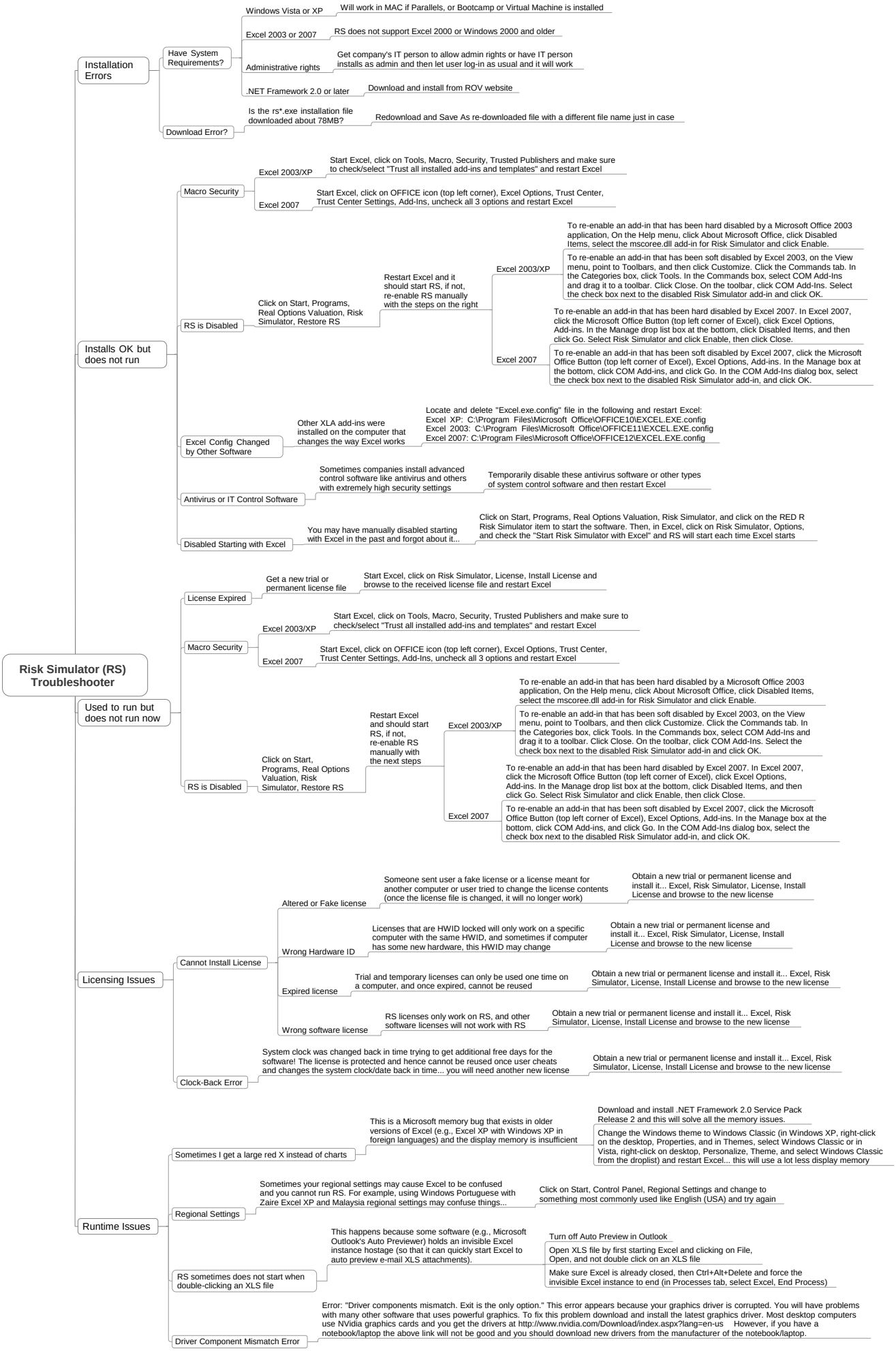
Risk Simulator (RS) Troubleshooter
Installation Errors
Have System Requirements?
Windows Vista or XP
Will work in MAC if Parallels, or Bootcamp or Virtual Machine is installed
Excel 2003 or 2007
RS does not support Excel 2000 or Windows 2000 and older
Administrative rights
Get company's IT person to allow admin rights or have IT person installs as admin and then let user log-in as usual and it will work
.NET Framework 2.0 or later
Download and install from ROV website
Download Error?
Is the rs*.exe installation file downloaded about 78MB?
Redownload and Save As re-downloaded file with a different file name just in case
Installs OK but does not run
Macro Security
Excel 2003/XP
Start Excel, click on Tools, Macro, Security, Trusted Publishers and make sure to check/select "Trust all installed add-ins and templates" and restart Excel
Excel 2007
Start Excel, click on OFFICE icon (top left corner), Excel Options, Trust Center, Trust Center Settings, Add-Ins, uncheck all 3 options and restart Excel
RS is Disabled
Click on Start, Programs, Real Options Valuation, Risk Simulator, Restore RS
Restart Excel and it should start RS, if not, re-enable RS manually with the steps on the right
Excel 2003/XP
To re-enable an add-in that has been hard disabled by a Microsoft Office 2003 application, On the Help menu, click About Microsoft Office, click Disabled Items, select the mscoree.dll add-in for Risk Simulator and click Enable.
To re-enable an add-in that has been soft disabled by Excel 2003, on the View menu, point to Toolbars, and then click Customize. Click the Commands tab. In the Categories box, click Tools. In the Commands box, select COM Add-Ins and drag it to a toolbar. Click Close. On the toolbar, click COM Add-Ins. Select the check box next to the disabled Risk Simulator add-in and click OK.
Excel 2007
To re-enable an add-in that has been hard disabled by Excel 2007. In Excel 2007, click the Microsoft Office Button (top left corner of Excel), click Excel Options, Add-ins. In the Manage drop list box at the bottom, click Disabled Items, and then click Go. Select Risk Simulator and click Enable, then click Close.
To re-enable an add-in that has been soft disabled by Excel 2007, click the Microsoft Office Button (top left corner of Excel), Excel Options, Add-ins. In the Manage box at the bottom, click COM Add-ins, and click Go. In the COM Add-Ins dialog box, select the check box next to the disabled Risk Simulator add-in, and click OK.
Excel Config Changed by Other Software
Other XLA add-ins were installed on the computer that changes the way Excel works
Locate and delete "Excel.exe.config" file in the following and restart Excel:
Excel XP: C:\Program Files\Microsoft Office\OFFICE10\EXCEL.EXE.config
Excel 2003: C:\Program Files\Microsoft Office\OFFICE11\EXCEL.EXE.config
Excel 2007: C:\Program Files\Microsoft Office\OFFICE12\EXCEL.EXE.config
Antivirus or IT Control Software
Sometimes companies install advanced control software like antivirus and others with extremely high security settings
Temporarily disable these antivirus software or other types of system control software and then restart Excel
Disabled Starting with Excel
You may have manually disabled starting with Excel in the past and forgot about it...
Click on Start, Programs, Real Options Valuation, Risk Simulator, and click on the RED R Risk Simulator item to start the software. Then, in Excel, click on Risk Simulator, Options, and check the "Start Risk Simulator with Excel" and RS will start each time Excel starts
Used to run but does not run now
License Expired
Get a new trial or permanent license file
Start Excel, click on Risk Simulator, License, Install License and browse to the received license file and restart Excel
Macro Security
Excel 2003/XP
Start Excel, click on Tools, Macro, Security, Trusted Publishers and make sure to check/select "Trust all installed add-ins and templates" and restart Excel
Excel 2007
Start Excel, click on OFFICE icon (top left corner), Excel Options, Trust Center, Trust Center Settings, Add-Ins, uncheck all 3 options and restart Excel
RS is Disabled
Click on Start, Programs, Real Options Valuation, Risk Simulator, Restore RS
Restart Excel and should start RS, if not, re-enable RS manually with the next steps
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Excel 2007
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Licensing Issues
Cannot Install License
Altered or Fake license
Someone sent user a fake license or a license meant for another computer or user tried to change the license contents (once the license file is changed, it will no longer work)
Obtain a new trial or permanent license and install it... Excel, Risk Simulator, License, Install License and browse to the new license
Wrong Hardware ID
Licenses that are HWID locked will only work on a specific computer with the same HWID, and sometimes if computer has some new hardware, this HWID may change
Obtain a new trial or permanent license and install it... Excel, Risk Simulator, License, Install License and browse to the new license
Expired license
Trial and temporary licenses can only be used one time on a computer, and once expired, cannot be reused
Obtain a new trial or permanent license and install it... Excel, Risk Simulator, License, Install License and browse to the new license
Wrong software license
RS licenses only work on RS, and other software licenses will not work with RS
Obtain a new trial or permanent license and install it... Excel, Risk Simulator, License, Install License and browse to the new license
Clock-Back Error
System clock was changed back in time trying to get additional free days for the software! The license is protected and hence cannot be reused once user cheats and changes the system clock/date back in time... you will need another new license
Obtain a new trial or permanent license and install it... Excel, Risk Simulator, License, Install License and browse to the new license
Runtime Issues
Sometimes I get a large red X instead of charts
This is a Microsoft memory bug that exists in older versions of Excel (e.g., Excel XP with Windows XP in foreign languages) and the display memory is insufficient
Download and install .NET Framework 2.0 Service Pack Release 2 and this will solve all the memory issues.
Change the Windows theme to Windows Classic (in Windows XP, right-click on the desktop, Properties, and in Themes, select Windows Classic or in Vista, right-click on desktop, Personalize, Theme, and select Windows Classic from the droplist) and restart Excel... this will use a lot less display memory
Regional Settings
Sometimes your regional settings may cause Excel to be confused and you cannot run RS. For example, using Windows Portuguese with Zaire Excel XP and Malaysia regional settings may confuse things...
Click on Start, Control Panel, Regional Settings and change to something most commonly used like English (USA) and try again
RS sometimes does not start when double-clicking an XLS file
This happens because some software (e.g., Microsoft Outlook's Auto Previewer) holds an invisible Excel instance hostage (so that it can quickly start Excel to auto preview e-mail XLS attachments).
Turn off Auto Preview in Outlook
Open XLS file by first starting Excel and clicking on File, Open, and not double click on an XLS file
Make sure Excel is already closed, then Ctrl+Alt+Delete and force the invisible Excel instance to end (in Processes tab, select Excel, End Process)
Driver Component Mismatch Error
Error: "Driver components mismatch. Exit is the only option." This error appears because your graphics driver is corrupted. You will have problems with many other software that uses powerful graphics. To fix this problem download and install the latest graphics driver. Most desktop computers use NVidia graphics cards and you get the drivers at http://www.nvidia.com/Download/index.aspx?lang=en-us However, if you have a notebook/laptop the above link will not be good and you should download new drivers from the manufacturer of the notebook/laptop.