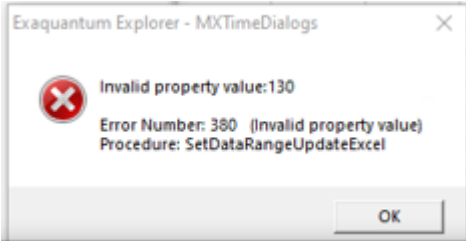


Excel Add-in Times dialog cannot be displayed

KB-1071-22

Document Summary	
Article Type	Fault Report
Products Affected	Exaquantum/PIMS
Versions Affected	R3.40
Function Affected	Exaquantum/Explorer Excel Add-in
Available Resolution	Patch
Audience	Users and Administrators
Summary	<p>It is not possible to display the Times dialog in the Exaquantum/Explorer Excel Add-in. Two errors are displayed, the first of which is shown below and the Times dialog does not open.</p> 
Review Date	Document to be reviewed before May 2025

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Chapter 1 Introduction

Exaquantum/PIMS includes a set of Excel add-ins to allow data to be shown within Microsoft Excel.

One of these add-ins is the Exaquantum/Explorer add-in. This add-in includes a Times dialog which can be used to set various parameters for tags that are to be added to an Excel workbook. The Times dialog is accessed via the Data Selector which in turn is accessed from the Exaquantum ribbon.

An issue has been reported where the Times dialog does not open. This document describes the symptoms and available resolutions for this issue.

1.1 Audience

This guide is intended for system users and administrators.

Chapter 2 Issue Detail

2.1 Issue Description

Exaquantum includes the Explorer Excel add-in which can be used to retrieve and display tag data. This add-in is accessed via a ribbon in Excel as shown in Figure 1.

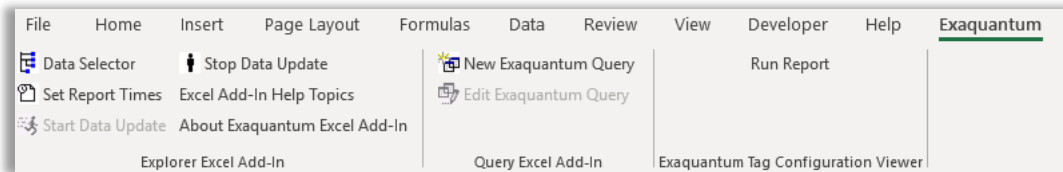


Figure 1 – Exaquantum ribbon Showing Excel add-ins

The Explorer Excel Add-in is used to add tags to an Excel workbook. These can be selected via the Data Selector, as shown in the top left of the ribbon. Parameters for newly added tags can be set in the Times dialog which is accessed by a right-click within the Data Selector as shown in Figure 2.

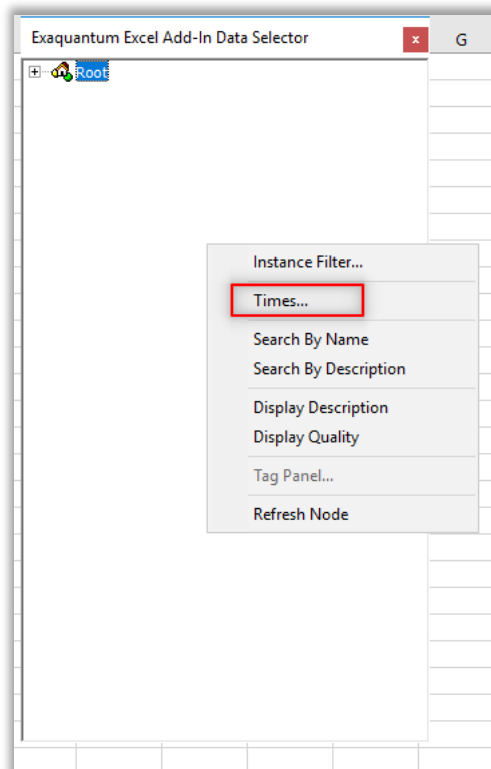


Figure 2 – Data selector with Times dialog highlighted

Once selected the Times dialog is displayed as shown as Figure 3.

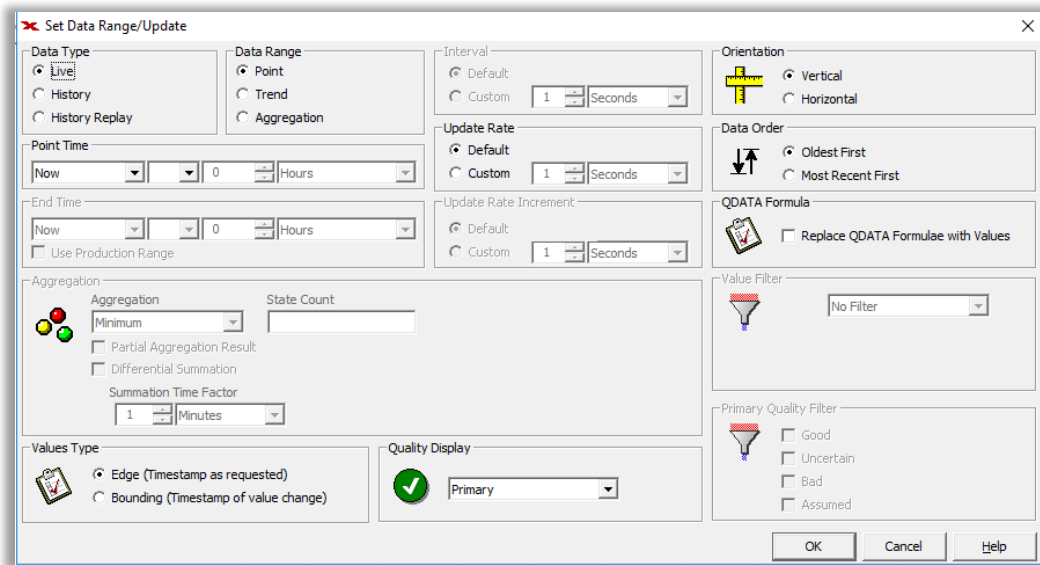


Figure 3 – Times dialog

The reported issue occurs when the Times dialog is selected via the Data Selector. Instead of the Times dialog, an error is shown. When acknowledged, a second error is shown. This can also be acknowledged which returns to the data selector. The Times dialog is never shown.

2.2 Errors seen

The two errors seen are shown below in Figure 4. The second error appears when the first is acknowledged.

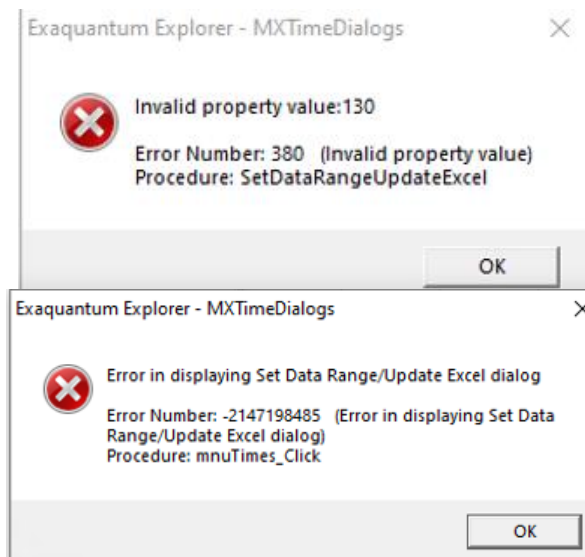


Figure 4 – Errors seen when trying to access the Times dialog

Chapter 3 Cause of Issue

3.1 Cause description

The Times dialog contains a number of drop-down boxes. These drop-downs are populated by reading registry values. The error is caused by an invalid registry value for the Aggregation drop-down.

Valid values are in the range of 1 to 9. When the error is reported, the value for the registry item is 0.

3.2 Cause confirmation

To confirm that the issue experienced matches the issue covered in this article. Before attempting to resolve the issue, the cause should be confirmed by the following two actions:

3.2.1 Confirm error messages

Confirm that the error messages shown in the [Errors seen](#) section match.

3.2.2 Verify registry value is incorrect

Open the Registry on the failing client computer by running Regedit from the Windows start menu. The procedure to run Regedit will vary by operating system, consult Yokogawa support channel if assistance is required.

a) Navigate to the following location as shown in Figure Figure 5:

Computer\HKEY_CURRENT_USER\Software\Quantum\Excel Add-in\Aggregation

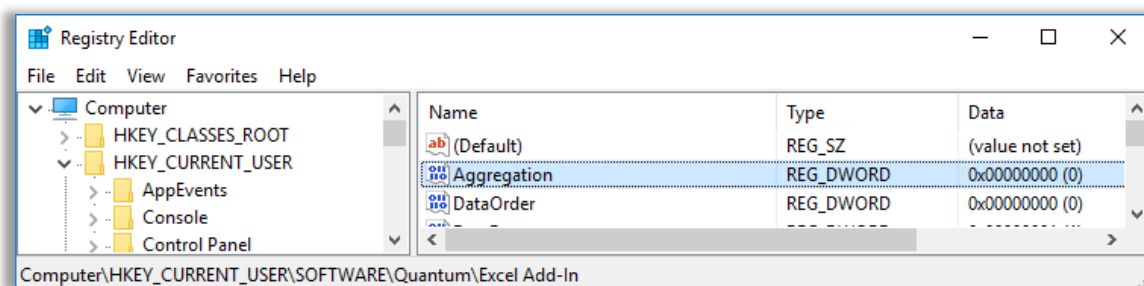


Figure 5 – Registry showing incorrect value

b) Confirm that the value shown is 0

3.2.3 Cause confirmation criteria

If both parts of the cause confirmation match, the workaround resolution can be applied. If both parts of the cause confirmation do not match, consult with a Yokogawa support channel for further assistance as the workaround may not be appropriate.

Important note:

The CURRENT_USER registry hive will be different for each logged in user. Therefore, it is important to be logged in as the user experiencing the failure to verify the cause.

Chapter 4 Issue Resolution

A patch for R3.40 has been created to resolve this issue. The issue is also fixed in R3.50.

The patch number is R3.40.03 and it is available from the Exaquantum software downloads section:

<https://ymx.yokogawa.com/affiliates/softwaredownloadversions>

The fix prevents the issue from occurring but may not recover in all cases. Therefore it may be necessary to perform a [manual recovery action](#), detailed later in this chapter

Before the workaround is considered, the cause of the issue should be confirmed.

4.1 Cause Confirmation

Before implementing the workaround, confirm that the cause is confirmed by referring to the procedure in the [Cause confirmation](#) section of this document.

4.2 Manual Recovery Action

Once cause is confirmed, install patch R3.40.03. If the problem remains, carry out the following steps to resolve the issue.

4.2.1 Stop Excel

This is important since registry values are written from memory when Excel is closed. Therefore if Excel is left running, the invalid values would be written back from memory when Excel is next closed.

4.2.2 Update the registry with a valid value

Open the Registry on the failing client computer by running Regedit from the Windows start menu. The procedure to run Regedit will vary by operating system, consult Yokogawa support channel if assistance is required.

a) Navigate to the following location:

Computer\HKEY_CURRENT_USER\Software\Quantum\Excel Add-in\Aggregation as shown in Figure 6.

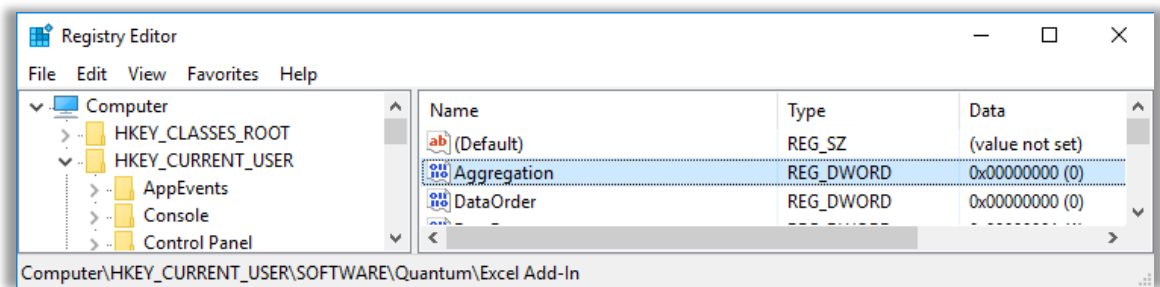


Figure 6 – Registry location showing incorrect value

b) Double-click on the Aggregation value and update to a valid number such as decimal 5 as shown in Figure 7.

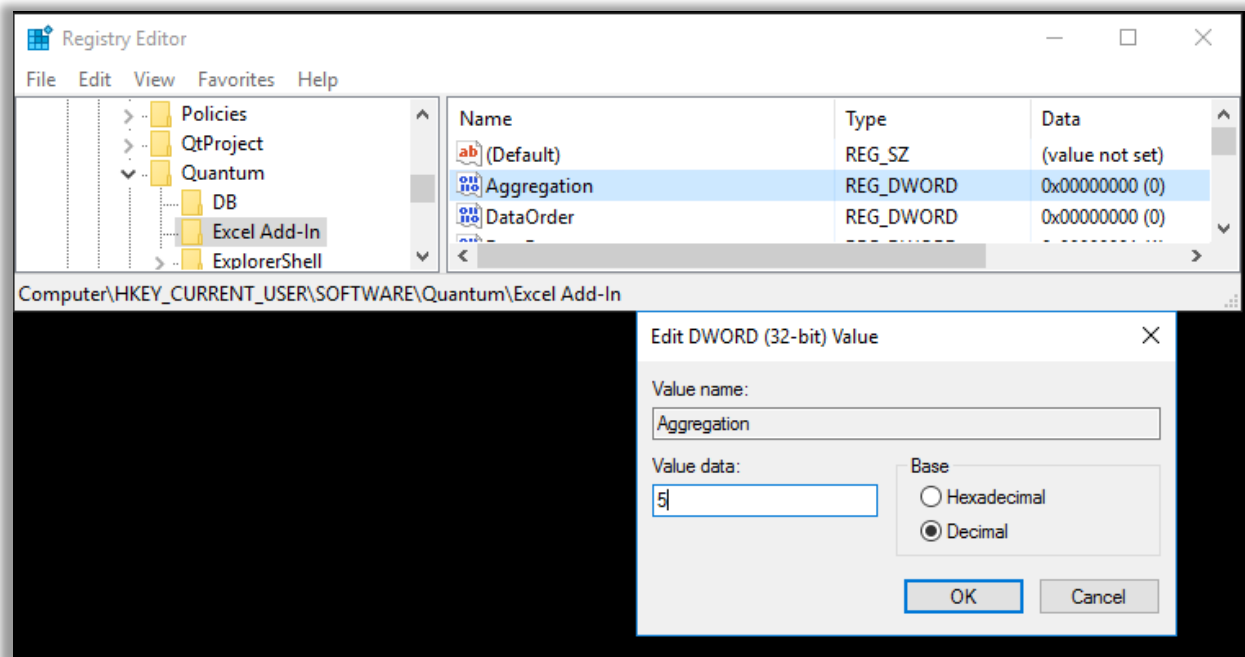


Figure 7 – Registry location showing how to correct value

- c) Click OK to apply the new value
- d) Close the Registry Editor

4.2.3 Retry the Times dialog

Once the registry update has been made, retry accessing the Times dialog. It should now open without error.

Chapter 5 Notes on Function and Workaround

5.1 Purpose of the Times Dialog

The purpose of the Times dialog is to allow parameters to be applied to tags that are newly added to a workbook. The Times dialog does not read any parameters from existing tags.

In view of this, changing that default values that are stored in the registry has limited impact. It is expected that a user will check and update the parameters as necessary when using the Exaquantum/Explorer Excel add-in.

5.2 Resetting default values

If desired, or preferred, all registry values under the Excel Add-in key can be deleted. This will add default values when the Excel add-in is next accessed.

Ensure that Excel is closed before deleting the registry values or the existing ones will be written back from memory.

5.3 Multiple users on a single computer

If there are multiple users on a single computer, it is possible that the workaround may need to be applied for each user since registry hives are maintained separately on a per user basis.

It is not necessarily the case that if the fault is seen for one user, it will be seen for others.

5.4 Registry Access

If it is not possible to access the registry for an individual user due to security policies, it may be possible to access using an administrative user. In this case, individual user hives are found as shown below in Figure 8.

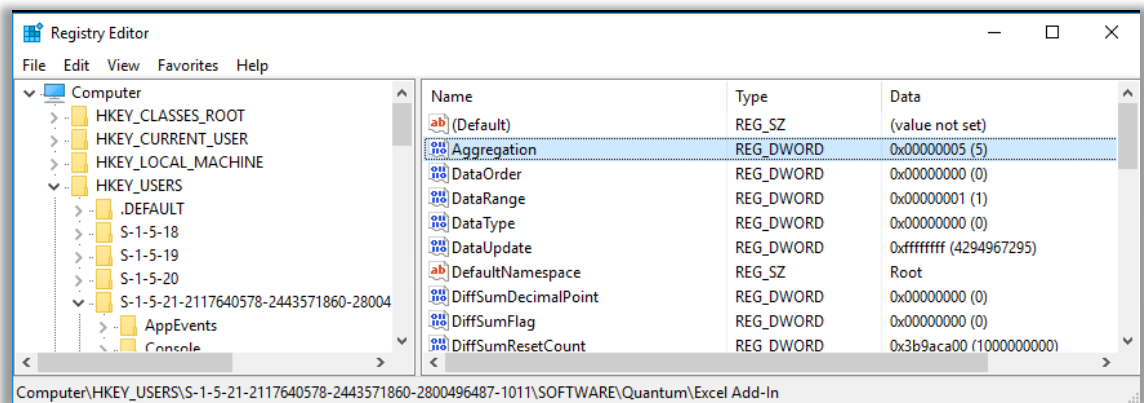


Figure 8 – Registry location of user hives accessed via administrative user

It may be necessary to search through multiple hives to find the correct user but any instances of an incorrect registry value can be confirmed by checking the values shown.

Chapter 6 Further Reading

To find out more about the Explorer Excel Add-in, refer to the relevant manual:

- Exaquantum Explorer User's Manual Volume 3 – IM 36J04A12-03E.

More support is available from:

- Website www.ymx.yokogawa.com/support
- Knowledge base www.ymx.yokogawa.com/affiliates/knowledge-base
- Email 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 2.0

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change