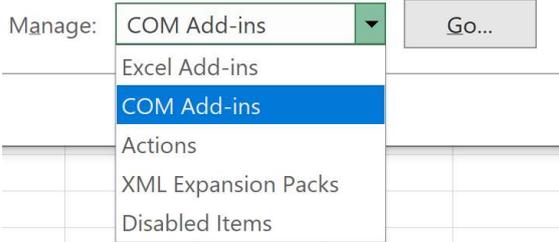
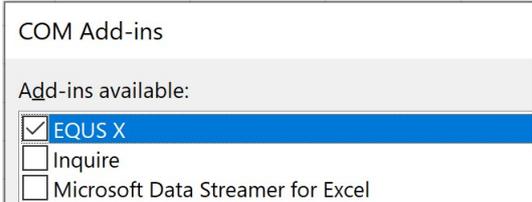


Troubleshooting for EQUS July 2019

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

Issue	Details	Explanation / Solution
<p>1) EQUS does not seem to be installed</p>	<p>If EQUS is installed, you might see its name appear as Excel starts and loads any Add-ins.</p> <p>To check if EQUS is installed: at the Windows desktop search for application called “Add or remove programs”. From that 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.</p>	<p>If EQUS is not installed, find and follow the link for the installation program. This link was sent to you following your order.</p>  <p>(Further details about installation are available at: https://www.veryvizsolutions.com/install-uninstall-equs/)</p>
<p>2) EQUS is installed, but the EQUS tab is not showing when I run Excel</p>	<p>2.1) Do check EQUS is installed.</p> <p>The EQUS add-in may need to be enabled.</p> <p>(Some Excel files do seem to disable EQUS, but it is easy to enable it again.)</p>	<p>Under Excel’s File menu click the “Options” button.</p>  <p>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.</p>  <p>From the drop down list and at the bottom of the window select the manage option to be “COM Add-ins” and then click the button labelled “GO...”.</p>  <p>This will open a “COM Add-ins”, check that EQUS is there and ticked, and click OK.</p>

		Following that you might need to close Excel and open it again. (Don't forget to save anything you are working on.)
	2.2) If EQUUS has been running fine, do try 2.1 above, as some files occasionally seem to disable EQUUS.	
	2.3) If EQUUS has been running fine and it is not disabled. It might be the case that your EQUUS licence has expired.	You should have noticed some warnings before your licence expired. To get EQUUS back, re-new the licence or get a new licence at: https://www.veryvizsolutions.com/equs/
3) EQUUS is running but not showing anything	3.1) The EQUUS tab is there, but there is no visualisation window.	Click on the EQUUS tab, the EQUUS ribbon has a Visualise button.  Click that. This should open the visualisation window. The button toggles the EQUUS window on and off.
	3.2) The EQUUS tab is there, but there is no visualisation window. Sometimes EQUUS loses the visualisation window.	Close all Excel's running and start it again. Don't forget to save anything you are working on.
4) EQUUS is running but the 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 EQUUS. There are a few reasons for this, such as: long text, or text with a mixture of quotation marks or non-alphanumeric characters and some cell formats.
5) The visualisation is wrong	The EQUUS 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. <ul style="list-style-type: none"> • 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 EQUUS value. • When formatting is being used in Excel, EQUUS 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, EQUUS 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.

Still stuck?

Please get in touch via our website veryvissolutions.com providing the email address you used to register EQUUS.