



Excel Add-in
Technical Manual
29th October 2021
Version 1.3.834

INSTALLATION

PREREQUISITES

In order to use Fastmarkets' Excel Add-in, please ensure you are working with the following:

Windows versions – Windows 7, Windows 8 or Windows 10

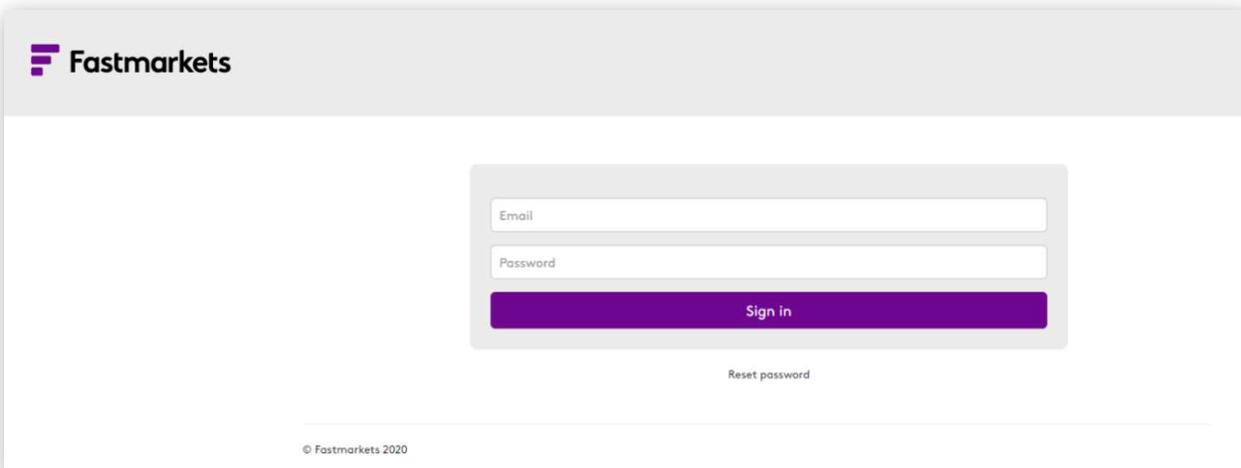
Microsoft Excel versions – 2010 or later (32 and 64 bit)

➤ **Please note:** *Fastmarkets' Excel Add-in is not supported on Mac operating systems*

Microsoft .NET Framework version - .NET Framework 4.5.2

DOWNLOADING AND INSTALLING THE FASTMARKETS EXCEL ADD-IN

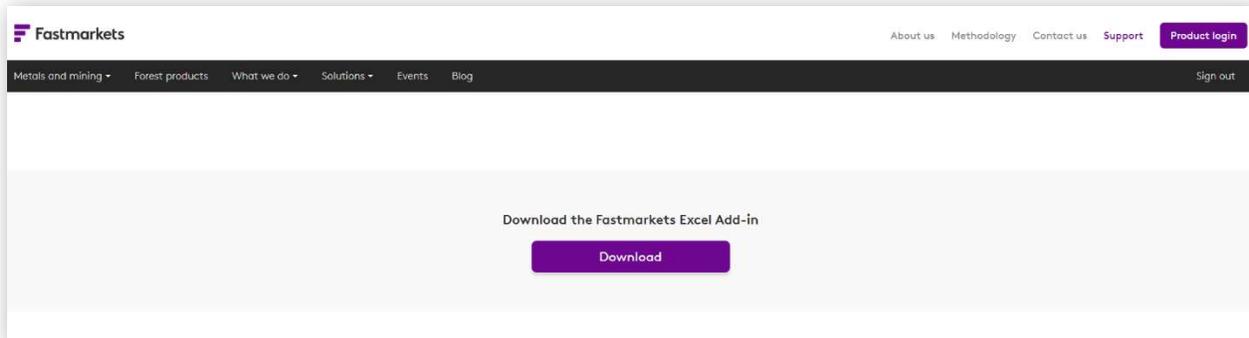
You can download the latest edition of Fastmarkets' Excel Add-in, by going to <https://www.fastmarkets.com/excel-download>. You will be prompted to enter your username and password, then click on the purple "Sign in" button.



If you are an existing Fastmarkets subscriber, you will log in using your Fastmarkets username and password. If you are a new user, **your username is the email address associated with your account**, and you should have received an email with instructions on how to set up your password. If you did not receive these instructions, please reach out to our Customer Success team by telephone or email. Alternatively, you may wish to check your email junk folder for emails from hello@fastmarkets.com.

- **Europe, Middle East and Africa: +44 (0)20 3855 5581**
- **Asia: +65 31 633 458**
- **Americas: +1 708 329 2641**
- **Email: customersuccess@fastmarkets.com**

Upon signing in, you will be taken to the page from which you'll download Fastmarkets' Excel Add-in.

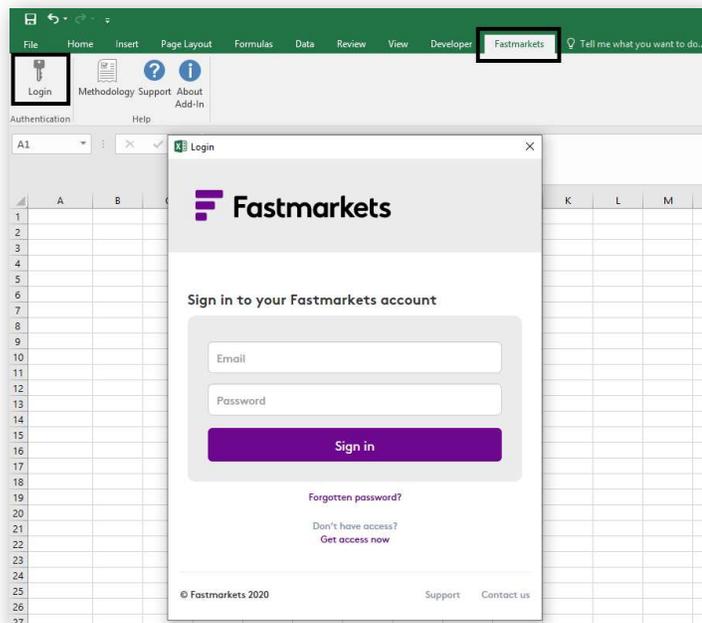


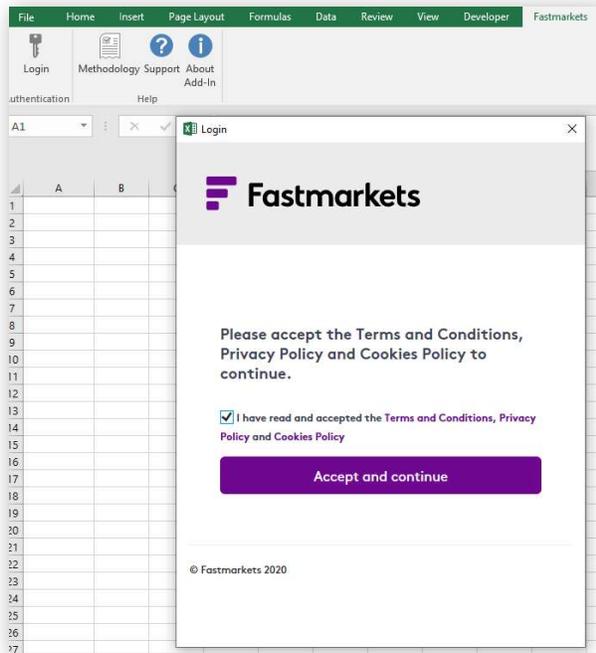
Click on the purple “Download” button and, once the download has finished, run the program to complete the installation.

Please note the installation should be run from your own account rather than from admin account. For technical/IT users requiring installation for multiple users, then it should be run from admin’s account with MSIINSTALLPERUSER="" parameter. Please see the "OTHER FAQS FOR SYSTEM ADMINISTRATORS section in the below FAQ's for further information.

LOGGING IN TO THE EXCEL ADD-IN

Launch Excel and open a new workbook. You should notice a Fastmarkets tab in the Excel toolbar and a key icon with the word “Login” in the top-left corner. Click on the key icon, and a new window will open, prompting you to enter your username and password. You should enter the same username and password you used to download Fastmarkets' Excel Add-in. Then click on the purple “Sign in” button.





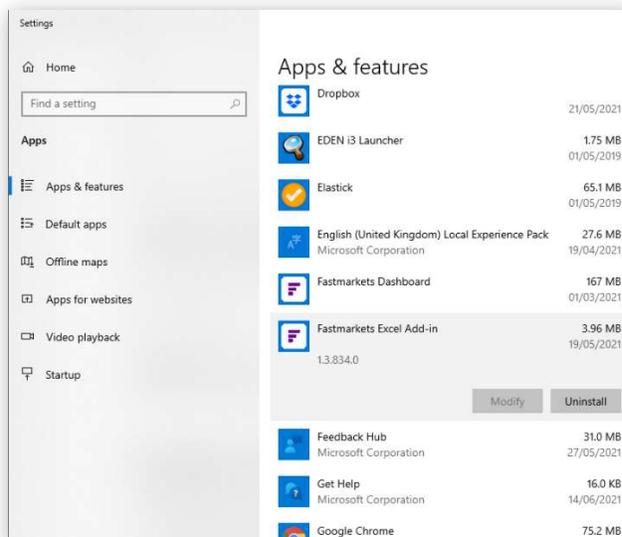
You will then be prompted to read and accept the Terms and Conditions, Privacy and Cookie policies. This will only appear again if any of these change.

Congratulations! You are now ready to begin using Fastmarkets' Excel Add-in.

UNINSTALLATION/REPAIRING

Should you need to uninstall the Excel Add-in, please ensure the Fastmarkets Excel Add-in is removed via:

Apps & Features > Fastmarkets Excel Add-in – click once then click Uninstall



Please note – any Fastmarkets Excel Add-in files should **not** be deleted directly from the installation folder. This will cause any future installations to fail.

FREQUENTLY ASKED QUESTIONS

LOG-IN DETAILS

How do I get my username and password?

Your username is your email address. You will receive a welcome email with a link to reset your password. Set your password, then log in to the <https://www.fastmarkets.com/excel-download> website to download the installer for the Excel Add-in. After installation, you will use the same username and password to log in to the Excel Add-in.

What happens if I forget my username and password?

You can reset your password from the <https://www.fastmarkets.com/platform-password-reset> website by selecting “Reset password”. Your username is your email address.

Can I change my password?

Yes. Log in to the <https://www.fastmarkets.com/platform-password-reset> website and select “Reset password”.

What about updates?

When you log in, you will be notified if a new version of the Excel Add-in becomes available. Once you confirm that you wish to install the new version, Excel will restart and the update will be installed automatically.

What if I wish to uninstall the Excel Add-in?

Uninstall the application by opening the Windows Control Panel, selecting “Programs and Features”, selecting “Fastmarkets Excel Add-in” and clicking “Uninstall”.

SESSION MANAGEMENT

Can Excel remember my log-in details?

Yes, after the first time you log in to the Add-in, Excel will remember your log-in details. However, when your session expires, you will have to log in again.

Can I share login credentials with a colleague?

Log-in credentials are unique and cannot be shared with others. Please contact your Account Manager to add users.

OTHER FAQs FOR SYSTEM ADMINISTRATORS

Is it possible to disable automatic updates and specify where the add-in installs?

In version FastmarketsAddIn.1.1.331 and above, it is possible as an administrator to enter command line arguments for the MSI installer to control the folder for the installation and a

user's ability to enable or disable updates to the latest version. There are three new parameters that provide the following capabilities:

- MSIINSTALLPERUSER determines whether the Excel Add-in will be installed for the current user only (MSIINSTALLPERUSER="1" is the default value) or for all users (MSIINSTALLPERUSER="").
- INSTALLFOLDER specifies the directory where the Add-in will be installed. By default, it will install into the AppData folder for the current user. When not specified and MSIINSTALLPERUSER="", the Add-In will install into "C:\Program Files (x86)\Euromoney\Fastmarkets Excel Add-in\".
- ENABLESELFUPDATE allows the disabling of Add-in updates ("true" is the default value).

Below is an example of the required syntax to specify a folder for all users with the ability to update by user disabled:

```
msiexec /i "FastmarketsAddin.msi" ENABLESELFUPDATE="false"  
INSTALLFOLDER="C:\FolderName\" MSIINSTALLPERUSER=""
```

Does the tool ever send information to the Internet? If so what type of information transfers?

Yes, it sends credential for login and parameter of request to our systems. Everything is sent over SSL connection and is encrypted from end to end.

Does the Excel Add-in store activities or history in a database? If so, where is the database located?

No, activities and history are not stored in a database. However, there are some temporary data and logs stored at the user machine in the Add-in installation folder and user data folder.

In Fastmarkets Excel Add-In v1.1.476 and above, log and temporary files will have a location change:

From AppData\Local location under AddIn folder:

"c:\Users\\AppData\Local\Programs\Euromoney\Fastmarkets Excel Add-in".

To Log files: c:\Users\\AppData\Roaming\Euromoney\Fastmarkets Excel Add-in\logs\ token.dat and updateCheck.dat: c:\Users\\AppData\Roaming\Euromoney\Fastmarkets Excel Add-in\

Is there a license key?

No, there is no license key. Log-in to the Excel Add-in is done by users individually after installation.

Is silent installation available for the Excel Add-in?

Yes, silent installs can be used for automatic Excel Add-in installations or upgrades using the installer from either command prompt/Windows PowerShell. The syntax would be “FastmarketsAddIn.(insert version numbers).msi /quiet”.

TROUBLESHOOTING

Issue	Action to be taken
<p>When I try to download Fastmarkets’ Excel Add-in installer in Internet Explorer, I see an error message that reads, “Your System Administrator blocked FastmarketsAddin.msi”.</p>	<p>Ask your system administrator to add https://downloads.fastmarkets.com/excel to the trusted sites list.</p> <p>Alternatively, download the Excel Add-in installer using a browser such as Chrome or Edge.</p>
<p>When I try to install Fastmarkets’ Excel Add-in in Chrome or Edge, I see an error message that reads “Windows has protected your PC; Windows Defender SmartScreen prevented an unrecognized app from starting”.</p> 	<p>Click on “More Info” and select “Run anyway.”</p> <p>Alternatively, ask your system administrator to add https://downloads.fastmarkets.com/excel to the trusted sites list and try downloading the installer again.</p>
<p>I’ve installed the Add-in but am unable to see the menus and toolbars in Excel.</p>	<p>Excel has a feature to disable third-party software Add-ins. To enable the</p>



The screenshot shows the Windows Control Panel window for 'Programs and Features'. The breadcrumb path 'Control Panel > Programs > Programs and Features' is highlighted with a red box. Below the breadcrumb, the title bar reads 'Uninstall or change a program'. A table of installed programs is visible, with 'Fastmarkets Excel Add-in' highlighted. A context menu is open over this entry, with 'Uninstall' and 'Repair' options highlighted by red boxes. Other programs listed include 'Java 8 Update 171', 'Java 8 Update 201', and 'McAfee Endpoint Security Pl...'. The publisher for 'Fastmarkets Excel Add-in' is listed as 'Fastmarkets'.

Fastmarkets Excel Add-in, go to Excel > File > Options. Select “Add-ins” from the menu on the left. Select “Disable items” in the Manage dropdown menu, then click Go. Select “Fastmarkets Excel Add-in” and click Enable. Ensure you save and close any spreadsheets, then restart Excel.

Repair functionality for the Excel Add-In installer is available either from the installer itself or from Control Panel > Programs > Programs and Features. Right-click over “Fastmarkets Excel Add-in” in the program list and select Repair.