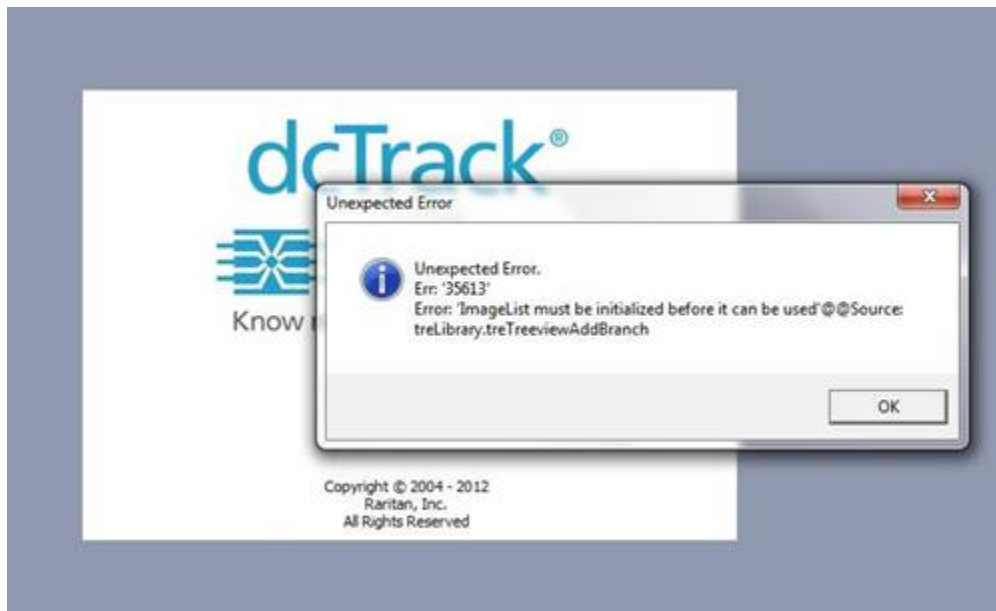


Error Message Pop Up When Started Classic Client

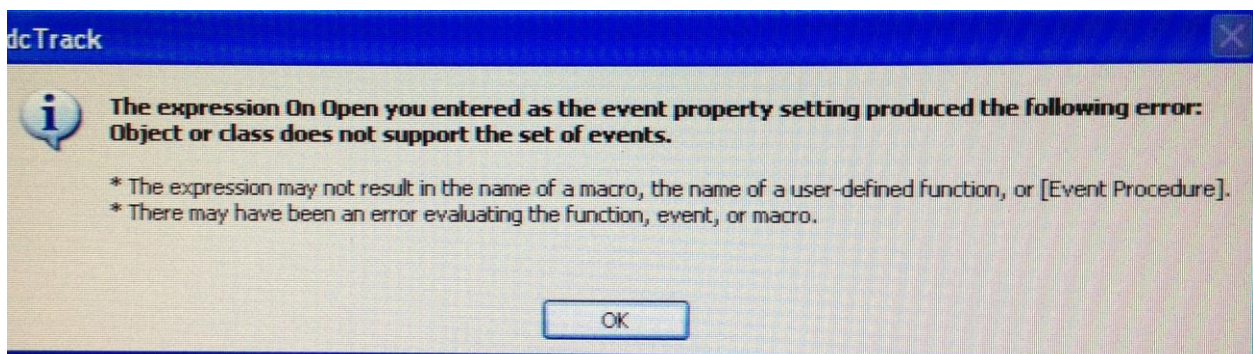
Attention:

An error message that can occur with Classic Client on Windows 7 after installing windows updates. After clicking OK on the error popup, you lose the entire navigation tree on the left side of the screen.

Error Message 1-



Error Message 2-





	Total	Used	Remaining	
Cabinet Licenses	3,300	203	6.2%	3,097

Class	Items	Comm/Data	Power	Sensors
Cabinet/Rack	203	-	-	-
Device	998	3,292	1,653	-
Network	210	5,609	65	-
Comm Panel	298	4,890	-	-
UPS	6	0	-	0
Floor PDU & Panels	49	0	975	0
Power Outlet	259	-	467	-
Rack PDU	447	43	5,274	12
CRAC	13	0	-	0
Probe	2	1	0	1
Totals	2,800	13,835	8,434	13
Total Ports			22,282	

censed to:
Raritan Computer (De
 lected Site: 1 of 5
iITE A
 ogged in User: Units
admin
 :Track Server:
92.168.33.132

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dcTrack	Licenses:	3,300	CIs	1,003	Sq Ft	3,500	RUs	43%	W/sf	28.6	Load	100	kW	36	Tons	
Dashboard	Used:	203	Devices	497	Cabinets	83	9%	lbs/sf	25	kWh/Cab	1.2	Supp	370	kWh	118	Tons

What do I need to do?

To fix do the following:

1. Close the Classic View Client
2. Close all the applications running on the device

3. Note:if you are using a 32-bit OS, your system folder is C:\Windows\system32. If you are using a 64-bit OS, your system folder is C:\Windows\sysWOW64\In otherwords, if you have a C:\Windows\sysWOW64\ then your OS is 64-bit, otherwise it's 32-bit
4. Download both MSCOMCTL files attached here to your system folder. Do not rename them!
5. Open a "cmd" shell as the Administrator [important - must run as admin!].
6. Execute the BAT file
7. Reload Classic Client and error should be gone.

For questions please contact –

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