Troubleshooting for the Excel Bloomberg Add-In

Often users experience problems with the download of data in Excel using the Bloomberg Add-In, e.g.,

- an error message occurs saying that the Bloomberg Excel Tools is either corrupt or missing,
- Bloomberg does not appear in the Excel menu bar,
- the cells of a spreadsheet with Bloomberg formulas like BDP or BDH show an error code etc.

These problems are usually not related to a corruption of the Bloomberg terminal but caused by interactions with the individual user profiles under Windows 7; therefore some users may experience inconveniences on a certain PC while others don’t. In most cases, the (unfortunately complex) procedure described in the sequel solves the problem.

1. Deactivate the Bloomberg Add-In in Excel
   a. Choose "Datei" → "Optionen":

![Screenshot of Excel options menu]
b. Then, choose "Add-Ins" → "Gehe zu..."

2. In the following dialog box, uncheck "Bloomberg Excel Tools", press OK and then terminate Excel:
3. Reinstall the Add-In
   a. Choose "Startmenü" → "Bloomberg" → "Install Excel Add-In":

   ![Image of Startmenü window with highlighted "Install Excel Add-In" option]

   b. Press "Install" in the following dialog box:

   ![Image of dialog box with "Install" button highlighted]

   c. After completion of the procedure, the following dialog boxes can be closed:

   ![Image of dialog box with "OK" button highlighted]

   ![Image of dialog box with "Close" button highlighted]
4. The success of the operation can be verified by running the "API Environment Diagnostics" from the Bloomberg menu:

5. If you are not logged in into Bloomberg, you must do so before continuing. Activate the "API Environment Diagnostics" by pressing "Start":

6. The procedure may take a few moments. If after completion some red values are visible like in the following picture, press "Repair" (important: other software, in particular MS Office products, must be closed before):

![Bloomberg API Diagnostics](image)

7. In case a warning message says that administrator privileges are required, ignore it. Then follow the instructions on the screen.

![Bloomberg Diagnostics Repair](image)
Afterwards Excel can be started again. To check finally if the add-in works correctly the spreadsheet "mytestxlsheetbdp.xlsx" can be opened. The cells should then be filled with the current quotes: