

UW Automation Program - Troubleshooting Guide

For Users Experiencing Problems

If you're having issues with the UW Automation Program, please follow these steps to help us diagnose the problem:

Step 1: Run the Diagnostic Tool

- **Navigate to the program folder** where you have the UW Automation Program files
- **Double-click on** `run_diagnostics.bat` (Windows users)
- OR run `python diagnostic_tool.py` from command line
- **Wait for the diagnostic to complete** (usually 30-60 seconds)
- **Find the generated** `diagnostic_report.txt` **file** in the same folder

Step 2: Review the Report

The diagnostic tool will check for:

- ■ Python installation and version
- ■ Required packages (pandas, xlwings, etc.)
- ■ Excel COM interface availability
- ■ System resources (disk space, memory)
- ■ File permissions
- ■ Running processes that might conflict
- ■ Configuration files
- ■ Recent error logs

Step 3: Share Information for Support

When reporting an issue, please include:

- **The complete** `diagnostic_report.txt` **file**
- **Specific error messages** you're seeing (screenshots help!)
- **What you were trying to do** when the problem occurred

- **What files you were processing** (file names, sizes)
- **Any recent changes** to your system or Excel installation

Common Issues and Quick Fixes

Issue: "Excel COM interface unavailable"

Fix:

- Ensure Microsoft Excel is installed
- Run: `pip install xlwings`
- Then run: `xlwings addin install`

Issue: "Missing packages"

Fix: Install missing packages using pip:

```
pip install pandas numpy openpyxl xlwings customtkinter
```

Issue: "Low disk space"

Fix:

- Free up at least 1GB of disk space
- Delete temporary files
- Move large files to external storage

Issue: "Excel files are locked"

Fix:

- Close Excel completely
- End any Excel processes in Task Manager
- Make sure no other programs are using the Excel files

Issue: "Permission denied" errors

Fix:

- Run as Administrator
- OR move files to a folder you have write access to (like Documents)

Issue: "Multiple Excel processes detected"

Fix:

- Open Task Manager (Ctrl+Shift+Esc)
- End all Excel.exe processes
- Wait 30 seconds before running the automation again

Issue: Python version too old

Fix:

- Download and install Python 3.8 or newer from <https://python.org>
- Make sure to check "Add Python to PATH" during installation

Getting Additional Help

If the diagnostic tool shows issues but you can't resolve them:

- **Email the diagnostic report** to: [your support email]
- **Include screenshots** of any error messages
- **Describe your system setup**: Windows version, Excel version, etc.
- **List recent changes**: New software installs, Windows updates, etc.

Running the Diagnostic Tool Manually

If the batch file doesn't work, you can run the diagnostic manually:

- Open Command Prompt or PowerShell
- Navigate to the program folder:

```
cd "C:\path\to\UW-Automation-Program"
```

- Run the diagnostic:

```
python diagnostic_tool.py
```

System Requirements Reminder

- **Operating System**: Windows 10 or newer
- **Python**: Version 3.8 or newer
- **Microsoft Excel**: 2016 or newer (with COM interface enabled)
- **Memory**: 4GB RAM minimum, 8GB recommended
- **Disk Space**: 2GB free space minimum
- **Permissions**: Administrator rights may be required for some operations

Prevention Tips

To avoid common issues:

- **Keep Excel closed** when running the automation
- **Run only one instance** of the automation at a time
- **Ensure adequate disk space** before processing large files
- **Keep Python and packages updated** regularly
- **Don't modify template files** unless instructed
- **Use recommended file formats** (XLSX for Excel files)

This diagnostic tool was created to help identify and resolve common issues with the UW Automation Program. If you continue to experience problems after following these steps, please contact support with your diagnostic report.

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Generated on July 16, 2025

For technical support, please run the diagnostic tool and include the report with your inquiry.