SalesOut Excel Add-in Troubleshooting

Contents

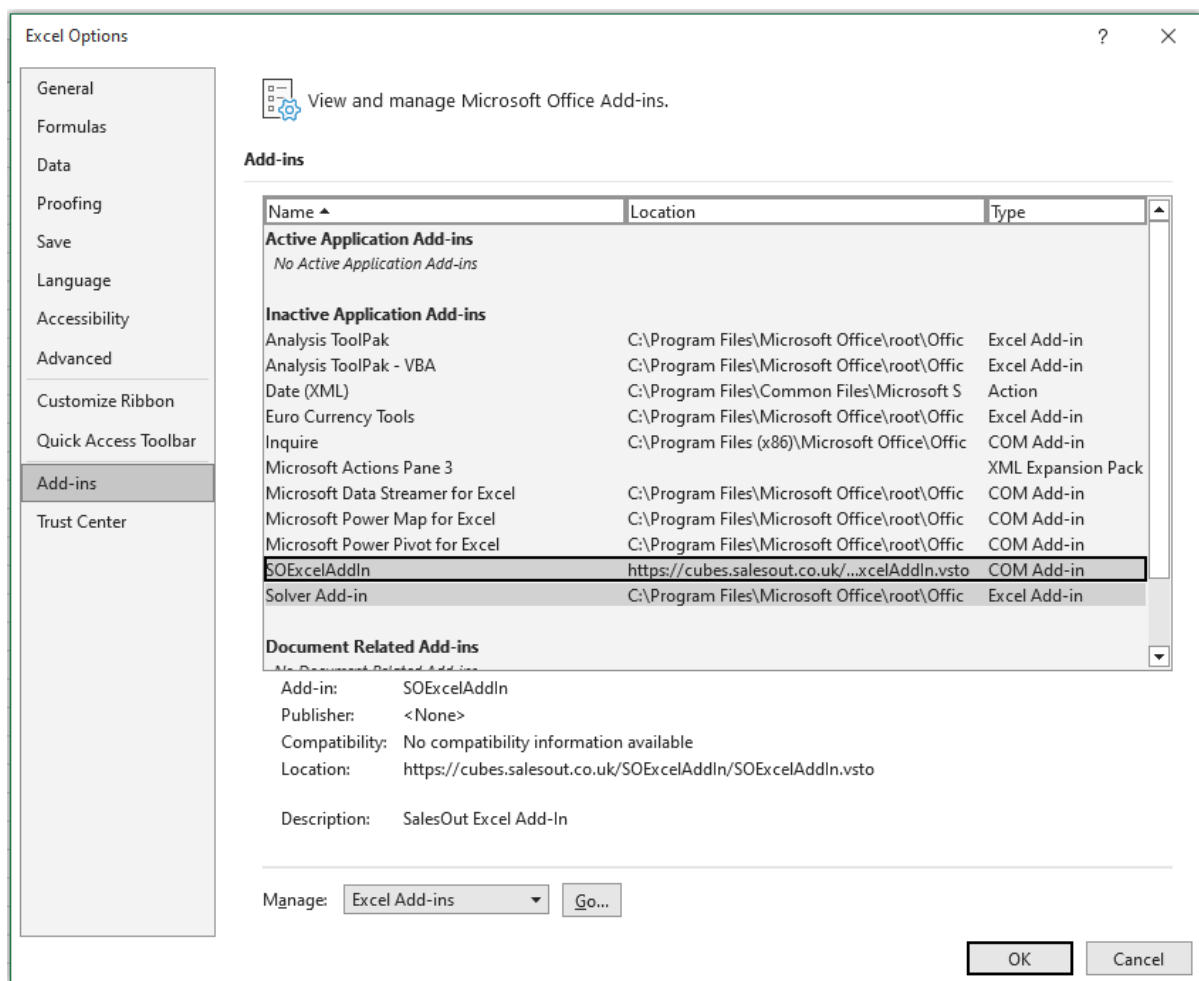# 1. The SalesOut tab is missing from the ribbon

First check if there is a blank area on the ribbon where the tab should be. Occasionally Excel fails to load the tab name, but clicking the space where it should be brings up the tab.

If the tab is entirely missing:

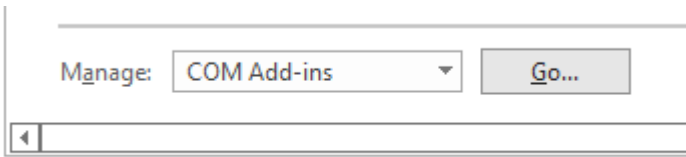## 1.1.   Check if the add-in has been disabled

- Click on File in the ribbon.
- Click on Options to bring up the Excel Options screen.
- Click on Add-ins to show the add-in management screen.

You should see SOExcelAddin in the list of add-ins. Check which list it appears in. If it appears under Inactive Application Add-ins, then it has been disabled and needs to be re-enabled.
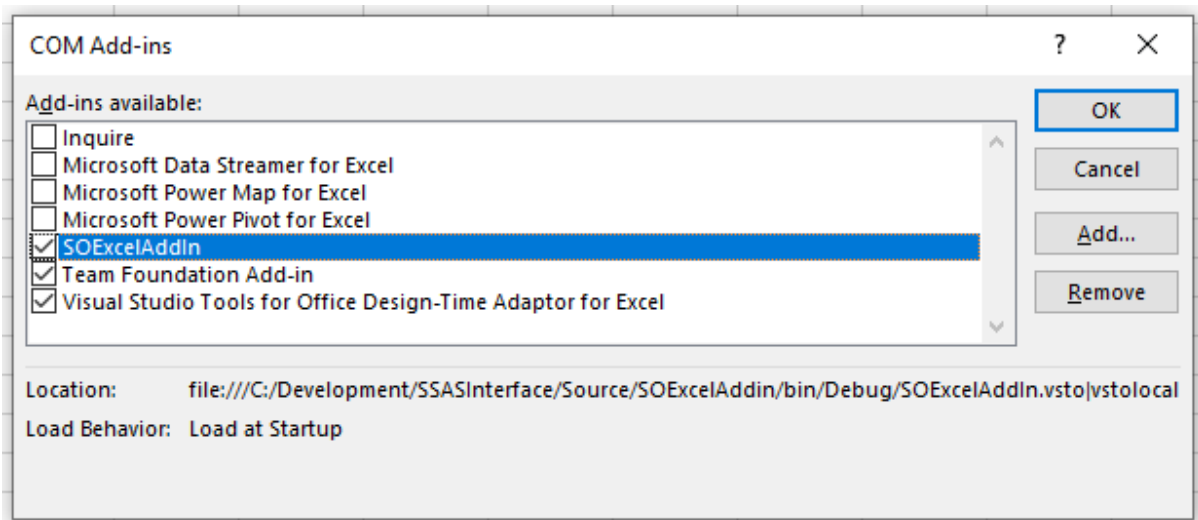
1.2. Re-enable the add-in

- At the bottom of the screen, use the dropdown to select COM Add-ins.
- Click on Go.

If the checkbox next to SOExcelAddin is unchecked, check it and then click on OK.

Then close and re-open Excel. The SalesOut tab should now be visible.

If you prefer, you can watch a video demonstration of how to re-enable the add-in.

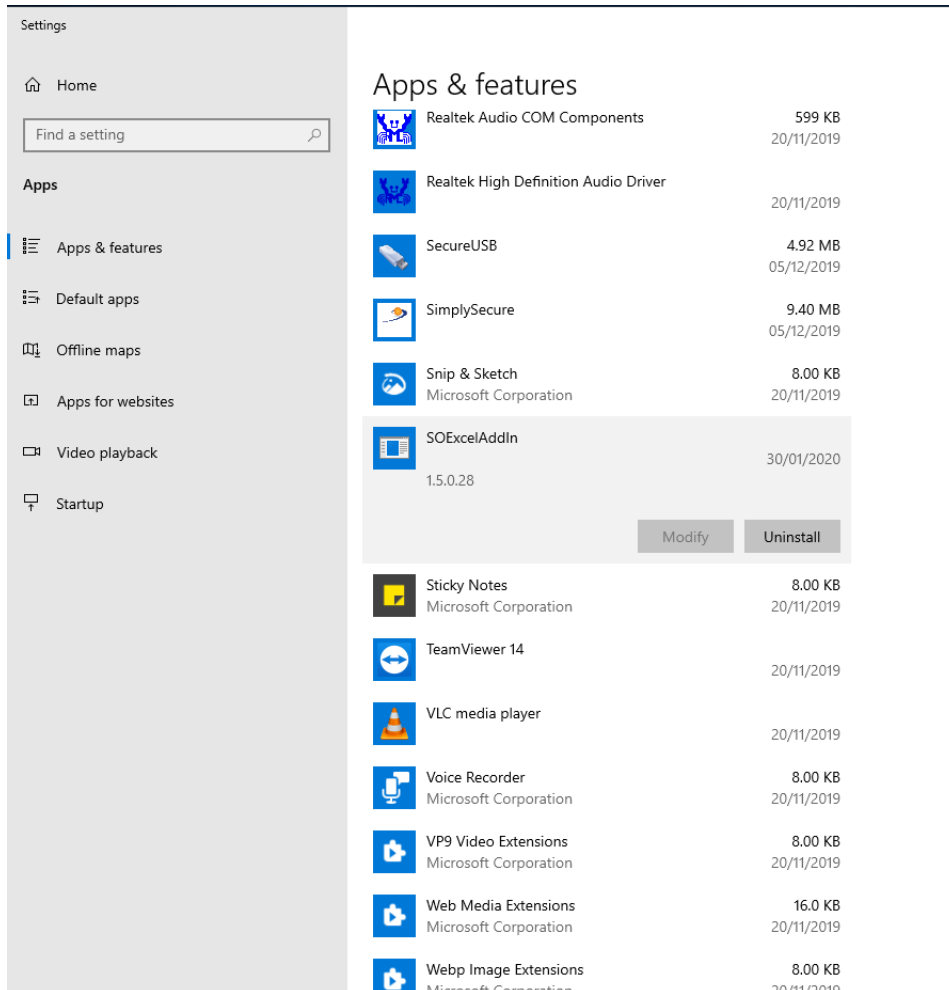If the tab is still missing, the next step is to re-install the add-in.

2. Re-install the Add-in
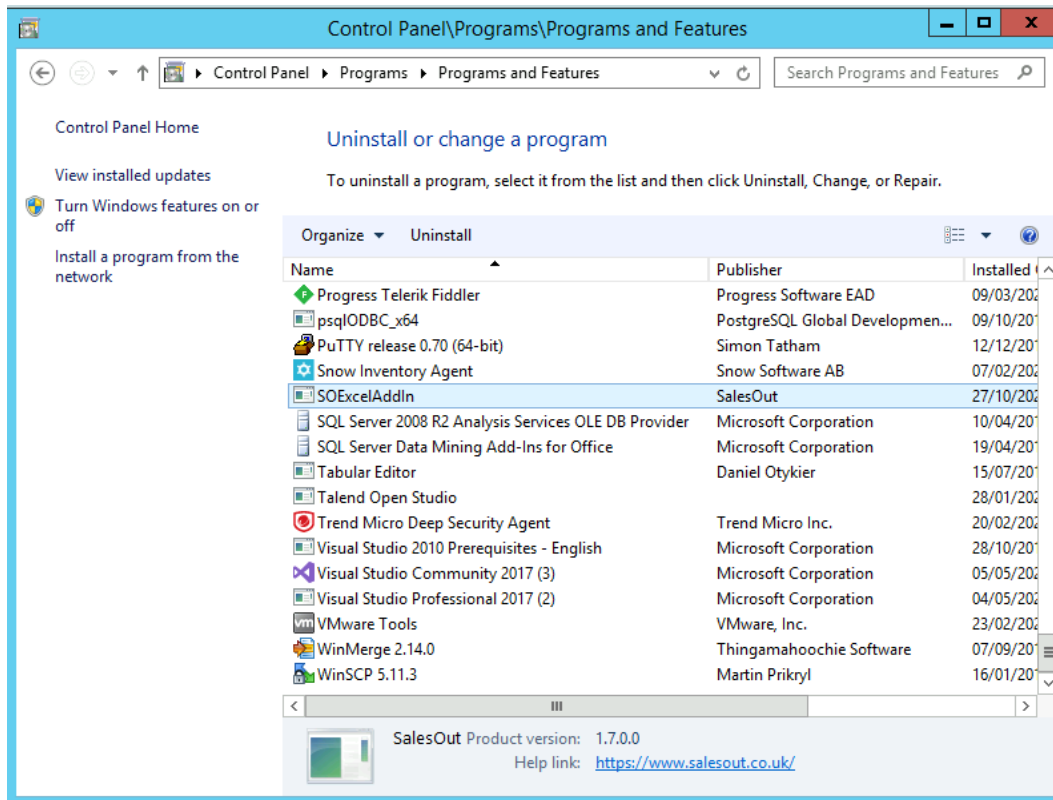
2.1. Uninstall the add-in.

2.1.1. Windows 10 or later

- Right click the Windows logo bottom left in the bottom left of the start bar.
- Select Apps and Features.
- Find SOExcelAddin and click on Uninstall.
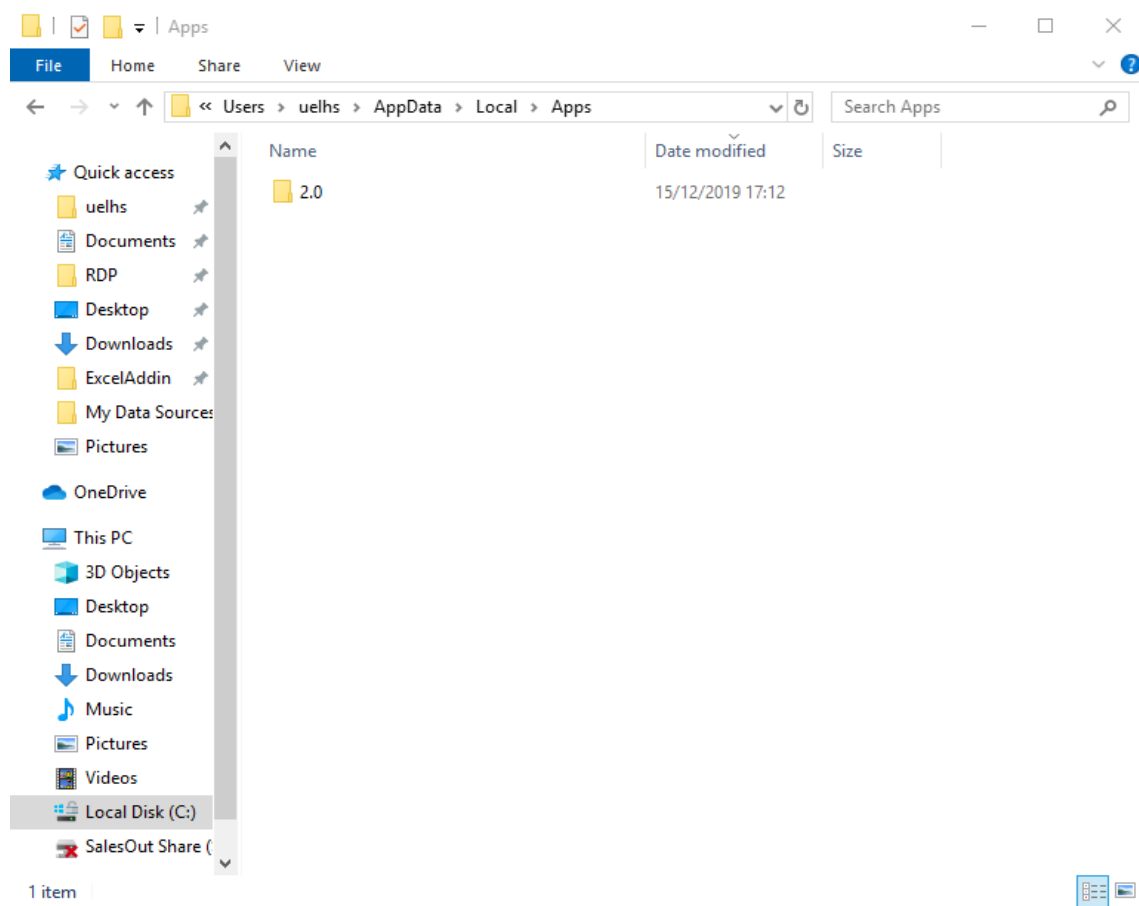
2.1.2. Older versions of Windows

- Right click the Windows logo in the start bar, and select Control Panel

- Under Programs, select Uninstall a program

- A list of installed programs will appear. You can sort by Name by clicking on the column heading.

- Find SOExcelAddin, right-click on it, and then click on Uninstall.

2.2. Clear temporary data

This should be the same in any version of Windows.

In Windows Explorer navigate to your home folder as show below and delete the folder called 2.0.

If you cannot see AppData in your home folder then click View in the top menu. When the Folder Options window opens select the View tab and under Hidden Files and Folders select Show.

2.3. Install the Add-in

- Using either the Microsoft Edge or Internet Explorer browser, go to https://cubes.salesout.co.uk/
- Click on 'Download the installation file'.
- This will automatically download and install the latest version of the add-in.

3. Other Problems

Contact your Account Manager and provide as much detail about the problem as possible, including screenshots of any error messages that occur.