

## U IT Support Team communication

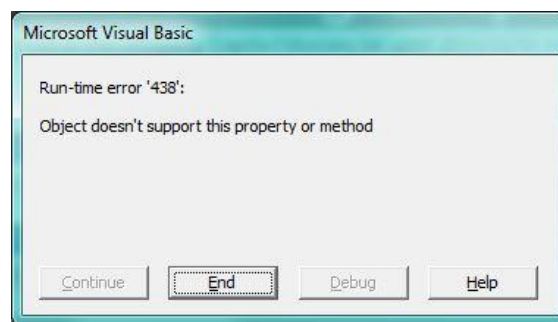
S216 – Runtime error 438		
Version	Date	Project
V 1.0	16/01/2015	300-01

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Dear customer,

We acknowledge a common issue with the MS\_Office environment which prevents users from running macros in their machines.

If you are facing the following error message while running one of the UIT Excel tools/macros :



**This error is generally caused by the latest update of windows (KB2726958) of the Microsoft Office Security patch of December 2014.**

More information relative to this issue can be found :

Link to Microsoft technet blog : [link](#)

Issue discussed on specialized forums [here](#) or [here](#)

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### **Solutions:**

#### **1 - Manual**

Problem should be solved by deleting two folders from the cache memory in your workstation :

1. Access the hard drive. Probably C:\
2. Find and open the Users folder in the hard drive directory.
3. Open your "user\_name" folder (e.g. James)
4. Open the AppData folder:  
If this folder is not visible:
  - Select from the menu bar: Tools -> Folder Options -> View Tab -> Check the bullet: Show hidden files, folder, drives -> Apply.
  - Close this window. Open the AppData folder.
5. Open the Local folder
6. Open the Temp folder
7. Delete the folders: Excel8.0 and VBE
8. Run the macro again
9. If the error persists please contact us on this phone number: +352 26 10 86 86

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## 2 - U IT fix utility

From your browser, type in the URL field: [www.uit.lu/sofie/Fix\\_Rt438.zip](http://www.uit.lu/sofie/Fix_Rt438.zip)

1. Download and extract the content of this zip file.
2. Run the included .exe file and answer “y” to the question.
3. If you don't have the permission to run applications in your machine please ask some advice from your IT department.
4. Run the macro again.

## 3 – Microsoft Fix

Please refer to the explanation given by Microsoft on their [Technet blog regarding this issue](#).

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### Other reasons :

#### 1 – ActiveX controls disabled in Excel

Ensure the ActiveX controls are not disabled in the Excel confidentiality center  
(Excel => Options => Trust Center => ActiveX Settings)

#### 2 – Group Policies

Please verify with you IT department the Windows domain GPO for any further restriction set.  
Practical example can be found [here](#)

#### 3 – Security tool (Anti-Virus, Anti-XXX, other)

Please refer to the documentation of the protection tool used.

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For any question or support, don't hesitate to contact us.

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