

Email – support@axxya.com Help - Center -- www.nutritionistpro.com/help-center/ For faster service please either update your current ticket or submit a new one. You can do that 2 ways -- through the webpage above or by emailing us.

Error – "Object doesn't support this property or method"

- 2012 Microsoft office update (Security update for Microsoft Office 2010 KB2597986) has unregistered an ocx file so our software is not able to print, preview or extract any reports. Per Microsoft the file got unregistered and registering it will fix the issue.
- Can be seen on Nutritionist Pro Stand Alone or Client portion of Nutritionist Pro
- See image below for how the error is created and the error message and underneath that are steps on how to fix this

e: [Cheese, Blue	1		
neral Nutrients Exchanges FGP Categories MyPyramid MyPtak assilication: Dairy, Cheese, Natural	0		
Source		Nutritionist Pro	
✓ Generjc	Food Reports		
Mangfacturer: (None)	Food	An error was encountered while attempting to generate the selected report: Object doesn't support this property or method	
Beference: USDA Standard Reference Database	G. Medical analysis		
	C Diffical Control Points		
nigur code: [A0600.01.6N-000001			
		ОК	
	when you hit these button	shown in	
	above	wn	
	00010		
	and the second sectors		
	we bit the preview print	Report destination	
	or extract button	Preview window C Printer	

Figure 48. How the error "object doesn't support this property or method" is created.

Steps on how to fix this error

- 1. Close the nutritionist pro software
- 2. Find the CMD exe on the start panel VERY IMPORTANT RUN IT AS ADMINISTRATOR

Figure 49 run the CMD as administrator

cmd.	0	
	Open	
1	Run as administrator	
	7-Zip	
0	Send to Bluetooth	
۲	Scan with ESET NOD32 Antivirus	
	Advanced options	
	Pin to Taskbar	
	Din to Start Menu	
	Pin to start ivienu	
	Restore previous versions	
	Send to +	
	Cut	
	Conv	
	Delete	
	Open file location	
	Properties	
	riopenies	
ee more resu	Properties	
nd	× Shut down	

3. You will the window below IT SHOULD SAY \Windows\system32. IF IT SAYS anything else, then "run as administrator" was not chosen and the file will not get registered.

Figure 50 what the CMD should look like



- 4. you need to know if you are a 32 or 64 bit machine if you don't know see this image
 - a. go to start button/computer and right click then select properties

Control Panel Home	View basic information about your computer		
Device Manager	Windows edition		
Remote settings	Windows 7 Home Premium		
System protection	Vinitovis / John Freimain Convicts © 2000 Microsoft Composition All rights recorded		
Advanced system cettings	Copyright is 2009 Microsoft Corporation. Air rights reserved.		
Advanced system settings	Service Pack 1 Get more features with a n	sw edition of Windows 7	
	System		
	Manufacturer:	Hewlett-Packard	
	Model:	HP Pavilion dv7 Notebook PC	
	Rating:	Retrieving system rating	
	Processor:	Intel(R) Core(TM) i7-2670QM CPU @ 2.20GHz 2.20 GHz	
	Installed memory (RAM):	8.00 GB	
	System type:	64-bit Operating System in our steps we say find out if you are 32 or 64 bit machine this is how	
	Pen and Touch:	No Pen or Touch Input is available for this Display you find out. this machine is 64 bit	
	workgroup settings		

- 5. type in this command
 - a. For 64-bit operating systems, type the following: AS SHOWN EXACTLY Regsvr32 "C:\Windows\SysWOW64\MSCOMCTL.OCX"
 - b. Hit enter
 - c. For 32-bit operating systems, type the following: AS SHOWN EXACTLY Regsvr32 "C:\Windows\System32\MSCOMCTL.OCX"
 - d. Hit enter

Figure 51 what the register command is



- 6. You should see this success window after registering
- 7. Hit ok

8. Now open the nutritionist pro software and see if the error is gone

Figure 52 if the registering was successful the window seen

