

INSTALLING



Contact **Microsoft** tech support if these QuickTips do not resolve your issue...

1-800-642-7676

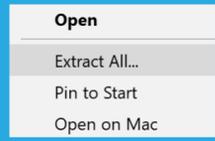
IMPORTANT: Quit PowerPoint before installing.

1 (Re)Download Build-a-Graphic installer...

Use the following direct link: <https://www.billiondollargraphics.com/Build-a-Graphic.zip>. (Be sure to uncompress the .zip file before installing. See #2.)

2 Software not installing...

SOLUTION: If you received a link to a .zip (compressed file), be sure to uncompress it before installing. To uncompress, right click on the .zip file and select "Extract All." Save the installer to a place you can access. Next, double click the Build-a-Graphic.exe installer and follow the instructions.

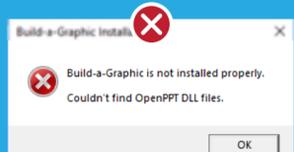


3 Windows Defender / Antivirus False Flags...

SOLUTION: Choose "Run Anyway." False installation flags *may* occur due to the fact that Build-a-Graphic is relatively new and Microsoft doesn't recognize the software. In time, Microsoft will recognize it and no longer flag the software as a potential issue.

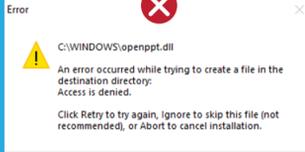


4 Three installation related errors...



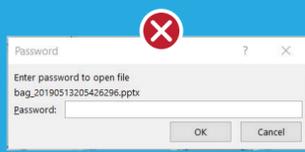
DLL Error

(During or After Installing Build-a-Graphic)



Directory Creation Error

(When Installing Build-a-Graphic)

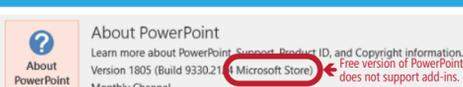


Password Request Error

(When Inserting Graphic from Library)

SOLUTION 1: Confirm that you are NOT using the free "store" version of PowerPoint. (The free version does not officially support add-ins.)

To check your version, click the "File" tab. Select "Account" from the backstage view. Click the "About PowerPoint" button and look for "Microsoft Store." If you are running the store version, contact us.



SOLUTION 2: If you are not running the free version, as with all software installation, you need administrator privileges. To fix the three errors above, if you have already installed the software, uninstall and then reinstall. You have three reinstall options:

OPTION A: Right click on the Build-a-Graphic installer (Build-a-Graphic.exe) and choose "Run as administrator." Depending upon your PC's security settings, this may or may not give you the privileges you need to install the software.



OPTION B: Request that your internal IT department assist you with installing Build-a-Graphic.

The admin logs on as you (a user). Next, the admin right clicks on the installer and selects "Install as a Admin." The admin enters their admin credentials and installs. (If Build-a-Graphic is accidentally installed by the administrator FOR the administrator, the add-in will disappear when logged in as a user and not the admin—see #6.)

OPTION C: Request that your internal IT department assist you with installing Build-a-Graphic.

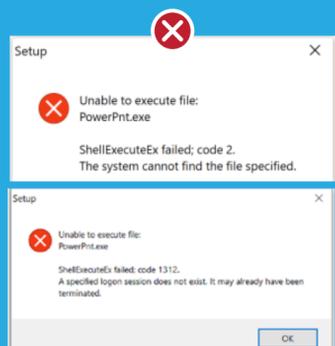
The admin temporarily gives you (a user) local administrator permissions. Next, run the installer and then the admin switches you back to a standard user. (If Build-a-Graphic is accidentally installed by the administrator FOR the administrator, the add-in will disappear when logged in as a user and not the admin—see #6.)

SOLUTION 3: If your company uses Azure for security, create a rule in the Endpoint Manager to **activate** "Allow Office VBA" and **deactivate** "Disable All Active X (User)" and "Disable VBA for Office applications."

5 Unable to execute file: 1312 or PowerPnt.exe error...

SOLUTION: This error occurs when PowerPoint is not installed where it normally is (the installer can't find PowerPoint) **or** PowerPoint is not installed on your hard drive **or** you do not have full admin privileges.

To eliminate this error, make sure PowerPoint is not the "Microsoft Store" version (see #4) and is closed before installing. (PowerPoint must be installed on your computer for Build-a-Graphic to work. PowerPoint Online does not support add-ins.) Next, temporarily make the user an admin, install it, then return them to a normal user.



6 After installing as admin, Build-a-Graphic disappears or is not seen by another user...

SOLUTION: The issue is caused when the PC switches to a new user. (It can occur when switching users **or** during updates because the PC changes back to a standard configuration.) To fix, add Build-a-Graphic to PowerPoint for that user...

STEP 1: In PowerPoint, go to File / Options / Add-Ins and then change "COM Add-ins" to "PowerPoint Add-ins" at the bottom where it reads Manage.

STEP 2: Click "Go" and then "Add New" in the following window and navigate to where the add-in is installed (type "%LocalAppData%\Build-a-Graphic" **or** navigate to C:\Users\your user name\AppData\Local\Build-a-Graphic).

STEP 3: Select the Build-a-Graphic add-in followed by OK and then Close.

NOTE: Make sure your Trust Center accepts Build-a-Graphic. Go to Options/Trust Center/Trust Center Settings. If "Require Application Add-ins to be signed by Trusted Publisher" is on, make sure Build-a-Graphic appears under "Trusted Add-ins Catalogs." You can also turn off the requirement.

ACTIVATION and RENEWAL



7 How to activate...

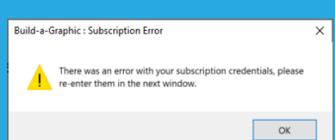
Click on "About" in the Build-a-Graphic tab (in PowerPoint). Click "Activate or Renew your Subscription." Copy and paste all three lines (name, date and code) from your activation credentials.

8 How to renew...

Click on "About" in the Build-a-Graphic tab (in PowerPoint). Click "Activate or Renew your Subscription." Copy and paste all three lines of your **NEW** credentials (name, date and code) from your activation credentials.

9 Subscription error...

SOLUTION: Uninstall and reinstall the plug in. To do so, download and run the installer (link in number 1, above). Use it to **uninstall** first. Next, use the same installer to **(re)install** Build-a-Graphic. Be sure PowerPoint is not open when running the installer.

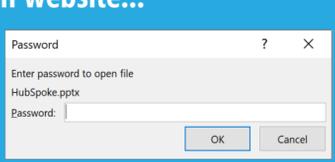


EVERYDAY USE



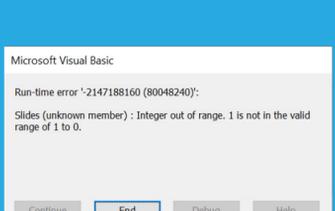
10 Password request when downloading **NEW** graphics from website...

SOLUTION: Follow the instructions at the top of the web page (<https://billiondollargraphics.com/new-build-a-graphic-collections2>). Your new graphics cannot be accessed until after you download and "Add to Library." Your new graphics appear at the bottom of your "View Library" window.



11 Run-time error when adding **NEW** graphics...

SOLUTION: Close all other software before adding new graphics with the Add to Library button. If that doesn't work, restart your computer.



12 3343 error...

SOLUTION: Uninstall and reinstall Build-a-Graphic. (An error occurred during installation.)

13 3028 error...

SOLUTION: Restart PowerPoint and all should be a-OK. If not, restart your computer.

14 The Insert Graphic dropdown closes before you can select a graphic...

SOLUTION: In the lower right of your ribbon select "Pin the Ribbon" or click Control + F1.

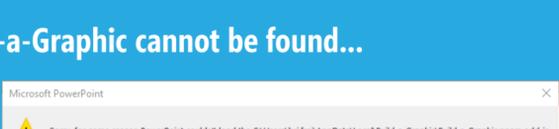


15 After restarting PowerPoint, the Build-a-Graphic tab is no longer visible...

SOLUTION: Reload the Build-a-Graphic add-in. In PowerPoint, click "File/Options," and then click "Add-Ins." Next, in the "Manage" list, click "PowerPoint Add-ins," and then click "Go." Lastly, in the "Available Add-Ins" list, select the check box next to the Build-a-Graphic add-in, and then click "Close."

16 After changing your user name, Build-a-Graphic cannot be found...

SOLUTION: Use step 6 in this QuickTip PDF **or** reinstall Build-a-Graphic (step 1) **or** contact your IT support to resolve the error since it is a naming issue specific to your computer.



REPORT A NEW ISSUE



17 If you cannot find a solution above call Microsoft at 1-800-642-7676 or...

SOLUTION: Go to <https://support.microsoft.com/en-us/help/22878/windows-10-record-steps> and follow the instructions. Send us the .zip file to help us quickly address the issue. Tell us what version of PowerPoint and Windows OS you are running and if it is 32 or 64 bit. Thank you!

A) How to determine your version of PowerPoint: <https://www.shapechef.com/blog/find-powerpoint-version>

B) How to determine your version of Windows OS: <https://support.microsoft.com/en-us/help/13443/windows-which-version-am-i-running>

Questions? Email us at info@BillionDollarGraphics.com.