

EPRU 5.0 Trouble Shooting

Q1. Are you using the file from the public web site?

<http://www.navsea.navy.mil/nuwc/newport/contracts/default.aspx>

A1. Re-down load a fresh copy and start again. If the fresh copy of EPRU gives you the same error, continue to next question.

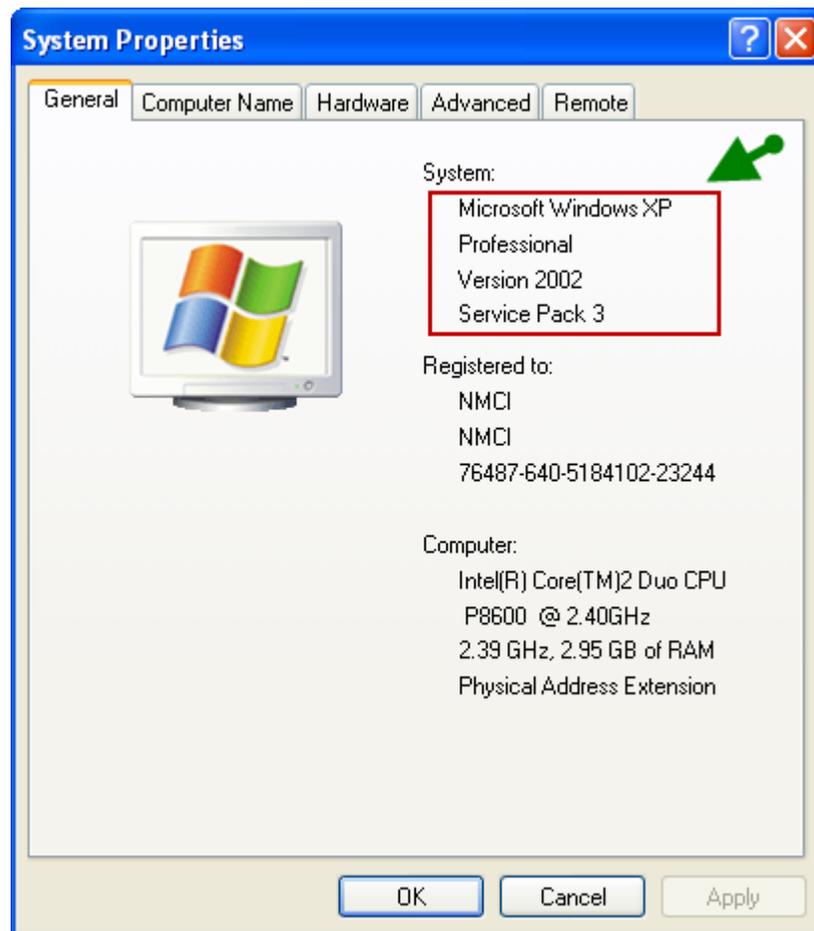
Q2. What is the operating system, version and platform you are using?

A2. NUWC Division Newport only supports Windows operating system.

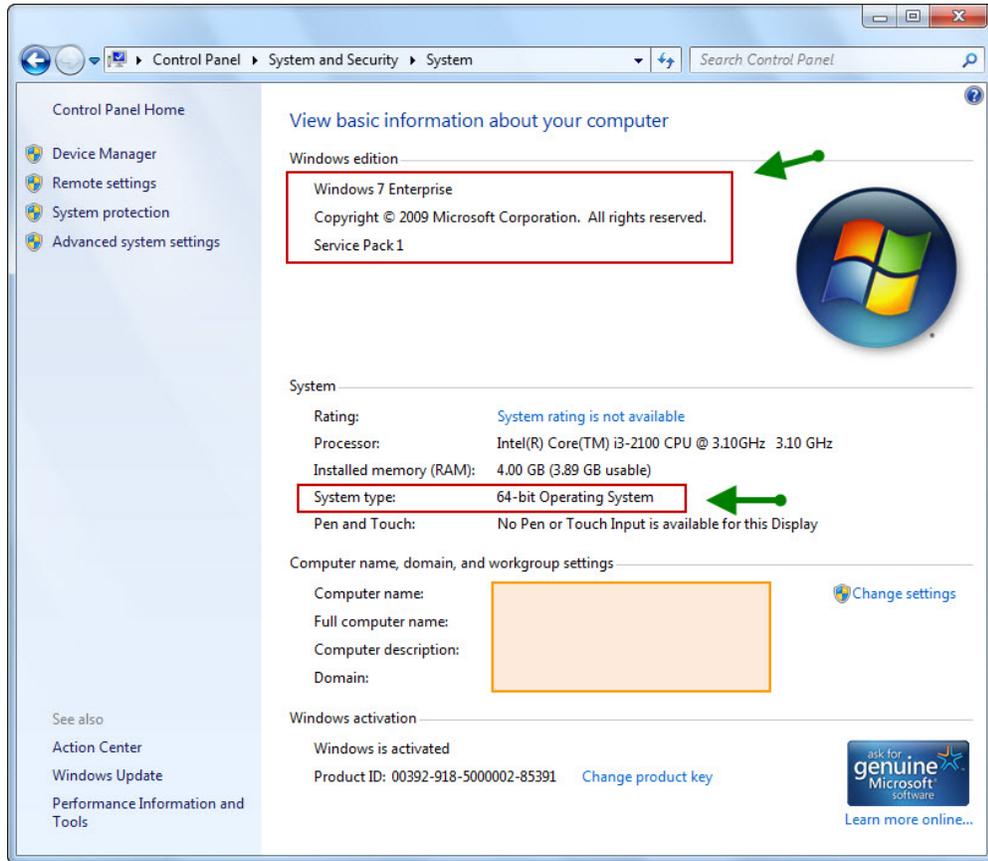
Here are some samples.

To get the Windows above info, run Windows Control Panel, Performance and Maintenance, System

Windows XP

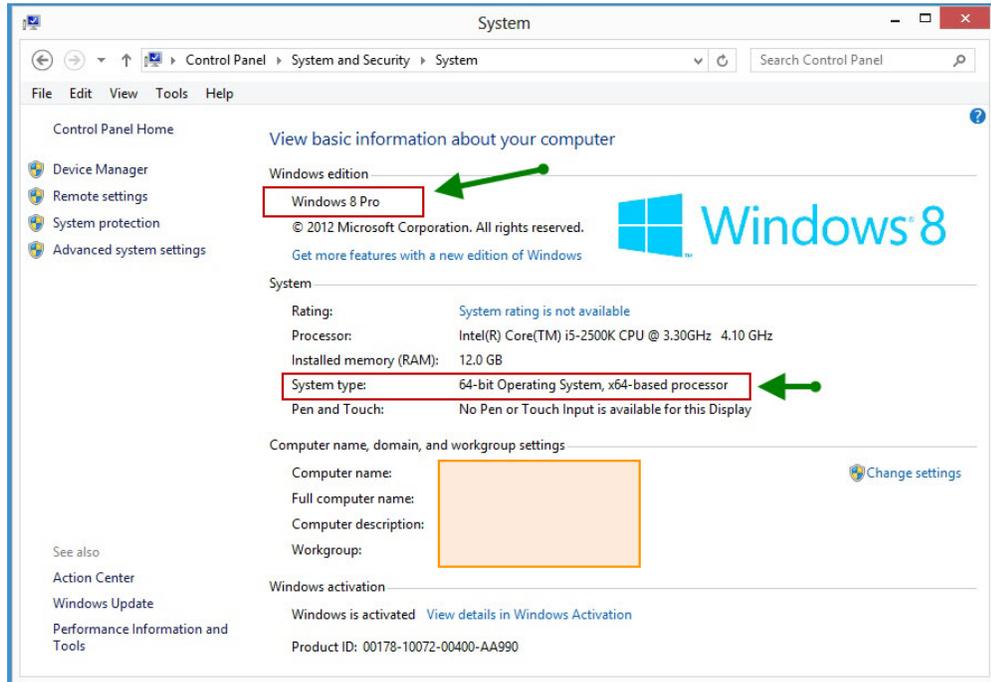


Windows 7



The screenshot shows the Windows 7 System Control Panel window. The title bar reads "Control Panel > System and Security > System". The main content area is titled "View basic information about your computer". Under the "Windows edition" section, a red box highlights "Windows 7 Enterprise" with a green arrow pointing to it. The "System" section contains several items: "Rating" (System rating is not available), "Processor" (Intel(R) Core(TM) i3-2100 CPU @ 3.10GHz 3.10 GHz), "Installed memory (RAM)" (4.00 GB (3.89 GB usable)), "System type" (64-bit Operating System, highlighted with a red box and a green arrow), and "Pen and Touch" (No Pen or Touch Input is available for this Display). The "Computer name, domain, and workgroup settings" section shows fields for Computer name, Full computer name, Computer description, and Domain, all of which are empty. The "Windows activation" section shows "Windows is activated" and "Product ID: 00392-918-5000002-85391". A "genuine Microsoft software" logo is visible in the bottom right corner.

Windows 8



The screenshot shows the Windows 8 System Control Panel window. The title bar reads "Control Panel > System and Security > System". The main content area is titled "View basic information about your computer". Under the "Windows edition" section, a red box highlights "Windows 8 Pro" with a green arrow pointing to it. The "System" section contains several items: "Rating" (System rating is not available), "Processor" (Intel(R) Core(TM) i5-2500K CPU @ 3.30GHz 4.10 GHz), "Installed memory (RAM)" (12.0 GB), "System type" (64-bit Operating System, x64-based processor, highlighted with a red box and a green arrow), and "Pen and Touch" (No Pen or Touch Input is available for this Display). The "Computer name, domain, and workgroup settings" section shows fields for Computer name, Full computer name, Computer description, and Workgroup, all of which are empty. The "Windows activation" section shows "Windows is activated" and "Product ID: 00178-10072-00400-AA990". A "Windows 8" logo is visible in the top right corner.

Q3. What version and Service pack of MS Office are installed on the system you are using?

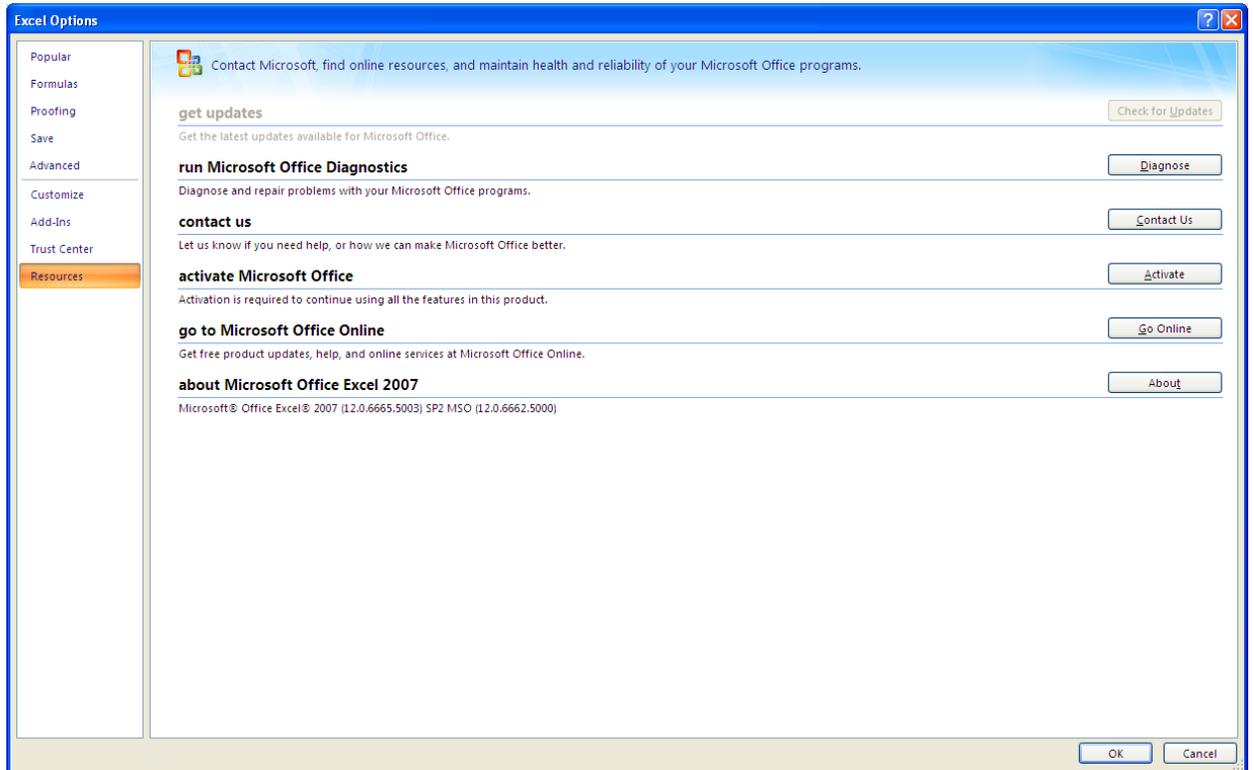
A3. NUWC Division Newport only supports MS Office 2007.

Q4. What version of MS Excel and service pack are installed on the system you are you using?

A4. NUWC Division Newport only supports MS Excel 2007.

Here is how to find out the version.

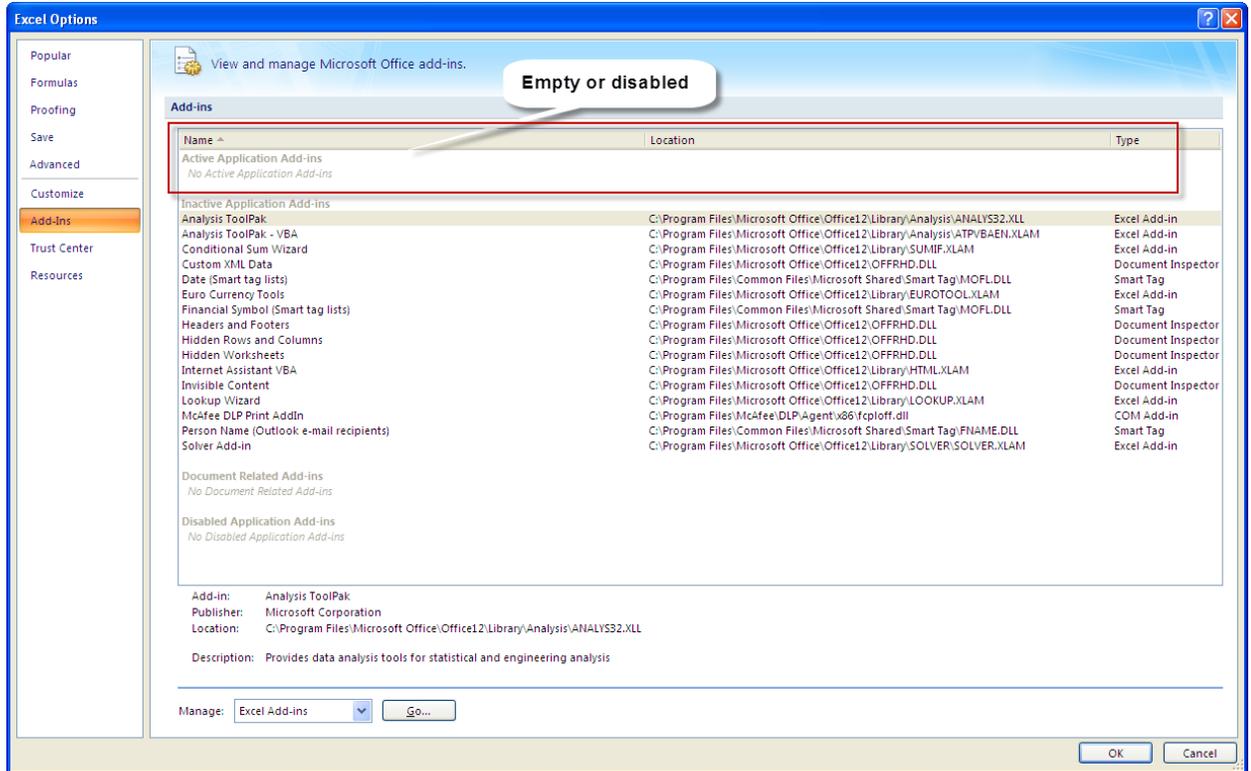
This info can be obtained in Excel, About or Excel Options, Resources.



Q5. What is loading in Excel?

A5. There should be nothing loading or if there is, they should be disabled.

Check in Excel and go to Excel Options, Add-Ins.



Email the vendor answers to the above questions, a screen shot of the error and the EPRU file having the issue for analysis