

Audit Tool

MSCC - MSCOMCTL.OCX is missing from a client installation

for Audit Tool version: 1.0.5 (release version)

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document version 1.0.1

MicroSOft COMmon ConTroL installation problems.

This problem has been resolved in ALC Complyer version 1.1.0 onwards. The instructions below are for older versions of the software.

This document is intended as a guide for where to look for information to fix the problem whereby the **MSCOMCTL.OCX** is missing from a client installation:

Symptoms

You receive messages in the following sequence, with **Record number 29** in it.

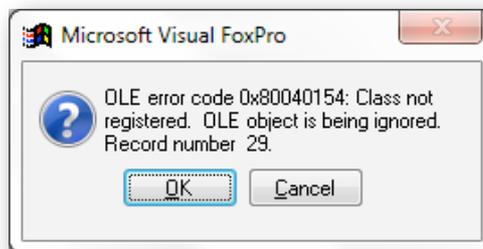
Windows XP

Record number 29

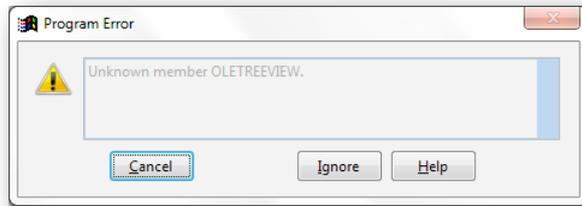
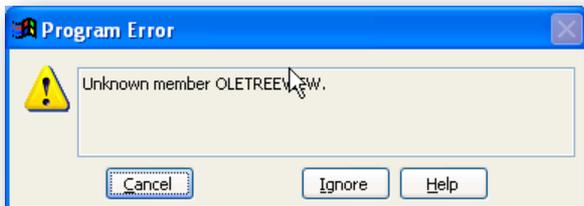


Windows Vista / Windows 7

Record number 29



If you click **OK** then you get:



Please Click the **Cancel** button to abandon opening of the Audit Tool.

You may need to consult the document **KILL** if the Audit Tool is not appearing to start after pressing Cancel.

Resolution

MSCOMCTL.OCX - Microsoft **Common Control** is a Microsoft Active X component for the displaying of the menu portion of the Audit Tool. If this file does not exist (or cannot be found, then the Audit Tool cannot work).

It should already exist on a Windows system in the c:\windows\system32 folder, but in certain cases, the file appears to be missing.

If it is missing, then this file should be downloaded from www.jet-net.co.uk/ALP/MSCOMCTL.OCX



Windows XP

The file should be saved to **c:\Program Files\AuditTool**.

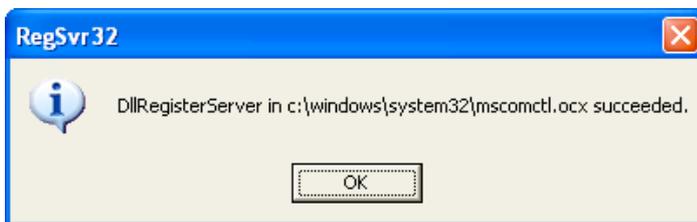
If you do not have a folder for *c:\Program Files\AuditTool*, the file should be saved instead to **c:\Program Files (x86)\AuditTool**. If you have this folder, and not the *c:\program files\audittool* folder, then you're using a **64 bit Windows system** - and should follow the instructions below using **(x86)** - with a space before it.

The File should be **registered** by issuing the following command (don't forget the quotes):

```
regsvr32 "c:\program files\AuditTool\mscomctl.ocx"
```

or

```
regsvr32 "c:\program files (x86)\AuditTool\mscomctl.ocx"
```



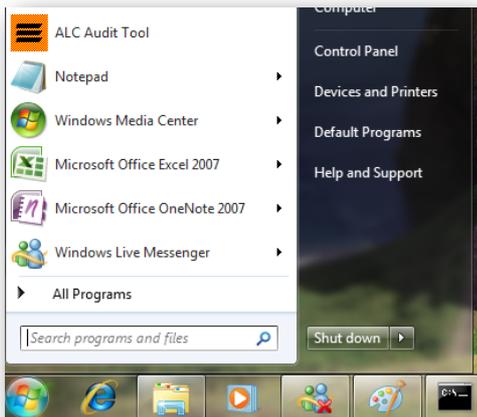
You should now be able to start the Audit Tool

Windows Vista / Windows 7

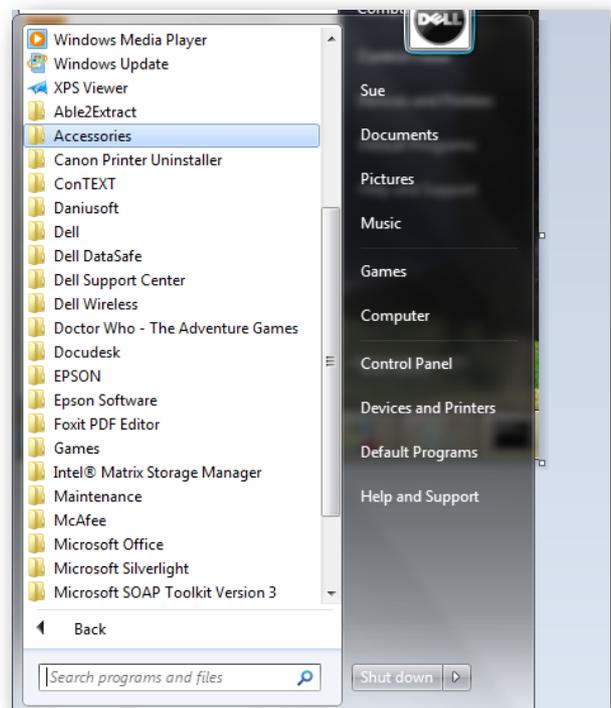
On **Vista** and **Windows 7** it's a bit more complicated:



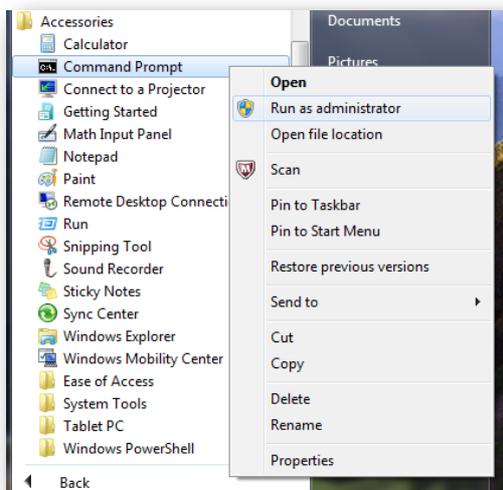
Click The Windows **Start** Button



Select > **All Programs**



... then choose **Accessories**



.... With the Accessories folder expanded, right click **Command Prompt** to get the the *context menu* as illustrated to the left, and select **Run as administrator**.

Windows will then ask:

Are you sure you want the following program to make changes to your system?

Click OK.

When you get the black **command window** - enter the following command:

```
dir "C:\program files\AuditTool"
```

and press the Return or Enter key. If you get a response ending:

File Not Found

Then please try

```
dir "C:\program files (x86)\AuditTool"
```

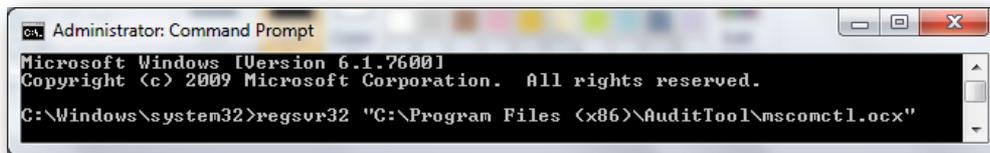
and press the Return or Enter key. If you get a response ending with about 40 odd lines ending **bytes free** - this is the folder (with the **(x86)** bit on the end, with a space in front of it) that you'll need to use in the following instructions - **You're using a 64 bit Windows system:**

```
regsvr32 "C:\program files\AuditTool\mscomctl.ocx"
```

or

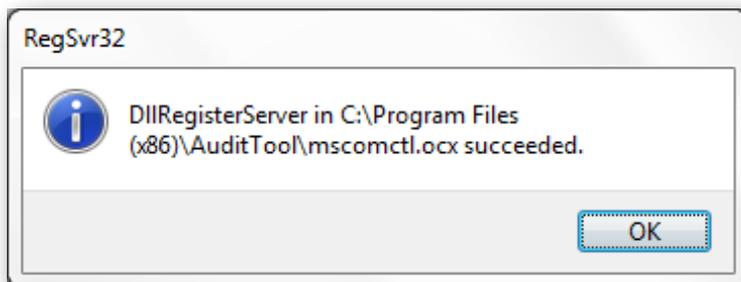
```
regsvr32 "C:\program files (x86)\AuditTool\mscomctl.ocx"
```

as illustrated below:



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Windows\system32>regsvr32 "C:\Program Files (x86)\AuditTool\mscomctl.ocx"
```

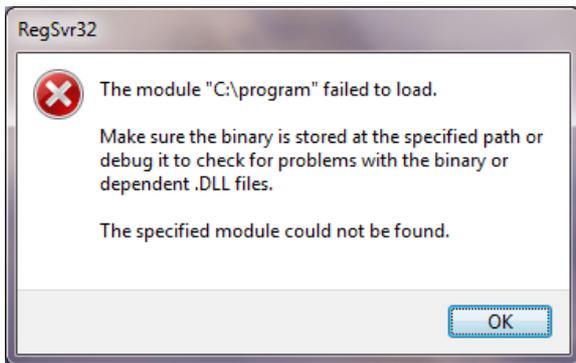
You should then receive the following message - if all is successful



You should now be able to start the Audit Tool

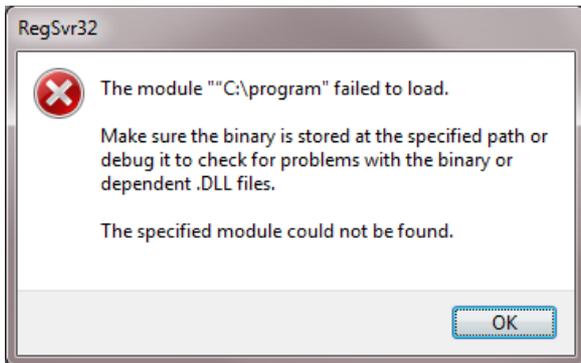
Problems (Windows Vista, Windows 7, Windows 8 and Windows 10)

If you encounter the following error (note single quotes before "C:\program"):



This is because you have not added quotes around **"C:\program files (x86)\AuditTool\mscomctl.ocx"** or **"C:\program files\AuditTool\mscomctl.ocx"** on the RegSvr32 line above.

If you encounter the following error (note double quotes before "C:\program"):

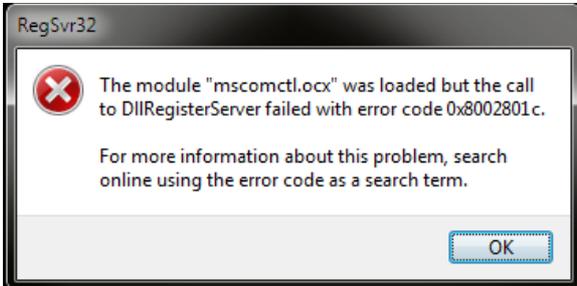


This is because you have not added quotes around **"C:\program files (x86)\AuditTool\mscomctl.ocx"** or **"C:\program files\AuditTool\mscomctl.ocx"** on the RegSvr32 line above.

Problems - "64 bit" Windows systems (Windows Vista, Windows 7, Windows 8 and Windows 10).

If you are still encountering problems, it could be that you're using a "64 bit" Windows PC. You can double check this out using the **WVER** document to see if you have a "64 bit" Windows system, but if you found an **audittool** folder with **(x86)** in it above, then you're using a **64 bit Windows system**.

If you see the following error message:



This means that the "64 bit" Windows system doesn't like where you've put the mscomctl.ocx file, and it needs to go into a specific location on your PC.

Follow the instructions above to download the file again (it doesn't matter if you still have a copy in C:\program files (x86)\AuditTool).

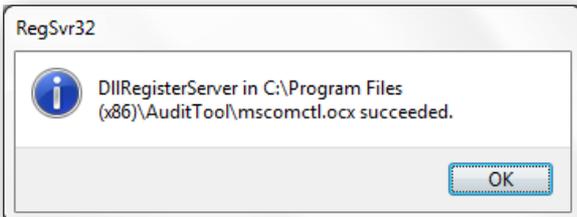
This time save the file to folder **c:\windows\SysWOW64**.

(if you're interested **WOW** means **Windows 32 bit on Windows 64 bit**, Complyer is "32 bit" software)

Now follow the instructions above to open the **command window**, but this time enter the following command in the black window:

regsvr32 "%windir%\SysWOW64\mscomctl.ocx"

Hopefully you will now get



... and be able to use your Complyer software.