



InsightChef Pro

It answers the questions a Chef doesn't even ask.

CUSTOMER ENABLEMENT GUIDE

Support & Troubleshooting

Safe diagnosis without repeated clicking, workbook copies, or manual repairs.

RELEASE InsightChef Pro V2.0 DIY Chef Release

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SUPPORT chef@InsightChefPro.com

First response

1. Stop repeated clicking, recalculating, clearing, posting, or approving.
2. Record the exact message, worksheet, selected cell, action, and time.
3. Take one screenshot showing the message and surrounding worksheet fields.
4. If Excel is responsive, save once. Close all Excel windows.
5. Reopen the working file once and repeat the action once. If the issue repeats, stop.
6. Contact chef@InsightChefPro.com with the workbook filename, visible release version, screenshot, and short reproduction steps.

Troubleshooting matrix

Symptom	Likely cause	Safe response
Macros do not run	File blocked, macros disabled, or unsupported Excel	Use Windows desktop Excel; trust/unblock only the verified file; follow company macro policy.
Vendor dropdown is empty	No Active vendor in Settings or list not refreshed	Add/activate the vendor in Settings, save, return to Receive Invoice, and reopen the dropdown.
Extended Cost is blank	Received Qty or Invoice Unit Cost missing, event did not complete, or line is still under new-item review	Complete both values; finish review/first-use; click out of the cell once. Do not type into Extended Cost.
First-use questions do not appear	Saved profile exists, event handler is unavailable, or the item remains in review	Confirm status and vendor-item identity. Close/reopen once; preserve evidence if still missing.
Invoice will not post	Invoice does not reconcile, line incomplete, review held, or pack snapshot incomplete	Read the specific line/status message; correct the source fields; do not bypass validation.

Symptom	Likely cause	Safe response
Long gray/blank repaint	Excel is calculating or redrawing after a governed action	Wait once. If longer than a few seconds or repeatedly 5+ seconds, record the action/time and contact support; avoid repeated clicks.
Saved pack not applied	Vendor/item profile mismatch or incomplete saved profile	Confirm vendor, ingredient, purchase unit, and vendor SKU. Preserve the message; do not edit profile stores.
Recipe component is Cost Required	Ingredient has no usable current cost	Receive the item or update cost through the governed workflow; then Refresh Costs.
Builder says merged-cell error	Action targeted a merged display cell in an unexpected state	Stop, preserve screenshot, close/reopen once, and contact support if it repeats.
Report looks wrong	Source facts or filters are stale/incomplete	Verify date/location/vendor filters and posted receiving, counts, production, sales, waste, labor, and open commitments.

Safe recovery order

1. Preserve the failed working file in place; do not create many diagnostic copies.
2. Close Excel and open the single current verified backup.
3. Confirm Splash, Command Center, Settings, and the affected screen open normally.
4. Re-enter only verified customer facts from the last known good point.
5. Never copy whole worksheets, formulas, code, hidden ledgers, or protection from one workbook to another.

Support request checklist

- ☐ Purchaser/business name, order/license ID, workbook filename, and visible V2.0 release label.
- ☐ Windows and Excel version.
- ☐ Exact error message and one screenshot.
- ☐ Worksheet, selected cell/line, button/action, vendor/item/recipe/plate as relevant, and date/time.
- ☐ Whether the issue repeated after all Excel windows were closed and the workbook was reopened once.
- ☐ Any recent import, rename, unprotect, external edit, or recovery attempt.

PROTECT YOUR DATA Send the macro-enabled workbook only if support requests it and provides an approved transfer method. A screenshot and reproduction steps are usually the best first message.