

# TROUBLESHOOTING USERS MANUAL

For

GEMS Landscape Estimate Tool (LET) Demo Version 2.0

And

GEMS General Estimating Tool (GET) Demo Version 7.1



August 2007

**Disclaimer**

The GEMS Landscape Estimate Tool (LET) ver. 2.0 and GEMS General Estimating Tool (GET) ver. 7.1 described in this manual are applied at the users' own risk. Neither Global Estimating Management Systems, LLC, or the system authors can assume responsibility for system operation, output, interpretation, or use.

## **Introduction**

This manual is provided to the user to aid in a few of the problems that may occur while using GEMS software. If this manual does not address the issue(s) that are occurring, please contact Global Estimating Management Systems. Thank you for testing out GEMS software!

Global Estimating Management Systems  
5673 Park Central Avenue  
Norcross, Georgia 30092  
866-795-4367  
[www.gemsus.net](http://www.gemsus.net)

Technical Support email: [bwatson@gemsus.net](mailto:bwatson@gemsus.net)

## **Computer Needs**

The only requirement that user must have to launch the GEMS Landscape Estimate Tool (LET) Demo or the GEMS General Estimating Tool (GET) Demo is a licensed version of Microsoft Excel 1997 or greater.

## **Users Manual Outline**

This Users Manual will guide the user in launching the Demo and will then cover the following troubleshooting items:

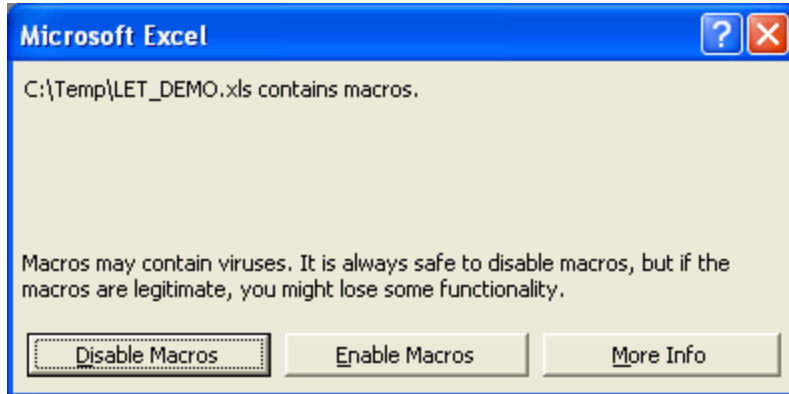
- Functions are not working
- Protected Cells
- General Error

If the user encounters a different problem, please contact Technical Support at [bwatson@gemsus.net](mailto:bwatson@gemsus.net).

## **Launching the Demo**

To launch either the GEMS Landscape Estimate Tool (LET) Demo or the GEMS General Estimating Tool (GET) Demo, follow these steps:

1. Open up the GEMS Estimating Tool Demo in Microsoft Excel.
2. Make sure the following message appears.



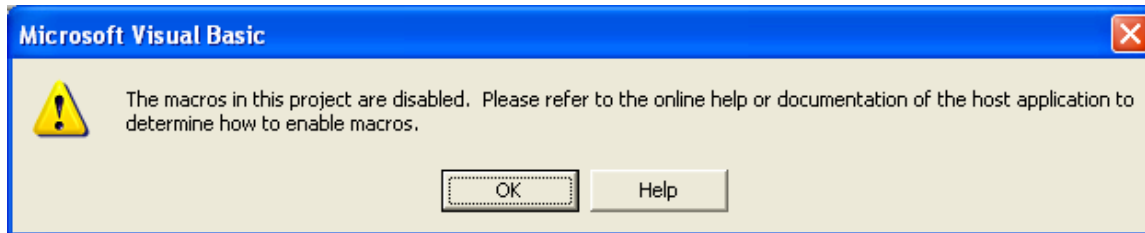
3. Click Enable Macros.
4. The program will launch.

If you do not get the message in Step 2, refer to the Troubleshooting section under **Functions are not working**.

## **Troubleshooting**

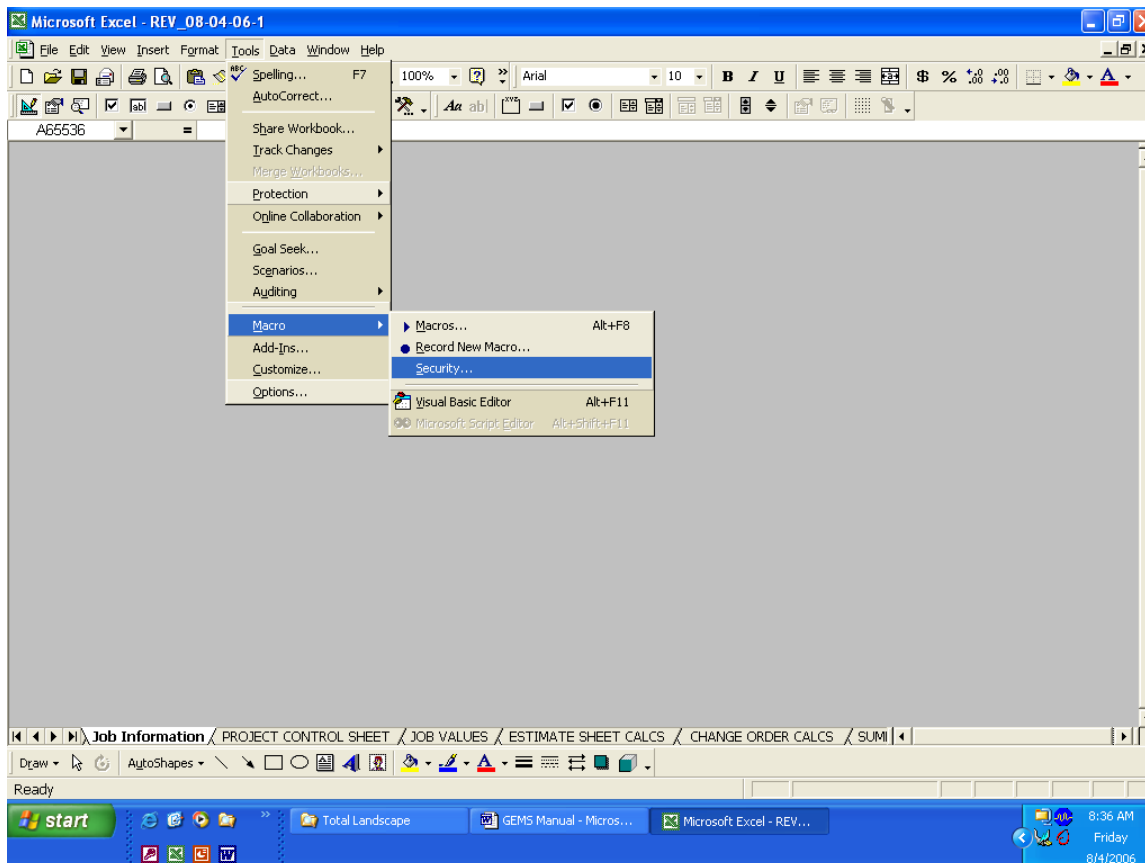
## Functions are not working

If after you open the Estimate Tool and try to activate any of the functions, and the following error message appears

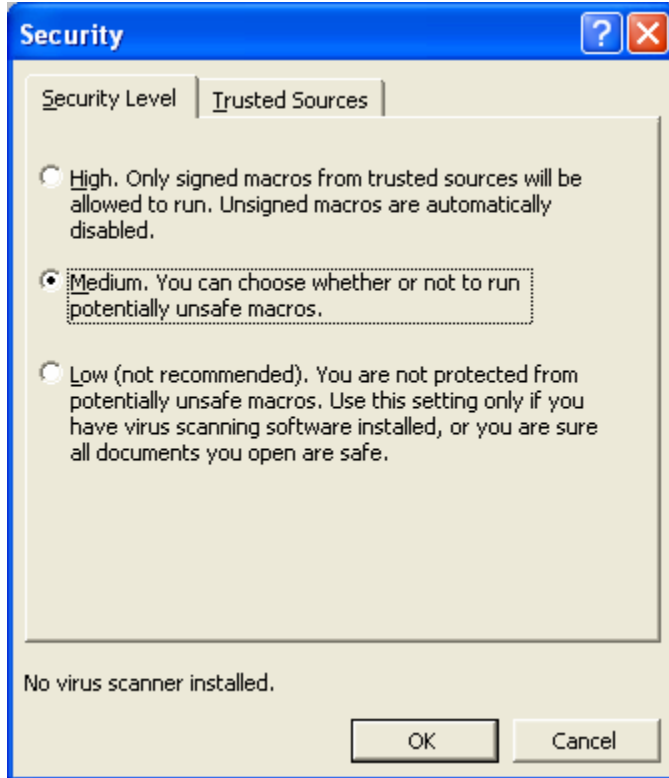


Do the following steps:

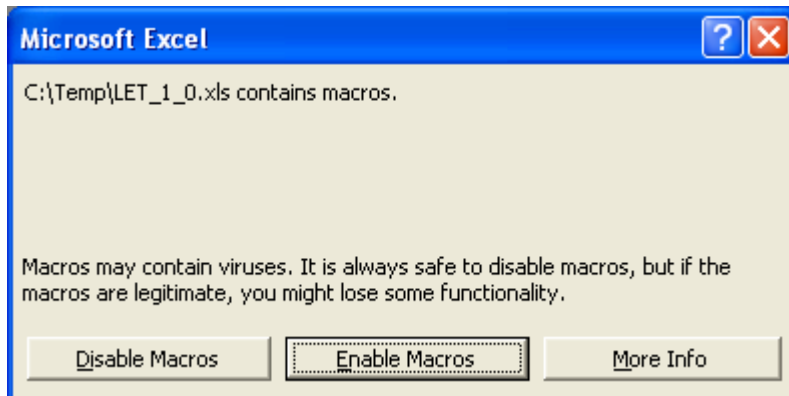
1. Go to the Tools → Macro → Security menu.



2. On the Security Level Tab, select Medium, then click OK.



3. Close the Estimate Tool. Do not save.
4. Open the Estimate Tool. You should see the following screen.



5. Select Enable Macros.
6. The Estimate Tool should now run properly.

## Protected Cells

If when working in the Estimate Tool you try to type information into a cell that is protected (i.e., locked), the following message will appear.

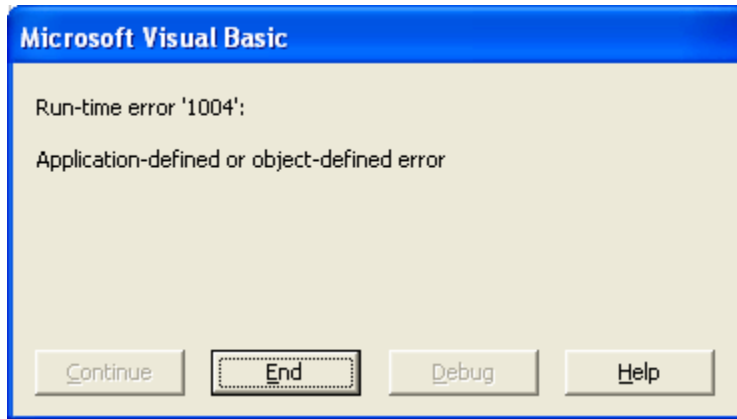


This is not cause for concern. It just indicates that you have tried to enter information into an incorrect cell.



## General Error

The following message will appear typically when a function is trying to process an incorrect type of value.



If this message appears, do the following:

1. Click End.
2. Close the Estimate sheet without saving.
3. Open the Estimate sheet up.
4. Try the function again.