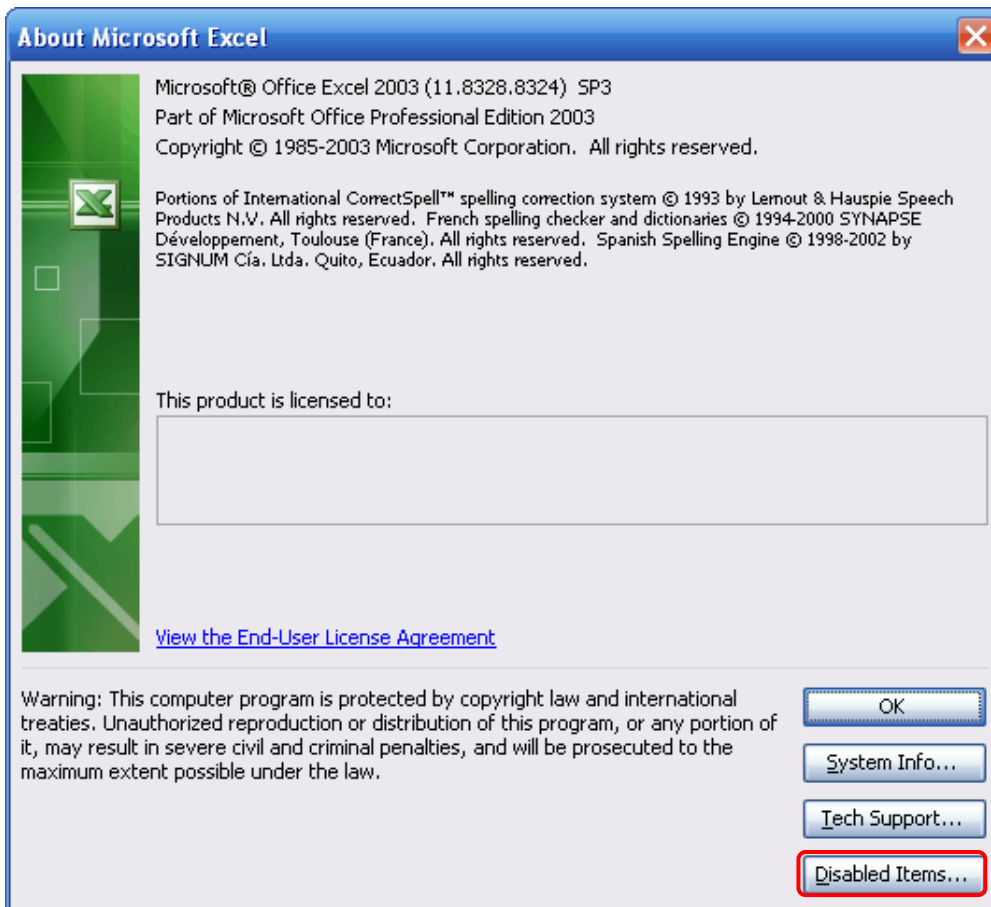
Sign up to the [XLfit Support Portal](#) to find answers to frequently asked questions in the KnowledgeBase and to download the latest version of XLfit.

## Office 2003 Disabled Items

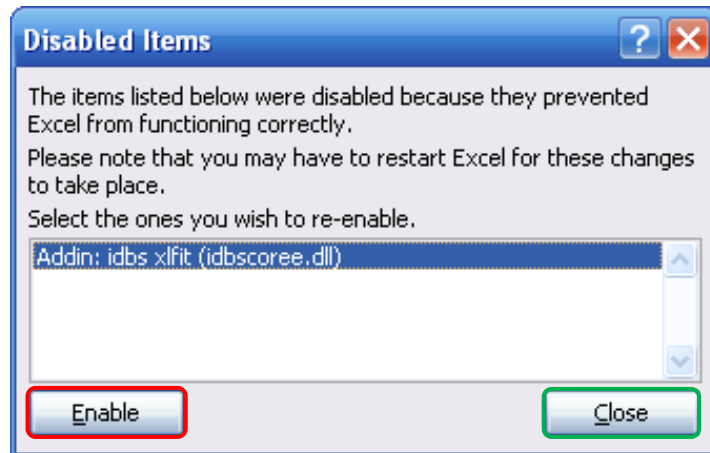
- a. In the menu bar, select Help > About Microsoft Office Excel.



- b. In the "About Microsoft Excel" dialog, select "Disabled Items..."



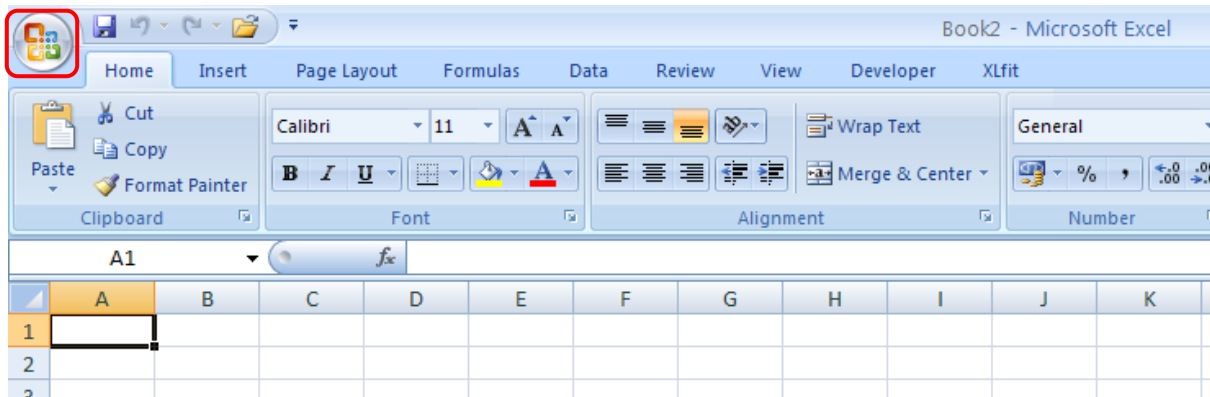
- c. Select any items in the Disabled Items dialog with the name “XLfit”, then press “**Enable**”.



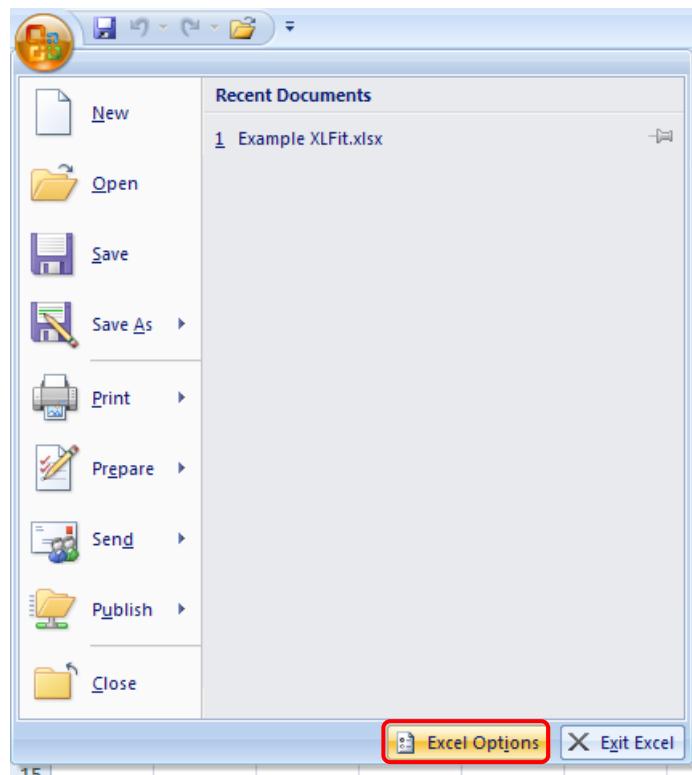
- d. Click “**Close**” to dismiss the dialog box.
- e. Close Excel and restart XLfit using the Launch XLfit shortcut in the Start menu (see [Step 3](#) in the Checklist).

## Office 2007 Disabled Items

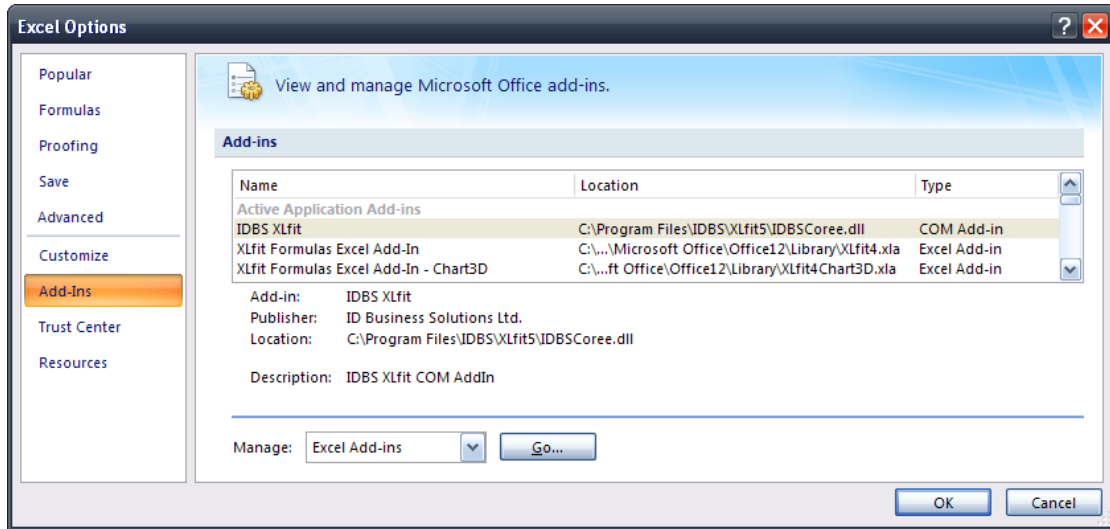
- a. Click the **Office** button.



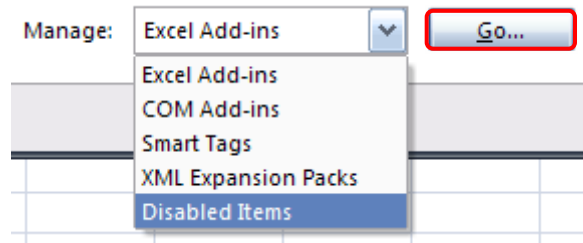
- b. Select **Excel Options**.



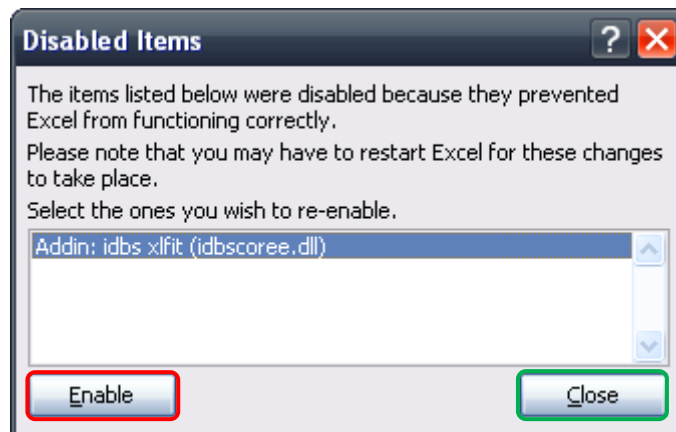
- c. In the Excel Options dialog box, select **“Add-Ins”** from the left-hand menu.



- d. In the “Manage” section at the bottom of the window, choose “Disabled Items” from the drop-down list and select “Go...”



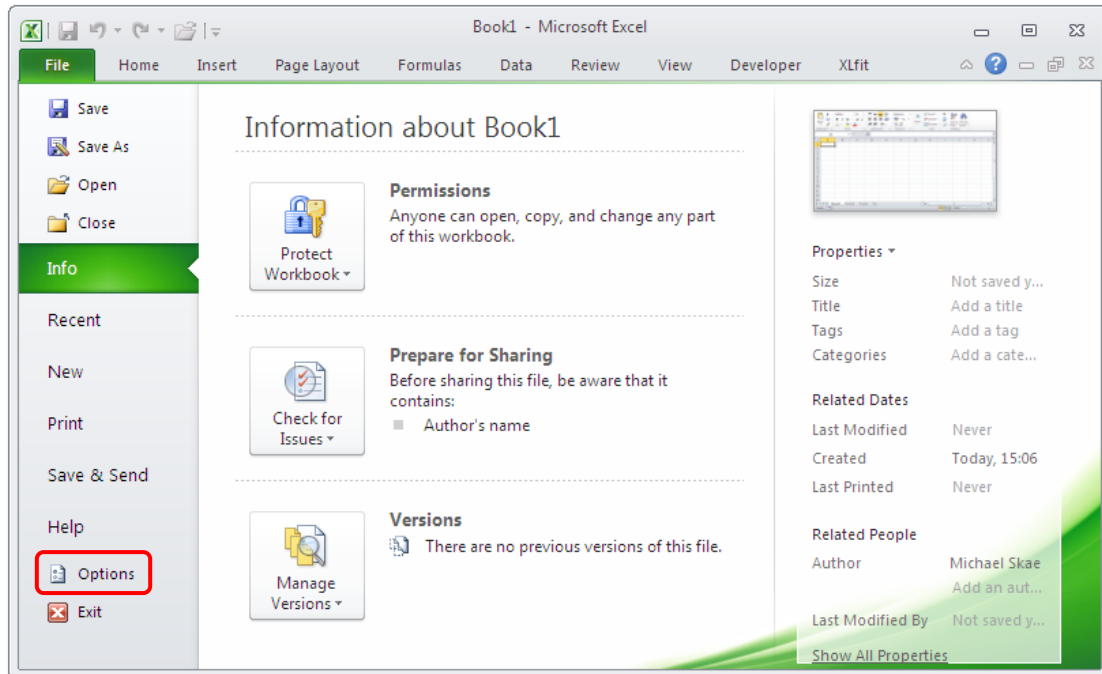
- e. Select any items in the Disabled Items dialog with the name “XLfit”, then press **“Enable”**.



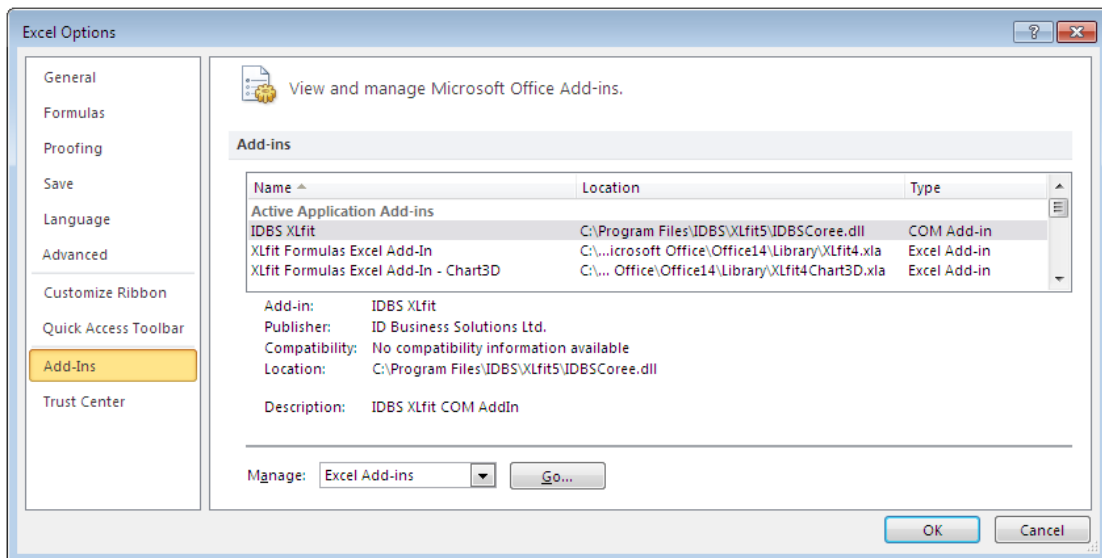
- f. Click “**Close**” to dismiss the dialog box.
  
- g. Close Excel and restart XLfit using the Launch XLfit shortcut in the Start menu (see [Step 3](#) in the Checklist).

## Office 2010 Disabled Items

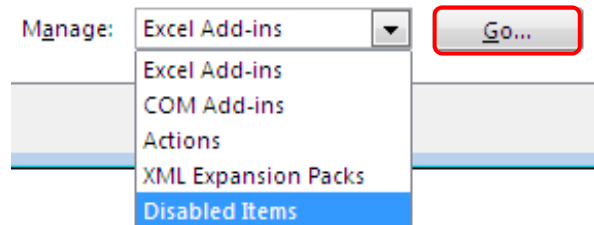
- a. Select File > **Options**.



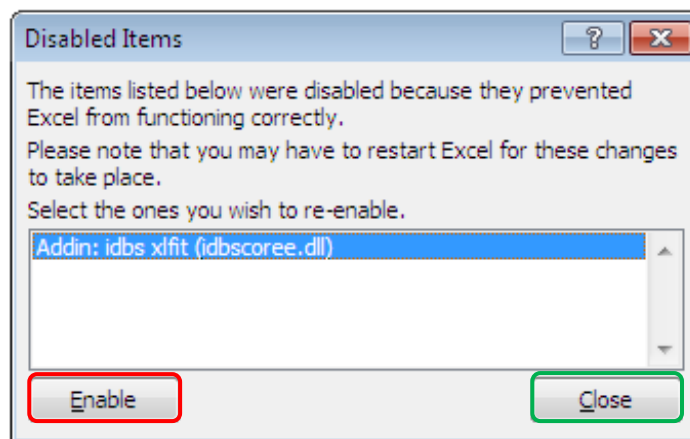
- b. Select “**Add-Ins**”



- c. In the “Manage” section at the bottom of the window, choose “Disabled Items” from the drop-down list and select “Go...”



- d. Select any items in the Disabled Items dialog with the name “XLfit”, then press “Enable”.



- e. Click “Close” to dismiss the dialog box.
- f. Close Excel and restart XLfit using the Launch XLfit shortcut in the Start menu (see [Step 3](#) in the Checklist).