Instructions for Reloading Factset Excel Add-In Link on FactSet Client Installations in GBL

When the GBS Library machine refreshes, the Factset Excel link gets disconnected. Here's how to reconnect it.

- 1. Open a browser and type: support.factset.com
- 2. In the screen that appears, click on RUN under Factset Troubleshooting Utility 3
- 3. If you are prompted to Open or Save File, click OPEN

- (=) 🖪 https://support.factset.com/	・ ク マ	
File Edit View Favorites Tools Help		
		14.07
		+1.871
FACTSET	TECHNICAL SUPPORT	
	Home → Technical Support	
	Support Utilities	
	FactSet Troubleshooting Utility	
	This utility is used to perform connection tests, send diagnostics, and solve common issues with FactSet software and Microsoft Office Integration.	
	FactSet Troubleshooting Utility 3 Prerequisites: .NET Framework 4.0 (x86)	
	If these components are already installed, you can launch the application now. Otherwise, please install the prerequisites and try again.	
	RUN SAVE	
	FactSet Troubleshooting Utility 2	
	Prerequisites: Ail Prequisites aiready installed.	
	FactSet Remote Assistance	
	Please enter your FactSet Remote Assistance Code below	
	FactSet Download Website	
	The FactSet download website (https://www.factset.com/download) contains the latest	
	FactSet installers plus a number of useful technical documents. Key documents hosted on this site include:	
	+ FactSet Installation Guide	

4. Then choose under Office – Fix Excel Add-Ins and click on Run Selected Items



5. The Factset Excel link will now be restored.