LANSource™ Technical Information

Topic Number: FXP5007

Subject: Program DLL's - Not installed Correctly

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1.0 Situation

When starting a Windows based LANSource program, you see the error message:

Not Installed Correctly

1.1 Description of Problem

You have correctly installed a LANSource program (FAXport, WINport, etc.) and see the error message 'Not Installed Correctly'. This can also occur if a new component or 'add-on' program is also installed after the main program has been setup, configured and running.

1.2 Solution to problem

Using the Windows file manager program, check to see if there are any duplications of files with the extension 'DLL'. (These are files that contain the 'active' parts of a program which work in conjunction with the executable portion to make the program run). Most often if there is more than one such file available it will cause the program to fail to start. Windows interprets this as a faulty installation of the program (e.g. a corrupt or missing file in the program).

The simple solution is to remove the duplicate file(s). Most often these files are easy to identify by their location ((such as installation directories rather than the program directories).

1.3 See Also

Technical Note FXP5002 : Problems running Word for Windows 6.0 with FAXport 5.0

This technical note refers to a problem with the OLE DLL files and ODBC (Open Database Control) program, where the error message is 'Call to undefined dynalink".

Technical Note FXP5004: FAXport 5.0 File Names, Locations and Descriptions

This technical note provides a full list of 'DLL' files used by FAXport, and their proper location.