# SalesOut Excel Add-in Troubleshooting

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# 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.

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General	View and manage Microsoft Off	ice Add-ins		
Formulas				
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Data	Add-Ins			
Proofing	Name 🔺	Location	Туре	
ave	Active Application Add-ins			
	No Active Application Add-ins			
anguage				
ccessibility	Inactive Application Add-ins			
	Analysis ToolPak	C:\Program Files\Microsoft Office\root\Offic	Excel Add-in	
dvanced	Analysis ToolPak - VBA	C:\Program Files\Microsoft Office\root\Offic	Excel Add-in	
ustomize Ribbon	Date (XML)	C:\Program Files\Common Files\Microsoft S	Action	
	Euro Currency Tools	C:\Program Files\Microsoft Office\root\Offic	Excel Add-in	
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dd-inc	Microsoft Actions Pane 3		XML Expansion Pack	
luu-ins	Microsoft Data Streamer for Excel	C:\Program Files\Microsoft Office\root\Offic	COM Add-in	
rust Center	Microsoft Power Map for Excel	C:\Program Files\Microsoft Office\root\Offic	COM Add-in	
	Microsoft Power Pivot for Excel	C:\Program Files\Microsoft Office\root\Offic	COM Add-in	
	SOExcelAddin	https://cubes.salesout.co.uk/xcelAddIn.vsto	COM Add-in	L
	Solver Add-in	C:\Program Files\Microsoft Office\root\Offic	Excel Add-in	
	Document Related Add-ins			Ŀ
	Add-in: SOExcelAddIn			
	Publisher: <none></none>			
	Compatibility: No compatibility inform	mation available		
	Location: https://cubes.salesout.	co.uk/SOExcelAddin/SOExcelAddin.vsto		
	Description: SalesOut Excel Add-In			
	Manage: Excel Add-ins 💌	<u>G</u> o		
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			OK Cano	e

#### **1.2.** Re-enable the add-in

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

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

COM Add-ins		?	×
A <u>d</u> d-ins available: Inquire Microsoft Data Streamer for Excel Microsoft Power Map for Excel Microsoft Power Pivot for Excel SOExcelAddIn ✓ Team Foundation Add-in ✓ Visual Studio Tools for Office Design-Time Adaptor for Excel		Ok Cano <u>A</u> dd <u>R</u> emo	cel
Location: file:///C:/Development/SSASInterface/Source/SOExcelAddin/bin/Debug/SOExcel/ Load Behavior: Load at Startup	Addin.v	vsto vst	olocal

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.

Home     Apps & features     Realtek Audio COM Components     SS	19 KB
Find a setting	9 KB
20/11/	2019
Apps Realtek High Definition Audio Driver	2019
E Apps & features SecureUSB 4.9	2 MB 2019
Er Default apps SimplySecure 9.4 05/12/	2019
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□     Video playback   SOExcelAddIn 30/01/	2020
1.5.0.28	
Modify Uninst	all
Sticky Notes 8.0 Microsoft Corporation 20/11/	<b>10 KB</b> 2019
CeamViewer 14 20/11/	2019
VLC media player 20/11,	2019
Voice Recorder 8.0 Microsoft Corporation 20/11,	0 KB 2019
VP9 Video Extensions 8.0 Microsoft Corporation 20/11,	0 KB 2019
Web Media Extensions 16 Microsoft Corporation 20/11,	.0 KB 2019
Webp Image Extensions 8.0.	10 KB

### 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.

	Control Panel\Programs\Programs and Fea	tures 📃 🗕			
(c) ▼ ↑ (minimizer → Control Panel → Programs → Programs and Features ∨ C) Search Programs and Features					
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and then	click Uninstall. Change, or Repair.			
Turn Windows features on or					
off	Organize 🔻 Uninstall		• @		
Install a program from the network	Name	Publisher	Installed ( ^		
	Progress Telerik Fiddler	Progress Software EAD	09/03/202		
	💷 psqIODBC_x64	PostgreSQL Global Developmen	09/10/201		
	PuTTY release 0.70 (64-bit)	Simon Tatham	12/12/201		
	🜣 Snow Inventory Agent	Snow Software AB	07/02/202		
	SOExcelAddIn	SalesOut	27/10/202		
	🔒 SQL Server 2008 R2 Analysis Services OLE DB Provider	Microsoft Corporation	10/04/201		
	📒 SQL Server Data Mining Add-Ins for Office	Microsoft Corporation	19/04/201		
	💷 Tabular Editor	Daniel Otykier	15/07/201		
	💷 Talend Open Studio		28/01/202		
	Trend Micro Deep Security Agent	Trend Micro Inc.	20/02/202		
	💷 Visual Studio 2010 Prerequisites - English	Microsoft Corporation	28/10/201		
	🔀 Visual Studio Community 2017 (3)	Microsoft Corporation	05/05/202		
	Visual Studio Professional 2017 (2)	Microsoft Corporation	04/05/202		
	VMware Tools	VMware, Inc.	23/02/202		
	😓 WinMerge 2.14.0	Thingamahoochie Software	07/09/20 <sup>+</sup> =		
	🌆 WinSCP 5.11.3	Martin Prikryl	16/01/20		
	< III		>		
	SalesOut Product version: 1.7.0.0 Help link: https://www.sa	lesout.co.uk/			

## 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 <u>https://cubes.salesout.co.uk/</u>
- 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.