About this Fix

This fix will correct the issue with disappearing Active X controls which appeared in Excel when a security upgrade was recently installed.

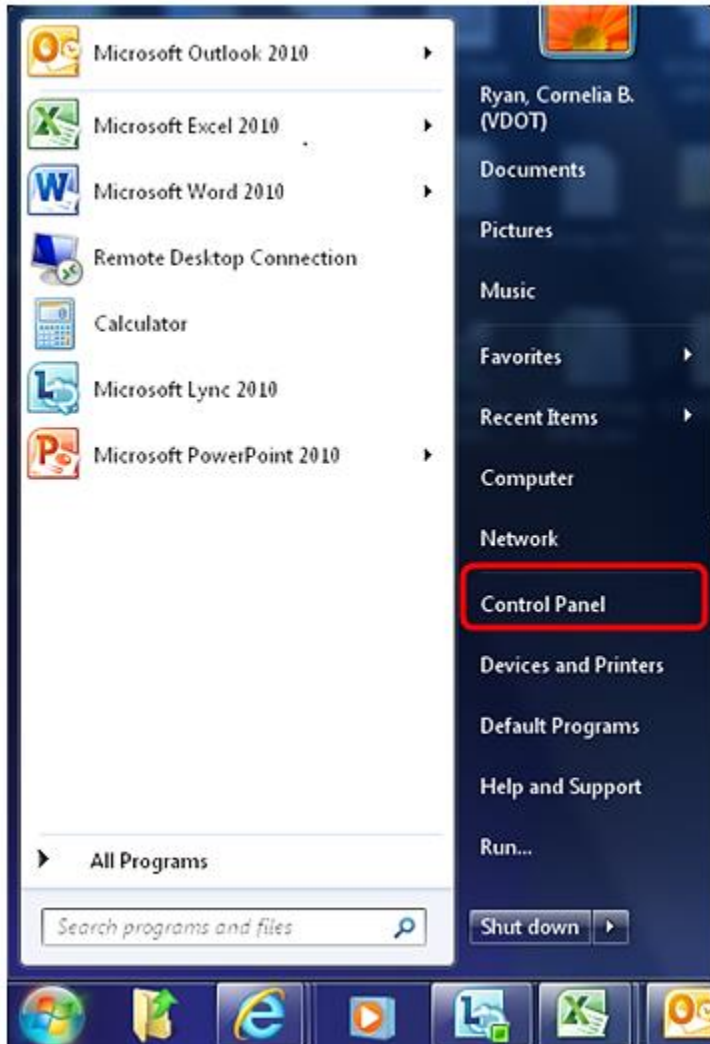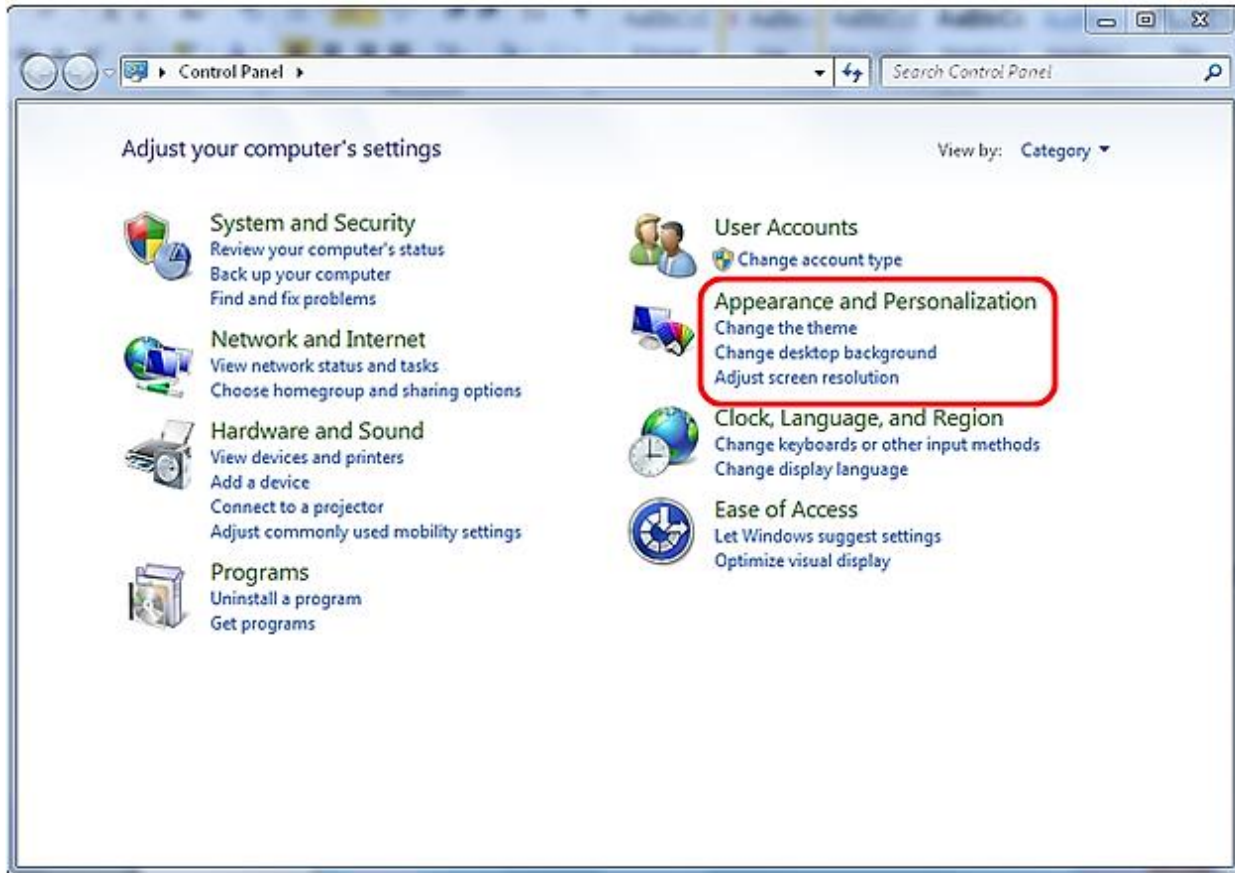**Save and close ALL files before you begin this process.**

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To View hidden folders on your Machine:

(This is being done as a check to make sure that you are able to view and delete the temporary files.)
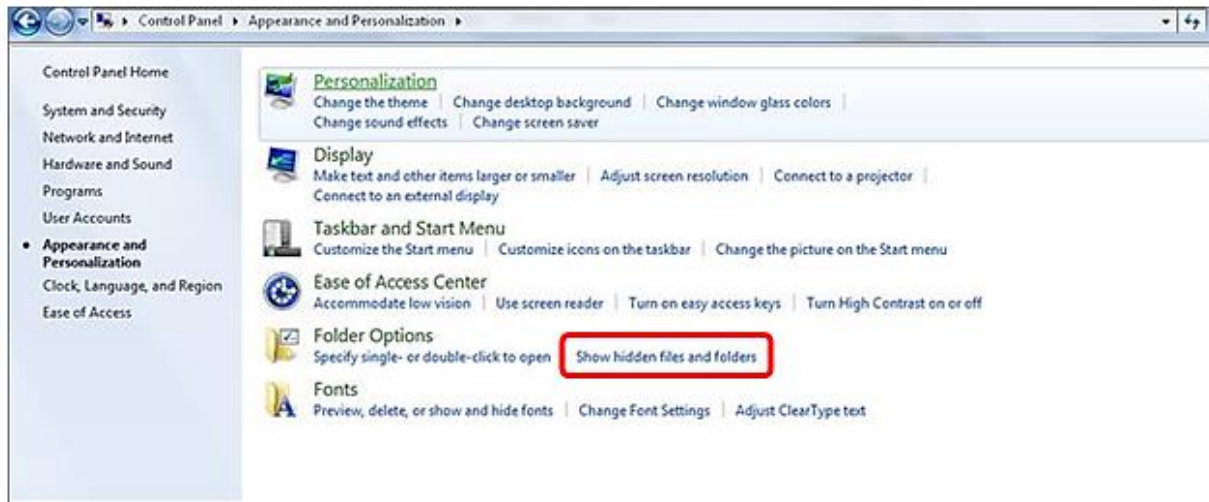
1   Navigate to the Control Panel on your computer.

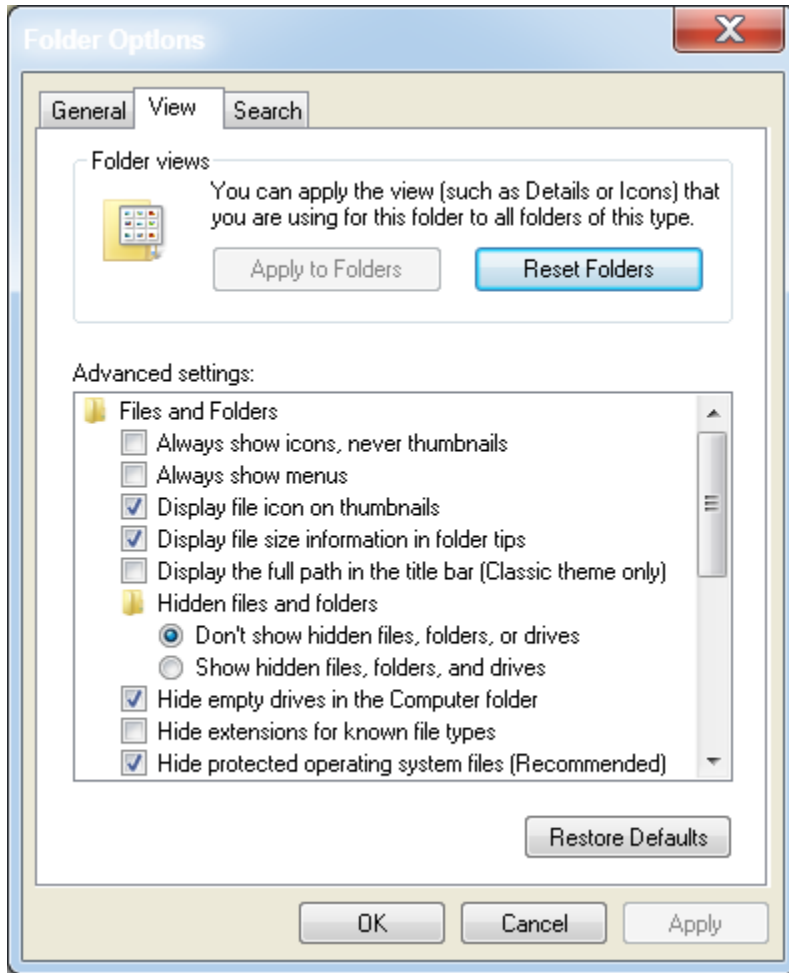**2** Click on the "Appearance and Personalization" icon.

3 Select "Show hidden files and folders" under the "Folder Options" icon.
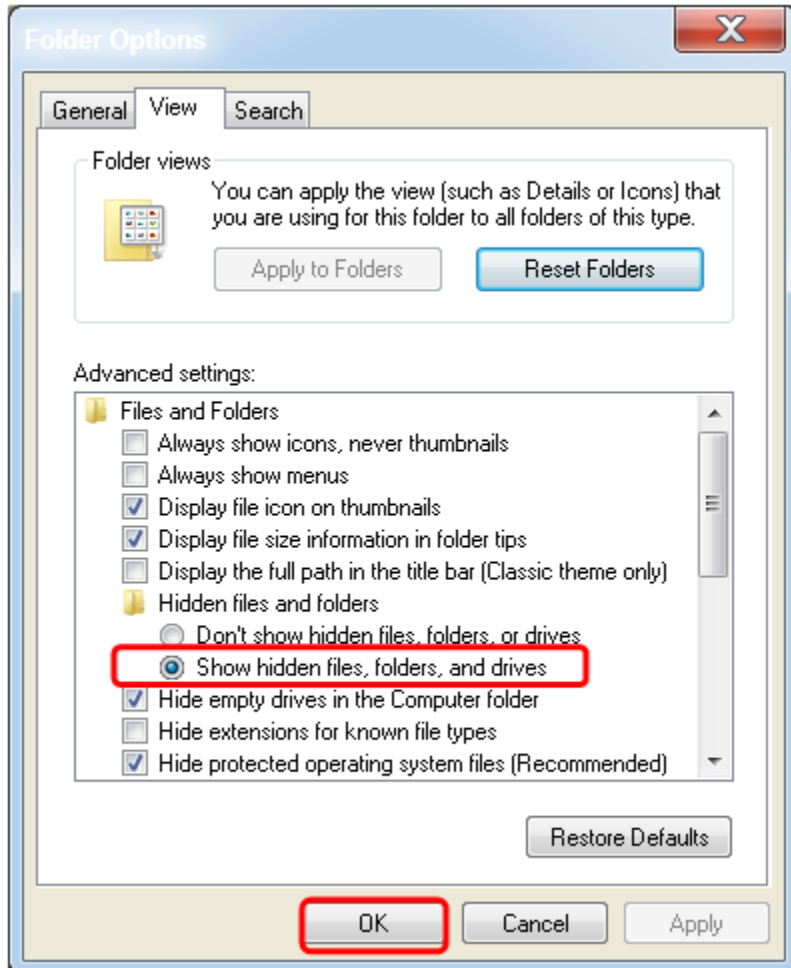
4 Folder Options will appear.

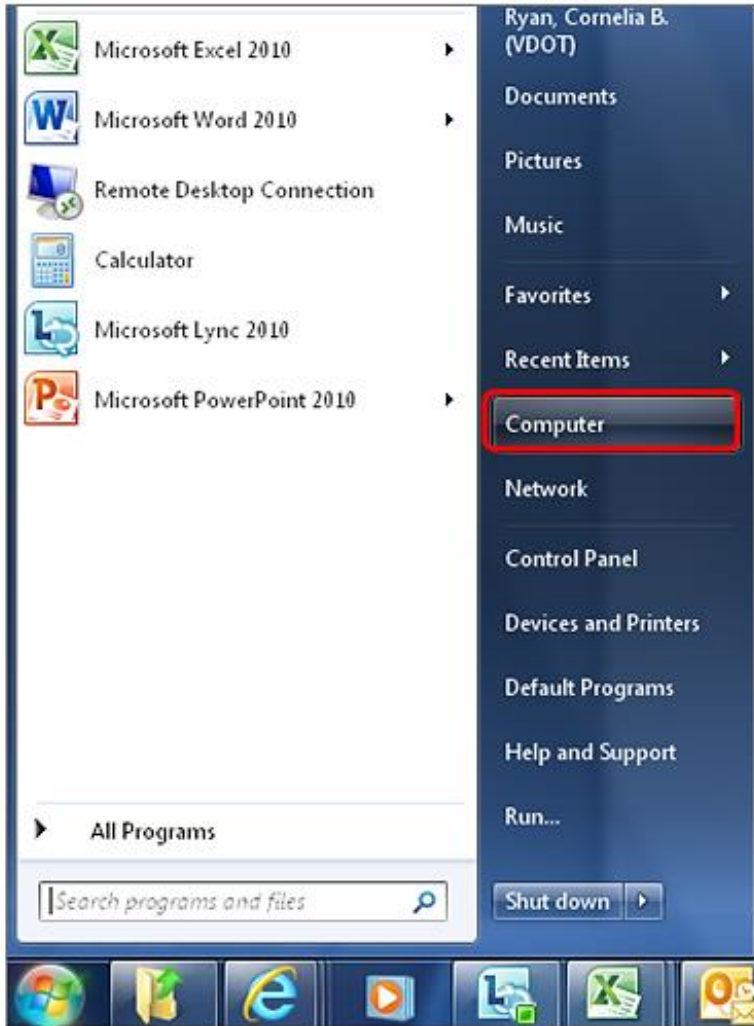*(Please note that you may or may not have the exact same settings that are listed below)*

5 Look to "Hidden files and folders" under "Advanced settings" and if "Show hidden files, folders and drives" is not selected then please select it.
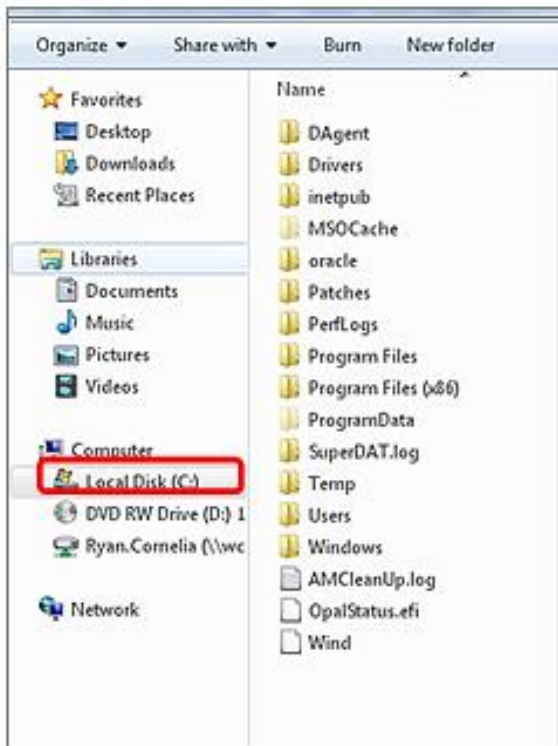
6 Click **"OK".**

Delete MSForms.exd Temporary Files:

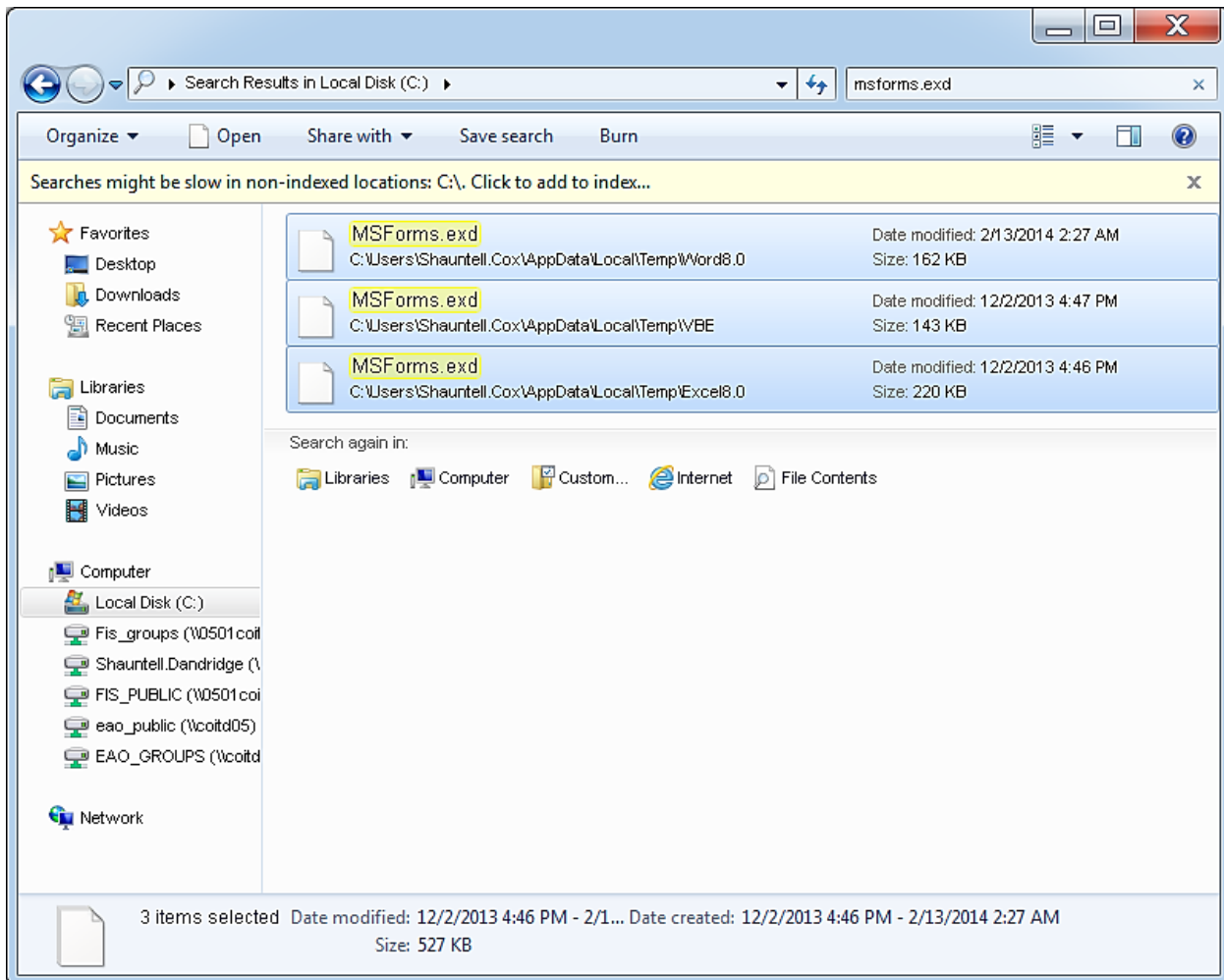**7** Navigate to the Start Button and Select Computer.

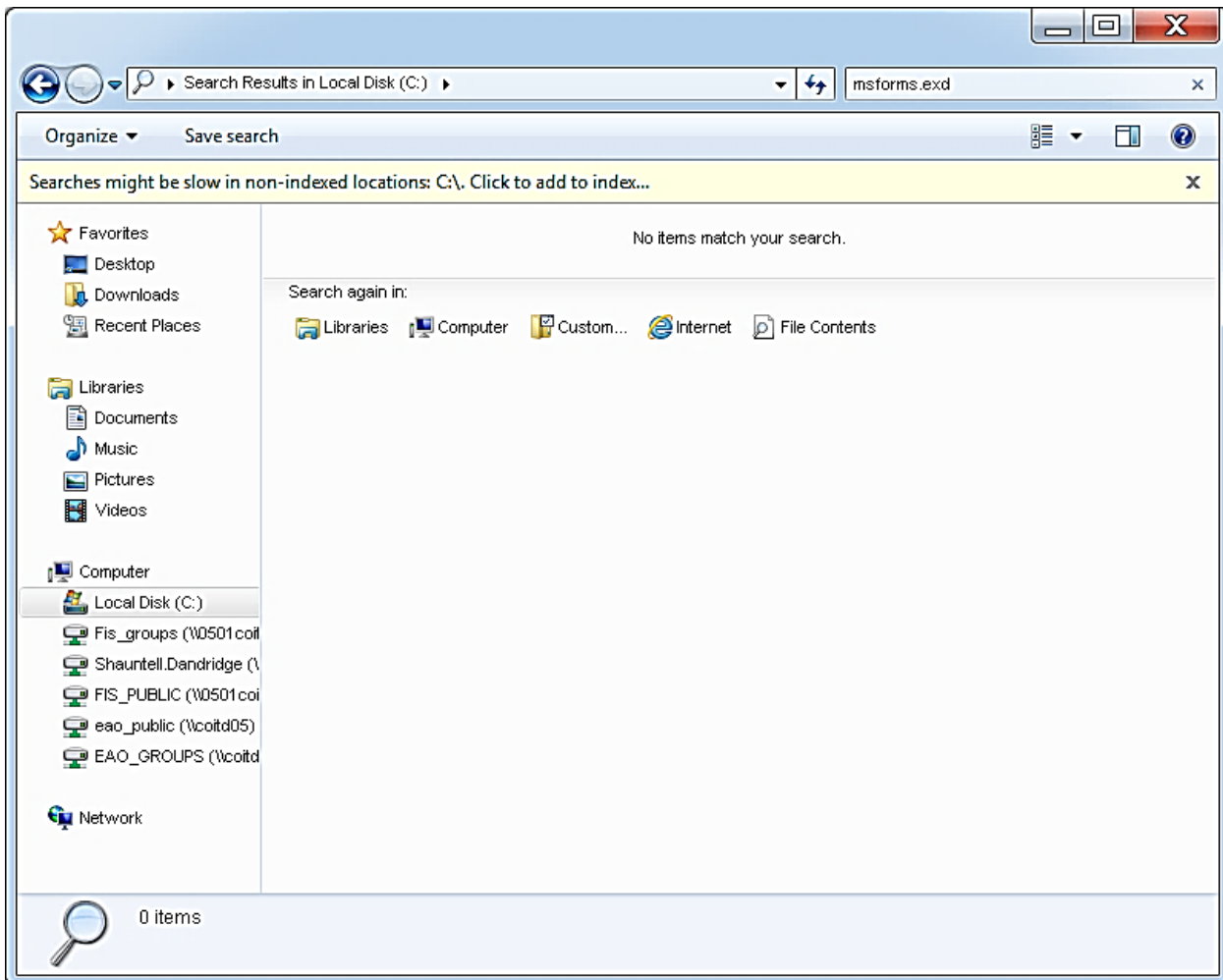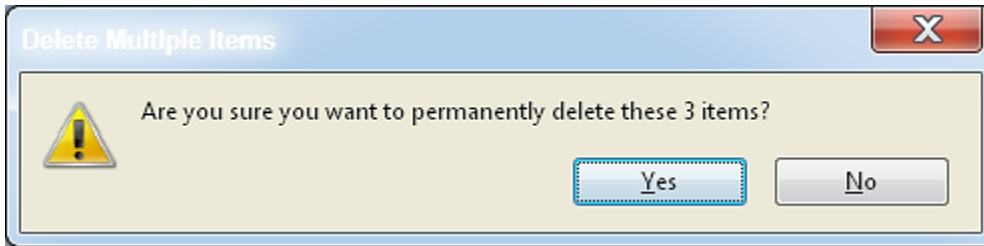**8** Select your "Local Disk C" Drive from the menu on the left-hand side.

9   In the Search field type "msforms.exd" and hit Enter. The search may take a minute or two and you may retrieve multiple files.

10 Select all files

      a. One way to select all files is to select the first file with your mouse and then hold the **SHIFT** button on your keyboard while selecting the last file (again with your mouse).

11 Press **SHIFT** and **DELETE** on your keyboard to permanently delete the files.

12 Select "Yes" when prompted and note that all files have been deleted.

13 Immediately, shut down your computer and restart.

14 When you log back on, the Spreadsheet Journal Upload spreadsheet will be restored.