



ETM1000 GRAPHING SOFTWARE “**ERROR 438**”

MICROSOFT OFFICE UPDATE BREAKS ACTIVE X CONTROLS

A December, 2014 MS Office Update has broken ActiveX controls for Excel worksheets. The symptoms include, but are not limited to, the following:

- Error 438 is displayed when loading the ETM1000 data using Graph.xls

Fix Procedure:

1. Close all Office applications
2. Perform a search in Windows Explorer for ***.exd** files
 - **Do Not** search for ***.exe** extensions
 - **Include** *hidden* and *system* files and folders in the search
3. Delete located **.exd** files and any others. Make sure these two files are removed:
C:\users\username\AppData\Local\Temp\Excel8.0\MSForms.exd
C:\users\username\AppData\Local\Temp\VBE\MSForms.exd
4. Reboot the computer
5. Restart your Office apps and re-test the ActiveX controls
 - .exd files are re-created when you use a workbook with an embedded active control. This is normal and should not cause any problems

Locating *.exd Files:

If you are having problems locating the **.exd** files, do the following:

1. Press **Win+R** to open the **Run** box
2. Enter **%temp%** and press **Enter**
3. This should open **Explorer** to the **Temp** folder
4. Search in the **Excel8.0** and **VBE** folders for **.exd** files

NOTES:

- Microsoft is aware that this is an issue.
- In some cases, this solution doesn't resolve the issue. Solutions may be found on the internet, though simply uninstalling the update may be a temporary quick-fix
- If none of the above fixes the issue in Office 2013, removing the update may work: <http://support.microsoft.com/kb/2920734>