



This bulletin pertains to versions 9-17 or higher of the Ioline 301 Software that do not install successfully.

*Error Message: "could not install to C:\windows or c:\windows\system"*

*Error Message: "a required file, MSVBVM50.dll was not found".*

1. Make sure that any virus-checking program (that might prevent writing to the Windows system area) is disabled.
2. Close all Windows application programs.
3. Using Windows Explorer, make sure that Windows is installed in the standard directory C:\windows\system. If not, note the Windows path for use in step 7.
4. If you have not already done so, copy the attached programs WSUP.EXE and WSUPE.EXE to a diskette. Use these diskettes for steps 5 and 6.
5. Place the disk with WSUP in drive A. Click on the Windows "Start" button, then click on "Run". Enter the following path into the "Open" field A:\WSUP. Click the Unzip button.
6. Place the disk with WSUPE in drive A. Click on the Windows "Start" button, then click on "Run". Enter the following path into the "Open" field A:\WSUPE.
7. If Windows was found in a non-standard location, enter that location in the box when prompted "Unzip to Folder". If Windows is in the standard location, leave the entry I "Unzip to Folder" as is.
8. Click the Unzip button.
9. Reboot system.
10. Click on the 301-software icon. If any error messages are displayed, write them down and call Ioline Technical Support.