Troubleshooting
Weather Data Viewer
versions 5.0 and 6.0
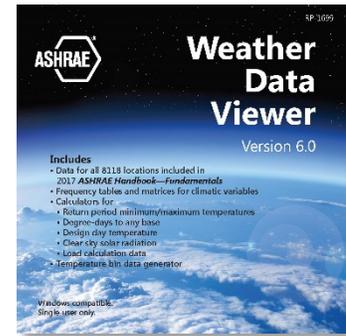
Problem: The autorun file should bring up Index.htm or index.html but on some computers never brings up anything in the open browser window.

Solution: Go to the root directory of the DVD and double-click Index.htm or index.html.

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Problem: WDView50.xlsm or WDView60.xlsm does not appear to be working.

Solution: WDView50.xlsm and WDView60.xlsm rely on Excel macros to work, so you must enable macros to run in Excel when opening WDView50.xlsm or WDView60.xlsm. Different versions of Excel have different ways of getting to where you can enable macros, so please use the Help feature of your version of Excel for instructions on how to enable macros for your use.

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Problem: WDView50.xlsm.xlsm or WDView60.xlsm does not appear to be working even after I have enabled macros.

Solution: You must reload (close and reopen) WDVIew50.xlsm or WDView60.xlsm after you have enabled macros.

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Problem: When using WDView50.xlsm or WDView60.xlsm, after information has been entered for a particular station, clicking "Retrieve data" produces the error message "Could not find data for station xxxxx."

Solutions:

- Go to the root directory of the DVD and double-click on WDVIew50.xlsm or WDView60.xlsm from there. (On some computers, opening WDView50.xlsm or WDView60.xlsm from Index.hmtl produces the error message but opening it from the root directly does not.)
- On the first tab (titled "Selection") of WDVIew50.xlsm or WDView60.xlsm, under the green heading "Help and other settings," click on "Additional settings." In the green bar on the page that opens, change ".\data" to "D:\data" where "D" is the letter of the DVD drive on your computer. Return to the "Selection" tab and click "Retrieve data" again.
- From the Help file, under Error messages: This message occurs when the station specified by the user is not one for which data is available in WDView; this may happen particularly when selecting a station by its WMO station number, in which case the Station summary section of the Selection sheet will contain N/A. The user should choose another station. This error also happens when the user has specified an invalid alternate location in the Additional settings sheet. If this is the case the user should select a correct alternate location.

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Problem: When using WDView50.xlsm.xlsm or WDView60.xlsm, when you click on the link for "On-line help (or press F1)" or when you press F1, the help that comes up is "We don't have anything in particular to recommend for what you're doing, but feel free to look around!"

Solution: This is the help window for Excel; if you want help specifically for WDView.xlsm or WDView60.xlsm, go to the root directory of the DVD and double-click on WDView50.chm or WDView60.chm.

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Problem: When you open WDVIew50.chm or WDView60.chm (help for WDView specifically and not Excel help), it does not display properly.

Solution: Go to the root directory of the DVD and right-click on WDView50.chm or WDView60.chm, then choose Properties, and at the bottom of the General tab select 'Unblock' to unblock the file.

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Problem: When you click to open the StationFinder map the browser window opens and appears to be trying to load the page but nothing ever comes up in the open browser window.

Solutions:

- Try opening StationFinder (www.ashrae.org/StationFinder for *Weather Data Viewer* 5.0 or http://klimaat.ca/hof/StationFinder for *Weather Data Viewer* 6.0) in another browser. Note that StationFinder is best viewed in Firefox or Safari. It may be very slow under some versions of Internet Explorer—allow 20-30 seconds for the map to load and 10-15 seconds for the markers to appear.
- If that doesn't work, try going to the rood directory of the DVD and double-clicking StationFinder.htm.
- If that doesn't work, try opening Index.htm or index.htm and clicking on the link to StationFinder from that page.
- If that doesn't work, try opening Index.htm or index.htm and right-clicking on the link to StationFinder and choosing "Open link in new Window" or "Open link in new tab."

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Problem: When you click to open the StationFinder map, the browser window opens and shows some text with a box and reads "Loading…." in the box but no map ever appears in the box.

Solution: Try opening StationFinder (www.ashrae.org/StationFinder for *Weather Data Viewer* 5.0 or http://klimaat.ca/hof/StationFinder for *Weather Data Viewer* 6.0) in another browser. Note that StationFinder is best viewed in Firefox or Safari. It may be very slow under some versions of Internet Explorer—allow 20-30 seconds for the map to load and 10-15 seconds for the markers to appear. If that doesn't work, see other solutions for the above problem.