

FIXING THE TREE VIEW CONTROL ISSUE WITH ADAPT

These instructions fix the Tree View Control issue when running Comparison Reports in ADaPT. This fix became necessary when Microsoft released a security update to the Windows Common Control MSCOMCTL.OCX file. The Tree View and other form controls in ADaPT use this file. The issue is related to a defective update to the MSCOMCTL.OCX file that did not properly make necessary changes to the registry during this update. This causes the Tree View to behave incorrectly and raise errors under certain conditions. The instructions below correct this defect and allow use of the Tree View control when generating Comparison Reports in ADaPT.

The computer must have the latest updates for Windows XP or Windows 7 and the latest updates for Office 2003, 2007, or 2010. Note that ADaPT is supported under Windows XP and Windows 7, and Office 2003, 2007, and 2010 at this time.

The fix involves using the Command Prompt to unregister and register the Windows Common Control MSCOMCTL.OCX file. If you are unfamiliar with using the Command Prompt please have your IT person perform these steps.

If your computer has Windows 7 you must run the command prompt as Administrator. Instructions below explain how to do this.

If your computer has Windows XP the logged in user must have administrator privileges.

Affected file:

File Name: MSCOMCTL.OCX

File Version: 6.01.98.34 (These instructions refer to this version as the “New” file.)

File Path:

64 bit machines C:\Windows\SysWOW64\

32 bit machines C:\Windows\System32\

Please read through the instructions before doing the actual process

You will perform the following steps to correct the problem:

- Create a desktop short cut to the Command Prompt
- Unregister the new MSCOMCTL.OCX and make a backup of it
- Install and register a legacy version of the MSCOMCTL.OCX file (this file is provided with these instructions)
- Replace the legacy MSCOMCTL.OCX file with the new MSCOMCTL.OCX file
- Re-register the new version MSCOMCTL.OCX file

Instructions

Confirm you have the new version of the MSCOMCTL.OCX file noted above in the path indicated for a 64 bit or 32 bit operating system. If you do not have this version please run the latest OS and MS Office updates from Microsoft. Instructions for 32 bit and 64 bit machines are included.

Extract the file provided and place this into a temporary folder. This file is the legacy MSCOMCTL.OCX file that you will need with these instructions. These instructions refer to this file as the "Legacy" file.

1) Create a desktop short cut to the Command Prompt

- a) Right mouse click on the desktop, click "New", and then click "Shortcut"
- b) Enter "CMD" in the input box under the caption "Type the Location of the Item"
- c) Click "Next"
- d) Click "Finish"
- e) You should now have a short-cut icon for the Command Prompt on your desk top

2) Unregister the New (existing) MSCOMCTL.OCX file and Make a Back-up of it

- a) If you have Windows 7, right-mouse click on the Desktop short cut you made in Step 1 for the Command Prompt, select "Properties", and then select "Run as Administrator". NOTE: RUNNING THE COMMAND PROMPT AS AN ADMINISTRATOR IS CRITICAL FOR SUCCESSFUL RESOLUTION.
If you have Windows XP open the Command Prompt. You must have Administrative privileges.
- b) Unregister the new OCX file by pasting the following appropriate command into your command prompt and then press <Enter>
 - i) 32 Bit Machine:
Regsvr32.exe /u C:\Windows\System32\MSCOMCTL.OCX
 - ii) 64 Bit Machine:
Regsvr32.exe /u C:\Windows\SYSWOW64\MSCOMCTL.OCX
- c) Use Windows Explorer Back to back up the New (existing) OCX file by renaming it,
 - i) 32 Bit Machine
Rename C:\Windows\System32\MSCOMCTL.OCX to C:\Windows\System32\MSCOMCTL.bak
 - ii) 64 Bit Machine
Rename C:\Windows\SYSWOW64\MSCOMCTL.OCX to
C:\Windows\SYSWOW64\MSCOMCTL.bak

3) Install, Register, and then Unregister the legacy version of the MSCOMCTL.OCX file (use the legacy file provided with these instructions)

- a) Use Windows Explorer to install the legacy OCX file.
 - i) 32 Bit Machine
Copy the legacy version of the MSCOMCTL.OCX file to your C:\Windows\System32 folder
 - ii) 64 Bit Machine
Copy the legacy version of the MSCOMCTL.OCX file to your C:\Windows\SYSWOW64 folder

- b) Register this legacy MSCOMCTL.OCX file by pasting the following command into the Command Prompt and then pressing <Enter>
 - i) 32 Bit Machine
Regsvr32.exe C:\Windows\System32\MSCOMCTL.OCX
 - ii) 64 Bit Machine
Regsvr32.exe C:\Windows\SYSWOW64\MSCOMCTL.OCX
- c) Unregister the legacy MSCOMCTL.OCX file by pasting the following command into the Command Prompt and then pressing <Enter>.
 - i) 32 Bit Machine
Regsvr32.exe /u C:\Windows\System32\MSCOMCTL.OCX
 - ii) 64 Bit Machine
Regsvr32.exe /u C:\Windows\SYSWOW64\MSCOMCTL.OCX

4. Replace the legacy MSCOMCTL.OCX file with the new one Using Windows Explorer

- a) Delete the legacy MSCOMCTL.OCX file
 - i) 32 Bit Machine
Delete C:\Windows\System32\ MSCOMCTL.OCX
 - ii) 64 Bit Machine
Delete C:\Windows\SYSWOW64\ MSCOMCTL.OCX
- b) Rename the new MSCOMCTL.OCX file you renamed in Step 2c back to its original name.
 - i) 32 Bit Machine
Rename C:\Windows\System32\MSCOMCTL.bak to C:\Windows\System32\MSCOMCTL.OCX
 - ii) 64 Bit Machine
Rename C:\Windows\SYSWOW64\MSCOMCTL.bak to
C:\Windows\SYSWOW64\MSCOMCTL.OCX

5) Re-register the new version of the MSCOMCTL.OCX file by pasting the following command into the Command Prompt and then pressing <Enter>

- a) 32 Bit Machine
Regsvr32.exe C:\Windows\System32\MSCOMCTL.OCX
- b) 64 Bit Machine
Regsvr32.exe C:\Windows\SYSWOW64\MSCOMCTL.OCX

6) Reboot the computer

7) Open ADaPT and test the Comparison Reports.