RegressIt

RegressItMac troubleshooting instructions (Jan. 3, 2018)

This document shows steps that should be followed in order to diagnose problems that are encountered in running RegressIt on a Mac and to take useful screen shots with information about your computer, your analysis, and errors which may have occurred. Please try to capture the ones illustrated below, and send them to support@regressit.com in addition to a copy of the Excel file(s) in which the problems were encountered (saved in **post-crash condition** if a soft crash occurred or an incomplete analysis was produced). Also please include a brief description of what you were doing when the crash occurred. These instructions are detailed and may seem like a lot of work, but they don't actually take very long to carry out, and the information that is captured will make future conversations much more efficient.

Note: after a soft crash has occurred, you should not continue to use the same file for running models. Save it under a new name, and go back to an earlier analysis file or the original data for future work.
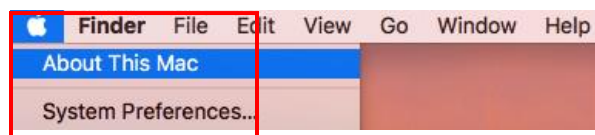
A few more notes: (i) While an analysis is running in Excel 2016, you will see progress messages in the lower left corner of the Excel window, telling you what RegressIt is working at the moment. (ii) Do not hit any keys on the keyboard while an analysis in still in progress. This will cause a crash. It is OK to touch the mouse, though. (iii)   If an analysis appears to have finished (i.e., "finished" appears in the message bar) but the screen is frozen, wiggle the mouse. This may be needed in order to close chart tabs. (iv) Sometimes an analysis that normally runs in a few seconds will take much longer, perhaps more than a minute. Be patient—an occasional workspace cleanup operation is probably going on. (v) If you are running an analysis with a very large data set, there will be some amount of delay after hitting Run, before progress messages start appearing, as input data is organized and checked prior to computation.

You can take a screen shot either by using the **Photos** app or the **Grab** app (whose icon is a pair of scissors).
- The Grab app can be found in the **Utilities** folder in your **Applications** directory in the sidebar in Finder. (*See the screen shots at the bottom of page 4 of this document*.)   Grab is easier to use than Photos because it allows you to directly select a portion of the screen to capture.   It also produces png files which are very small and easy to e-mail. Just launch the app and go to **Grab/Capture/Selection** and select the screen area to copy, then go to **File/Save** on its menu and save the captured area as a png file under a new name.
- To save and crop the screen image using the Photos app, you must first hit **Shift-Cmd-3** to save the entire screen image to the desktop, then use the **Import** command in the Photos app to import it for editing, then use the **Crop** tool in the sidebar, then use the **Export** command on the menu to save it again (a new file name is recommended).
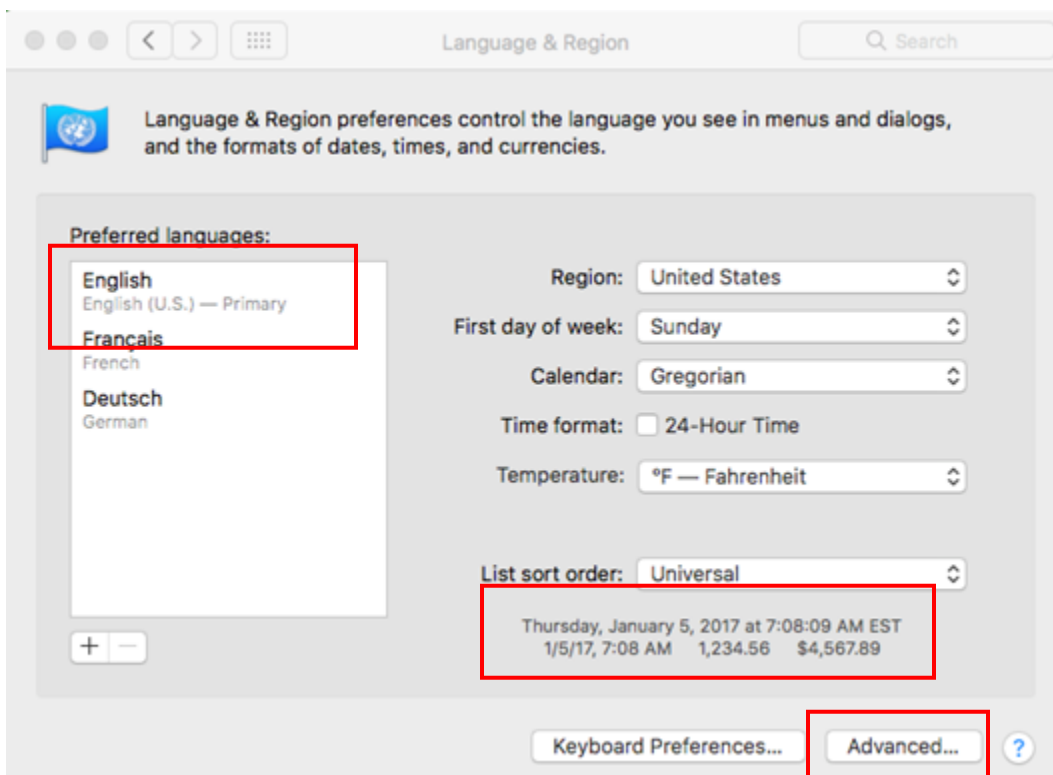
Here's how to proceed:

1. **Restart your computer.** Then, before launching Excel and RegressIt, go to **About This Mac** on the Apple menu…

…and take a screen shot of the **Overview** tab, as shown below.   A minimum of 8G of memory is recommended, although RegressIt should run in 4G if the data set is not too large.
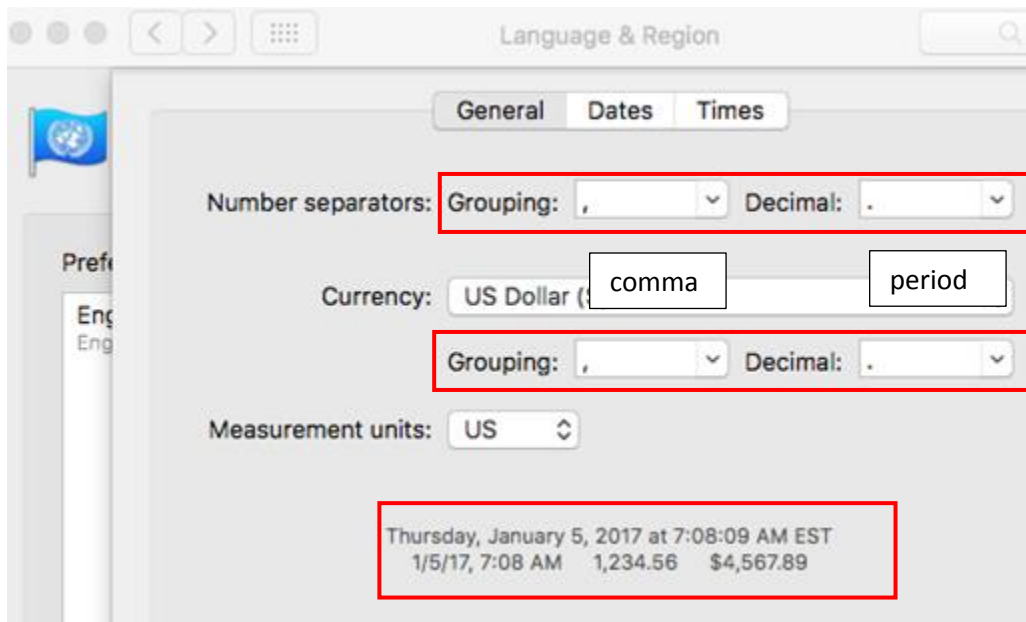

2.   Go to **System Preferences** on the Apple menu, and choose **Language and Region**.   The primary language can be your own, but if you continue to have problems, you should temporarily change it to U.S. English and see if that helps. You can add another language by clicking the "+" symbol in the lower left.   If you change the primary language, you may be asked to restart your computer again, but usually this is not necessary, and you can change back to your original settings after exiting from Excel.

Note that the date and time and current number and currency formats are illustrated in the text in the lower right of this dialog box and the one pictured below..

3. Click the **Advanced** button on the Language and Region screen (in the lower right corner of the screen shot on the previous page) and check the number formats. (Take another screen shot here.) **It is absolutely necessary for the grouping separator to be a comma and the decimal separator to be a period for both numbers and currency.** For example, the number "one thousand and one and one-half" should look like "1,001.5" on your screen rather than "1.001,5". This format is not the standard one in much of Europe, but it can easily be changed before and after an Excel session. You do not need to re-boot. It is OK to have another currency or measurement unit, e,g., euros instead of dollars, as long as commas and periods are in the places where RegressIt expects them to be.

If later you change the format back to your original non-U.S. one and then re-launch Excel and re-load the analysis file, you will see your own familiar number formats. The file is an ordinary Excel file whose display of numbers will match the current system settings. *You only need to use U.S. number formatting in Excel sessions where you are actively running RegressIt.*
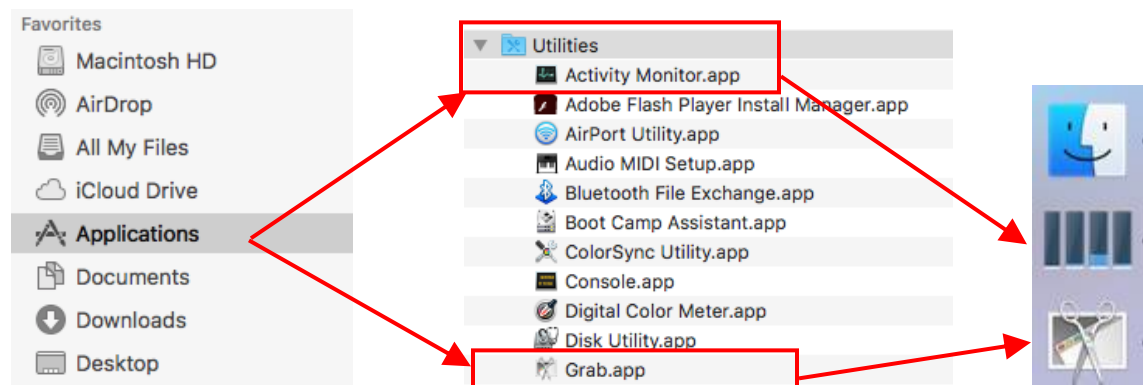
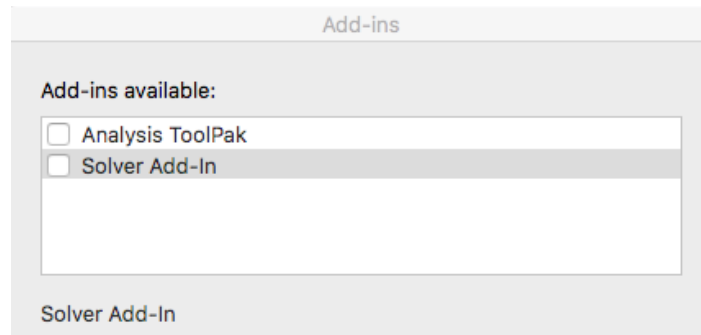4.   Go to the **Activity Monitor** (icon in dock with 4 vertical black bars):

…and take a screen shot of the **Energy** tab, which shows the applications currently running or recently running. If you have encountered technical problems, it is recommended that you turn off non-standard apps that may have auto-loaded when you started the computer, such as Skype or Dropbox or other social media. There are no particular known issues at this point, but conflicts are possible with programs that monitor or interrupt your keyboard activity in order to flash messages or which write to the clipboard or send files to remote printers. The ones below (which nearly everyone has) are OK.

App Name	Energy Impact ^	Avg Energy Impact	App Nap	Preventing Sleep
Finder	0,0	0.35	No	No
Photos Agent	0,0	0.01	-	-
VMware Fusion Start Menu	0,0	0.01	No	No
Time Machine	0,0	0.00	-	-
Microsoft Update Assistant	0,0	0.02	No	No
System Preferences	0,0	0.65	Yes	No
Preview	0.0	-	Yes	No
Photos	0.0	-	No	No
Office365ServiceV2	-	0.04	-	-
Spotlight	0.0	1.59	-	-
Safari	-	0.39	-	-
VMware Fusion	0.0	0.11	Yes	No
Microsoft Outlook	0.1	0.95	Yes	No
Microsoft Excel	0.1	13.87	Yes	No
Grab	1.0	-	No	No
Activity Monitor	1.2	0.24	No	No

Note: if you don't see the Activity Monitor icon in your dock, you can launch it or drag it to the dock by going to **Finder/Applications/Utilities**. It is the first app listed there. The Grab app appears below.
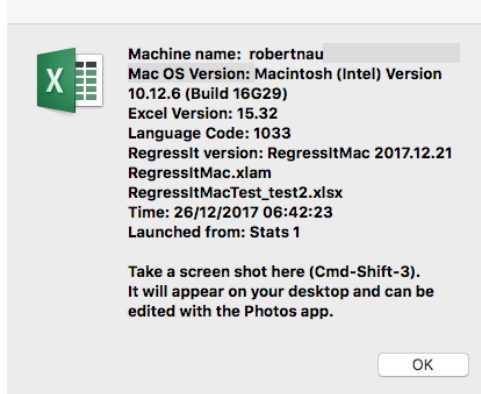
5. Launch Excel and go to **Tools/Excel Add-ins** on the menu and check the installed add-ins. If add-ins other than the Analysis Toolpak and Solver are installed and activated, it is possible that there could be conflicts with RegressIt, although there are no known issues except for Euro Currency tools. **The Euro Currency Tools add-in causes errors in formula evaluation in Visual Basic applications in general, and RegressIt will automatically turn it off when it is launched.** If you use Euro Currency tools for other work in Excel, you should return to this box after a RegressIt session and turn it back on.
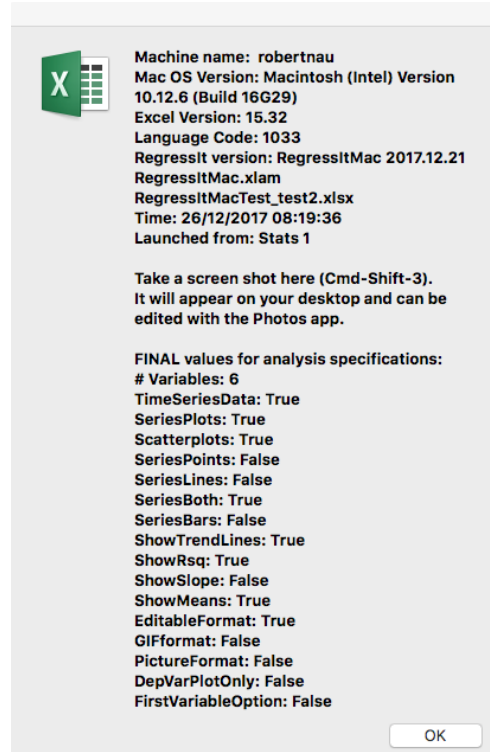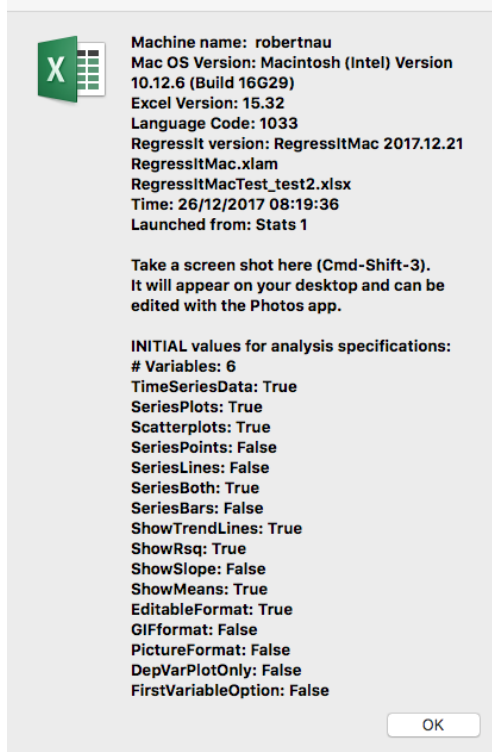

6. **In Finder, find the original (pre-crash) file in which the problem occurred, and rename it if necessary so that its name ends in "_test1" or "_test2",** for example, RegressItMacTest_test1.xlsx or RegressItMacTest_test2.xlsx. (*Note that an underscore character should precede test1 or test2*. You can use a file of your own here—just add the appropriate string on the file name.) The reason for doing this is as follows: **if you run RegressIt using an analysis file whose name ends in "_test1" or "_test2", you will get some diagnostic pop-up messages when running the descriptive statistics or regression procedures, which can be captured in screen shots**. So, if you encounter technical problems, you should make a copy of your original (pre-crash) file and append one of these two text strings to the file name, then use it to re-run the analysis in which the problem occurred. **The test1 version should be used to diagnose soft crashes, and test2 should be used for hard crashes.** When you use test2 mode (which takes longer to run), numbered messages will flash by in the message bar in the lower left of the Excel window, showing the steps in program execution, so that you can see how far it gets in the code before crashing. You should watch these messages and try to remember the number of the last step that is completed. You may also want to use test2 mode for soft crashes, because it will show the current step in the code that has been reached when an error message box is displayed.

7. **Open the test file, then open the RegressIt program file and hit "Enable" at the macro security prompt.** (If you do not see this prompt, your macro security level is not set properly. It should be "Disable All Macros With Notification". See the Download page on the web site for details.) **Then try to run or re-run a descriptive statistics or regression analysis.** The message boxes displayed in test1 or test2 mode will show information about your computer and your Excel version. (Some of this is the same information that is shown in the About-This-Mac box.) It is very important to capture this information. **Three such boxes will be displayed, if the program is still running at the point where they are produced.** The first is displayed when the procedure is launched, the second is displayed just before the analysis dialog box is opened, and the third is displayed after the Run button is hit. You should capture screen shots of all three (if you get that far), although only the last one that you see will be needed. (You may not see all of them if a crash occurs earlier.)

Message box 1 that is displayed in test1 or test2 mode in the descriptive stats procedure (computer information only):

Message boxes 2 and 3 (just before and after displaying dialog box for variable selection):

Similar message boxes are displayed for regression analyses.

8. If a soft crash occurs (one that does not cause an exit from Excel), try to get a screen shot of the first error message that is displayed, if any. Then rename and save the file in post-crash condition for purposes of e-mailing. If hard crash (exit from Excel) occurs, hit the **More Information** button in the **Microsoft Error Reporting** dialog box and take a screen shot of the top of the error report (just what you see at the top in your initial view—you don't need to scroll down).

Sorry about the inconvenience, and thanks for providing help for other users!