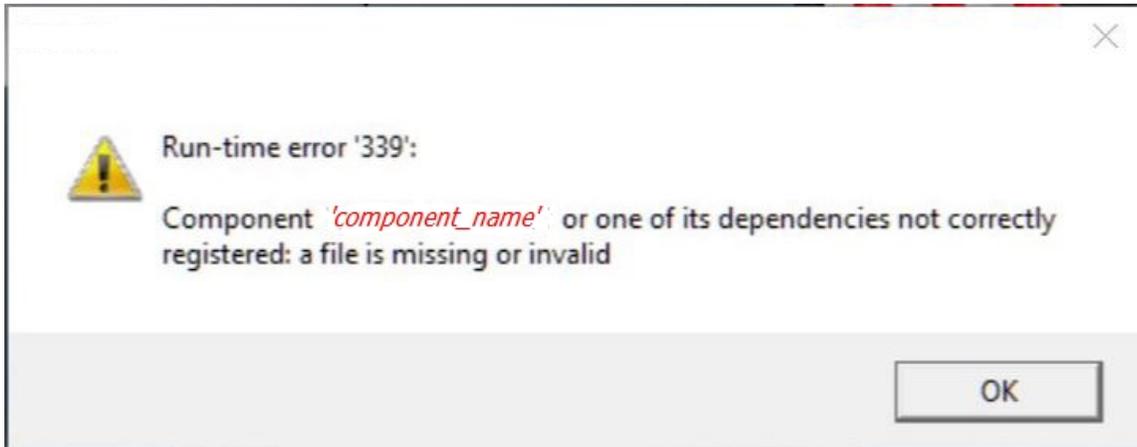


Run-time Error 339

If you receive a run-time error 339 when you run the Tuner program



This indicates that one of the software components (.ocx or .dll file) did not install correctly when you installed the software and is either missing or not registered correctly and you will have to manually install/register this component as described below.

For 32-bit Windows PCs:

1. Click on the Windows button and type the component name from the error message into the 'Search programs and files' box

For example: **comctl32.ocx**

2. If this file is found, verify that it is in the c:\windows\system32 folder. If it's not then copy it into this folder.

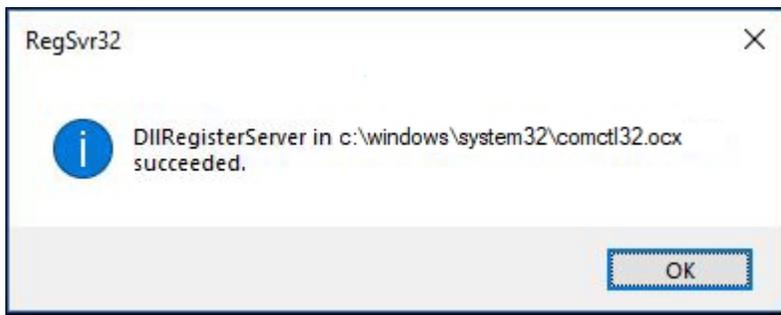
3. If the file is not found then download this file from the web site at www.tunercat.com/software/misc/component_name.zip (for example comctl32.zip). Unzip the two files and place them in the c:\windows\system32 folder.

4. Click on the Windows button and type CMD into the 'Search programs and file' box. In the Programs box on the search results screen you should see 'cmd.exe'. Right click on this program and select 'Run as administrator' from the pop-up menu. This should display the command line prompt screen.

5. At the prompt type 'regsvr32 c:\windows\system32*component_name* /u' (no quotes) and press Enter. For example: regsvr32 c:\windows\system32\comctl32.ocx /u

6. Then at the prompt type 'regsvr32 c:\windows\system32*component_name* ' (no quotes) and press Enter. For example: regsvr32 c:\windows\system32\comctl32.ocx

You should receive the following message:



Click on the 'OK' button and close the Command Prompt screen. Now run the Tuner program and verify that it is working properly.

For 64-bit Windows PCs:

1. Click on the Windows button and type the component name from the error message into the 'Search programs and files' box

For example: **comctl32.ocx**

2. If this file is found verify that it is in the c:\windows\sysWOW64 folder. If it's in a different folder then copy it into this folder.

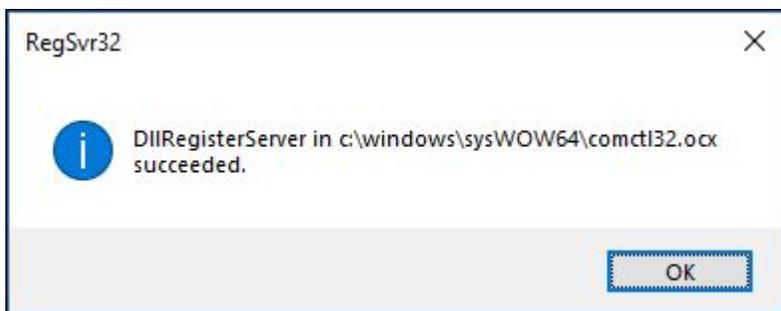
3. If the file is not found then download this file from the web site at www.tunercat.com/software/misc/component_name.zip (for example comctl32.zip). Unzip the two files and place them in the c:\windows\sysWOW64 folder.

4. Click on the Windows button and type CMD into the 'Search programs and file' box. In the Programs box on the search results screen you should see 'cmd.exe'. Right click on this program and select 'Run as administrator' from the pop-up menu. This should display the command line prompt screen.

5. At the prompt type 'regsvr32 c:\windows\sysWOW64\component_name /u' (no quotes) and press Enter. For example: regsvr32 c:\windows\sysWOW64\comctl32.ocx /u

6. Then at the prompt type 'regsvr32 c:\windows\sysWOW64\ component_name' (no quotes) and press Enter. For example: regsvr32 c:\windows\sysWOW64\comctl32.ocx

You should receive the following message:



Click on the 'OK' button and close the Command Prompt screen. Now run the Tuner program and verify that it is working properly.