

Error Message when starting program – Repair Instructions  
May, 2010

**Messages:**

**1. "There has been an error in trying to display the opening screen."**

This message may then be followed by a message telling you that the program is "not finding certain necessary program files."

**2. "Run-time error '339': Component 'vp3270.ocx' or one of its dependencies not correctly registered: a file is missing or invalid."**

This message may occur when you first start the program or when you first try to display or print a document.

These messages means the installation of the program was not successfully completed.

**I can't be sure why this error occurs. What follows, however, is what I would tell you if you were to call me.**

Probable cause of problem:

The most likely cause is that the program has been "copied over" to the present computer from another computer rather than having been properly "installed" from the program's Setup file. Not since the days of DOS programs has it been a good idea to copy a program from one computer to another without going through an installation process.

The other possibility is that the installation and activation process may have been partially completed - but for some reason it was then halted.

This problem may also set off a chain reaction of other problems which may be too complex for the program to fix by itself, but all of which can be solved as follows.

The instructions that follow tell you how to create a "fresh" installation of the program. Basically, you need to just start over. But starting over does **not** mean that you should use the Windows Uninstall feature to "uninstall" the program. In fact, for this program, you should just **stay clear of the Windows Uninstall process altogether. It will not help.**

In order to start over you first need to hide or delete some of the files that were actually created by the program the first time you tried to use it. Hiding or deleting these files will trick the installation process (Step #4) so that it does not "think" it is just updating an existing program. Only the fresh installation will be sure to fix the errors mentioned above.

1. Find your Activation Code for New Mexico Child Support, Version 2010. The web site [www.legalmath.com](http://www.legalmath.com) has some suggestions as to where you might find your Activation Code if you don't have it handy right now. You will need your Code after you re-install and re-run the program as described in Steps #4 and #5 below. Not by coincidence, the last 4 numbers of the Code must be 2010.

2. If this is an old computer that you have been using for awhile, and you care about the child support client data files that you may have saved using this computer, then you should **rename the folder in *My Documents* named "*Child Support User Files*"**. This can be done using Window's Explore (not Internet Explorer).

If this is new computer, and there are no client data files that you care about on this computer, you can just **delete the entire folder named: "My Documents\Child Support User Files"** rather than renaming (hiding) it. Then skip the rest of this Step #2 and go to Step #3 below.

The effect of renaming the folder will be to "hide" this folder from the program when you next access the program. At that time, because the program cannot find the folder "Child Support User Files", it will recreate a fresh folder named "Child Support User Files." Recreating this folder is part of the fix.

You are renaming the folder and "hiding" it rather than deleting it so you can recover, if needed, any Data Files that may be in the original Child Support User Files\Data Files" folder. See step #6 below.

Here is how to rename the folder:

Right click the Start button.  
Left click the word Explore.  
Locate the My Documents folder near the top on the left side.  
Expand the My Documents folder by clicking the "+" sign next to My Documents.  
Locate the Child Support User Files folder under the My Documents folder. It will be indented under My Documents.  
Right click on the folder named Child Support User Files.  
A small menu will appear. Left click on the word Rename.  
Change the name of the folder to "Child Support User Files XX".

3. Delete the entire folder named: **C:\Documents and Settings\YOUR USER NAME \Local Settings\Application Data\Custom Legal Software\New Mexico Child Support**

4. If you haven't just done so with your new computer, you now need to go to the internet and re-install the program. (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.)

Once on the internet, 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 step #5 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.

5. There should now be a Child Support icon on your Desktop. (There may have been one there before.) Be sure the icon is named "**Child Support 2010**", not just "Child Support" or "Child Support 20xx" (with some earlier date). Click the "**Child Support 2010**" icon to activate the program. Step through the several "I Agree" screens to get to the screen where you enter your name and Activation Code. If you did this right, all should now be fixed. If you are curious, you will see that the program has recreated a fresh folder in *My Documents* called *Child Support User Files*. That's good.

6. If you have been using this computer for awhile and you think there are important child support data files on this computer, you will need to return to Windows Explore (not Internet Explorer) to copy those files over to the newly created folder in My Documents. Your data files, if any, will be in the folder that you renamed to *My Documents\Child Support User Files XX* in Step #2 above.