

Running SAG10 Version 3.10 on Windows 7

The following procedures address the issue of the inability of the SAG10 software to run on the Windows[®] 7 operating system, mostly the 64-bit edition. Upon completion of the following procedures, the SAG10 program should run on any Windows 7 system. Please go to http://www.sag10.com/support/Downloads.htm for the files referenced in this guide.

It is recommended that you follow procedures related to your specific issue first before following the other procedures. Please refer to the errors in bold to pinpoint your specific issue.

Run-time error '70': Permission Denied.

To resolve this error, you will need administrative rights on your PC and will have to turn off the User Account Control feature (UAC).

To disable the UAC, follow these steps:

- a. Open control panel on your PC.
- b. In the Control Panel Search box type in uac.



c. Select Change User Account Control settings.



d. Slide the Slider to Never notify.

🛞 User Account Control Settings			
Choose when to be User Account Control he <u>Tell me more about User</u>	e notified about changes to your computer lps prevent potentially harmful programs from making changes to <u>Account Control settings</u>	your computer.	
Always notify		1	
- [-	Never notify me when:		
	 Programs try to install software or make changes to my computer I make changes to Windows settings 		ľ
	Not recommended. Choose this only if you need to use programs that are not certified for Windows 7 because they do not support User Account Control.		,
Never notify			
	<u>₿</u> ок	Cancel	

- e. Click OK.
- f. Restart your PC.
- g. Upon reboot, the SAG10 program should run properly.

Note: the UAC must remain disabled for the SAG10 program to run without error.



Run-time error '339': Component 'msstdfmt.dll' or one of its dependencies not correctly registered: a file is missing or invalid

Run-time error '339': Component 'msmask32.ocx' or one of its dependencies not correctly registered: a file is missing or invalid

Run-time error '713': Class not registered. You need the following file to be installed on your machine. MSSTDFMT.DLL

- a. Obtain the *msstdfmt.dll* file from <u>http://www.sag10.com/support/Downloads.htm</u>.
- b. Place the file in the following directory: "C:\Program Files\Southwire\SAG10" or the applicable directory.
- c. Open the command prompt using the following steps:

Start \rightarrow Type "cmd" (no quotations) \rightarrow Right click on "cmd" \rightarrow Select "Run as administrator"

	Open	
9	Run as administrator	
_	Pin to Taskbar	
	Pin to Start Menu	
	Restore previous versions	
	Send to	
	Cut	
	Сору	
	Delete	
	Open file location	
	Properties	



d. Initially the command prompt will be in the "System32" directory.



e. The directory must be changed to the "SAG10" directory. To do this, type "cd \Program Files\Southwire\SAG10" (no quotations) and press the Enter key. If your directory is located in a different place, you will need to change this step accordingly.





f. Next, type "regsvr32 msstdfmt.dll" (no quotations) and press the Enter key.



g. Once registration of *msstdfmt.dll* is successful, you will get the following message.



h. Restart your system. Upon reboot, the SAG10 program should run properly.



Run-time error '339': Component 'Flash10b.ocx' or one of its dependencies not correctly registered: a file is missing or invalid

- a. Obtain the *Flash10b.ocx* ActiveX control file from <u>http://www.sag10.com/support/Downloads.htm</u>.
- b. Place the file in the following directory: "C:\Program Files\Southwire\SAG10" or the applicable directory.

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 ➢ Libraries ➢ Documents ➢ Music ➢ Pictures ☑ Videos 	Arsh10b.ocx MSADODC.OCX MSADODC.OCX Mscondcr15.dll Mscondcr2.ocx MSCOMCTL.OCX MSDATGRD.OCX	7/26/2011 5:55 AM 6/24/1998 12:00 AM 8/4/2004 2:30 AM 6/26/1998 12:00 AM 12/20/2002 1:02 PM 6/24/1998 12:00 AM	ActiveX control ActiveX control Application extens ActiveX control ActiveX control ActiveX control	3,776 KB 116 KB 56 KB 630 KB 1,053 KB 255 KB	
🐏 Computer	msmask32.ocx msstdfmt.dll msvbvm60.dll msvcrt.dll	4/5/2001 10:43 AM 2/26/2008 3:46 PM 2/23/2004 6:42 PM 8/4/2004 3:30 PM	ActiveX control Application extens Application extens Application extens	163 KB 116 KB 1,361 KB 335 KB	
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