Frequently Asked Questions

Functionality

How can I change the delivery/contract timing for the data selected?

Use the drop-down list in the **"period"** column in the bottom section of the add-in window. You can choose between relative or outright.

Why do I get "conversion unavailable" in some cells?

The conversion you have chosen is unfortunately not available in the system or conversion is impossible. Please choose another currency / unit to display the data.

Why do I find discrepancies in some values when I convert a price using currencies and units?

While we endeavour to be as accurate as possible, discrepancies can occur in the conversion process due to the rounding of conversion factors held in the Argus database.

I cannot find an assessment or my search returned empty cells. Why?

There are several possibilities why some prices are not available to you:-
1. You may not be permissioned for the price series you are searching for.
2. The date range you are permissioned to see, is outside the requested date range.
3. You may have selected a date range where an assessment doesn't have values (either not started or discontinued).
4. You are looking for discontinued assessments and have not selected the **"include inactive prices"** check box.

Can I highlight the returned data in a different colour so I know which data is part of an embedded query?

Yes, please go to settings > Output and untick the box "Transparent". You can choose any colours by clicking on the grey bar.
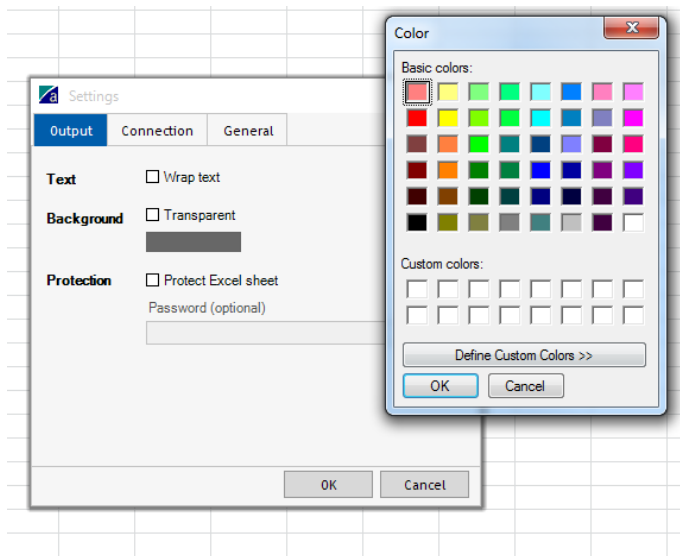
Can I copy and paste the data and still refresh the query?

No, you should not change the cells in which the output is returned directly in Excel. To change where the report is placed, edit your query and select a different cell under Output. We suggest that you use one worksheet to return all Argus data queries and a separate worksheet to analyse the data.
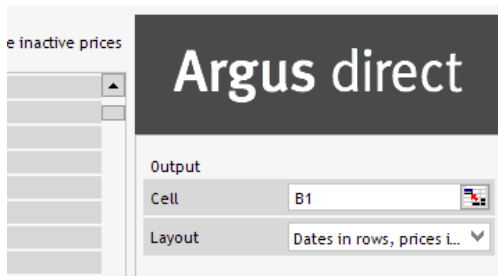
If a data query does not work as I expect, how can I get help without sending an Excel file that may contain sensitive corporate information?

The data queries used to extract Argus data can be saved as separate files, (named *.aastor). Save your query on your computer, the file extension is *.aastor. Send this file to Argus at support@argusmedia.com.

Installation

I am asked for log in details – but my login details do not work, what shall I do?

Please contact your IT department. In corporate networks, computer usage policies and software management controls often require software to be installed by authorised network personnel only.

 I have installed the add-in but the menus and tools bars are not displayed in Excel
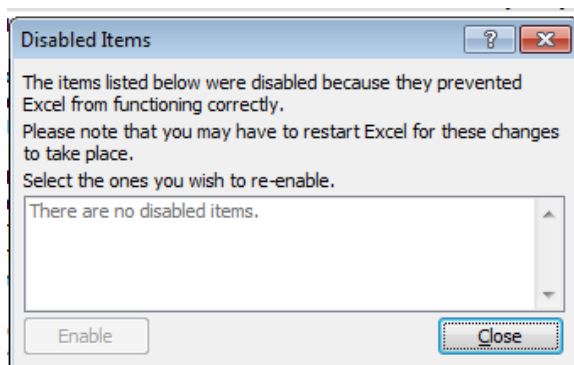
Excel has a feature to disable 3rd party software add-ins. To enable the add-in, go to Excel > File > Options. Select Add-Ins in the menu on the left.
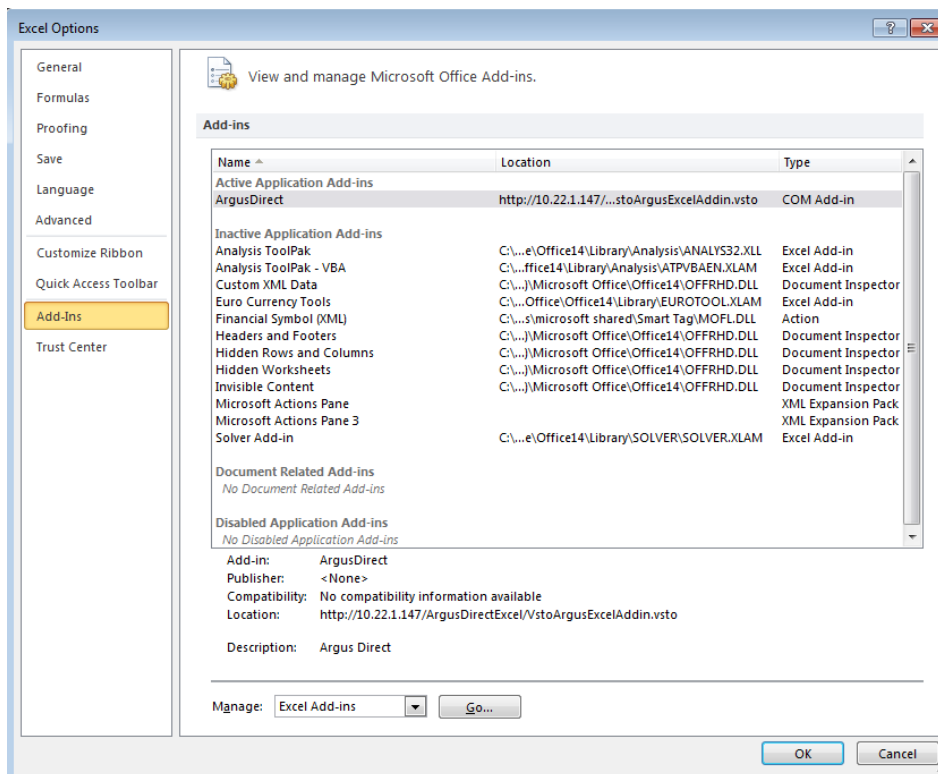
Select Disabled Items in the Manage drop down, click go.
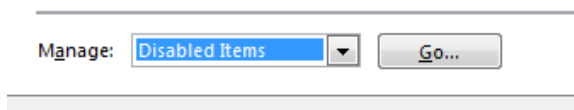
Select the add-in and click enable. Restart Excel.

The add-in is installed twice

For users of early versions of the add-in (Argus Link or Argus Direct), the add-in could be installed twice, preventing either from working. If the add-in appears twice in the control panel add or remove programs, uninstall both versions and re-install from the download location.

I have been asked to update the add-in, what shall I do?

From time to time the add-in is updated. The add-in will detect the existence of a newer version at this stage the user may either update or ignore the notice. If you ignore the update, the next time you start Excel and use the add-in you will be prompted to update again. Argus advises clients to keep the add-in fully updated as older versions might not function properly.

I have tried to update but it failed.

Once you select update you must close Excel before selecting the "Run" option. You can "Save" the new add-in and install later if you wish.

Can my colleagues access the add-in after I have installed it?

No, your colleagues will have to download the add-in on their machine. The ad-in installs into your user's profile folder, so only the user who installed it will have access to it.

Contact

Please contact the Argus support team support@argusmedia.com if you cannot find the information you are looking for, or call your local office www.argusmedia.com/contact.