

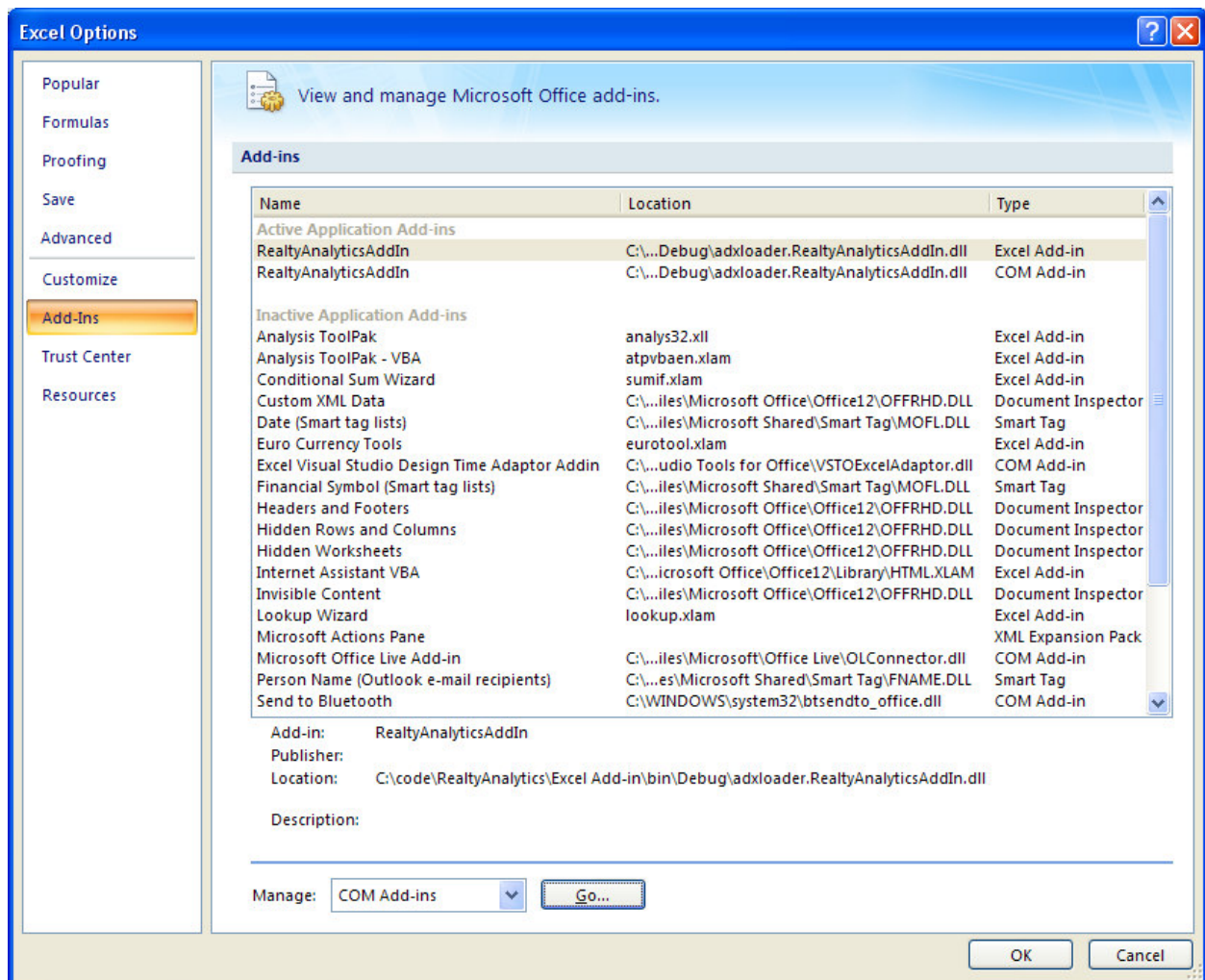
## RA001 - Realty Analytics Ribbon menu is not visible after installation

### Problem Description

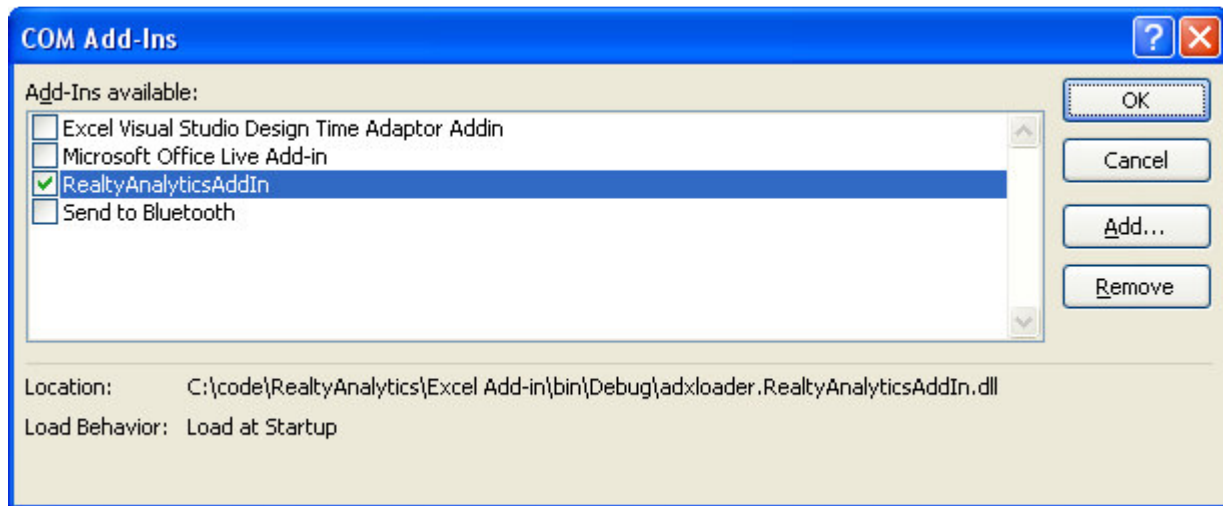
Due to various operating system and security differences, sometimes the Realty Analytics COM Add-in does not get properly registered with Excel during installation of our products. This problem seems to be especially prevalent on the Vista operating system. If you are experiencing this condition, please try one of the methods below to attempt to resolve your issue.

### Method 1: Manually load the COM Add-in

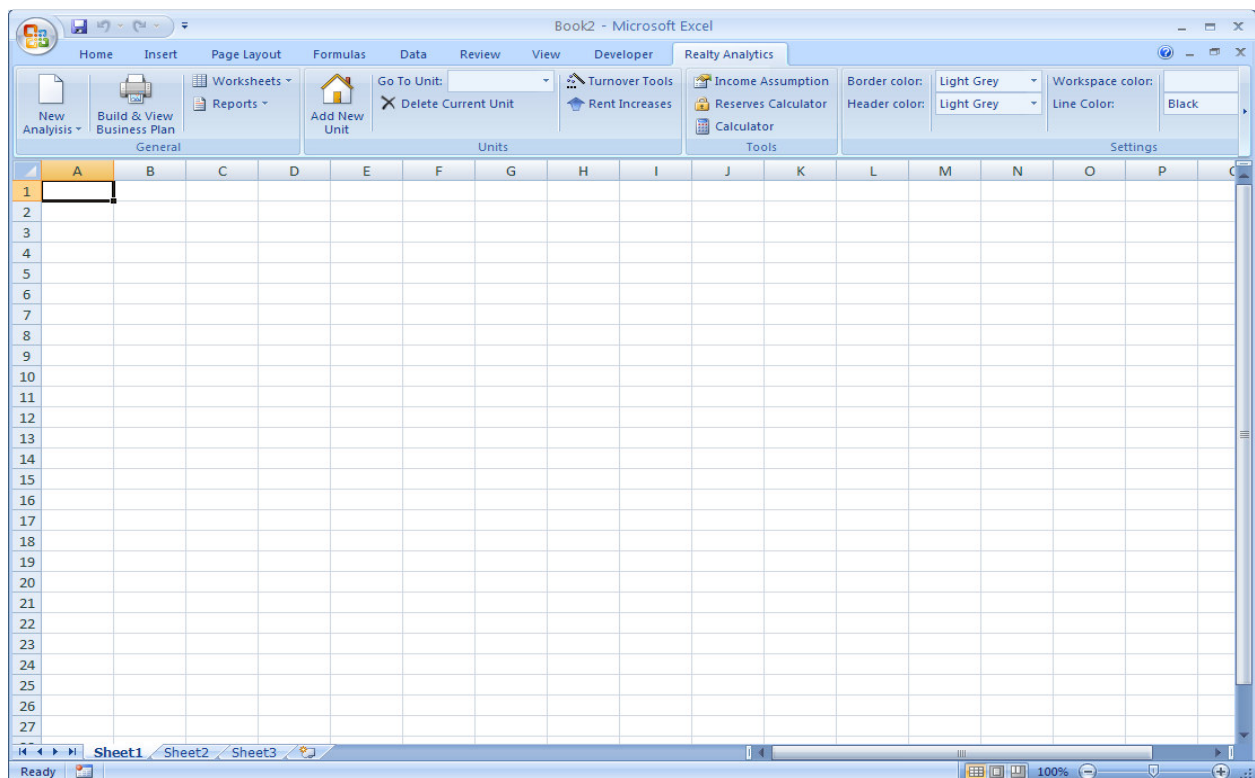
1. In Excel 2007, open the “Excel Options” window by clicking the Office Button in the top left-hand corner of the Excel window, and clicking “Excel Options”.
2. Click “Add-Ins” from the left navigation menu
3. In the “Manage” box near the bottom, select “COM Add-ins” and click “Go”



- In the “COM Add-Ins” window, check the box next to “RealtyAnalyticsAddIn” and click “OK”.  
**Note: If the “RealtyAnalyticsAddIn” option is not present in your “COM Add-Ins” list, you will need to try Method 2 in this document to attempt to resolve your issue.**  
**Also, verify that the “Load Behavior”, seen at the bottom of the window, reads “Load at Startup”.** If the message indicates an error loading the add-in, proceed to Method 2.



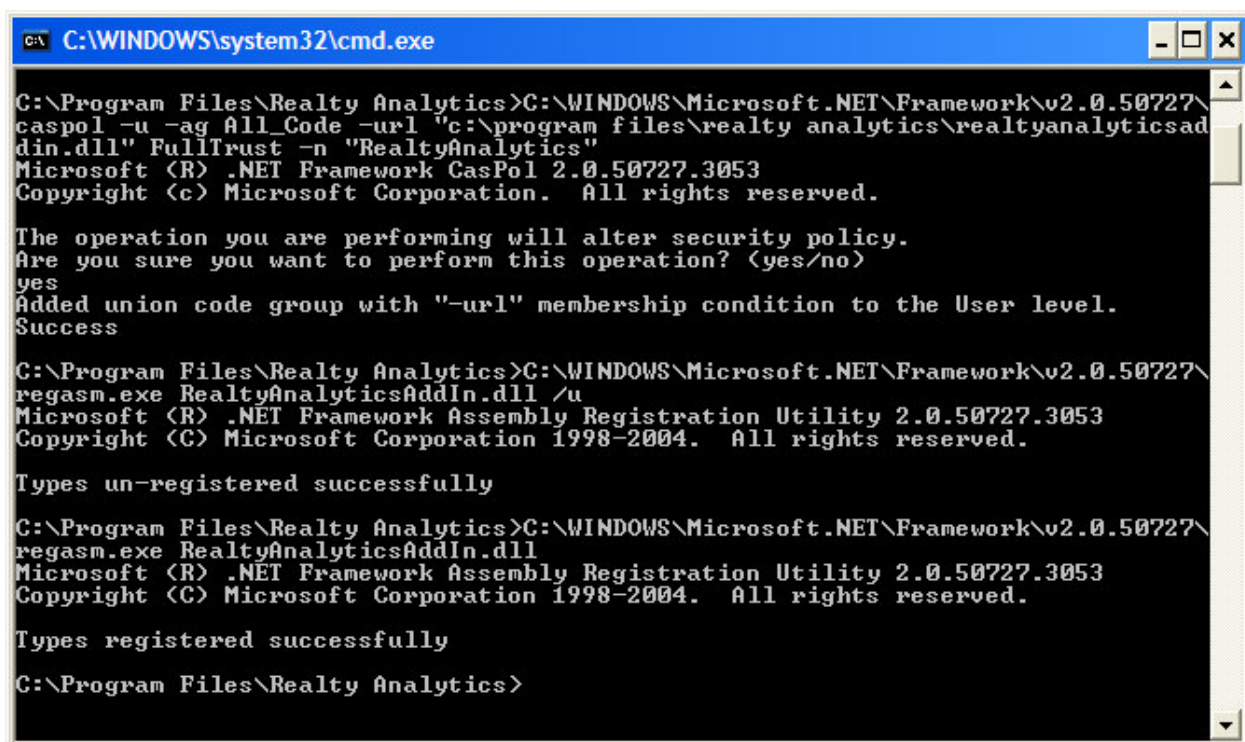
- After clicking “OK”, you will be returned to the main Excel window and the Realty Analytics ribbon should now be visible.



**Note: If the Realty Analytics ribbon is still not visible, please try Method 2 below.**

## Method 2: Set security policy on Add-in files

1. Make sure Excel 2007 is not running. If it is, close it.
2. Download **setcaspol.exe** from the following location:  
<http://www.realtyanalytics.net/download/ra/utilities/setcaspol.exe>
3. Run **setcaspol.exe** and set the path, when asked, to your Realty Analytics installation folder (C:\Program Files\Realty Analytics by default). If you installed to a different directory than the default, set the path to that.
4. Once **setcaspol.exe** is finished running, re-open Excel and verify that the Realty Analytics ribbon is now visible.
5. If not, proceed to Method 3.



```
C:\WINDOWS\system32\cmd.exe

C:\Program Files\Realty Analytics>C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\
caspol -u -ag All_Code -url "c:\program files\realty analytics\realtyanalyticsad
din.dll" FullTrust -n "RealtyAnalytics"
Microsoft (R) .NET Framework CasPol 2.0.50727.3053
Copyright (c) Microsoft Corporation. All rights reserved.

The operation you are performing will alter security policy.
Are you sure you want to perform this operation? <yes/no>
yes
Added union code group with "-url" membership condition to the User level.
Success

C:\Program Files\Realty Analytics>C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\
regasm.exe RealtyAnalyticsAddIn.dll /u
Microsoft (R) .NET Framework Assembly Registration Utility 2.0.50727.3053
Copyright (C) Microsoft Corporation 1998-2004. All rights reserved.

Types un-registered successfully

C:\Program Files\Realty Analytics>C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\
regasm.exe RealtyAnalyticsAddIn.dll
Microsoft (R) .NET Framework Assembly Registration Utility 2.0.50727.3053
Copyright (C) Microsoft Corporation 1998-2004. All rights reserved.

Types registered successfully

C:\Program Files\Realty Analytics>
```

### Method 3: Re-register the COM Add-in using downloadable utility

1. Make sure Excel 2007 is not running. If it is, close it.
2. Download **register.exe** from the following location:  
<http://www.realtyanalytics.net/download/ra/utilities/register.exe>
3. Run **register.exe** and set the path, when asked, to your Realty Analytics installation folder (C:\Program Files\Realty Analytics by default). If you installed to a different directory than the default, set the path to that.
4. Click the Unzip button to begin the registration process.
5. Once the script has completed, re-open Excel and verify that the Realty Analytics ribbon item is available.
6. If the Realty Analytics ribbon item is still not visible, then an error occurred during the registration process. To find this error, repeat step 4 above, but this time run it from a previously opened Command window (Start -> Programs -> Accessories -> Command prompt)
7. Navigate to your installation directory (C:\Program Files\Realty Analytics by default) by entering the following command into the command window and pressing Enter:  
**cd "C:\Program Files\Realty Analytics"**  
Note: if you installed to a different directory than the default, adjust the command accordingly. Just remember to put the entire path in quotes as above.
8. Next, execute the **register.bat** file by entering the following command and pressing Enter:  
**register**
9. At this point, the registration process will attempt to run again. This time, however, if it fails, you will be able to see the error messages in the command window. Take a screenshot (ALT + PrtScr) and send the image to the Realty Analytics Support team for further investigation.