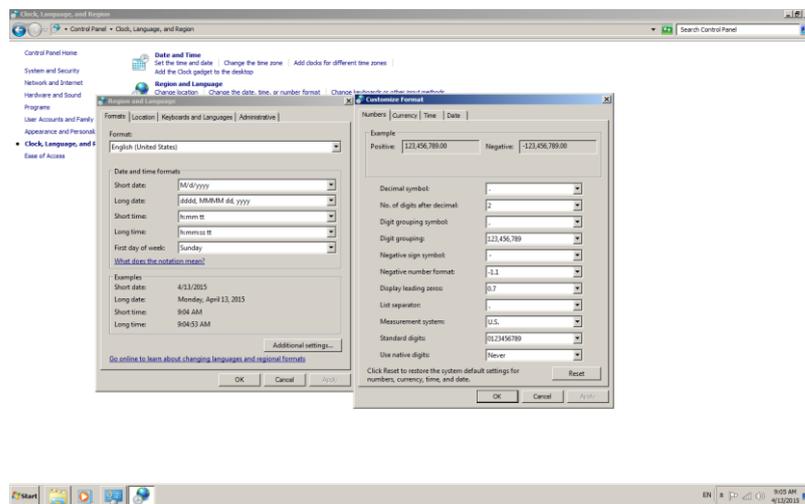# Troubleshooter

Before running the software, you need to set "<mark>Format of Region and Language</mark>".

Press "Control Panel" then "Clock, Language, and Region" then choose "Region and Language".

Under "Format" then ensure to choose "English (United States)" and click "Apply" and "OK".
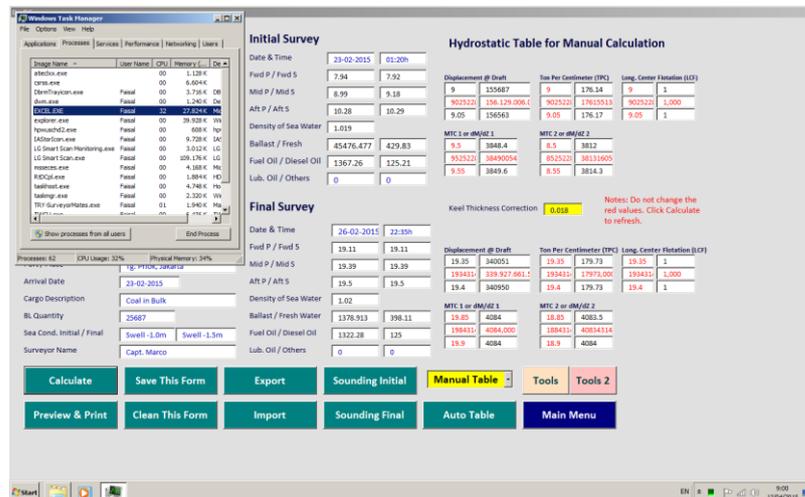

Once you work with software you might face the following:

- <mark>Software is freezing, you can't continue working</mark>.
- <mark>Software suddenly disappears but not closes properly</mark>. When you try to re-open the by click icon it won't start.

Solution:

Press "Ctrl+Alt+Del" to open "Windows Task Manager" then choose "Processes" and highlight "EXCEL.EXE" and click "End Process".

To open 2016, 2013, 2010 or 2007 Office System documents in Office 2003, Office XP, or Office 2000, you must install the Office Compatibility Pack. To do this, follow these steps:

1. Go to the Microsoft Download Center to download the Office Compatibility Pack.
2. To download the Compatibility Pack (FileFormatConverters.exe), click Download.
3. When you are prompted, click Run to install the Compatibility Pack.
4. After the Compatibility Pack is installed, close any Office programs that are open.
5. Restart Office programs to open documents in the newer format.

Note: You must manually close and restart any Office programs that were open when you installed the Compatibility Pack. After those programs are restarted, the Office programs can open files that use the Open XML Format.

Question: Every now and then I am losing the program from my computer. The Anti-Virus says illegal software and removed automatically. Can you send me a version of your software to avoid all hassle?

Answer: This is a false positive and unique solution is notifying your antivirus companies, because the problem is with antivirus, not with software.

'False positive' alert is something very boring for thousands of truthful programmer that have the misfortune of their exe file has the same string of some of the more than 45,000,000 already existent virus. Antivirus programs, moreover do not detect all viruses, detect virus where they does not exist. See links below, for example, how 'False positive virus alert' can be something very stupid. See also this comparative and independent site to know which antivirus are good and which are bad.

http://www.theregister.co.uk/2011/10/26/avira_auto_immune_false_positive
http://www.bit-tech.net/news/bits/2010/08/11/avira-blocks-bitdefender-beta/1
http://www.2-spyware.com/news/post435.html
http://securityandthe.net/2008/11/10/avg-virus-scanner-removes-critical-windows-file/

http://www.news.com/Kaspersky-inadvertently-quarantines-Windows-Explorer/2100-1002_3-6223836.html?part=rss&tag=2547-1_3-0-5&subj=news
http://www.theregister.co.uk/2009/07/03/mcafee_false_positive_glitch/
http://www.virus.gr/portal/en/content/norman-raises-false-alarm-windows-pcs
http://www.infosecurity-us.com/view/6777/kaspersky-inadvertently-blocks-google-ads/

Are you dealing with <mark>Compile Error Hidden Module</mark>?

Try to check the below link:

http://www.codedawn.com/index/-compile-error-in-hidden-module-message-in-excel

http://www.mrexcel.com/forum/excel-questions/629554-compile-error-hidden-module-thisworkbook.html

http://support.microsoft.com/en-us/kb/307410

Contact Us

For more information and suggestion about this software please contact us by email support@sevensurveyor.com.

Your idea is valuable to develop and improve this software; we would be glad to receive your email soon.

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