Problems with "Formulas" not working properly in Excel under terminal services, Citrix sessions, Also "Paste special" options only working sporadically.

Problem: When a user logs into a Citrix (terminal service session) and they double click on an Excel document; they find that when they try to change a formula in that document that it does not update. They will also notice that the word Calculate will display in the bottom tool bar towards that left hand side of the screen. If the user goes to tools/options/and then clicks on the calculation tab they will notice that under calculation automatic is already selected. They may also notice that if they open Excel first and then go to file and open the formulas will work part of the time. (Administrator Note: If you log into the terminal server itself as the administrator you will notice that this problem does not occur. The reason for this is still unknown). You may also find that if you copy that exact same document to you local machine and open it in Excel the formulas work fine. You may also find that if you shorten the number of characters of the folder name to sixteen this will temporarily fix the problem for the files in that folder, however as soon as you open the document the second time you will have the same problem again. If you don't then you will soon. The user may also notice that some of the time when they try to do a paste special with multiple formulas or even one formula it will not work properly or won't even give them the correct options. This is only a terminal services issue and Citrix.

Solution: To fix this issue you will need to do the following. Go to the user's terminal and open up Excel. Now click on tools and then click on add-ins. Place a check mark in the box beside Euro Currency Tools, and then click on ok. Now close out of Excel. Now double-click on the Excel document that you are having trouble with and you will find that all of the formulas

now work. You will also find that all of your paste special options work again like they are suppose to. Note: This will only work on a per user bases. If you want Excel to set the add-in as a default add-in for the users when they log into the terminal services, Citrix session you will need to do the following as well. Go to the TermServ2 and look under M:\tools for a file called tspatch.reg and open it with a text editor. Now you will need to add the following lines,

[HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Excel\Options]

"OPEN"="\"N:\\Program Files\\Microsoft

Office\\OFFICE11\\Library\\EUROTOOL.XLA\""

Now you will need to resave the file. Now when the users log into their terminal, Citrix session the Euro tools add-in will automatically be enabled, thus preventing you from having to go to each user's machine and manually checking this option. That is all you need to do, and the issue should now be resolved.

<u>Other Notes:</u> The cause of why the Euro Currency Tools add-in fixes the issue is still currently unknown. There is no documentation on the internet about this issue that has been located at this time.