

Excel Viewer Does Not Support Interface

KB-0005-21

Document Summary	
Article Type	Work Around
Products Affected	Exaquantum/PIMS
Versions Affected	R3.15, R3.20
Function Affected	Exaquantum Explorer Excel Viewer
Available Resolution	Upgrade Microsoft Excel
Audience	System Integrators, Administrators, Engineers, Users
Summary	Excel Viewer control does not run when Microsoft Excel 2010 is installed.
Review Date	Document to be reviewed before July 2024

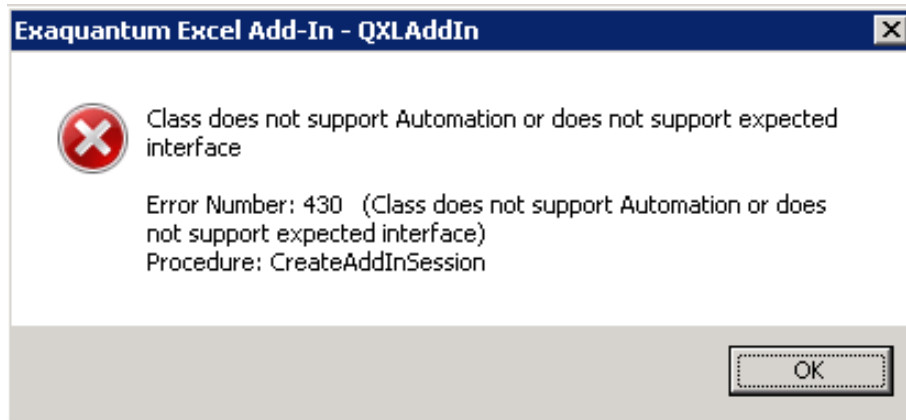
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Table of Contents

- Table of Contents 1
- Chapter 1 Introduction 2**
 - 1.1 Audience..... 2
- Chapter 2 Work Around..... 3**
 - 2.1 Compatibility Table 4
- Chapter 3 Further Reading..... 5**
 - Copyright and Trademark Notices 6
 - Highlights..... 7

Chapter 1 Introduction

This document describes the work around for a known issue with Microsoft Excel 2010 and Exaquantum R3.15, when the Excel Viewer control is used in an Exaquantum Explorer document when Microsoft Excel 2010 is installed the below error message will be displayed, the Excel worksheet is displayed but the data is not updated.



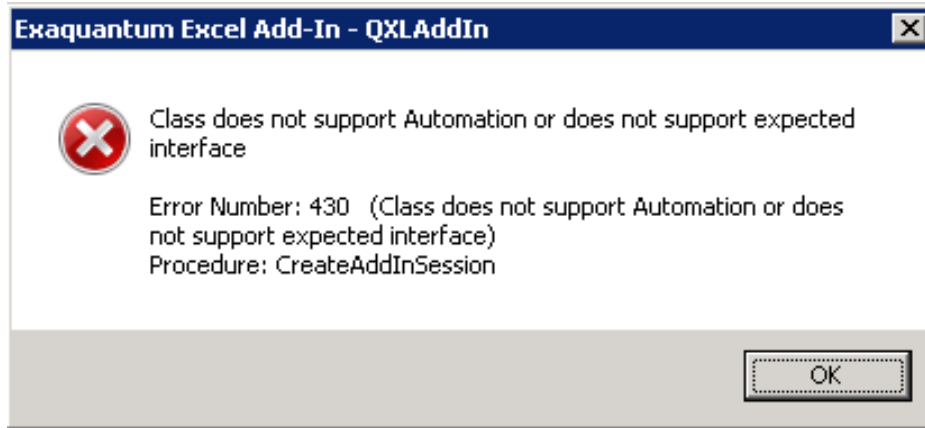
The Excel Viewer control is a control used in Exaquantum Explorer documents to view Excel documents, this is not to be confused with the Microsoft Excel Add-ins.

1.1 Audience

This guide is intended for System Integrators, Administrators, Engineers and Users.

Chapter 2 Work Around

When using the Excel Viewer control (MXExcelViewerB OCX control) in an Exaquantum Explorer document if Microsoft Excel 2010 is installed the below error message will be displayed.



The work around for this issue is to install Microsoft Excel 2013 or higher (Ensuring the higher version is compatible with the version of Exaquantum being used) this information can be found in the Exaquantum GS. Please refer to the Chapter 3 Further Reading or the below table.

2.1 Compatibility Table

Exaquantum Release	MS Office Version	Works
R3.10	Office 2010 (SP2)	Yes
R3.10	Excel 2013 Office Standard 2013 Office Professional Plus 2013	Yes
R3.10	Excel 2016 Office Standard 2016 Office Professional Plus 2016	Yes
R3.15	Office 2010 (SP2)	No
R3.15	Excel 2013 Office Standard 2013 Office Professional Plus 2013	Yes
R3.15	Excel 2016 Office Standard 2016 Office Professional Plus 2016	Yes
R3.20	Office 2010 (SP2)	No
R3.20	Excel 2013 Office Standard 2013 Office Professional Plus 2013	Yes
R3.20	Excel 2016 Office Standard 2016 Office Professional Plus 2016	Yes
R3.20	Excel 365 Office Standard 365	Yes
R3.30	Excel 2013 Office Standard 2013 Office Professional Plus 2013	Yes
R3.30	Excel 2016 Office Standard 2016 Office Professional Plus 2016	Yes
R3.30	Excel 2019 Office Standard 2019 Office Professional Plus 2019	Yes
R3.30	Excel 365 Microsoft Standard 365	Yes

Chapter 3 Further Reading

There is further reading in the GS which can be found on the support website <https://ymx.yokogawa.com/exaquantum>, the GS helps as it lists supported versions of office. Any further enquires please contact Yokogawa Marex support using the email address support.ymx@yokogawa.com.

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Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

- **Summary of Changes**

This is Issue 2.0 of the document related to Product Library version 5.0.

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change
Front page	Review Date updated
Page 5	Email address updated