FAQ on Excel templates in TaxWare

Tips and tricks around TaxAnalyzer Excel Add-In

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1   Re-insert missing add-in in Excel

For symptoms like

- TaxWare crashes when opening one of our templates from TaxWare,
- Missing display of the TaxAnalyzer menu in Excel,
- Empty TaxAnalyzer drop-down list, e.g. when selecting a canton,
- No or incorrect calculations in Excel (-999'999, #NAME, #N/A)

the TaxAnalyzer add-in is most likely no longer active.

Solution:

1. Make sure that your antivirus programme does not block the add-in (if necessary, classify it as trustworthy)
2. Make sure that all patches for Excel are up-to-date
3. Close all Excel files and click on Register TaxAnalyzer under Excel Templates in TaxWare
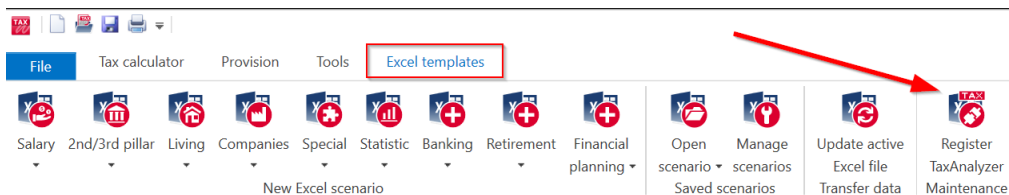
4. Select 'Add-Ins' under the Excel options. If a TaxAnalyzer Excel add-in and COM add-in do not appear under the active application add-ins, continue with the following steps (this applies to every user if the user profiles do not automatically adopt the admin data of the terminal server):

5. Select «Deactivated elements» from the dropdown at the bottom under Manage and click on «Go».
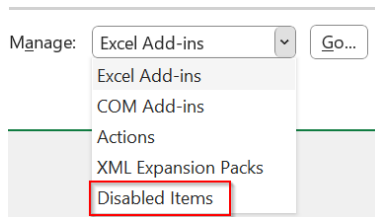
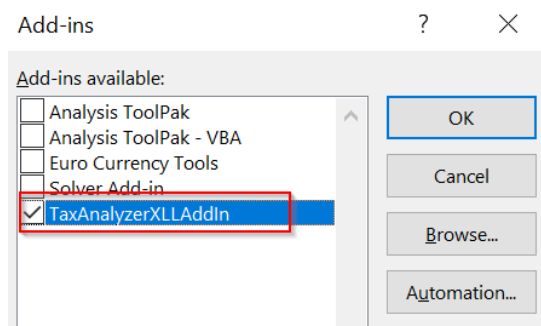6. Activate any deactivated TaxAnalyzer elements by selecting them individually and clicking on «activate».
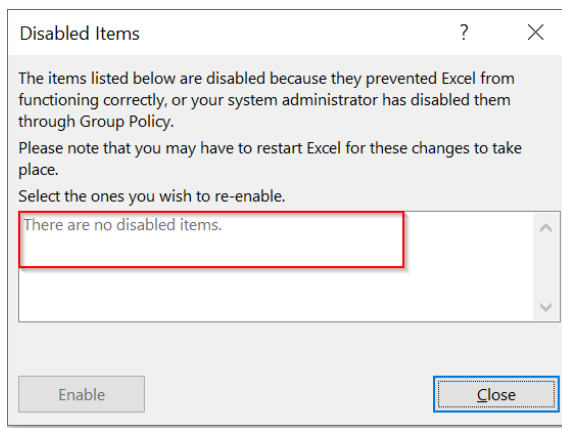
7. Elect the type of missing add-in according to point 4 (Excel or COM) in the dropdown from point 5 and tick the box to activate it.


8. if the COM add-in cannot be activated, it may be interfering with existing COM add-ins (e.g. printer, PDF or archive add-ins). Deactivate these and try again. If TaxAnalyzer works (check with template from TaxWare), the interfering add-in must remain deactivated.

## 2   TaxWare Excel- templates do not work correctly

2.1   Problems with archive software, MS OneDrive or with storage locations other than C:/

Please note that the TaxAnalyzer add-in may not load if you open an Excel file directly from archive software (Kendox, m-files, etc.). Windows can also classify a customer file as potentially dangerous and block add-ins if you save the customer file on an external hard drive or a path synchronised with OneDrive. It can help here if you allow the trustworthiness of network drives in the Excel options/Trust Centre and add your company's own server including subfolders as a secure location (see image). As a last resort, it helps to first copy the customer file to the desktop (if this is not also linked to OneDrive) and then open it from there:

- Select in Excel «File» - «Options»
  Then Select «Trust Center» - «Settings for theTrust Center…»
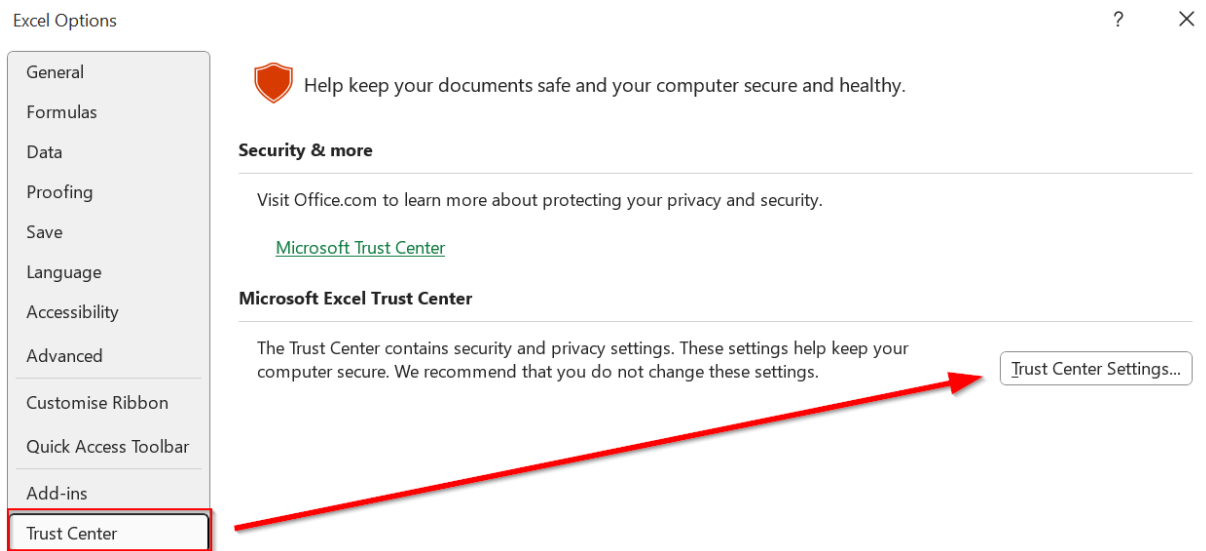
- Go to «Trusted documents» and activate «Allow trustworthiness of documents in a network»
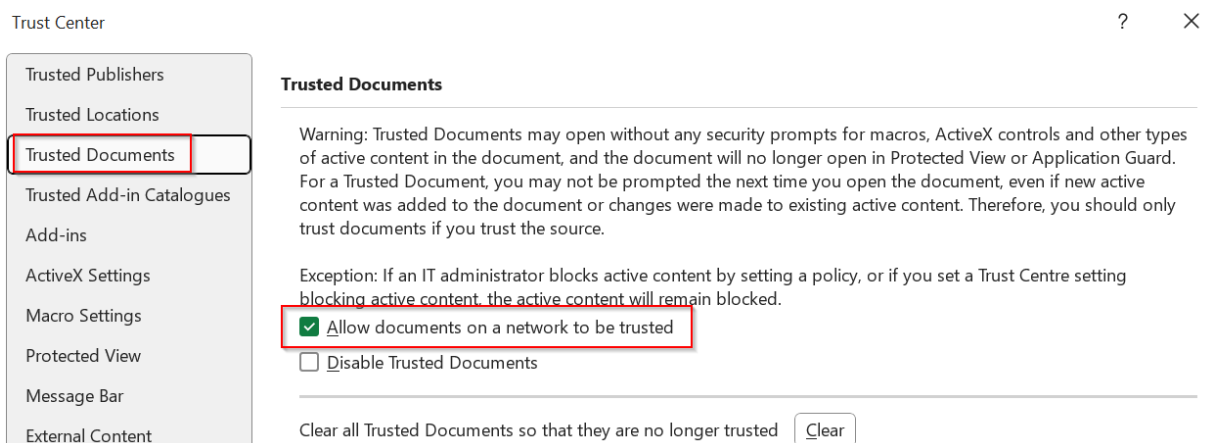
- Go to «Protected view» and deactivate «Activate protected view for files from the Internet»

- Go to «Trusted locations» and «activate Trusted storage locations....»

- You can also add new trusted locations here (do not forget subfolders!)

2.2 General Excel security settings for TaxAnalyzer add-ins

Make sure that the following options are activated in the Trust Centre in the «Trust Centre settings»:
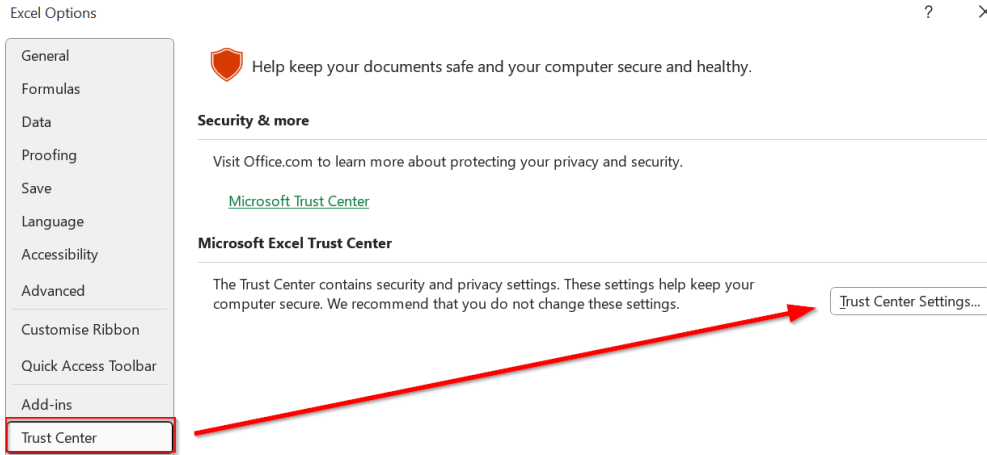
ActiveX settings: Select one of the framed options:
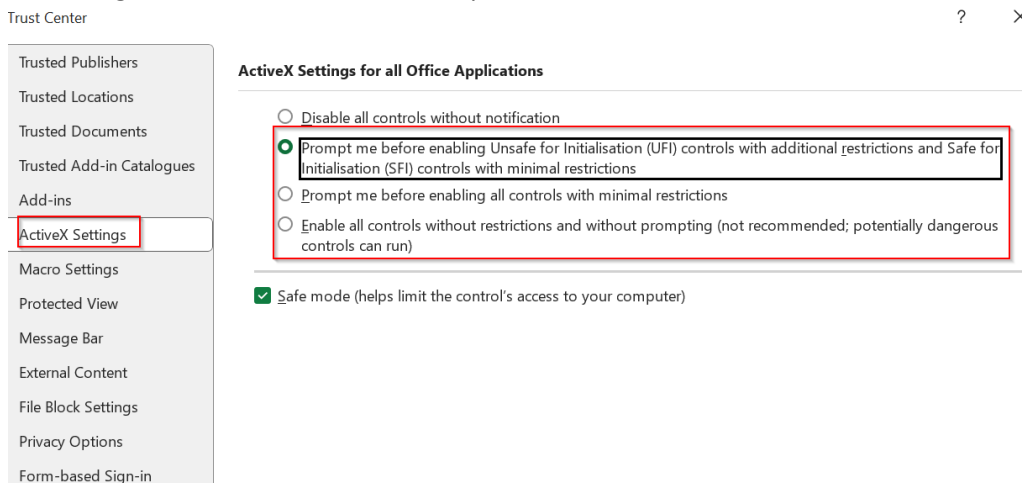
Macro settings: Select one of the options framed in red. If you develop your own templates with TaxAnalyzer, you may also need to tick the «Trust access to the VBA project object model» checkbox:
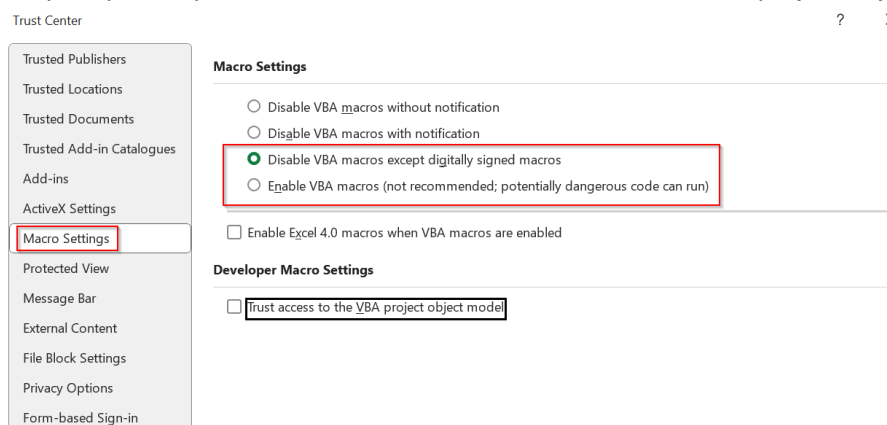
2.3 Add-in storage location

Both the Excel and the COM add-in are available in the same file. You can find them under the TaxWare programme folder (click on the TaxWare icon and click on «Open file location», possibly twice). For Excel 64bit version use the «…64…dll» file.
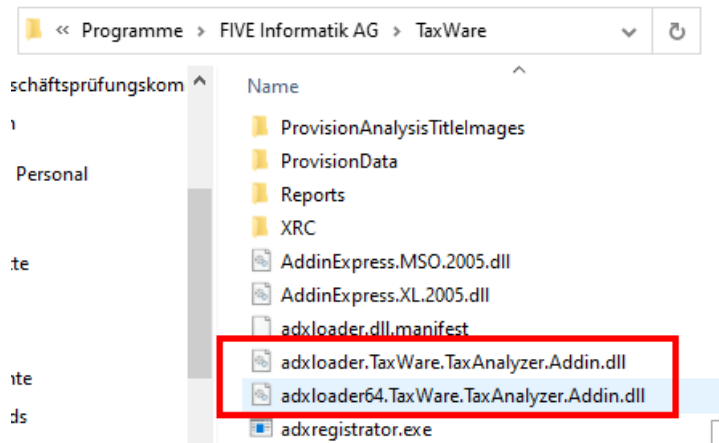
You can find your Office version under File/Account/About Excel:
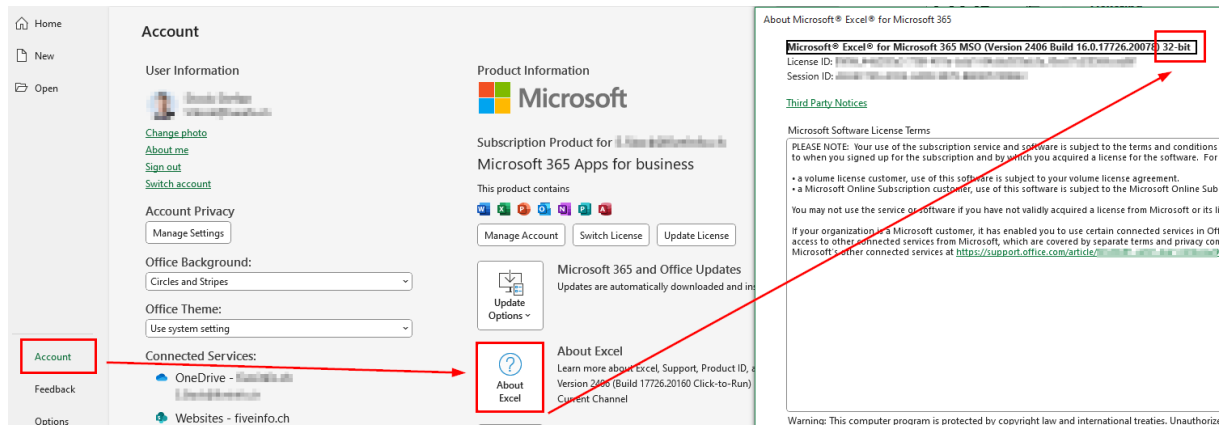
3   This template ist not licensed

When opening a saved TaxWare Excel template, the following message appears:
«This template ist not licensed»:
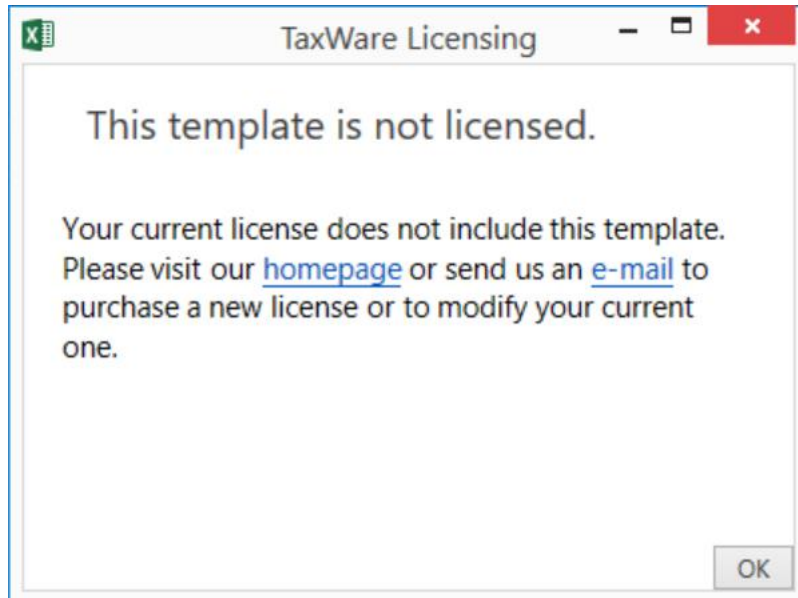
Solution:
1. Please close Excel (check with Task Manager whether a «hidden» instance is still running)
2. Open TaxWare and check whether the licence key is valid via File / Licence
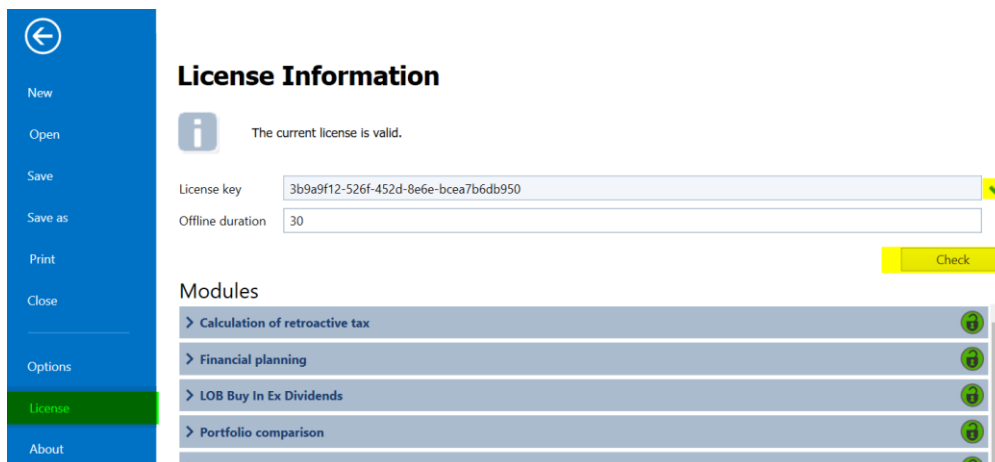
3. Then open the desired Excel template again from TaxWare
4. Then open the saved template again, access should now work

4 TaxAnalyzer works and yet no calculation takes place in the templates

In addition to a faulty function argument (select dropdowns with the mouse, not via letter selection), the Windows region settings or the Excel calculation option 'manual' could be to blame here.
This can affect both the display of the numbers and the date.
Numbers, e.g. German system 1,234.56 (thousands point and decimal point).
Date, e.g. US system 24/5/2024 with slash for 24 May 2024.

4.1 Region settings

1. Open Control Panel → Region → Other settings
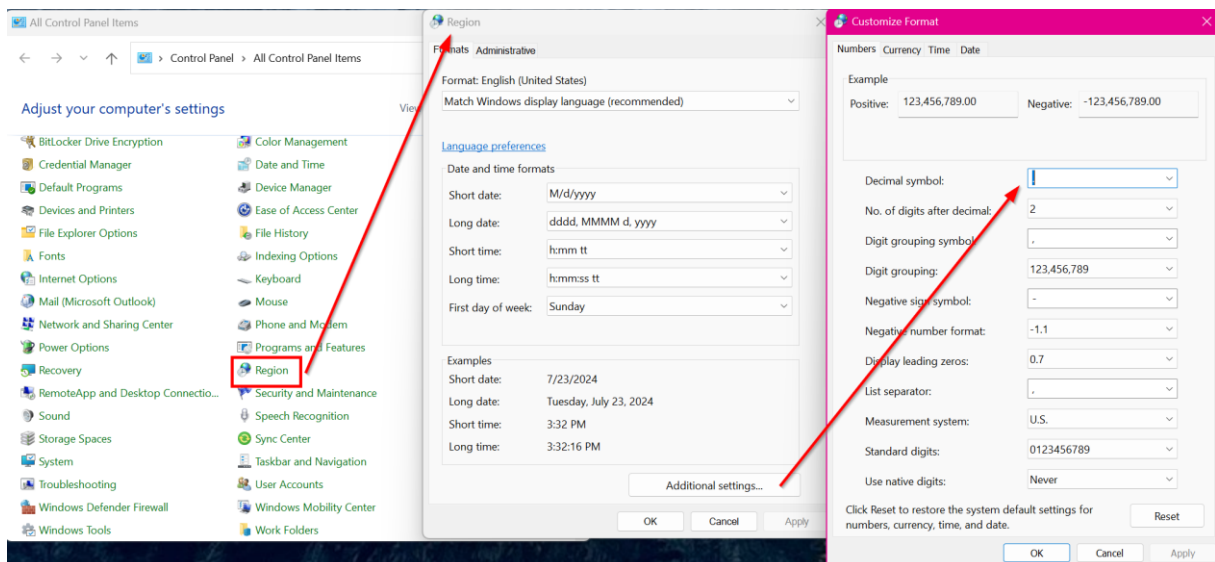
2. Customisation in the «Numbers» tab. It is important to set a point for the decimal separator. The number grouping is a user setting that can be set at will without influencing the calculations (apostrophe or space).

3. The date must always be separated by dots.
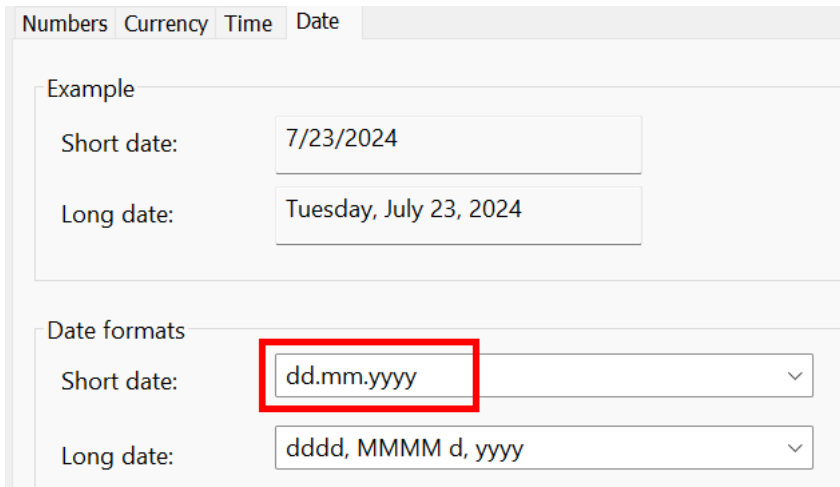

4.2   Calculation option

If the problem has not yet been resolved, the calculation option could also be set to «Manual». However, this should be set to «Automatic».

1. Switch to the «Formulas» tab in Excel
2. Select «Automatic» for the calculation options
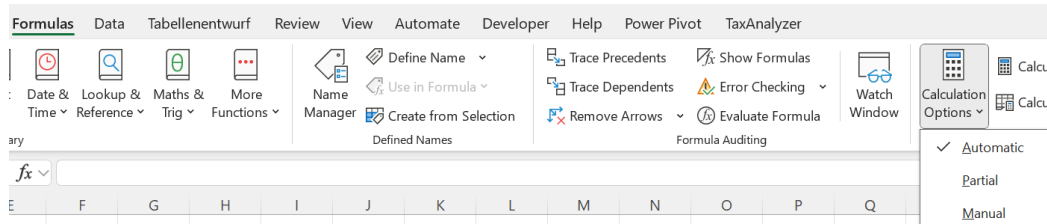
5   You have integrated your own Excel templates into TaxWare

If you have just carried out a TaxWare update and it no longer starts, it could be because the ID of an Excel template exists twice. This can happen if you have customised one of our licensed templates for your needs and then integrated it into TaxWare as your own template.

Solution:
After each TaxWare update, you must delete our original of your customised Excel template in the TaxWare program directory so that the licence ID of this template is not duplicated.

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