

1. Installation Issue "Certificate"

Error Message:

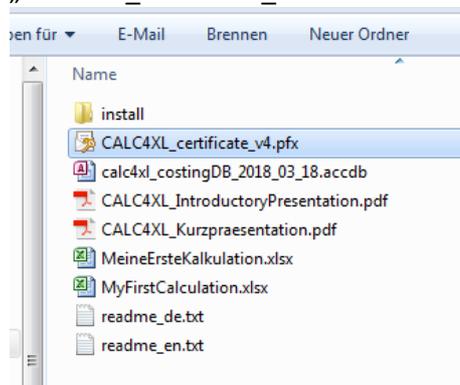
„Customized functionality in this application will not work because the certificate used to sign the deployment manifest for CALC4XL or its location is not trusted. Contact your administrator for further assistance.“

Reason:

Dependent on your security settings Windows may request to install the CALC4XL certificate to accept CALC4XL as a trusted software publisher. By this, Windows ensures that no software can be installed "by accident" or even without letting you notice.

Solution:

1. Open the downloaded CALC4XL folder. You will find the certificate-file named „CALC4XL_certificate_...“.



2. Double click on the file to open the certificate assistant. The related welcome screen will open:
 - a. Press "Next" twice.
 - b. In the upcoming window, you are able to enter a password. Leave the password empty. And press Next.
 - c. Check "Place all certificates in the following store" and press „Browse“.
 - d. Choose "Trusted Root Certification Authorities" and press "Ok" and "Next".
 - e. Press "Finish".
3. Now CALC4XL is accepted as a trusted publisher. A double-click on "CALC4XL_setup.exe" in the install-directory will install CALC4XL.

For any request or remark do not hesitate to contact us. We are also delighted to install the CALC4XL software together with you via a web conference. Just write us an e-mail to info@calc4xl.com.

Successful calculations,

Your CALC4XL Team

2. Installation Issue “Missing Visual Studio 2010 Tools” / “General Installation Error”

Error Message:

„The following Microsoft Office solution cannot be installed due to a general installer error: CALC4XL.vsto.” followed by a code.

Reason:

Windows10 with Office 2016 has not preinstalled the library “Visual Studio 2010 Tools for Office Runtime“. However, this library is necessary for most of the Office Add-Ins like CALC4XL. Microsoft knows about this issue and will solve it by one of the next Windows10 updates. But for now, you will have to install the missing library manually as described in the following.

Solution:

1. Please download the library “Visual Studio 2010 Tools for Office Runtime” from www.calc4xl.com/en/addIns or from the official Microsoft webpage <https://www.microsoft.com/en-us/download/confirmation.aspx?id=48217>
2. Install the library by double-click on the downloaded file “vstor_redist.exe”.
3. CALC4XL has all necessary libraries now and a double-click on "CALC4XL_setup.exe" in the install-directory will install CALC4XL.

For any request or remark do not hesitate to contact us. We are also delighted to install the CALC4XL software together with you via a web conference. Just write us an e-mail to info@calc4xl.com.

Successful calculations,

Your CALC4XL Team