

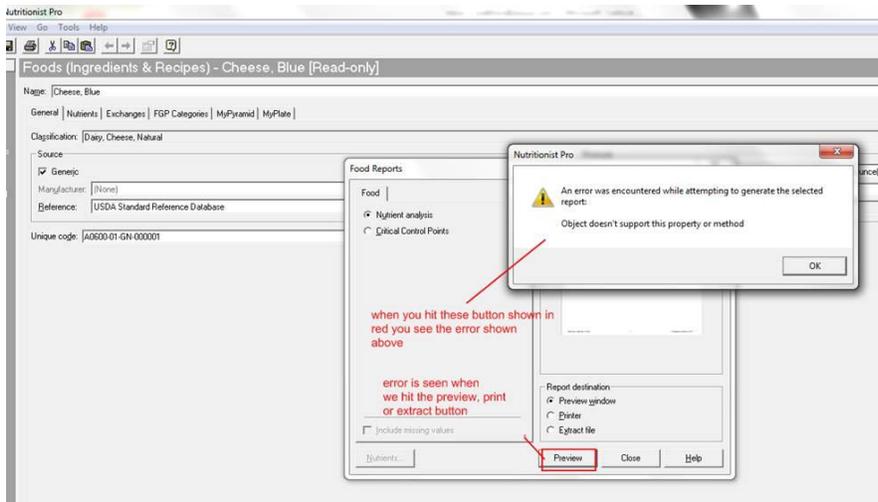


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Error –“Object doesn’t support this property or method”

- 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

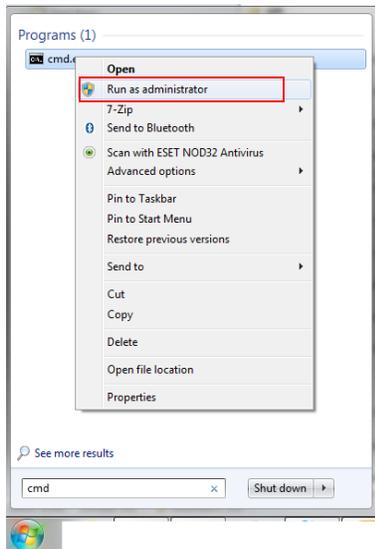
Figure 48. How the error “object doesn’t support this property or method” is created.



Steps on how to fix this error

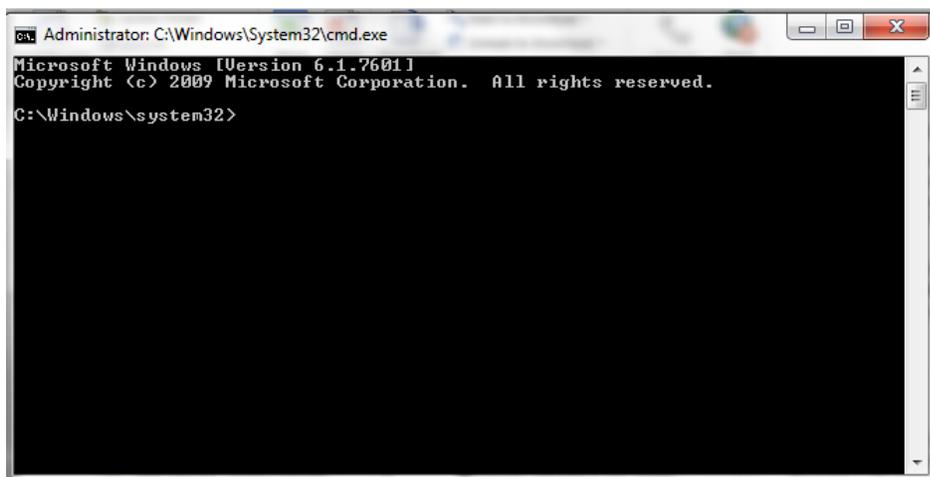
1. Close the nutritionist pro software
2. Find the CMD exe on the start panel VERY IMPORTANT RUN IT AS ADMINISTRATOR

Figure 49 run the CMD as administrator



3. You will see 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

Device Manager

Remote settings

System protection

Advanced system settings

View basic information about your computer

Windows edition

Windows 7 Home Premium

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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

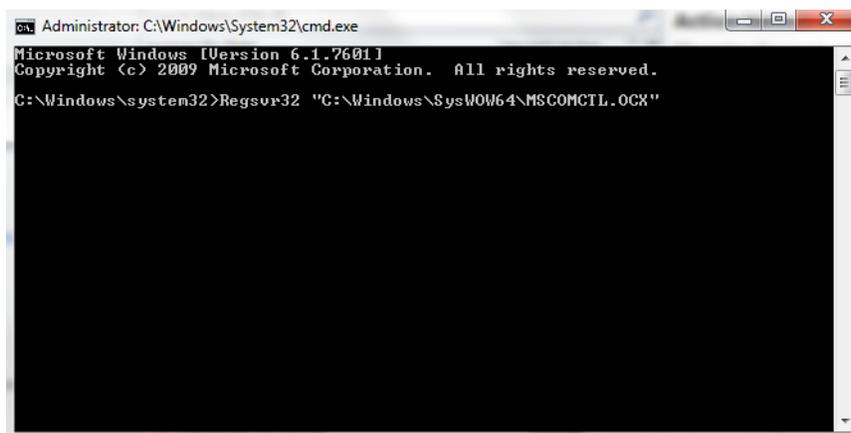
Pen and Touch: No Pen or Touch Input is available for this Display you find out. this machine is 64 bit

Computer name, domain, and workgroup settings

5. type in this command

- For 64-bit operating systems, type the following: AS SHOWN EXACTLY
Regsvr32 "C:\Windows\SysWOW64\MSCOMCTL.OCX"
- Hit enter
- For 32-bit operating systems, type the following: AS SHOWN EXACTLY
Regsvr32 "C:\Windows\System32\MSCOMCTL.OCX"
- 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

