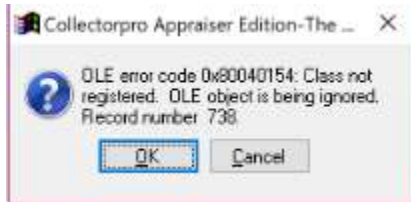


Collectorpro Appraiser Edition – How to fix OLE errors when Starting Collectorpro
Revised 08/15/2018
CONFIDENTIAL

Issue

When starting Collectorpro an OLE error message appears. When you click OK, a similar error may appear. If you click OK again Collectorpro will start normally.

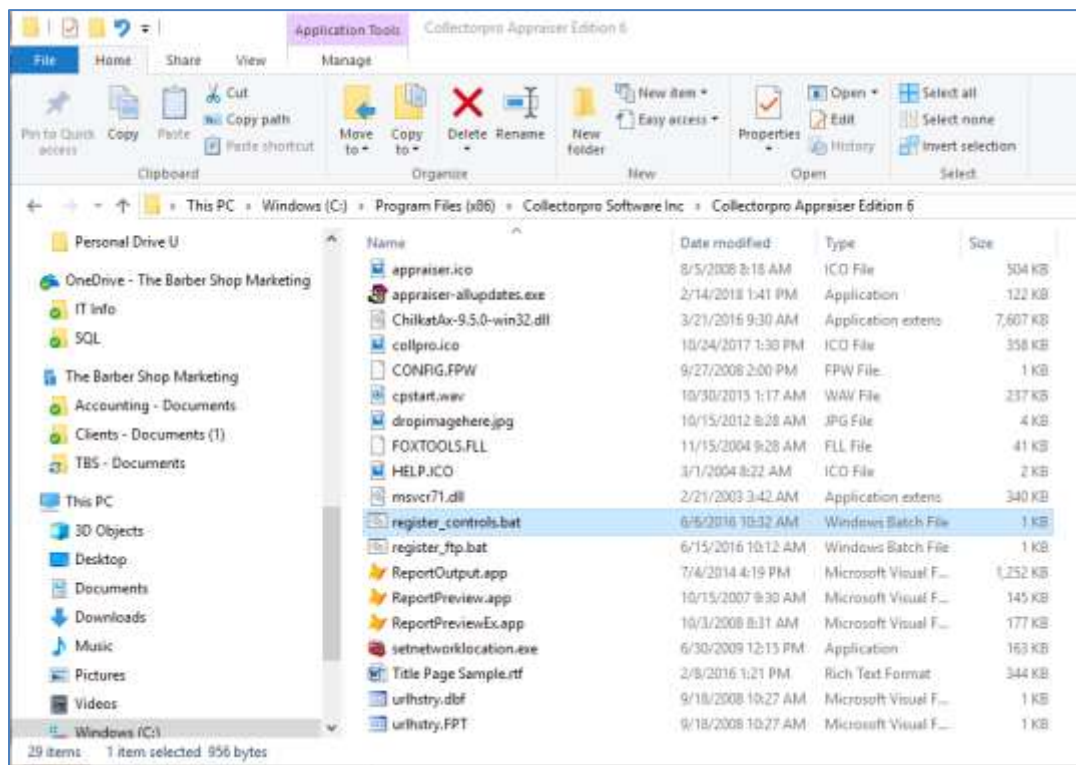


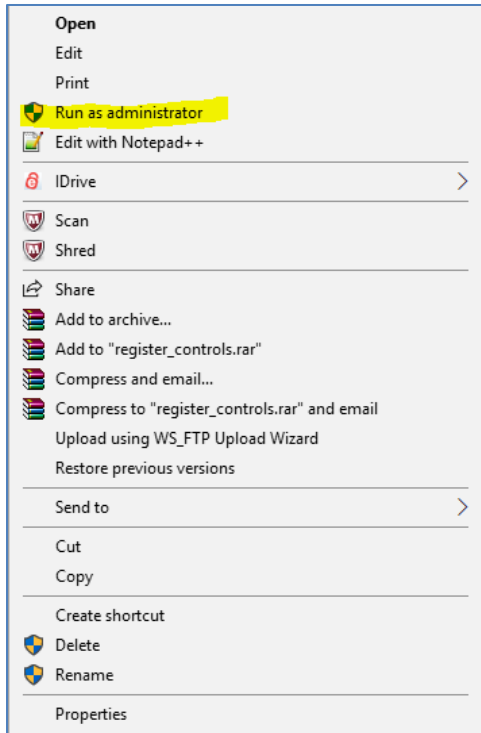
How to Fix:

Open Windows File Explorer

Open the "C:\Program Files (x86)\Collectorpro Software Inc\Collectorpro Appraiser Edition 6\" folder

Right click on the file named "register_controls.bat" and left click on Run As Administrator





When finished this screen will be displayed. Press any key to close the screen and then restart Collectorpro.

```
C:\WINDOWS\System32\cmd.exe
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\syswow64\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\system\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\system32\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\syswow64\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\system\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\system32\msmapi32.ocx
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\syswow64\richtx32.ocx
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\system\richtx32.ocx
C:\WINDOWS\system32>regsvr32 /u /s c:\windows\system32\richtx32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\syswow64\richtx32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\system\richtx32.ocx
C:\WINDOWS\system32>regsvr32 /s c:\windows\system32\richtx32.ocx
C:\WINDOWS\system32>REM All done. Press any key to close...
C:\WINDOWS\system32>PAUSE
Press any key to continue . . .
```

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