Troubleshooting for EQUS Vanilla May 2019

If EQUS is not behaving please check through the following options to see if there is simple fix or explanation.

Issue	Details	Explanation / Solution
1) EQUS does not seem to be installed	If EQUS is installed, you might see its name appear as Excel starts and loads any Add-ins. To check if EQUS is installed: at the Windows desktop search for application called "Add or remove programs". Open the application and it will show the list of programs installed on your computer. Look through the list and you'll find EQUS in the list if it is installed.	If EQUS is not installed, find and follow the link for the installation program. This link was sent to you following your order. (Further details about installation are available at: https://www.veryvizsolutions.com/install-uninstall-equs/)
2) EQUS is installed but the EQUS tab is not showing when I run Excel	2.1) Do check EQUS is installed. The EQUS add-in may need to be enabled. (Some Excel files do seem to disable EQUS, but it is easy to enable it again.)	If your version of Excel has a "Developer", tab, click on it, and then on the "Add-in.COM" icon on the ribbon. This will show a list of Add-in's, tick the EQUS Add-in and then click ok. Alternatively, if your version of Excel does not have the "Developer" tab, under the File menu click the "Options" button. This will open the Excel Options window, and on the left-hand side there are a number of choices, select the "Add-ins" one. Now pick the EQUS Add-in from the list and at the bottom of the window select the manage option to be "COM Add-ins" and then click the button labelled "GO…".
	2.2) If EQUS has been running fine, it might be the case that your EQUS licence has expired.	You should have noticed some warnings before your licence expired. To get EQUS back, re-new the licence or get a new licence at: https://www.veryvizsolutions.com/equs/
3) EQUS is running but not showing anything	The EQUS tab is there, but there is no visualisation window.	Click on the EQUS tab, the EQUS ribbon has a Visualise button. Click that. This should open the visualisation window. The button toggles the EQUS window on and off.
4) EQUS is running but visualisation is blank.	You are selecting a cell with data or a formula in it, and the visualisation window is open, but it shows nothing.	This is because the spreadsheet selection cannot be processed by EQUS. Below are the main reasons for this: (i) EQUS Vanilla does not process all formula;

		it sticks to over 90 common functions. Future versions of EQUS will address this this. (ii) Particularly long text entries are not displayed.
The visualisation is wrong	The EQUS is showing a formula but the result in the visualisation does not match value in the selected cell.	This is nothing to worry about there are a rare situations when this happens. • When real numbers are being manipulated, rounding errors can occur which result in the slightly different results when the cell value is compared with the EQUS value. • When formatting is being used in Excel, EQUS may not show exactly the same formatting and will sometimes show a number in a format that is different from that used in your sheet. • When a complex visualisation is presented, EQUS shortens long numbers to fit in the visualisation as a whole. Sometimes this shortening can mean only a small fragment of the intended number is visualised.