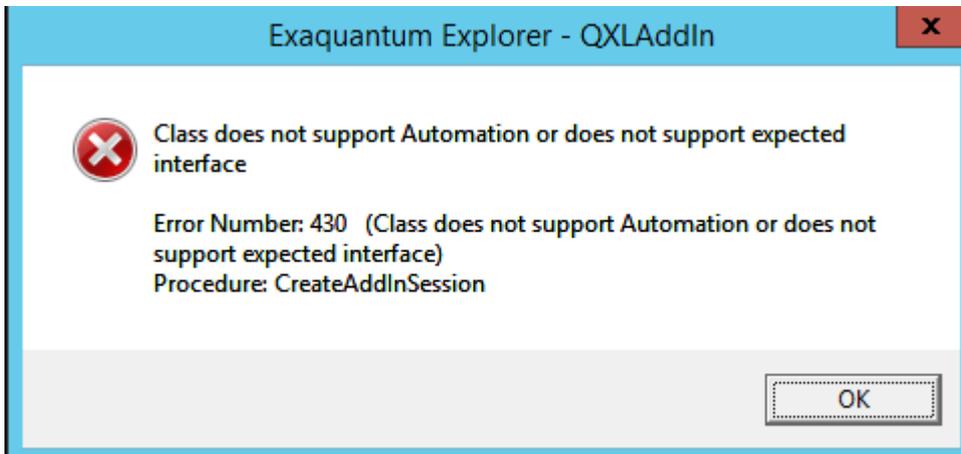


# Why do I get an Automation Error Running the Excel Add-in even after installing a patch?

Sometimes a user can get the following error when running the Excel Add-in:



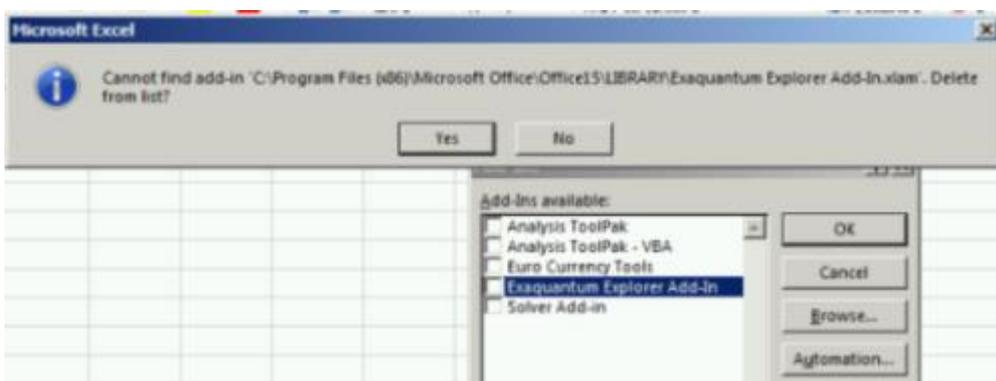
This error is normally addressed by installing a patch that reapplies the Excel Add-in interface. Example patches are R2.85.04 and R3.02.09.

However, sometimes the patch is applied but the error persists. This is because more than one copy of the Excel add-in is present on the computer and the patch has been applied to the wrong copy of the file. This can happen particularly if either Exaquantum or Excel is reinstalled.

The correct place for the add-in files to reside is in the Library folder of your Office installation but it can also reside in the Exaquantum Program Files Folder if Office was not installed before Exaquantum.

To correct the problem, follow this procedure:

1. Search the computer for the file 'Exaquantum Explorer Add-in.xlam'
2. Delete all copies of this file except the one in the patch folder
3. Open Excel and accept any message that mentions a missing Add-in file.
4. Navigate to File > Options > Add-Ins and click the Go button in the Manage Excel Add-ins section to display a list of Add-ins.
5. Deselect the Exaquantum Explorer Add-in checkbox. You should get a message about the add-in not being found.



6. Click Yes to accept the message and remove the add-in from the list.
7. Click OK to close the dialog and then close Excel.
8. Re-run the Patch.
9. Open Excel and navigate to File > Options > Add-Ins. Check the box next to Exaquantum Explorer Excel Add-in.
10. Click OK to apply the new add-in.

After this procedure, retry the performance of the Excel Add-in.

NOTE: There may be other reasons for the error. Please contact your support representative if you continue to have problems after running this procedure.

Version 1 RLT 12/09/2017