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# XLfit Troubleshooting Guide

## Help Desk Technical Document

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| <b>Author</b>           | Michael Skae   |
| <b>Written For</b>      | XLfit 4.x, 5.x |

# Introduction

After installation of XLfit, if Excel is loaded and the XLfit toolbar (Office 2003) or ribbon (Office 2007) does not appear, there are a number of possible causes.

To solve this, please check the following list.

## Checklist

1. Check the installation guides for the minimum requirements.

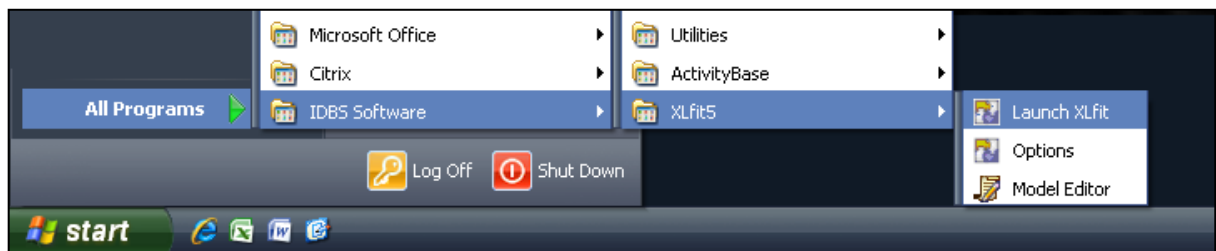
Read XLfit Install Guide document [here](#) for the pre-installation tasks and minimum requirements. XLfit 5 requires Windows XP or Vista, Office 2003 or 2007 and .NET Framework 2.0 SP1. For a list of supported platforms, check the Platform Support document [here](#).

2. Check the users' Windows permissions.

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

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

3. Run XLfit from the "Launch XLfit" shortcut in the Windows Start menu (Windows XP is shown below).



This 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 when upgrading from a previous version of XLfit, because an earlier version of XLfitRun.xla may still be present from the original installation, and it will be unable to load XLAs from the newer version.

If XLfit is installed on a Citrix Terminal Server 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).



Launch XLfit

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

We have seen certain add-ins that not provided by Microsoft or IDBS that can cause conflict with XLfit, for example:

- Adobe Acrobat PDFMaker
- ISIS for Excel
- Accord for Excel

Remove these from Excel using the manufacturer’s instructions, then run XLfit from the Launch XLfit shortcut (see step 3). Once the XLfit toolbar/ribbon appears, reintroduce the third-party add-ins to find which is causing the conflict.

5. Check Excel for disabled items.

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.

The location of the Disabled Items dialog box is different in Office 2003 compared to Office 2007. Please follow the appropriate guide below:

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

6. Completely uninstall XLfit, then reinstall.

Removing all traces of the original install and then reinstalling the application can solve the problem. Click [here](#) for the uninstall guide.

If none of the above suggestions solve the issue, query the KnowledgeBase on the [XLfit Support Portal](#) or contact the IDBS Help Desk for further assistance:

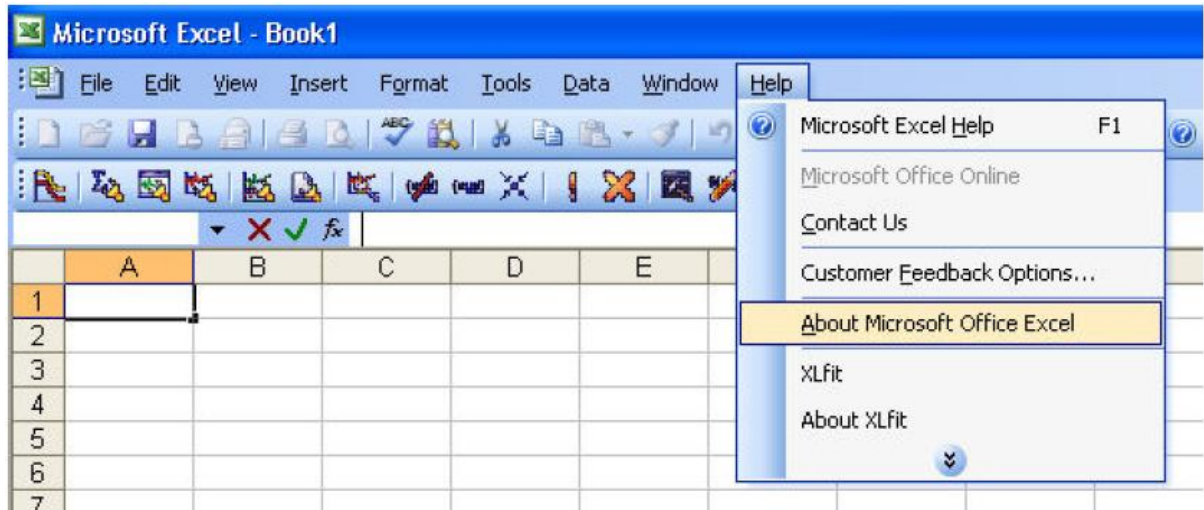
UK Help Desk +44 (0)1483 594999

US Help Desk 1-800 881 9953

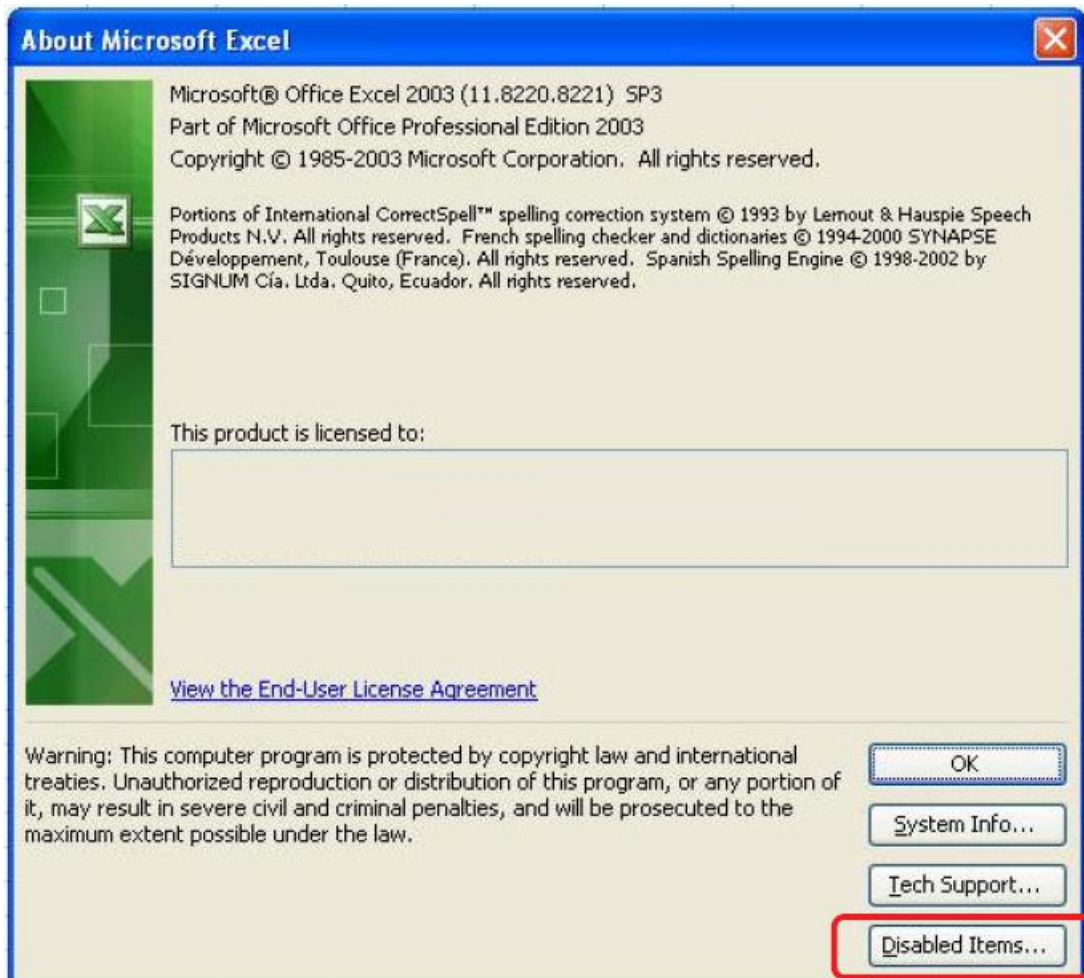
E-mail [support@idbs.com](mailto:support@idbs.com)

# Office 2003 Disabled Items

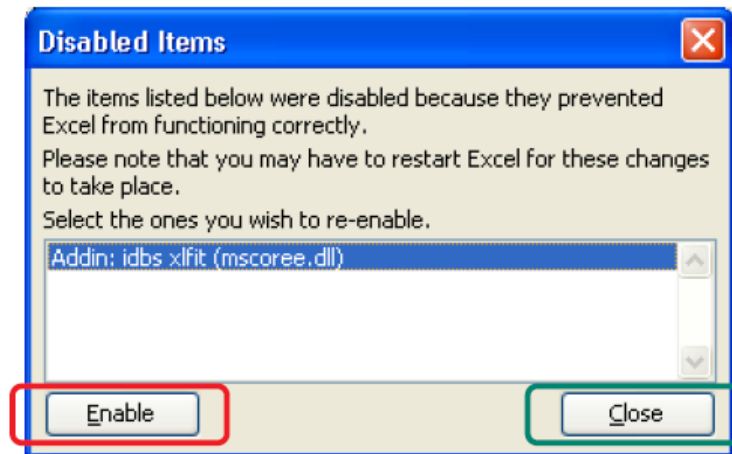
- a. In the menu bar, select Help > About Microsoft Office Excel.



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



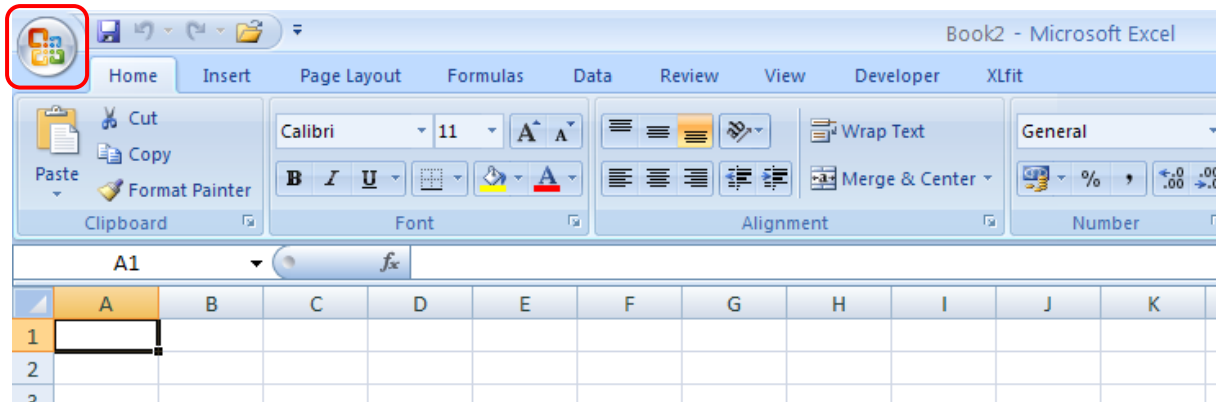
- c. Select any items in the Disabled Items with the name “XLfit”, then press “**Enable**”.



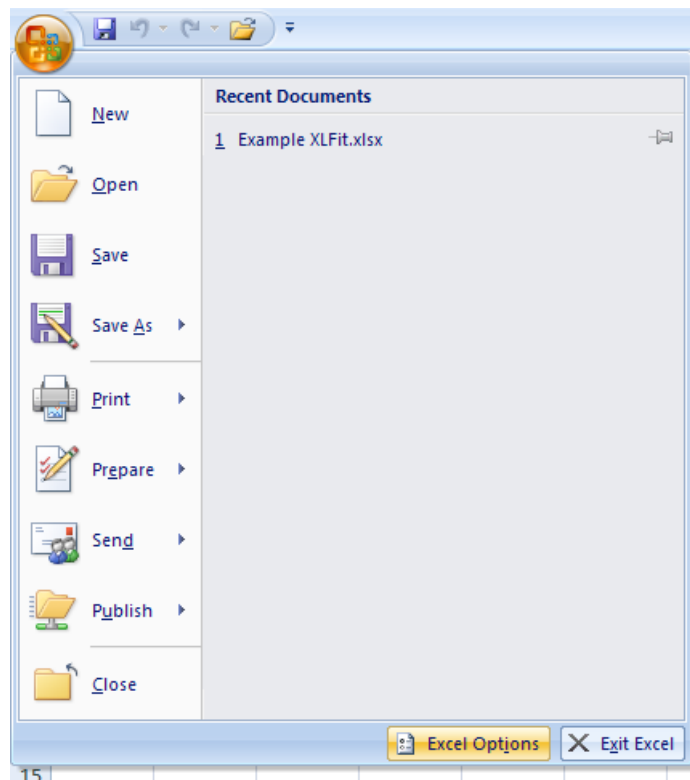
- d. Click “**Close**” to dismiss the dialog box.
- e. Close Excel and restart XLfit using the Launch XLfit shortcut in the Start menu (see Step 3 in the [Checklist](#)).

# Office 2007 Disabled Items

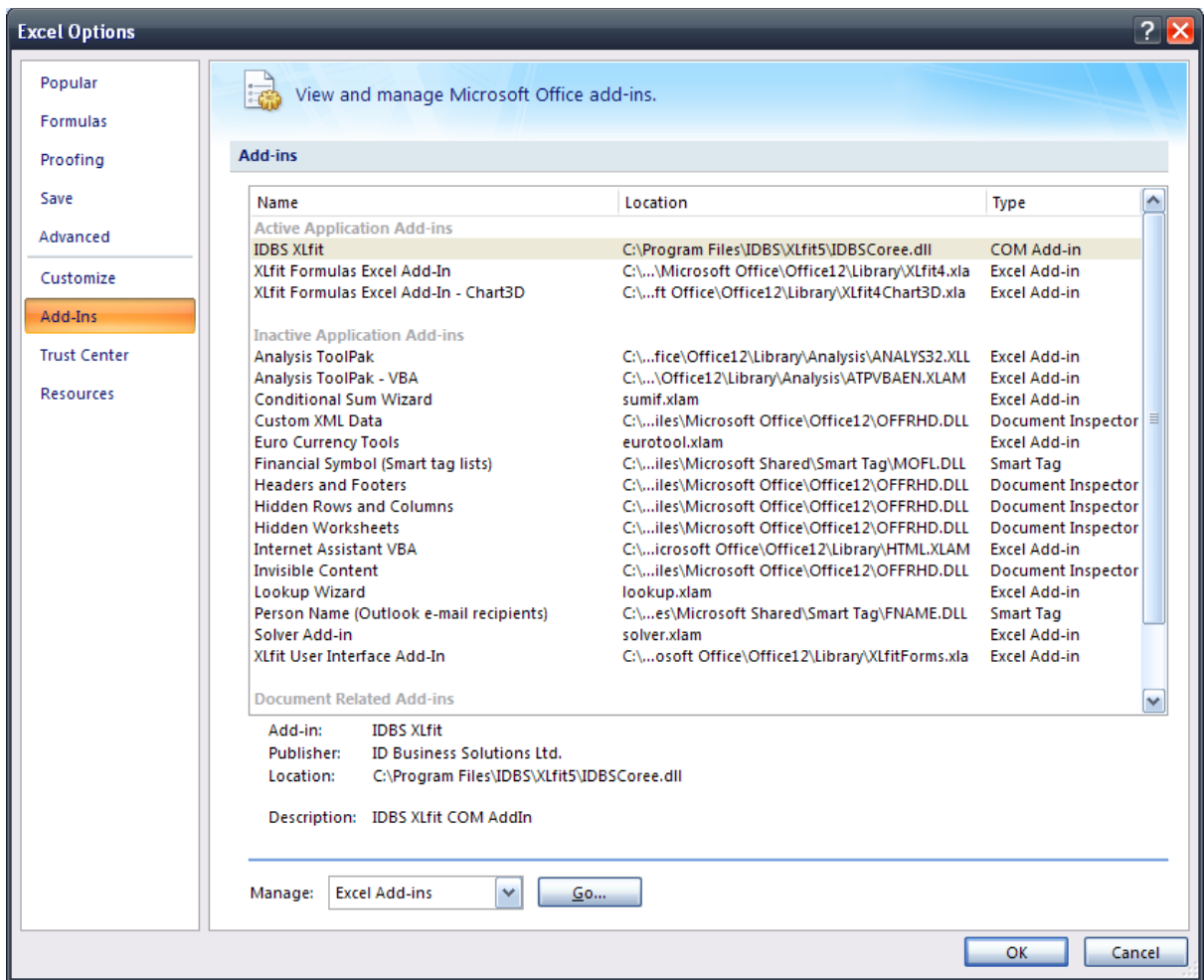
- a. Click the **Office button**.



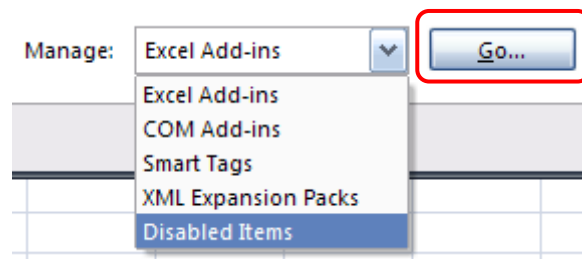
- b. Select “Excel Options”.



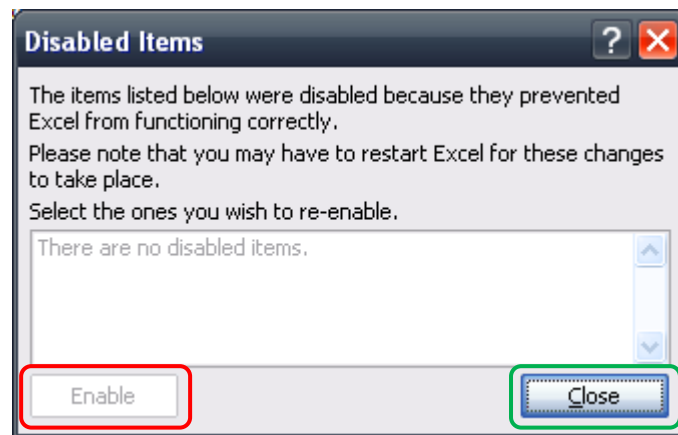
c. In the Excel Options dialog box, select “Add-Ins” from the left-hand menu.



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



- e. Select any items in the Disabled Items 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](#)).