

Installation Troubleshooting Guide

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1. Lumenaut Gives Error After Installation

There are a number of possible reasons for this.

1.1 Damaged installation file

Issue:

Unknown reason for Lumenaut not running.

Solution:

Uninstall, delete download install, re-download installation file and re-install

If this fails go to 1.2.

1.2 Excel Version Bug

Issue:

Runtime Error :2147024894 (80070002) or other similar error.

Solution:

There is a bug in some versions of Excel before v. 2007 that loads the wrong .Net Framework when starting Excel.

For Excel 2003 update to the latest service pack

For earlier versions of Excel download this [file](#), unzip, and follow instructions given in the ReadMe file.

If this fails go to 1.3.

1.3 Incomplete Registration

Issue:

An error is given after installing Lumenaut and then opening Excel. In some cases Windows does not fully register Lumenaut.

Solution:

First log into Windows as an Administrator then there are two methods to chose:

Method 1: (General user solution)

Open a command prompt (in Vista, Windows7 and onwards open as an administrator), navigate to the Lumenaut install directory, usually C:\program files\Lumenaut

Type *reg [a] [b]*

First arg [a] = *LumComp.dll*

Second arg [b] = *register* to register, or *unregister* to unregister dll and tlb file"

This will re-register or unregister the LumComp.dll on your computer.

Method 2: (Technical user solution)

This method is a little more involved and requires some knowledge of how the program regasm.exe works. This solution is presented for your IT staff or the more technically minded user.

Either download the [register.bat](#) file or create as follows:

Open a text editor and paste the following code:

```
@ECHO OFF
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm           "C:\Program
Files\Lumenaut\LumComp.dll" /codebase
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm           "C:\Program
Files\Lumenaut\LumComp.dll" /tlb:LumComp.tlb
pause
cls
exit
```

Save in any directory under the file name *register.bat*, then in Windows Explorer:

For XP and earlier: right click over *register.bat*, and select *Open*.

For Vista, Windows7 and onwards: right click over *register.bat*, and select *Run as Administrator*.

Note you may need to change the C:\WINDOWS\ portion of the bat file depending on the name of your windows directory and where the windows director is installed on your computer. To edit just right click on the mouse and select *edit*, or open in Notepad.

If you install Lumenaut in any location other than the default C:\Program Files\Lumenaut location you will also have to change the Lumenaut install directory in the bat file.

If you receive an error that regasm cannot be found or regasm fails, The .Net Framework Version 2.0 regasm.exe file may have a slightly different directory path to that given in the example, so please change the path in the bat file accordingly. For example if you have .net framework 4.0 installed you will need to point the framework path : \WINDOWS\Microsoft.NET\Framework\v4.0.30319. However, it may be that Microsoft .NET Framework Version 2.0 is not installed on your system, therefore please download and install from [here](#) .

2. Installs without Error but Other Issues

2.1 Lumenaut Menu Absent from Excel > Tools Menu

Issue:

Affect Excel 2000 to 2010

In Excel 2000 to 2003, when open Excel, the Lumenaut sub-menu is missing from Excel > Tools

In Excel 2007 onwards the top right Add-In Bar does not appear, or the Add-In Bar does not contain the Lumenaut sub-menu

Excel sometimes disable a Lumenaut Add-In.

Solutions:

2.1.1 Reactivate an Excel 2003 Add-in (Excel Release 11)

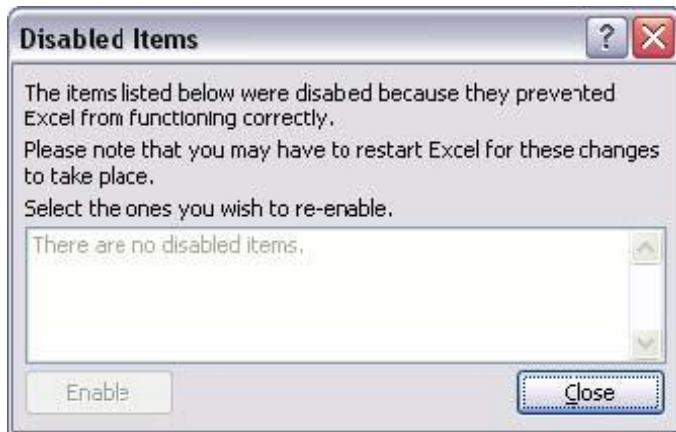
Open the About Microsoft Excel Form

Open Excel 2003, then go to the "Help" menu item at the far right of the top menu bar, scroll down and click on the "About Microsoft Excel" menu item. The following form will pop up, click on the "Disabled Items." button at the bottom of the form.



Enable the Add-in

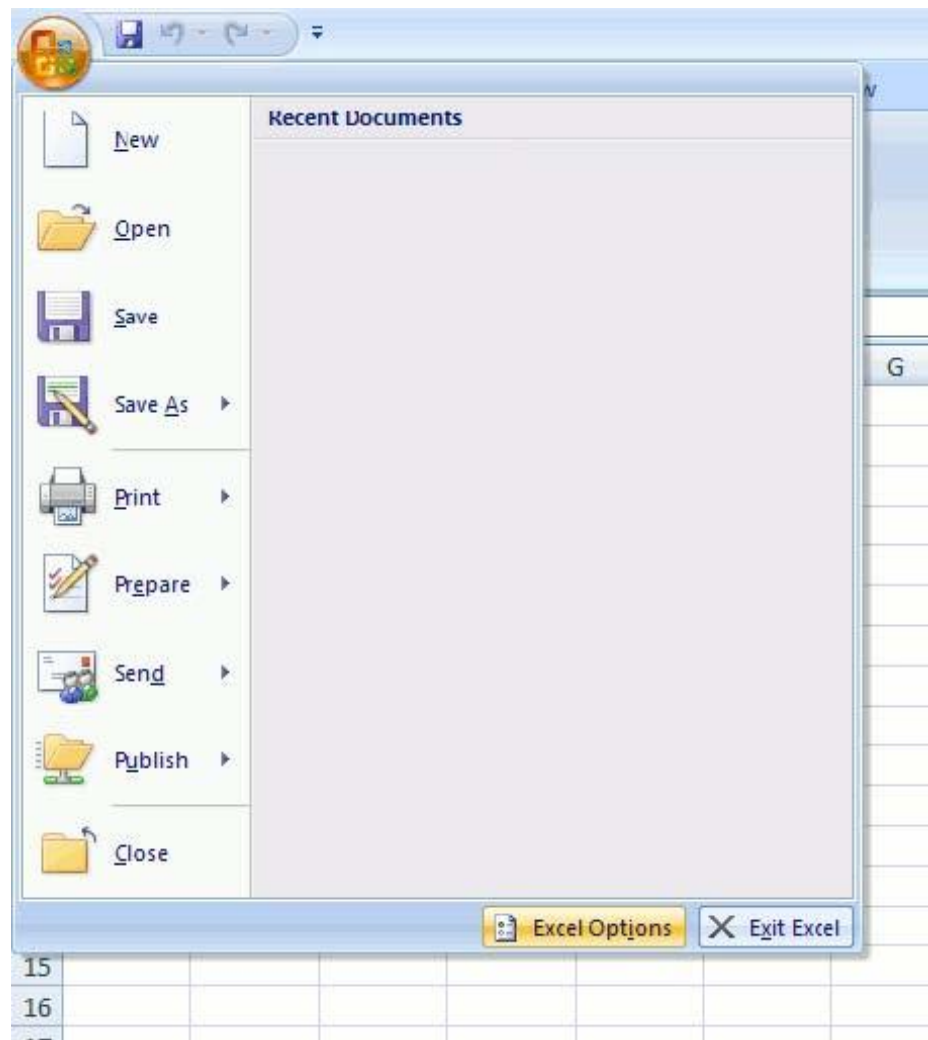
In the "Disabled Items" form click on all disabled Lumenaut items that appear in the box then click on the "Enable" button. Now close Excel and restart Excel, your disabled Add-ins should now be reactivated.



2.1.2 Reactivating a Disabled Add-in Excel 2007 (Excel Release 12)

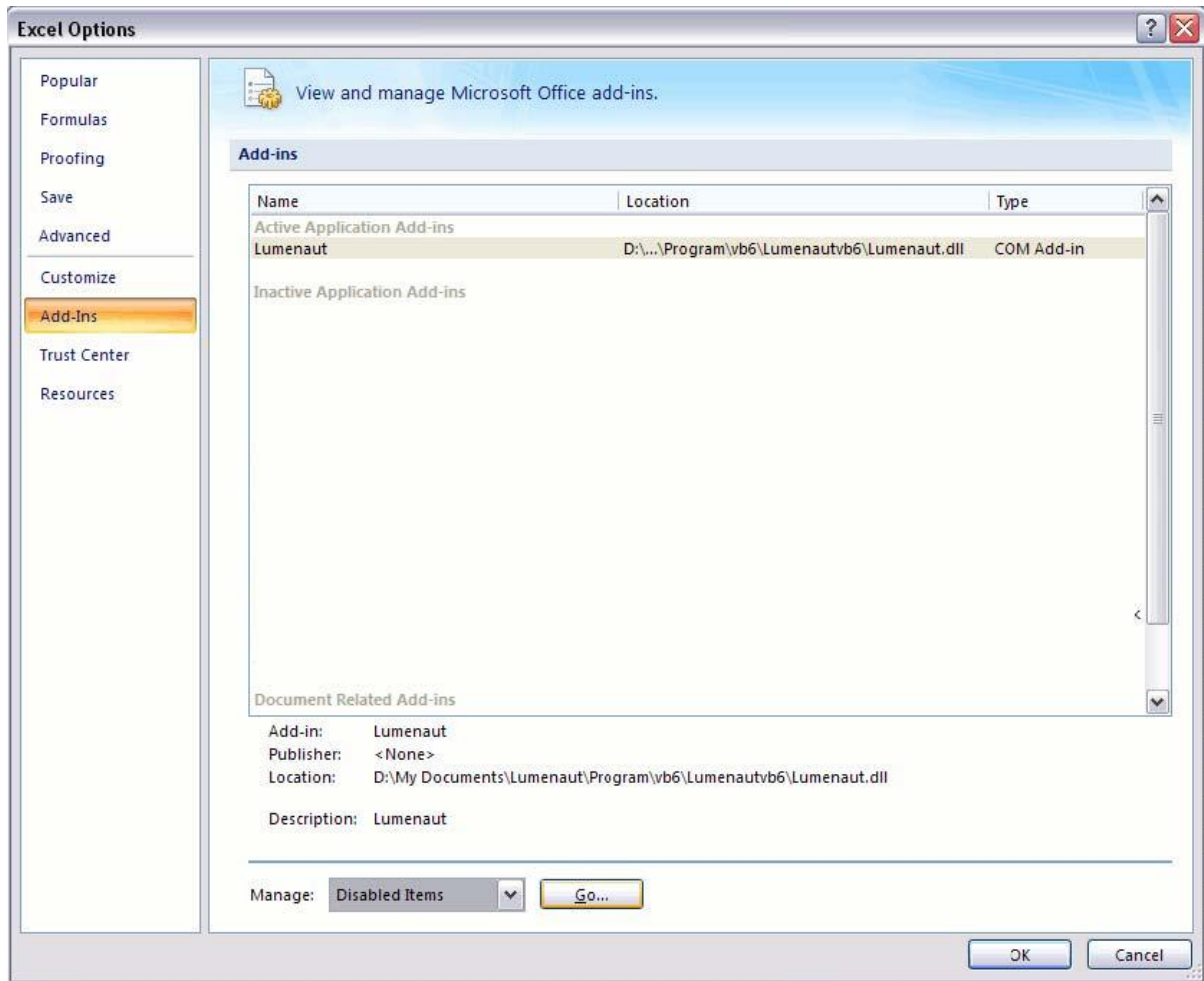
Open the Excel Options Form

Open Excel 2007, then go to the top left hand orange circle and click, once the form below opens select the "Excel Options" button found on the bottom right corner.



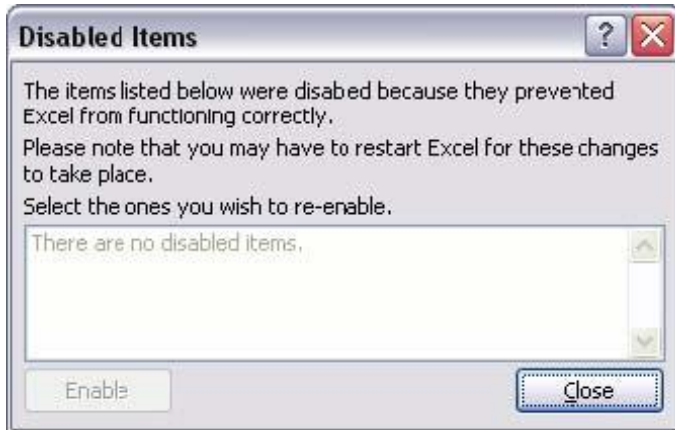
Select the Disabled Add-in

In the Excel Options form now select the "Add-ins" tab on the left hand side, then select "Disabled Items" from the "Manage" drop down menu at the bottom of the form. Click on the "Go" button.



Enable the Add-in

The "Disabled Items" form should now open, simply click on all disabled Lumenaut items that appear in the box and click on the "Enable" button. Now close Excel and restart, your disabled Add-ins should now be reactivated.



2.1.3 Reactivating a Disabled Add-in Excel 2010 (Excel Release 13)

The procedure is similar to that for Excel 2007, open Excel 2010, then go to the top left hand green square with the Excel Logo called the "Office Button" and click, once then follow the same instructions given for Excel 2007.