



RouteXL Troubleshooting Manual

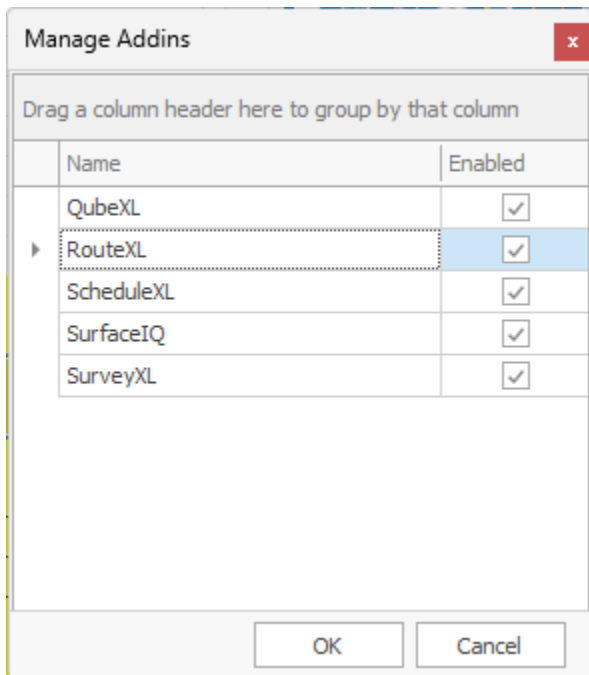
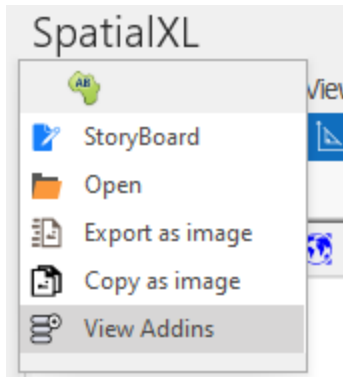
Contents

RouteXL Troubleshooting Manual	1
Installation	1
1. When I install RouteXL I do not see the RouteXL tab appearing in SpatialXL.....	1
Results	2
1. It is showing zero travel time and zero distance in my results.....	2
2. I am getting unexpected results.....	3
Performance.....	3
1. Loading my routing network takes a long time.....	3
2. Calculations take a long time.....	3
General handling	4

Installation

1. When I install RouteXL I do not see the RouteXL tab appearing in SpatialXL.

Sometimes the add-in is not activated in SpatialXL. You can turn on this add-in by going to the Application Menu (The Africa logo in the top left) > View Addins and then make sure it is checked on:



If your RouteXL tab is still not appearing, then contact support@primethought.biz for assistance.

Results

1. It is showing zero travel time and zero distance in my results.

This can be due to the road network that you are using. If the network has certain points that are not connected to the rest of

the network, when trying to route to or from those points you will get zero time and distance.

To fix this, you will need to fix the road network. Please reach out to support@primethought.biz.

2. I am getting unexpected results.

This can be either due to your input parameters that you will have to change in the tool or there is something wrong with your network and how it was created. For help, please reach out to support@primethought.biz.

Performance

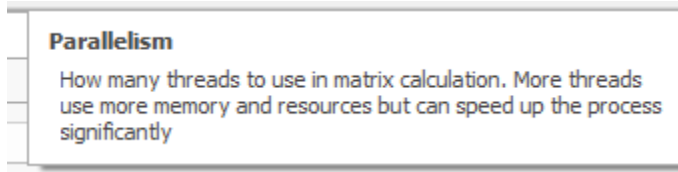
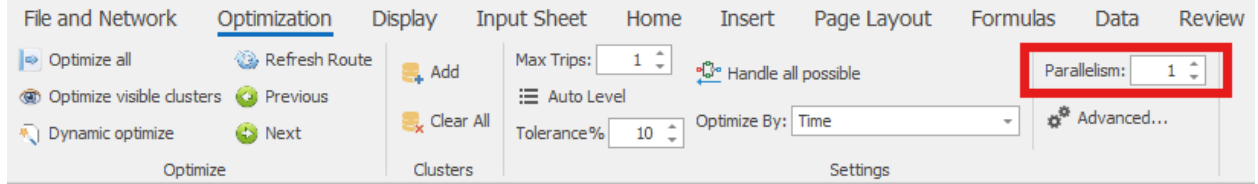
1. Loading my routing network takes a long time.

This can be due to the road network itself being very large. Also, computer RAM can affect this, imagine loading an 8 Gig dataset on a machine that has only 2 Gig memory! (8Gig RAM is the minimum required to use RouteXL effectively.)

2. Calculations take a long time.

This can be due to a few things:

- a. The points in question are very far apart and hence there is a lot more distance and time to calculate.
- b. The RAM on your computer is low and therefore performance with big calculations can be slower.
- c. You can increase the number in the 'Parallelism' field in to speed up calculations.



General handling

A general one size fits all handling that can be used for any issue you may be experiencing with RouteXL is to shut down and then restart Excel.

If you run into any issue you are unable to handle using this guide, please reach out to us at support@primethought.biz.

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