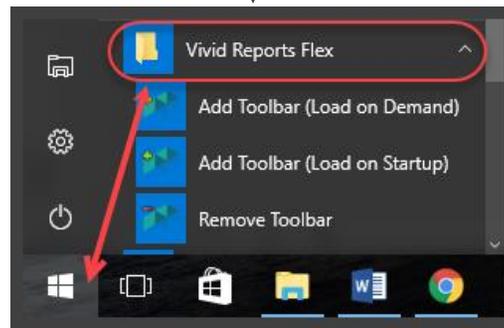


# INSTALL VIVID FLEX

Is Vivid Reports Flex in the Windows start menu?



Yes

Install complete! You still need to perform an update. Proceed to the next page.

No

Save all Excel workbooks and close Excel.

Navigate to the shared location where your Flex reports are saved. Then open: Vivid Flex/ Setup/ Vivid Reports Flex Setup. If you cannot find the folder, contact your IT department or Astute.

Run the Setup.exe file and follow all prompts.

Once complete, open Excel. A new Vivid Reports Flex toolbar will appear.

Yes

Do you see the toolbar?

No

Contact Astute

You may need to download prerequisites such as .NET Framework 3.5 and/or Office Runtime.



# UPDATE VIVID FLEX

Do you have the latest version?

Great! You do not need to perform an update.

Yes

No

I don't know

1. Login to the Flex toolbar
2. Click Main
3. Click About
4. Click Check Version
5. Look for "Latest Version Installed" at the top  
OR  
"New File for Download" link

In Main/About, click the link under "New File for Download"

Save the download to the Vivid Flex folder, e.g. //.../ Vivid Flex /Setup/Updates

Save all Excel workbooks and close MS Excel.

Were you able to update?

Run Flex Update

Update Complete!

Yes

No

Contact Astute

# Repair the Flex Toolbar

If the Vivid Flex toolbar isn't visible in Excel, complete the following steps.

Solution One: Prompt the toolbar to load (This step should be taken after every update.)

1. Close Excel.
2. In the start menu in the Terminal Services environment or on your local machine (wherever Flex is installed), go to All Programs>Vivid Reports Flex.
3. Click on Add Toolbar (Load on Startup).
  - a. Do the same thing for the Vivid Reports CPM folder if you have CPM.
4. Restart excel.

Still can't see the toolbar?

Solution Two: Re-enable the toolbar

1. Open Excel.
2. Go to File > Options > Add-ins.
3. Is the Vivid Reports Flex add-in listed in the "Disabled Application Add-ins" list?
4. If so, at the bottom by the "Manage" drop down, select "Disabled Add-ins".
5. Click "Go".
6. Click on the add-in.
7. Click Enable.
8. Click Close.
9. Click Ok.
10. Restart Excel.

Still can't see the toolbar?

Solution Three: Vivid Flex is missing prerequisites.

1. Install .NET Framework 3.5 and/or Office Runtime.
2. Contact your IT department for help with these downloads.
3. Once complete, follow Solution One to re-load the toolbar.