

FFTK Report Generator Support & FAQ

Q: None of the buttons work in the interactive spreadsheet...

A: You need to enable macros in Microsoft Excel. How this is done for your version of office can be found at the Microsoft website. <http://office.microsoft.com/>

Q: FFTK Report Generator has cabling errors when connecting to the FFTK...

A: Verify that you have selected the correct COM port on the interactive spreadsheet. Your system's available com ports can be found through [Control Panel] > [System] > [Device Manager]. It is worth noting that the FFTK Report Generator only accepts COM ports numbered 1 through 4. You may need to rename your COM port in Device Manager.

Q: FFTK Report Generator isn't working (Vista/7/8)...

A: In order for the FFTK report generator to function properly, you need to have it installed in a write-accessible folder on your system. Most "new" versions of Windows (Vista, 7, 8) have special permission control on the [C:\Program Files (x86)] and [C:\Program Files] folders. On these newer systems we recommend installing the FFTK report generator to somewhere where you have write permissions such as...

For all users of the system: [C:\Users\Public\Public Documents\FFTK Report Generator].

For a single user: [C:\Users\{user_name}\My Documents\FFTK Report Generator], where {user_name} is the desired user.

Q: My Micrologic "E" series trip unit is mislabeled in the Report Generator...

A: The "E" series is not normally included in the install of the FFTK report generator. You will need to place the updated *str.db* definitions file we have provided into your FFTK Report Generator install directory. After doing this you should see the correct model of trip unit when you pull test reports. **Please note that you should be replacing the out of date *str.db* in your installation directory.**