

Custom Legal Software  
Child Support Guidelines  
[www.legalmath.com](http://www.legalmath.com)

Error Message – Repair Instructions  
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### Run Time Error - "Can't find necessary file ..." (or similar)

There are occasions when, after the program is up and running, it will suddenly start getting an error message (Probably "Error Number 75") telling you that it can't find a necessary file. Chances are that this error relates to the recent installation of some other software program that has overwritten and replaced a Windows system file that is needed by the Child Support program. In the process of installing itself, the "other software" has probably copied an older file to your computer.

Because the Child Support program is expecting the original "newer" file, it sends the error message, "Cannot find necessary file ..." The file in question is usually "RICHTX32.OCX" This is the file used by the Child Support program to display most of its help messages and informational screens.

A well written installation process will not copy over or replace a newer file. Some software programs are using a version of "RICHTX32.OCX" that *seems* to be newer (based on date) than the file of the same name used by the Child Support program. Normally, that would be okay. The problem is that some newer "by date" files are really *older* because they have an earlier (or lower value) *Version* number. The installation process of the other software program will then copy over and replace the necessary newer version of "RICHTX32.OCX" with an older version of the same file.

The true test of age is usually version number, not date. Files with a higher version number are likely to be "backwardly" compatible. But not so the other way around. After RICHTX32.OCX has been replaced with a more recently dated - but older version - file, that file will not be "backwardly" compatible, and parts of the Child Support program may not work.

The other possible cause of this problem is that some "other" software program installed a copy of "RICHTX32.OCX" into its own application folder and then registered that copy of the file with the Windows File Registry. Windows may now be looking for "RICHTX32.OCX" in the "other" program's folder, but the "other" program folder may no longer exist.

**Solution:** The only solution I know of is to re-install the Child Support program. The re-installation process will register and put the correct version of "RICHTX32.OCX" back in place in the Windows/System32 folder where it needs to be.

You do **not** need to use Windows Uninstall feature to first uninstall the program. Using the Windows Uninstall feature will not contribute to the solution of this problem.

To re-install the program you need to go to the internet and get to **www.legalmath.com**.

On the top left corner of the "home" page of [www.legalmath.com](http://www.legalmath.com) there is link to the Customer Support Index page. On that Index page there is a further link to the Customer Support page for this program. At the bottom of the Customer Support page for this program you will find a link to the process where you can download and reinstall the Child Support program. You do not need your Activation Code to

download and install the program. (You will need your Activation Code, however, in the next step when you first use the program - after it has been installed.)

Follow the links until you get to the "download" screen. Then click on the *Setup* file to download and Run the *Setup* file. It is easier to just **Run** the Setup file (rather than trying to Save and then Run it). So, after you get to the download screen and click on the *Setup* file, just tell it to **Run**. You may get a message that says that the "Publisher cannot be verified." Say OK to that, and allow the Setup process to continue

The bottom line is to have a properly registered copy of RICHTX32.OCX present in the windows\system32 folder. The file needed is Version 6.0.88.4 or newer, with a "modified" date of May 22, 2000 or later.