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.

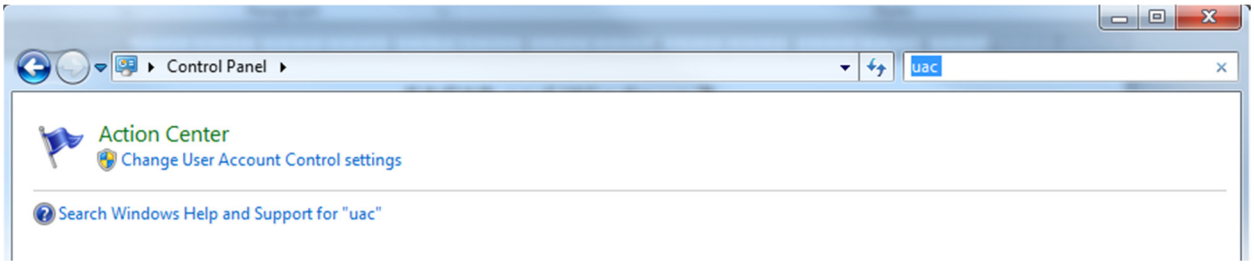
Run-time error '70': Permission Denied.

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:

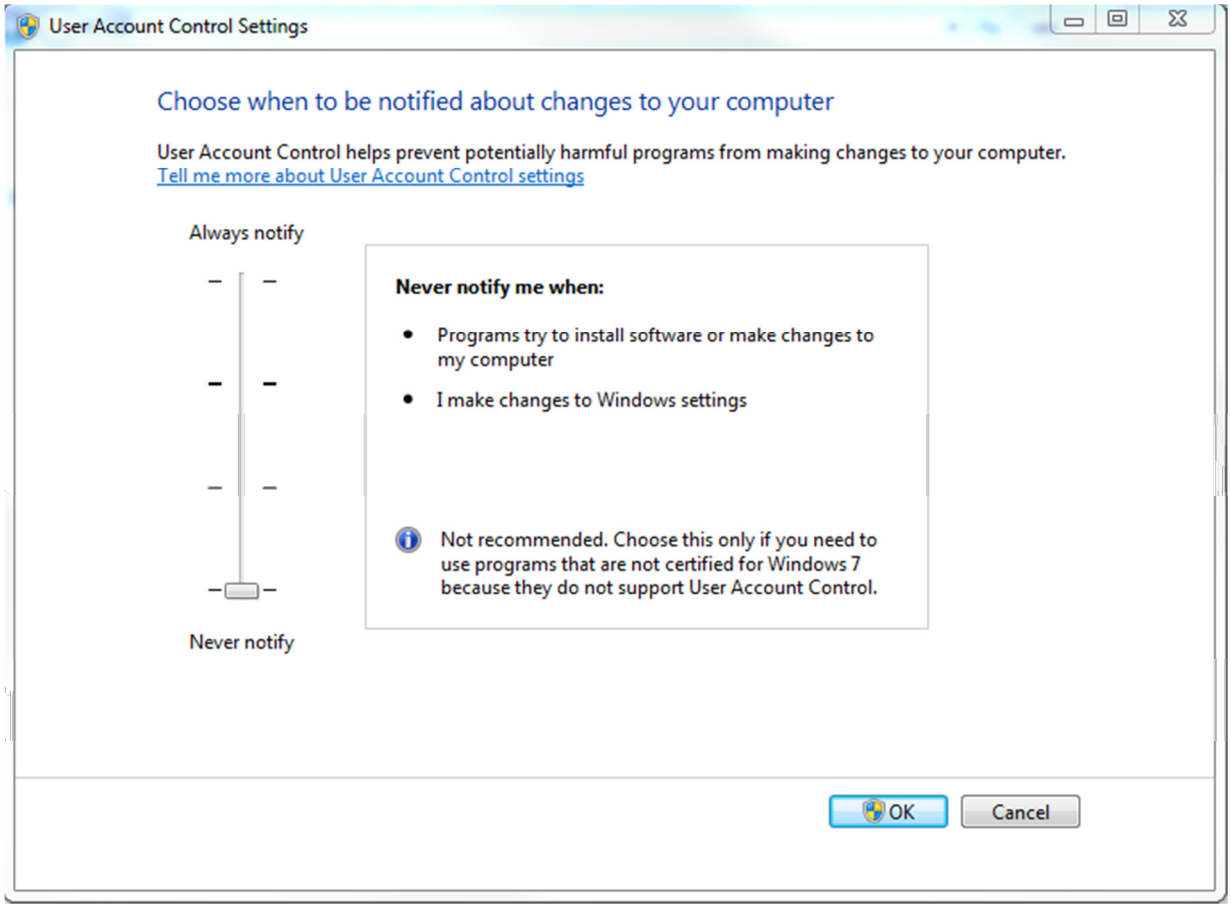
a. Open control panel on your PC.

b. In the Control Panel Search box type in uac.



c. Select Change User Account Control settings.

d. Slide the Slider to Never notify.



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

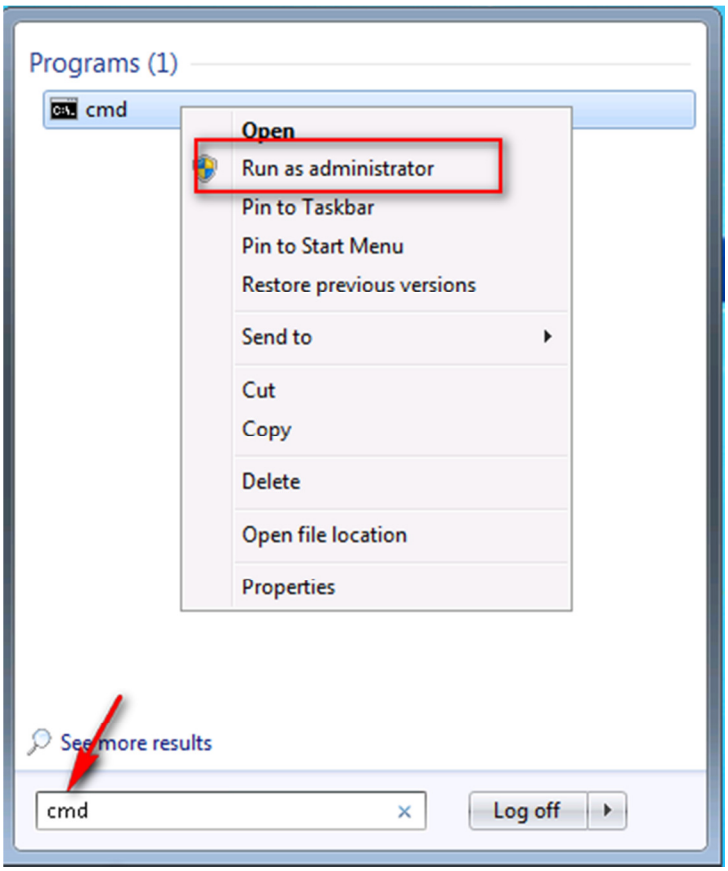
Run-time error '713': Class not registered. You need the following file to be installed on your machine. MSSTDFMT.DLL

a. Obtain the *msstdfmt.dll* file from http://www.sag10.com/support/Downloads.htm.

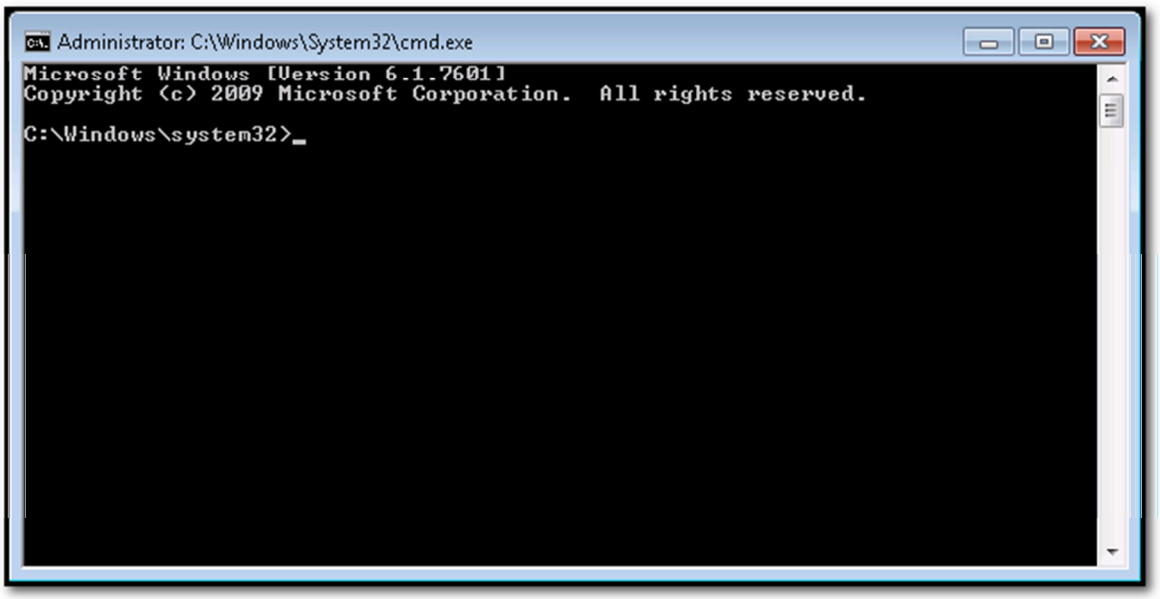
b. Place the file in the following directory: "C:\Program Files\Southwire\SAG10" or the applicable directory.

c. Open the command prompt using the following steps:

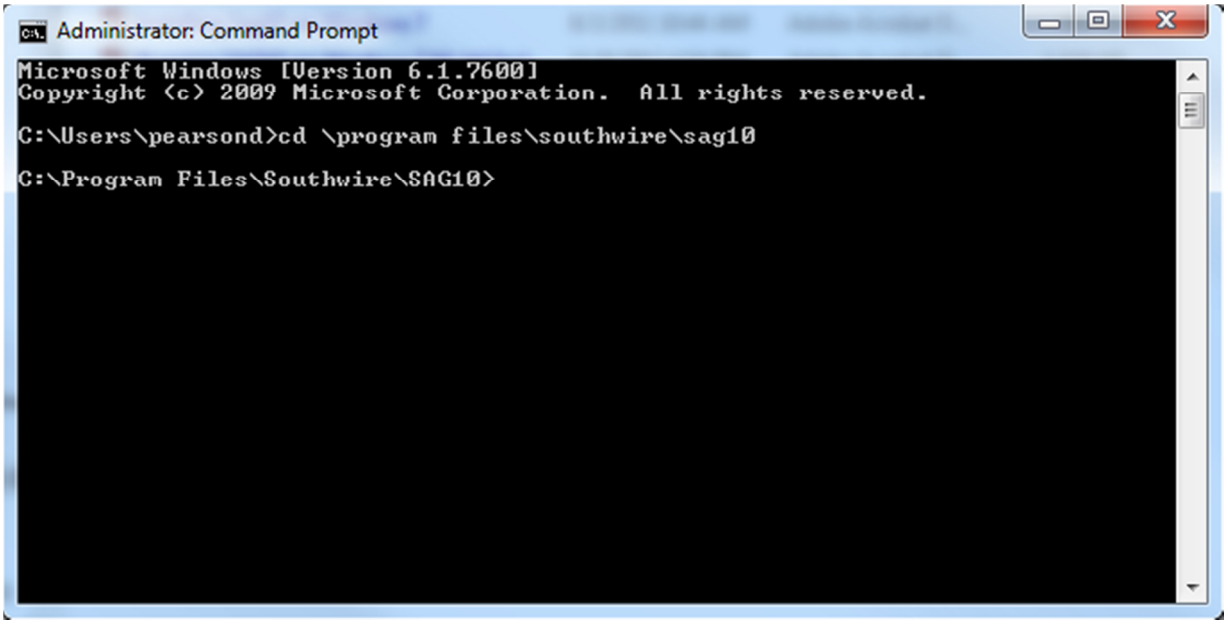
Start → Type "cmd" (no quotations) → Right click on "cmd" → Select "Run as administrator"



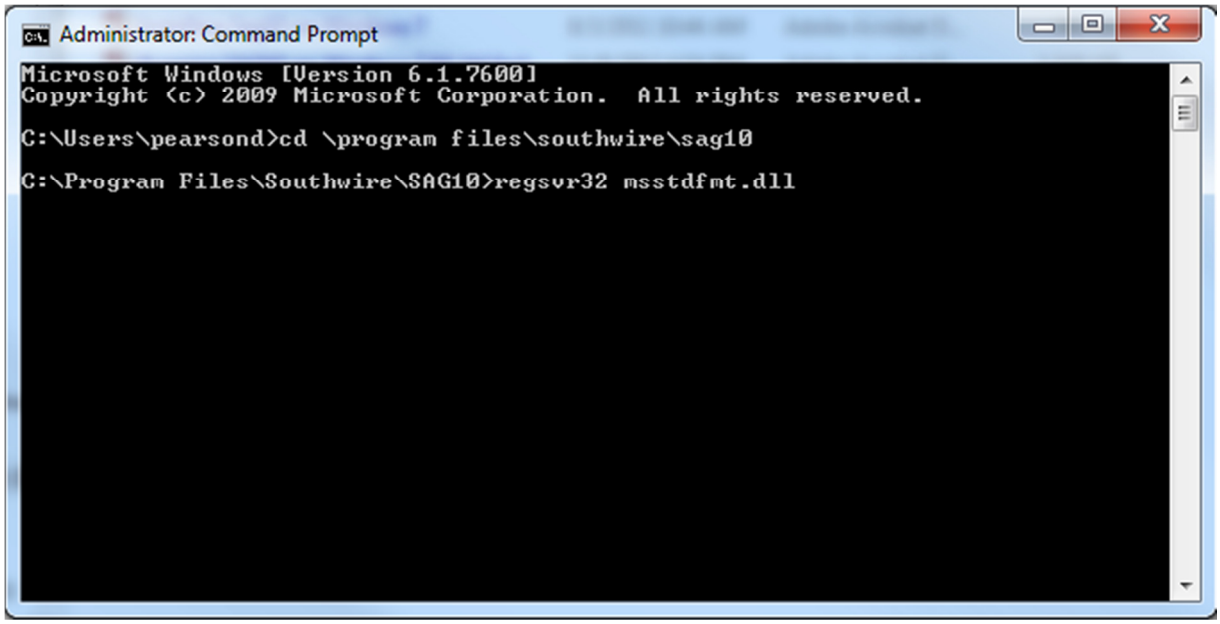
d. Initially the command prompt will be in the “System32” directory.



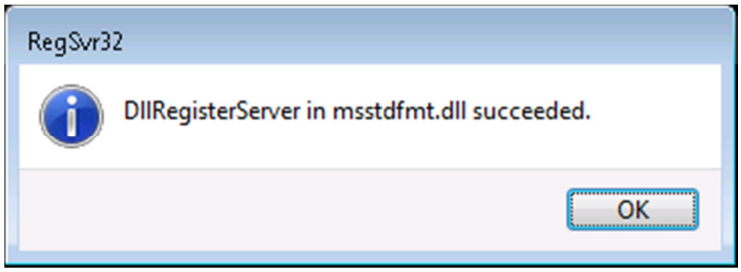
e. The directory must be changed to the “SAG10” directory. To do this, type “cd \Program Files\Southwire\SAG10” (no quotations) and press the Enter key. If your directory is located in a different place, you will need to change this step accordingly.



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

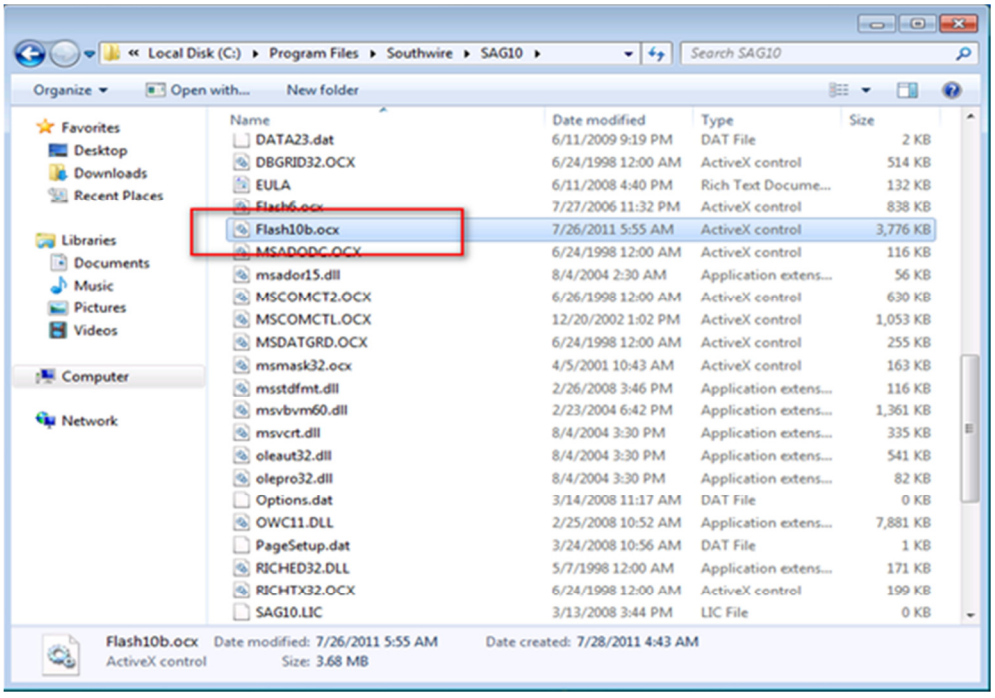


g. Once registration of *msstdfmt.dll* is successful, you will get the following message.



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 http://www.sag10.com/support/Downloads.htm.

b. Place the file in the following directory: "C:\Program Files\Southwire\SAG10" or the applicable directory.