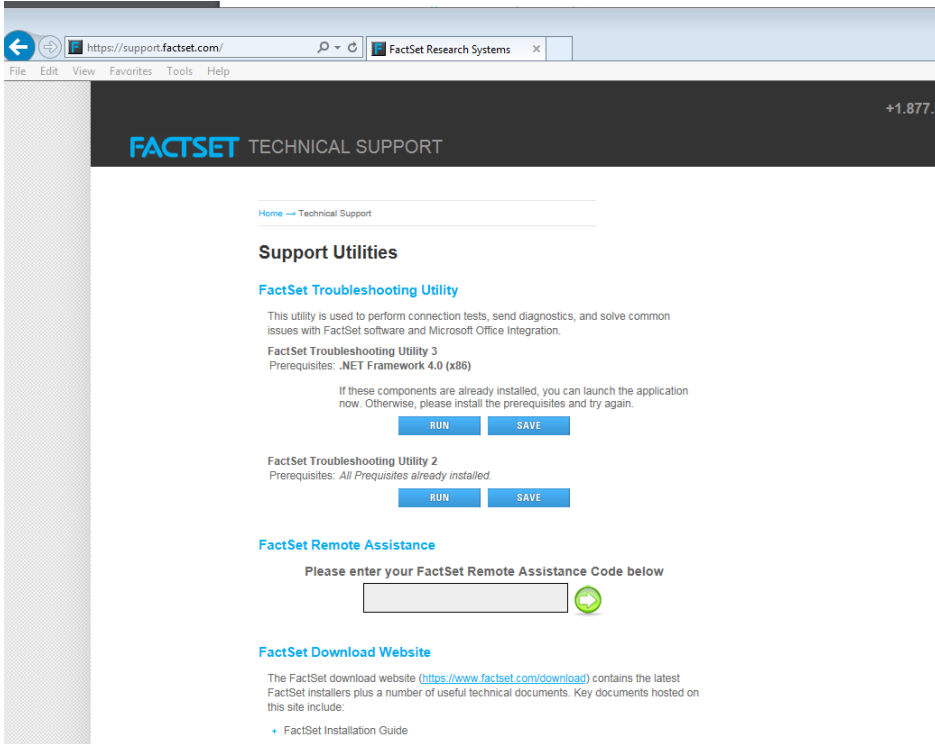


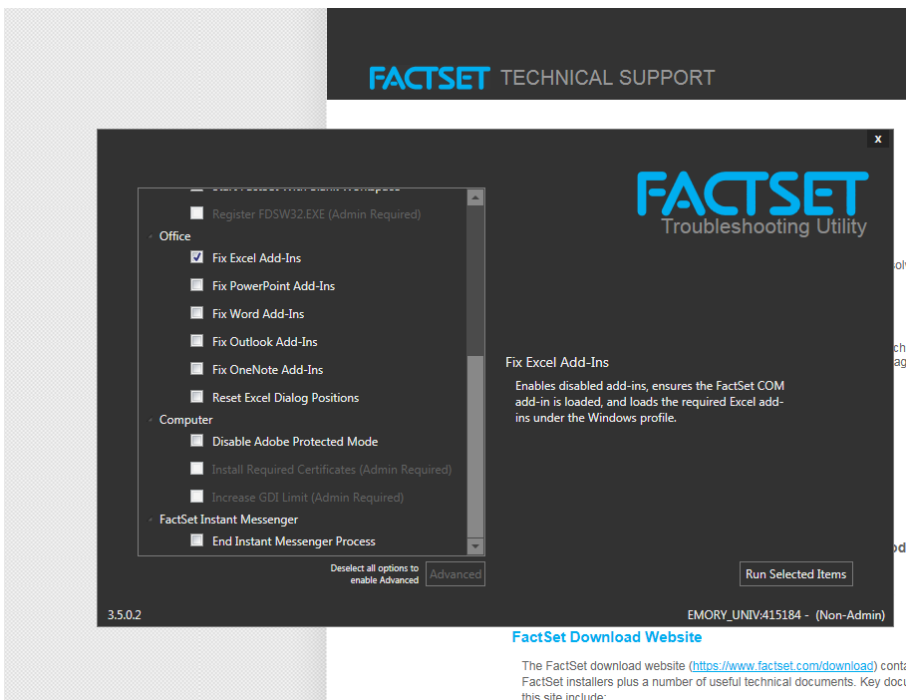
Instructions for Reloading Factset Excel Add-In Link on FactSet Client Installations in GBL

When the GBS Library machine refreshes, the Factset Excel link gets disconnected. Here's how to reconnect it.

1. Open a browser and type: support.factset.com
2. In the screen that appears, click on RUN under Factset Troubleshooting Utility 3
3. If you are prompted to Open or Save File, click OPEN



4. Then choose under Office – Fix Excel Add-Ins and click on Run Selected Items



5. The Factset Excel link will now be restored.