GMetrix Troubleshooting -

To Disable add-ins:
1. Open the office program you are trying to test in (by itself) for example Microsoft Word.
2. Go to File, Options, and add-ins (on the left)
3. At the bottom make sure there is a drop down and that it says "COM Add-ins"
4. Click the GO button.
5. Disable ALL add-ins by unchecking them.

Note: All of these add-ins are disabled for the official test as well.

If you are still having trouble, please make sure you turn off the pop-up blocker and user account controls, as well as add us to your trusted sites.

To turn off pop-up blocker:
1. go to the internet options inside Internet Explorer.
2. Go to the "privacy" tab
3. At the bottom is a box you can uncheck to turn off the pop-up blocker
4. Uncheck and hit apply.

To disable User Account Controls:
1. Open the Control Panel
2. Go to the User Accounts section and select "User Accounts".
3. From here, make sure that the Windows user account you are using is selected.
4. Click the "Change User Account Control settings" option.
5. Depending on your operating system, you need to either disable User Account Controls, or set the slider on the left to "Never Notify" you of changes.
6. Apply those settings, and follow the instructions to log off and back on to your Windows account. UAC is now disabled.

To add our site to the trusted sites:
1. Inside the internet options go to the "Security" tab
2. Click on the green check mark that says "Trusted Sites"
3. Then to the lower right of that click on the "Sites" button.
4. At the bottom of the page, uncheck the "Require server verification………."
5. Inside the text box "Add this website to the zone:" type in ***.gmetrix.net**
6. Click the "Add" button.

If you are still having trouble, please disable any security software you have running and try the test again. If that works, please let us know what security software you are running so we can contact the vendor and make sure they stop blocking us.

If none of those steps work then you will need to repair Office.

To repair office follow these steps:
1. In the Start menu for windows, go to the control panel.
2. Go to Programs, Programs and features (Add remove programs, in Windows XP)
3. In the list of programs, look for Microsoft Office.
4. Right click on it in the list and hit change.
5. Then run a repair. It will take several minutes and will require a restart when it is completed.